



Franklin County Emergency Communications Center

Nick Robbins
FCECC Director
(785)229-7301
nrobbs@franklincoks.org

305 S. Main
Ottawa KS, 66067
(785)242-3800

Sarah Peffly
FCECC Manager
(785)229-1242
speffly@franklincoks.org



FRANKLIN COUNTY EMERGENCY COMMUNICATIONS HONORED FOR ACHIEVING ACCREDITATION AS CENTER OF EXCELLENCE

****For Immediate Release****

June 23, 2020

Franklin County, Kansas—The Franklin County Emergency Communications Center is taking center stage in recognition of achieving the most prominent distinction in 911 Emergency Communication Services. The communication center is the 279th emergency dispatch center in the world to attain International Academies of Emergency Dispatch® (IAED™) status as an Accredited Center of Excellence (ACE) for its use of the Medical Priority Dispatch System™ (MPDS®). This distinction places Franklin County's Emergency Communication Center among the very highest-performing emergency dispatch agencies in the world and become only the second agency in the state of Kansas to attain the Medical ACE distinction.

ACE inspires agencies to provide superior, industry best practices in public safety and to employ efficient use of resources when handling all emergency call situations. Accreditation requires an intensive self-assessment based on the IAED's rigorous Twenty Points of Accreditation. In order to achieve accreditation, agencies must meet or exceed all twenty points of accreditation, which requires participation from the 911 Director down to the individual Emergency Dispatchers. Because ACE agencies abide by these standards and have fulfilled these requirements, callers can have peace of mind knowing their needs will always be appropriately addressed and that they will receive the help they need.

Emily Stanley, Dispatcher II and member of the Emergency Communications PR Team, is ecstatic with the accomplishment. She said the recognition is a testament to everyone's hard work and dedication to give exemplary service to the residents in their coverage area. "Every single one of our employees contributed," she said. "We are a department that thinks to the future and we are already generating ideas on how to build on this accomplishment."

"In just 14 months, our department went from not even having a quality improvement program, to obtaining accreditation," Stanley said. "We had to work efficiently, communicate effectively and above all, keep ourselves motivated and determined with positivity."

According to Stanley, this was very important because the department had just gone through some significant changes. "We had become a stand-alone department," she explained, "and our dispatchers wanted to make a fresh start by setting the bar high for the organization."

"Achieving this accreditation was something that the dispatchers wanted, and their drive was fully supported by the Director, Dispatch Manager, Medical Director, County Administrator and the County Commission," she stated. "Obtaining accreditation is more than just reaching a goal. It is our center setting a standard for our state dispatch centers. We are a 'future forward' thinking center and accreditation is just a step in the ever-changing growth in the dispatch profession. This accomplishment is about setting goals for progressive and innovative development of our department, so maintaining this status is now part of who we are and who we will always be."

The IAED's Board of Accreditation reviews the center's application and documentation of the Twenty Points and conducts a thorough on-site visit.

"There's a tremendous amount of work that goes into accreditation as an ACE," said IAED Chair of Accreditation Christof C. Chwojka. "We're certainly proud of Franklin County Communication Center and its accomplishment."

Not only is this a significant milestone for the entire team at Franklin County Emergency Communications Center, but Stanley said it can also bring peace of mind to local residents who call for emergency assistance.

"The trust and relationship that our community has in our center is important for all departments that respond to calls," Stanley said. "We want our community to know that the quality service and support they receive from Law Enforcement, Emergency Medical Services and Fire Departments throughout the County, begin with our center. We want to be able to do everything we can, from the other end of a phone, to help our neighbors, friends, families, businesses, residents, and visitors in their time of need."

Contact Information

Franklin County Emergency Communications

Contact: Emily Stanley

Phone: 785-242-3800

Email: estanley@franklincoks.org

International Academies of Emergency Dispatch (IAED)

Contact: Kim Rigden

Phone: 801-960-6236

Email: kim.rigden@emergencydispatch.org

IAED website: www.emergencydispatch.org