

NEWS

Nov. 18, 2021

For Immediate Release

County Office of Public Safety Communications Earns Award for Dispatch Excellence

Accreditation from International Academies of Emergency Dispatch is highest distinction given to 9-1-1 communications centers

Redwood City — Striving for excellence, one call at a time. The San Mateo County Office of Public Safety Communications 9-1-1- dispatch center is being recognized by the International Academies of Emergency Dispatch (IAED) as an Accredited Center of Excellence (ACE) for emergency medical dispatching.

Accreditation from the IAED is the highest distinction given to emergency communication centers and is reserved for high-performing agencies that consistently put in the work to achieve excellence. The County's 9-1-1 communications center is the 97th center in the world and 9th in the state to achieve ACE status, certifying that the center is performing at or above the established standards for the industry.

“Centers who earn Accredited Center of Excellence status are the embodiment of dispatch done right so we are very proud to earn this recognition,” said Natasha Claire-Espino, San Mateo County Public Safety Communications Director. “Our dispatchers take great pride in doing their best and go all-in to consistently demonstrate pride, teamwork, and innovation by putting their communities first. Our partnering agencies often recognize our dispatchers for being the best at what they do, and they work hard to maintain that level of performance.”

IAED Accreditation is the culmination of a lengthy, arduous process that includes the completion of the 20 Points of Accreditation, a detailed evaluation of performance by industry experts, and a final review and ruling by IAED.

Strong local oversight, rigorous quality processes, a commitment to data-driven continuous improvement, and conducting IAED and in-house courses by certified

instructors for all Emergency Medical Dispatchers are just a few examples of what distinguishes the County's dispatch center to receive this award and badge of honor.

"Accreditation is truly a pinnacle achievement," said Christof Chwojka, Accreditation Board Chair at IAED. "We applaud the dedicated calltakers, dispatchers, and leadership team at the County's Office of Public Safety Communications for their commitment to quality, and for meeting that high standard that few achieve. We know their community can count on these first, first responders to do an outstanding job."

The County's dispatch center was first accredited in 2005 and last accredited in 2018. Accreditation is valid for a three-year period, during which all standards must be upheld.

"This process is undertaken by communications centers who desire to be the best of the best," said Kim Rigden, Associate Director of Accreditation, IAED. "Achieving ACE confirms it. The County of San Mateo should be very proud of this achievement and the wonderful service they provide to the community and their emergency responders."

IAED will present the Office of Public Safety Communications with an Accreditation plaque that commemorates their achievement at a conference in April 2022.

About IAED

For more than 40 years, the IAED has been the standard-setting organization for emergency dispatch and response services worldwide, and is the leading body of emergency dispatch experts. We are a member-driven association working to serve the public through the professional development of dispatchers. Our various boards and councils work on behalf of the membership—and in coordination with other public safety organizations—to ensure that the comprehensive system of emergency dispatching is as safe, fast, effective, and up-to-date as possible.

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