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PRESS RELEASE

FOR IMMEDIATE RELEASE

March 11, 2020

City of Miami Beach 911 Center Achieves Rare Triple Accreditation Distinction

— *In Medical, Fire and Police Dispatching* —

Miami Beach, FL – The City of Miami Beach’s Public Safety Communications Division has joined an elite group of 911 communications centers throughout the world by becoming the 18th Accredited Center of Excellence (ACE) for all three call taking disciplines—medical, fire and police. The center is the only current triple ACE in South Florida, they had already held a Medical ACE designation since November 2018, and is now recognized as the world’s 22nd Police ACE as well as the world’s 53rd Fire ACE.

“We’re thrilled to have achieved this accomplishment in such a short period time since the fire and police call taking protocols were only implemented last summer, said Miami Beach City Manager Jimmy L. Morales. “This attainment validates the superior level of customer service and safety we provide our residents and visitors. There are currently only 13 triple ACE 911 centers worldwide and we’re proud to be one of them.”

ACE recognition inspires agencies to provide high-quality, up-to-date public care and to employ the most efficient use of resources when handling any emergency call situation thrown at them. Accreditation, in each of the systems, requires a detailed self-assessment based on the Academy’s Twenty Points of Accreditation. In order to achieve triple accreditation, agencies must meet or exceed all twenty points of accreditation, which requires participation from everyone from the Department Director to the individual emergency dispatcher and call taker.

When callers speak with dispatchers at ACE agencies in medical, police or fire emergencies, they can have confidence and peace of mind that their call will be properly assessed and that they will receive a high level of service. A Tri-ACE agency displays an even greater level of competency and adherence to the ACE standards. Such an agency has expert command of all IAED protocols, resulting in enhanced response for callers in need.

“Achieving a Tri-ACE status is the crowning accomplishment for a communication center,” said IAED Chair of Accreditation Christof C. Chwojka. “The City of Miami Beach’s Tri-accreditation is a testament to its total buy-in from the entire staff.”

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