

The Hartford Police Department's Emergency Communications Center (dispatch center) achieved Association of Public-Safety Communications Officers (APCO) Emergency Medical Dispatch Certification in 2011. APCO is the oldest and largest accreditation entity in the field of public safety communications.

On August 19, 2015, the Hartford Police Department's Emergency Communications Center was recognized at the APCO Convention in Las Vegas, Nevada, as Wisconsin's 1st nationally certified APCO public safety dispatch center. HPD's dispatch center was re-certified by APCO in 2018, and is currently certified until 2021.

What is accreditation?

Similar to our WILEAG Accreditation, this refers to a system of objective "Standards," that an agency is to follow in order to retain the status of being "accredited." Colleges, universities, health care providers and school districts are commonly accredited.

According to the President of APCO, *"There are few things that an agency can do that demonstrates their commitment to safeguarding the public that are more essential than training their emergency communications personnel to a nationally recognized standard. Attaining APCO's (P33) Agency Training Program Certification is proof of that commitment and testament to the agency's investment in providing high quality training to meet that goal."*

APCO Staff Liaison Steven Leese stated that currently only about "1%" of all public safety emergency dispatch centers in the United States have met all of the P33 APCO American National Standards.

What does it mean to be accredited?

- Promotes excellence and professionalism in training within the public-safety telecommunications industry.
- Assurance and confidence that our agency is in compliance with all mandated policies.
- Confidence, by virtue of outside assessors, that our agency is in compliance and functioning through approved practices and procedures.
- Access to model policies and procedures shared via APCO.
- Network with other professional APCO organizations.

Any questions with regard to our accreditation can be referred to Accreditation Officer, Communications Officer Laura Jossart at (262)673-2600.

