



Rick Staly, Sheriff

FLAGLER COUNTY SHERIFF'S OFFICE

"An honor to serve, a duty to protect."

NEWS RELEASE

Date: Thursday, February 21, 2019

Contact: Brittany Kershaw; (386) 586-2637; bkershaw@flaglersheriff.com

Flagler County Sheriff's Communications Center **Receives Re-Accreditation**

The Flagler County Sheriff's Office (FCSO) Emergency Communications Center received its first reaccreditation as an accredited 911 center by the Florida Telecommunications Commission (FLA-TAC) on Thursday. FCSO's Communications Center is one of just eight State-Accredited Public Safety Answering Points (PSAPs) in the state of Florida.



Pictured Above: President of Florida Police Accreditation Coalition Murette Sims, Randy Doyle, Michele Bagnoli, Marilenn Punsalan, Sheriff Rick Staly, Director of Communications Christina Mortimer, Commander Robert Weber, and Executive Director of Florida Telecommunications Accreditation Commission Robert Brongel.

The accreditation process consisted of an on-site assessment by an assessment team. During the entrance interview, the assessment team took a tour of the Communications Center and spoke with

Proudly Serving the Community for 100 Years – Centennial Anniversary 1917 - 2017
An Accredited Law Enforcement Agency



901 East Moody Blvd, Bunnell, FL 32110 – 386-437-4116 – Fax 386-586-4820 – www.flaglersheriff.com

various employees and observed security measures. The assessment team then observed all general orders and operating procedures pertaining to the Communications Center to ensure that the center was in compliance with the requirements of all standards. All observable standards and accreditation files were found in compliance.

Upon completion of the assessment, the team met for an exit interview to review the findings. It was noted that the assessment team did not encounter any issues and the FCSO Communications Section is staffed by highly trained professionals. It was also noted that the morale in the Communications Center is consistently high and that all members who were interviewed were dedicated professionals that were proud of the work they perform and the Agency they work for.

“Maintaining accreditation is a great accomplishment for the Communications Center,” FCSO Director of Communications Christina Mortimer said. “This took a group effort and I am extremely proud of all of the employees in the Communications Center. This is testament to the hard work and professional training that is performed here.”



Sheriff Staly (fifth from left) serves as a Commissioner for the Commission on Florida Law Enforcement Accreditation.

The FCSO’s Communications Center serves as the county-wide PSAP for all 911 calls, answering all emergency and non-emergency phone calls and providing dispatch services for the Sheriff's Office, the cities of Bunnell and Flagler Beach Police Departments, Flagler County Fire/Rescue, City of Palm Coast Fire Department, Bunnell Volunteer Fire Department and the Flagler Beach Fire Department.

“Our Communications and Accreditation teams have done a great job in maintaining compliance and exceeding the expectations of the Accreditation Assessors,” Sheriff Rick Staly said. “Not only did we meet re-accreditation standards, but some of the policies and training materials were requested by the Assessors to be used as examples for other agencies. That is a huge compliment. I am very proud of our team.”

FCSO’s Communications Center first earned accreditation in February of 2016. Along with their role as

Proudly Serving the Community for 100 Years – Centennial Anniversary 1917 - 2017
An Accredited Law Enforcement Agency



901 East Moody Blvd, Bunnell, FL 32110 – 386-437-4116 – Fax 386-586-4820 – www.flaglersheriff.com

911 dispatchers, Communications Specialists complete a variety of tasks in support of law enforcement or fire/rescue operations including monitoring of state and national computer databases.

Re-Accreditation of the Communications Center marks the third accreditation of divisions at the FCSO over the past five months. FCSO received Law Enforcement reaccreditation as well as its first ever Detention Facility accreditation in October of 2018.

###

Proudly Serving the Community for 100 Years – Centennial Anniversary 1917 - 2017

An Accredited Law Enforcement Agency



901 East Moody Blvd, Bunnell, FL 32110 – 386-437-4116 – Fax 386-586-4820 – www.flaglersheriff.com