



CITY OF DURHAM
Office of Public Affairs
101 CITY HALL PLAZA
DURHAM, NC 27701

News Media Contact:

Amy Blalock
Sr. Public Affairs Specialist
(919) 560-4123 x 11253
(919) 475-7735 (cell)
Amy.Blalock@DurhamNC.gov
<http://Facebook.com/CityofDurhamNC>
<http://Twitter.com/CityofDurhamNC>
<http://YouTube.com/CityofDurhamNC>

News Release

For Immediate Release: November 5, 2015

Share! #Durham 911 Center earns international training reaccreditation; <http://bit.ly/1RzuQIU>

Durham 911 Center Earns International Training Reaccreditation

Durham One of Only Five Centers in North Carolina to Achieve Distinction

DURHAM, N.C. - The [Durham Emergency Communications Center](#) has achieved reaccreditation thanks to its top-notch, in-house training standards.

The [Association of Public Safety Communications Officials International, Inc. \(APCO\)](#) has reaccredited the Center with the [APCO Project 33 Certification](#) for its training curriculum as meeting APCO's minimum training standards for public safety telecommunicators. The review evaluated the Center's training curriculum to ensure it provides trainees with both the required content and focuses on the demonstration of decision and psychomotor skills cited within the APCO standards. The recertification is valid for three years and the Durham Emergency Communications Center is one of only five centers in North Carolina, and one of only 51 centers in the world, to achieve this accreditation.

According to Director [James Soukup](#) with the Durham Emergency Communications Center, achieving the APCO International's Project 33 Training Certification is an honor that only a small number of centers throughout the world achieve. "This accreditation ensures that our telecommunicators are trained to the highest standards and principles of best practice, while providing the best customer service possible to the residents and visitors of Durham," Soukup said.

APCO International is the world's largest organization of public safety communications professionals. It serves the needs of public safety communications practitioners worldwide - and the welfare of the general public as a whole - by providing expertise, professional development, technical assistance, advocacy and outreach.

To learn more about the Durham Emergency Communications Center's [reaccredited training curriculum](#), contact Soukup at (919) 560-4191 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 [National Academy 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](#).

###