

Minimum Mandatory Training and Certification for Florida Public Safety Telecommunicators

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Public safety telecommunicators fulfill a vital role within the American criminal justice system. Tasked with receiving, classifying, and dispatching requests from the public for emergency service, telecommunicators are the first-line of contact between citizens and law enforcement officers, fire departments, or ambulances. In Florida, public safety telecommunicators provide this vital service without the benefit of standardized training. Tragic events in recent years serve as examples of what can happen when telecommunicators fail to perform as expected. Given these facts, the state of Florida needs to take a serious look at the issue of minimum training standards for public safety telecommunicators. As Florida's population continues to grow, so too will the need for competent, professional telecommunicators increase. The cost associated with continuing to ignore this need may well be tallied in lost lives.