

Press Release

HARFORD COUNTY GOVERNMENT

Office of the County Executive



PUBLIC SAFETY
"Ensuring a Safe
Harford"

EDUCATION
"Preparing Now,
Building for the Future"

EFFICIENCY IN
GOVERNMENT
"Governing Smarter"

ECONOMIC
OPPORTUNITY
"Growing and Sustaining
Harford's Prosperity"

ENVIRONMENTAL
STEWARDSHIP
"Protecting Our
Environment"

QUALITY LIVING
"Safeguarding What is
Important to Harford
County Citizens"

FOR IMMEDIATE RELEASE: October 13, 2009

Media Contact: Robert B. Thomas, Jr. at 410-638-3258 or 443-617-1954

Harford County Division of Emergency Operations Attains Highest Accreditation

First 9-1-1 Center in the United States to achieve status

(Bel Air, MD) - - The Harford County Emergency Operations Center located in Hickory, attained the highest accreditation possible, as an Accredited Center of Excellence (ACE) for use of its Fire, Police and Medical protocols. The Harford County EOC is only the second center in the world to achieve all three levels of accreditation. The first center to attain the highest level of accreditation was in Alberta, Canada.

"I am extremely proud of the men and women of the Harford County Emergency Operations Center who worked hard to achieve the highest accreditation possible," stated Harford County Executive David R. Craig. "The Harford County EOC has served the citizens of Harford County with excellence and exemplary service for many, many years. To attain this international recognition makes the accomplishment so very special for Harford County," remarked County Executive Craig.

The National Academies of Emergency Dispatch (NAED) ACE Program requires a detailed self-study based on the Academy's Twenty Points. The self-study covers everything from the center's description to procedures outlining a quality improvement plan, continuing dispatch education and compliance with life-saving emergency dispatch protocols developed by NAED.

The Academy's Board of Accreditation reviewed the Harford County EOC application, the center's documentation and conducted an onsite visit for verification purposes.

Commenting on receiving the highest level of accreditation possible, Manager Ernie Crist of the Harford County Division of Emergency Operations stated, "We delighted to be recognized for the professionalism of our staff and our commitment to excellence in Fire, Police and Medical dispatch." "Harford County has some of the finest dispatchers and emergency operations personnel in the state and this award is a tribute to their outstanding work and performance," Crist commented.

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The Harford County Division of Emergency Operations is responsible for the emergency dispatch of all police, fire, and EMS related calls for Harford County, and serves a population of nearly 245,000 people covering more than 450 square miles.

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“Preserving Harford’s past; promoting Harford’s future”