



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 Reaccredited

BUNNELL, Fla. — The Flagler County Sheriff's Office Communications Center was awarded reaccreditation by the Florida Telecommunications Accreditation Commission for the third time. The FCSO Communications Center is one of only 25 communications centers in the state to hold FLA-TAC accreditation.

The FCSO Communications Center became an accredited facility on January 14, 2016. It was reaccredited in 2019, 2022, and most recently on February 19, 2025.

Sheriff Rick Staly, Chief of Staff Mark Strobridge, Director of Communications Christina Mortimer, Accreditation Supervisor Michele Bagnoli, and Accreditation Specialist Marilenn Punsalan accepted reaccreditation honors during the 2025 FLA-TAC meeting held at the World Golf Village in St. Augustine, Florida.

During the FLA-TAC accreditation process, the assessment team found the FCSO Communications Center to be in full compliance with all standards which address the needs of the communications profession, including organization; written directive system; fiscal; human resources; conduct and disciplinary process; recruitment, selection, and promotion; training; FCIC/NCIC; security; call taking procedures; dispatch operations and procedures; critical and unusual Incidents; fire-rescue dispatch operations; emergency medical services dispatch operations; and law enforcement dispatch operations.

"This reaccreditation demonstrates that the FCSO Communications Center maintains a high standard of excellence, ensuring that our residents receive the highest levels of service from the moment they

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call for help,” said Sheriff Staly. “Proof of this commitment is the fact that two Communications Specialists have been recognized by the Florida Sheriffs Association as Dispatcher of the Year within the last three years. Our community should feel safe knowing that our dispatchers are well-trained and have the latest, most advanced equipment available to them.”



Sheriff Rick Staly and the Flagler County Sheriff's Office team accept reaccreditation from the Florida Telecommunications Accreditation Commission.

The Flagler County Sheriff's Office is a five-diamond accredited agency. In addition to the Communications Center's accreditation, the Agency also maintains accreditation from the Commission for Florida Law Enforcement Accreditation, the Florida Corrections Accreditation Commission, the National Institute of Ethics, and the National Commission on Correctional Health Care.

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