

## FAQs

### 911 Public Safety Telecommunicator (PST)

All forms can be found at [www.fl-ems.com/dispatchers.html](http://www.fl-ems.com/dispatchers.html)

Q. Can I be grandfathered in? (This clause expires October 1, 2012)

A. Yes, any person who can show verification of employment of at least 3 cumulative years (full time) experience as a PST or an emergency dispatcher between January 1, 2002 and September 30, 2012, can submit Form DH 5066. The employment history does not have to be with the same service and does not have to be 3 consecutive years. If multiple employer verification forms are necessary, make as many copies as necessary to verify the 3 years full time employment as a PST.

Q. Do I have to take the test? (This clause expires October 1, 2012)

A. No, if you complete a department approved training program and submit the following so they are **received** by the department **no later than** September 30, 2012, you will not have to take the test:

- Form DH 5066
- The certificate of completion
- A business check, cashier's check or money order for \$50

Q. Do I have to take the 232 hours of training?

A. No, if you were employed as a 911 public safety telecommunicator, a sworn state-certified law enforcement officer, or a state-certified firefighter before April 1, 2012, you may take the exam. Upon passage of the examination, the completion of the public safety telecommunication training program shall be waived.

Q. When does my certification expire?

A. PSTs have a common expiration date. ALL PST certifications expire February 1, of each odd year.

Q. How do I apply for renewal?

A. To apply for renewal, PSTs must have completed 20 hours of continuing education based on the Department of Education's 911 Public Safety Telecommunication Curriculum Framework, program number P090101, and submit the completed Form DH 5068 along with a business check, cashier's check or money order for \$50.

Q. What if I miss my expiration date?

A. Any person who does not recertify prior to February 1, of the odd year must pay both the renewal fee of \$50 along with a \$50 late fee. If the certificate is not renewed within 180 days of expiration, you must go through an approved training program and pass the exam to become recertified.

Q. Can I work on an expired certificate?

A. No, the only people who may work as 911 Public Safety Telecommunicators are those who possess an active State of Florida certificate.

Q. How do I apply to take the test?

A. First you must submit the completed application along with the \$75 testing fee. Once approved by the Department of Health to be eligible to test, you will log onto this website and select a testing location and time that best serves you.

Q. If I don't pass the test, do I have to pay to take it again?

A. Yes, there is a \$75 testing fee for each attempt.

Q. Once I pass the test, do I automatically become certified?

A. No, passage of the exam makes you eligible for certification. Once you have passed the test, you will need to apply for certification by submitting Form DH 5066 along with the \$50 certification fee. Fees are accepted in the form of a business check, cashier's check or money order.

Q. How many times can I take the test?

A. You have 3 attempts at the exam during a 12 month period with a minimum of a 30 day period between attempts. After the third failure, you will be required to re-take an approved training program. At the completion of the training program, you are once again eligible to apply to take the test.

Q. How do I get our service approved as a training center?

A. Any agency seeking determination of equivalency for their training program shall submit to the Department of Health DH Form 5067

911 Public Safety Telecommunicator Course Equivalency Application with supporting attachments. The training program shall consist of no less than 232 hours. The department shall identify from DH Form 5067, 911 Public Safety Telecommunicator Training Course Equivalency Application, the instructional objectives within their training program that meet each of the student performance standards as outlined in the Department of Education's 911 Public Safety Telecommunication Curriculum Framework, Program Number P090101.

Q. What are the fees associated with 911 Public Safety Telecommunicators?

- Application fees for original certification - \$50.00
- Recertification fees - \$50.00
- Late fee - \$50.00
- Reinstatement fee - \$50.00
- Testing fee - \$75
- Replacement certificate fee - \$ 25.00
- 911 Public Safety Telecommunication Course Equivalency Application - \$50

### **Helpful links**

[Florida 911 Public Safety Telecommunicator Certification Statute 401.465](#)

[Florida 911 Public Safety Telecommunicator Certification Administrative Code 64J-3](#)

[Florida Department of Management Services](#)

[Florida Online Sunshine](#)

[Law, Public Safety & Security Career Cluster Curriculum Frameworks](#)

[Florida Department of Education/Commission for Independent Education](#)

Who do I contact for questions?

If you need assistance or have questions regarding 911 Public Safety Telecommunicator Certification, please contact the 911 Public Safety Telecommunication at (850) 245-4440 or send an email to [EMS\\_Operations@doh.state.fl.us](mailto:EMS_Operations@doh.state.fl.us).

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