

# CALEA<sup>®</sup>

## PUBLIC SAFETY COMMUNICATIONS ACCREDITATION



The **CALEA Accreditation Process** is a proven modern **management model**; once implemented, it presents the CEO, on a continuing basis, with a blueprint that promotes the efficient use of resources and improves service delivery – regardless of the size or geographic location of the agency or department.

The standards upon which the **Public Safety Communications Accreditation Program** is based reflect the current thinking and experience of public safety communications executives and accreditation experts. APCO International (Association of Public-Safety Communications Officials International, Inc.), the leading communications membership association, was a partner in the development of CALEA's *Standards for Public Safety Communications Agencies*<sup>®</sup> and its Accreditation Program. This relationship continues today as APCO recognizes the achievements of CALEA Accredited Public Safety Communications agencies and supports accreditation.

- ❖ **CALEA Accreditation** requires the communications center or unit to develop a comprehensive, well thought out uniform set of **written directives**. This is one of the most successful methods for reaching administrative and operational goals, while also providing direction to personnel.
- ❖ **CALEA Accreditation** standards provide the necessary reports and analyses a CEO needs to make fact-based, informed **management decisions**.
- ❖ **CALEA Accreditation** requires a **preparedness program** be put in place – so a communications center is ready to address natural or man-made unusual occurrences.
- ❖ **CALEA Accreditation** is a means for developing or improving upon a communications center's **relationship with the community** or the agencies it services.
- ❖ **CALEA Accreditation** strengthens an agency's **accountability**, both within the agency and the community, through a continuum of standards that clearly define authority, performance, and responsibilities.
- ❖ Being **CALEA Accredited** can limit a communications center's **liability and risk exposure** because it demonstrates that internationally recognized standards for public safety communications have been met, as verified by a team of independent outside CALEA-trained assessors.
- ❖ **CALEA Accreditation** facilitates an agency's pursuit of **professional excellence**.

