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REDCOM Earns Accreditation as an Emergency Medical Dispatch Center of Excellence from The International Academies of Emergency Dispatch

SONOMA COUNTY, CA – The Redwood Empire Dispatch Communications Authority (REDCOM) was approved as an Emergency Medical Dispatch Center of Excellence on March 29, 2017, by the Board of Accreditation of the International Academies of Emergency Dispatch (IAED). Therefore, **REDCOM** earned the distinguished honor of becoming the 235th Emergency Medical Dispatch Accredited Center in the world, and one of only 17 accredited dispatch centers in California. This level of operational effectiveness addresses system oversight, quality improvement programs, and individual certification of all emergency call-takers. Accreditation is an accomplishment that demonstrates an unprecedented dedication to public safety from not only each individual within the communications center, but also the administration.

REDCOM is a Joint Powers Authority (JPA) emergency dispatch center in Sonoma County, CA., operated on contract by American Medical Response. **REDCOM** provides 9-1-1 call-taking and emergency dispatch for over 40 Fire and EMS agencies in Sonoma County.

The IAED is a non-profit standard-setting organization promoting safe and effective emergency dispatch services world-wide. Comprised of four allied Academies for medical, fire, police, and emergency communication nurse system dispatching, the IAED supports first-responder related research, unified protocol application, legislation for emergency call center regulation, and strengthening the emergency dispatch community through education, certification, and accreditation. **An Accredited Center of Excellence (ACE) is the highest distinction in 9-1-1 emergency communication services.**

In addition to being featured in the next issue of *The Journal of Emergency Dispatch*, **REDCOM** will be recognized on The International Academies of Emergency Dispatch's website (<http://www.emergencydispatch.org/AccredCurrentAces>).

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