



**CITY OF DURHAM**  
*Office of Public Affairs*  
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## News Release

For Immediate Release: October 5, 2017

**Share!** #Durham 911 Center awarded @TheIAED Emergency Medical Dispatch Center of Excellence re-accreditation for 5<sup>th</sup> consecutive time

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## Durham Awarded Emergency Medical Dispatch Center of Excellence Re-Accreditation

DURHAM, N.C. – The Durham Emergency Communication Center has been re-accredited for the fifth consecutive time as an Emergency Medical Dispatch Center of Excellence, the highest distinction awarded by the International Academies of Emergency Dispatch.

In 2005, Durham was the 99<sup>th</sup> center in the world to receive this distinction for its comprehensive implementation and compliance with the Medical Priority Dispatch System (MPDS) and associated "20 Points of Excellence," the world's most widely-used 911-type pre-arrival instruction and dispatch-life-support protocol system.

With scripted telephone instructions for CPR, airway obstruction relief, hemorrhage control, and childbirth assistance, the MPDS has been credited with helping save thousands of lives. In addition to requiring proper system oversight, medical control and quality improvement programs, re-accreditation demands careful MPDS compliance and certification for all emergency call-takers and medical dispatchers.

Durham's achievement of earning this fifth re-accreditation award was voluntary and involved completing a detailed self-study and analysis, and this accomplishment demonstrates that the Center remains compliant with all international practice standards for emergency medical dispatch.

Visit the [International Academies of Emergency Dispatch](#) for more information or contact Durham Emergency Communications Center Director James Soukup at (919) 560-4191, email at [James.Soukup@DurhamNC.gov](mailto:James.Soukup@DurhamNC.gov).

### **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 emergency and non-emergency requests for assistance; dispatch of police, fire, and emergency medical services; and other city/county support agencies. 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](#). To learn more, visit the department's [Web page](#) or like on [Facebook](#).

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