



Rick Staly, Sheriff

FLAGLER COUNTY SHERIFF'S OFFICE

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

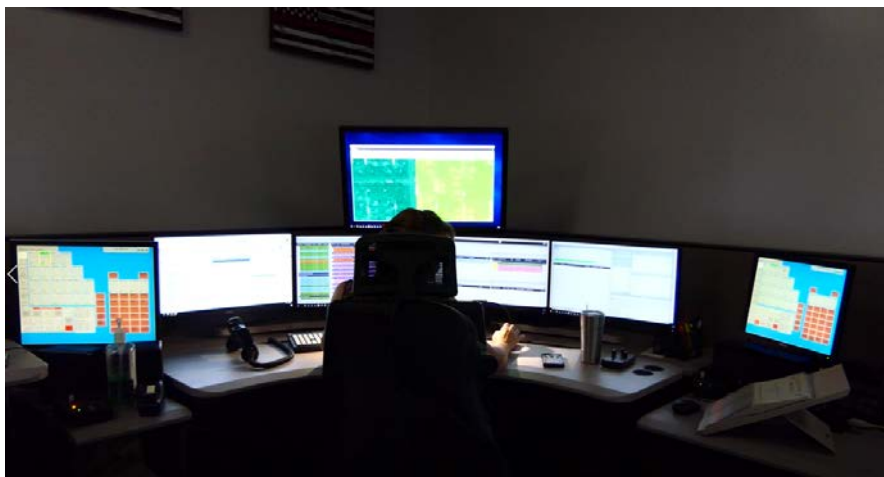
NEWS RELEASE

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FCSO Communications Center Awarded Training Center Certification

FCSO Can Now Train Telecommunicators In-House, Saving on Training Costs

The Flagler County Sheriff's Office (FCSO) Communications Center has received certification as a Public Safety Telecommunication Training Center. Certified Public Safety Telecommunicators must complete extensive training provided by a certified training center prior to qualifying for the Department of Health State exam, which is required to be a 9-1-1 Operator. At Sheriff Rick Staly's direction, a Training and Relief Supervisor position was created for the Communications Center at the end of 2017. This position was tasked with creating an approved training program that would certify the FCSC Communications Center as an approved training center and offer employees professional and standardized training in-house.



FCSO Communications Specialist PSAP console.

In order to be considered by the Department of Health to become a Certified Training Agency, the FCSC had to create and submit a training program that followed the Department of Education's Public Safety Telecommunication Curriculum Framework that consisted of 232 hours of training. Training and Relief

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Supervisor Genice Caccavale worked diligently throughout the year to create a training program that followed all of the required guidelines and ensured that it met all of the standards as specified in Chapter 401 of the Florida State Statutes.

By becoming an approved training program, it allows the Training and Relief Supervisor to facilitate the required Public Safety Training to all new-hires in the FCSO Communications Center and offer other agencies the ability to have their 9-1-1 Operators trained at FCSO. Previously, all new Communications employees had to take the Public Safety Tele-communicator class offered through an outside program which costs the agency \$550 per employee to attend. With the training now in-house, those funds can be reallocated. The Agency will charge outside agencies if their employees attend FCSO classes as a reimbursement to taxpayers.

In addition to the cost-savings, being able to train in-house allows the ability to offer professional and standardized training and ensures that all new-hires are receiving the same training. It also gives employees an opportunity to have a more interactive training experience and gives them the opportunity to ask questions along the way. Previous outside courses were only offered online.

“This is a major accomplishment and I am very proud of all the hard work that Genice put into developing this program,” Sheriff Rick Staly said. “It was her mission to get our Communications Center approved as a training center and all of her hard work has paid off. Her passion to train employees is evident and she is a great mentor to our Communications personnel every day.”

The FCSO Communications Center is an accredited 9-1-1 center and serves as the county-wide Public Safety Answering Point (PSAP) for all Emergency 9-1-1 calls, non-emergency phone calls, and provides dispatch services for the Sheriff’s Office, the cities of Bunnell and Flagler Beach Police Departments, Flagler County Fire/Rescue, the City of Palm Coast Fire Department, and the Flagler Beach Fire Department.

FCSO’s 9-1-1 center is only the 155th certified Tele-communicators Training Center out of 258 PSAPS in Florida. Supervisor Caccavale has served the community since 2002 in the 9-1-1 Communications Center.

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