



ACCREDITATION PERIOD

2026-2029

# CALVERT EMERGENCY COMMUNICATIONS

The International Academy of Emergency Fire Dispatch officially recognizes Calvert Emergency Communications as an **ACCREDITED CENTER OF EXCELLENCE IN EMERGENCY FIRE 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 fire dispatch calltaking, dispatching, and supervisory workstations.
- Current Fire Priority Dispatch System (FPDS) licensing of each EFD position.
- Current Academy certification of all EFD personnel.
- How Academy certification and case review will continue to be maintained.
- Full activity of Quality Improvement (QI) committee processes.
- EFD quality assurance and improvement methodology.
- Case review at the Academy's recommended number and percentages of randomly reviewed cases.
- EFD quality assurance and improvement database.
- Consistent fpds 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 fire field personnel were oriented to the proper use of the FPDS and feedback methodology.
- Local policies and procedures for implementation and maintenance of EFD.
- Current Continuing Dispatch Education (CDE) and EFD recertification program functions.
- Process that will occur when fire response is requested by another agency.
- Properly established local configuration of all FPDS response assignments.
- How FPDS response assignments will be regularly reviewed and recommended changes approved.
- Incidence of all FPDS codes and levels.
- Specific fire officer oversight and involvement in EFD activities.
- Sharing of nonconfidential data with the Academy.
- Support of the Academy's Code of Ethics, Code of Conduct, and practice standards.