



News Release

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Charleston County 9-1-1 earns Award for Dispatch Excellence

Charleston County's Consolidated 9-1-1 Center has been recognized by The International Academies of Emergency Dispatch® (IAED™) as an Accredited Center of Excellence (ACE) for emergency dispatching.

IAED is the standard-setting organization for emergency dispatch services worldwide. Accreditation (and subsequent re-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.

"Accreditation is a pinnacle achievement," said 9-1-1 Director Jim Lake. "I am proud of our staff for their dedication and commitment to quality and for meeting this high standard few achieve. I know this community can count on our first responders to do an outstanding job."

For more than 40 years, the IAED has been the standard-setting organization for emergency dispatch and response services worldwide and is the leading body of emergency dispatch experts.

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- written by the Public Information Office -