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News Release

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Share! Durham seeks input June 22 on CALEA re-accreditation; <http://bit.ly/1Yscvq>

Durham Emergency Communications Center Undergoes CALEA Re-Accreditation Assessment

Public Input Encouraged on June 22

DURHAM, N.C. – The [Durham Emergency Communications Center](#) is scheduled for an on-site assessment from June 21 to June 24, 2015, as part of a program to achieve re-accreditation by verifying it meets certain professional standards.

Administered by the [Commission on Accreditation for Law Enforcement Agencies, Inc.](#) (CALEA), the re-accreditation program requires agencies to comply with state-of-the-art standards in four basic areas: policy and procedure, administration, operations, and support services.

According to Durham Emergency Communications Center Director James Soukup, achieving the CALEA re-accreditation will continue to enhance the center's ability to provide overall public services in all aspects of communications. "CALEA re-accreditation strengthens an agency's accountability, both within the agency and the community, through a continuum of standards that clearly define authority, performance, and responsibilities," Soukup said.

Agency employees and the public are invited to offer comments by calling (919) 560-4594 on Monday, June 22 from 2 p.m. until 4 p.m. Comments will be taken by the Assessment Team and should be limited to 10 minutes, and must address the Center's ability to comply with CALEA's standards.

Anyone wishing to submit written comments about the Durham Emergency Communications Center's ability to comply with the standards for re-accreditation should mail them by Monday, June 22 to the Commission on Accreditation for Law Enforcement, Inc. (CALEA), 13575 Heathcote Boulevard, Suite 320, Gainesville, VA, 20155, to the attention of John Gregory.

A copy of the standards is available for review at the Durham Emergency Communications Center, which is located at 505 W. Chapel Hill Street, Durham. Questions about the standards may also be directed to Durham Emergency Communications Center Accreditation Manager Charles Brown, II at (919) 560-4798 or by [email](#).

About the Durham Emergency Communications Center

The [Durham Emergency Communications Center](#) is the primary public safety answering point for the City and County of Durham. Guided by the City's [Strategic Plan](#), the Center helps to ensure that Durham is a safe and secure community by providing around-the-clock 911 access and services to the residents and user agencies in and around Durham County. Services include, but are not limited to, emergency and non-emergency requests for assistance; dispatch of police, fire, and emergency medical services; other city/county support agencies; and other duties as required. The geographic service area encompasses 296 square miles with approximately 250,000 residents. The Center has earned the internationally recognized APCO Project 33 Certification from the [Association of Public Safety Communications Officials International, Inc.](#); Emergency Medical Dispatch Accreditation by the [International Academies of Emergency Medical Dispatch](#); and accreditation by the [Commission for Accreditation of Law Enforcement Agencies](#). The Center was the first, and currently, one of only four centers in the world to hold these three accreditations simultaneously. To learn more, visit the department's [Web page](#) or like on [Facebook](#).

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