

SECOND EDITION



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Laws and procedures are agency and area specific. It is the responsibility of the agency management, not Professional Pride, to determine the correct and safe design, implementation and quality control for any procedures for any Emergency Communications agency.

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DEDICATION

To all the hard working Managers and Supervisors of
Emergency Communications - who have the heart,
knowledge and desire but not enough time in each day to
do all that needs to get **done**.
