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Association of Public Safety Communications Officials Florida Chapter *Sixty-three Years of Service*



APCO-FLORIDA CHAPTER LEGISLATIVE TASK FORCE

Certification of 911 Emergency Dispatchers Talking Points

911 Emergency Dispatchers who dispatch police, fire and emergency medical personnel are not required to have a State Certification designation.

911 Emergency Dispatchers are the initial critical component of a seamless Emergency delivery System that starts with the phrase, "911, what is your emergency"?

911 Emergency Dispatchers immediately begin dispensing medical and life saving directions to citizens facing threatening circumstances.

911 Emergency Dispatchers must simultaneously accurately advise law enforcement, fire and medical rescue personnel as to the emergency conditions and circumstances they are about to encounter.

911 Emergency Dispatchers throughout the State of Florida need to be uniformly trained and certified as to their ability to make split second life or death decisions.

Additional duties to include:

- Disaster response
- Homeland Security
- State, County, and Federal Warning Points
- Terrorist Response Coordination