



NEWS RELEASE

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**Augusta E911 Emergency Communications Center
earns award for dispatch excellence**

AUGUSTA, GA. (March 14, 2023) – Augusta, Georgia’s 911 Emergency Communications Center has been recognized by The International Academies of Emergency Dispatch® (IAED™) as an Accredited Center of Excellence (ACE) for emergency Fire dispatching. Augusta, Georgia’s E911 Emergency Communications Center becomes the 70th Fire ACE in the world and the only standalone 911 center in the Georgia with the accreditation.

IAED is the standard-setting organization for emergency dispatch services worldwide. Accreditation from the IAED is the highest distinction given to emergency communication centers, certifying that the center is performing at or above the established standards for the industry. Centers who earn ACE status are the embodiment of dispatch done right, and have demonstrated strong local oversight, rigorous quality processes, and a commitment to data-driven continuous improvement.

“Achieving this accreditation is a testament to the hard work, dedication, and professionalism of our staff display as they do their best to prepare for citizens’ worst day,” said Augusta, Georgia’s E911 Emergency Communications Center Director Daniel Dunlap. “I am grateful to serve alongside highly trained and skilled professionals committed to being experts in emergency fire dispatching.”

“Accreditation is truly a pinnacle achievement”, said Christof Chwojka, Accreditation Board Chair at IAED. “We applaud the dedicated calltakers, dispatchers, and leadership team at Augusta, Georgia’s E911 Emergency Communications Center 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.”

IAED will present Augusta’s E911 Center with an Accreditation plaque that commemorates their achievement during the IAED Navigator Conference in Denver, Colorado in April 2023. IAED Accreditation is the culmination of a lengthy, arduous process that includes the completion of the 20 Points of Accreditation, a detailed



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evaluation of performance by industry experts, and a final review and ruling by IAED.

"This process is undertaken by communications centers who desire to be the best of the best." explains Kim Rigden, Associate Director of Accreditation, IAED.

"Achieving ACE confirms it. Augusta's 911 Center should be very proud of this achievement and the wonderful service they provide to the community and their emergency responders."

Accreditation is valid for a three-year period, during which all standards must be upheld. Emergency communication centers can earn multiple accreditations, one for each emergency discipline they service: medical, fire, police, and emergency nurse triage.

Over 3,500 emergency communication centers worldwide use the medical, fire, police, and emergency nurse triage protocols developed and maintained by the IAED. The protocol-based system—known as the Priority Dispatch System™—is recognized as the standard of care and practice for emergency dispatch, and is used in 46 countries.

Media interested in this topic should contact Public Information Manager Danielle Harris at 706-312-5511.

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