



ACCREDITATION PERIOD

2026-2029

# CALVERT EMERGENCY COMMUNICATIONS

The International Academy of Emergency Police Dispatch officially recognizes Calvert Emergency Communications as an **ACCREDITED CENTER OF EXCELLENCE IN EMERGENCY POLICE DISPATCH** for demonstrating compliance to the highest level of standards as set forth in the Academy's Twenty Points of Accreditation. This accreditation is granted as of January 9th, 2026 and is valid until January 9th, 2029.

  
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ACCREDITED CENTER  
OF EXCELLENCE

## TWENTY POINTS OF ACCREDITATION

- All police dispatch calltaking, dispatching, and supervisory workstations.
- Current Police Priority Dispatch System (PPDS) licensing of each EPD position.
- Current Academy certification of all EPD personnel.
- How Academy certification and case review will continue to be maintained.
- Full activity of Quality Improvement (QI) committee processes.
- EPD quality assurance and improvement methodology.
- Case review at the Academy's recommended number and percentages of randomly reviewed cases.
- EPD quality assurance and improvement database.
- Consistent PPDS case review to determine if monthly average case evaluation compliance levels meet accreditation standards:
  - 10%-Partial Compliance
  - 10%-Low Compliance
  - 7%-Non-Compliant
 Percentage of deviation accepted:
  - 3%-Critical Deviation
  - 3%-Major Deviation
  - 3%-Moderate Deviation
  - 3%-Minor Deviation
- Correct case review and QI procedures validated through independent Academy review.
- How law enforcement field personnel were oriented to the proper use of the PPDS and feedback methodology.
- Local policies and procedures for implementation and maintenance of EPD.
- Current Continuing Dispatch Education (CDE) and EPD recertification program functions.
- Process that will occur when police response is requested by another agency.
- Properly established local configuration of all PPDS response assignments.
- How PPDS response assignments will be regularly reviewed and recommended changes approved.
- Incidence of all PPDS codes and levels.
- Specific police administration oversight and involvement in EPD activities.
- Sharing of nonconfidential data with the Academy.
- Support of the Academy's Code of Ethics, Code of Conduct, and practice standards.