



Calvert County News

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Calvert County Emergency Communications Earns Award for Dispatch Excellence

PRINCE FREDERICK, Md. – Feb. 12, 2026 – Calvert County Emergency Communications has been recognized by the International Academies of Emergency Dispatch (IAED) as a Tri-Accredited Center for Excellence (ACE) for police, fire and emergency medical services dispatching. Calvert County Emergency Communications is the 31st Tri-ACE in the world.

IAED is the standard-setting organization for emergency dispatch services worldwide. Accreditation and reaccreditation from the IAED represent the highest distinction awarded to emergency communication centers, certifying that a center performs at or above established industry standards. Centers that earn ACE status are the embodiment of dispatching done right, and have demonstrated strong local oversight, rigorous quality assurance processes and a commitment to data-driven continuous improvement.

Calvert County Emergency Communications is a team of more than 40 public safety professionals who answer and dispatch emergency services for Calvert County. In 2025, the department answered 32,607 emergency calls and dispatched 135,075 calls for police, fire and EMS.

During this time, staff were credited with saving 19 lives, and the successful delivery of a baby.

“These numbers reflect the dedication, professionalism and life-saving impact that Emergency Communications staff make every day,” said Dave McDowell, director of Calvert County Public Safety. “Becoming a Tri-Accredited Center for Excellence

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highlights the professionalism, dedication and care our staff bring to every call. Our community depends on us during its most critical moments, and this achievement affirms our commitment to delivering accurate, timely and life-saving instructions when it matters most,” he said.

“Accreditation is truly a pinnacle achievement,” said Christof Chwojka, accreditation board chair at IAED. “We applaud the dedicated call takers, dispatchers and leadership team at Calvert County Emergency Communications for their commitment to quality, and for meeting that high standard that few achieve. We know their community can count on these first responders to do an outstanding job.”

Accreditation is valid for a three-year period, during which all standards must be upheld. Emergency communication centers can earn multiple accreditations, one for each emergency discipline they service. More than 3,500 emergency communication centers worldwide use the medical, fire, police and emergency nurse triage protocols developed and maintained by the IAED. The protocol-based system, known as the Priority Dispatch System, is recognized as the standard of care and practice for emergency dispatch, and is used in 46 countries.

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