



CALEA assessor Rob Geis sits with Communications Officer Keanna Key at a police radio position on Oct. 9.

DEC gets good report from on-site assessment, final decision in May

The Department of Emergency Communications (DEC) is working toward becoming an accredited agency with the Commission on Accreditation for Law Enforcement Agencies (CALEA). The organization's Public Safety Communications Accreditation Program promotes superior public safety communications services and recognizes professional excellence.

Since enrolling in the program in November 2015, the DEC has completed three of the five phases of the accreditation process. We received a very good oral report from the assessors during the on-site assessment, Oct. 8-10, to include how knowledgeable and professional our employees were. The DEC will attend the CALEA Conference in May 2019 to appear before the Commission's Agency Review Committee in a hearing. The decision regarding the DEC's compliance will be made after the hearing. If awarded, the DEC's mission will be to maintain compliance and reaccreditation.

The 211 standards of the program include organization, direction and supervision; human resources, recruitment, selection and promotion; training, operations and critical incidents; special operations; and Homeland Security. To comply with these standards,



CALEA assessor Mary Anne Calogero talks with Communications Officer Shannon Purnell on Oct. 9.

the DEC has improved professionalism and services by assessing our operations and developing policies and practices to meet the standards.

Accreditation will benefit the DEC by:

- Providing a management model for administration and operations;
- Producing better-trained public safety personnel;
- Limiting our liability and risk exposure;
- Promoting greater accountability in our communications center and units; and
- Demonstrating our verification of excellence.