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NEWS RELEASE

SREC Earns Award for Dispatch Excellence

Only one of three agencies in WA State to earn accreditation

Spokane, WA – March 20, 2025 – Spokane Regional Emergency Communications (SREC) has been officially recognized as an Accredited Center of Excellence (ACE) for emergency medical dispatching by The International Academies of Emergency Dispatch® (IAED™). SREC is the 352nd Emergency Medical Dispatch Accredited Center in the world and the third center in Washington State. ACE is a prestigious designation that places the agency among the top emergency dispatch centers in the nation. This accreditation confirms that SREC upholds the highest standards of care, follows industry best practices, and consistently delivers exceptional emergency dispatch services to the community.

Achieving ACE status required a rigorous evaluation, including comprehensive data collection, detailed performance documentation, and an extensive review of agency protocols. This milestone reflects SREC's strong culture of teamwork, adaptability, and unwavering commitment to excellence in public safety communications. IAED Accreditation has been a goal for SREC since its inception in 2019, when their Fire Dispatchers brought the protocols over from Spokane County. Communications Officers in 911 began Emergency Medical Dispatching in 2020.

ACE Accreditation reinforces a culture of continuous improvement, ensuring that every call is handled with consistency and care—ultimately leading to better outcomes for those who depend on SREC in times of crisis.

IAED is the standard-setting organization for emergency dispatch services worldwide. Accreditation (and subsequent re-accreditation) from the IAED is the highest distinction given to emergency communication centers, certifying that the center is performing at or above the established standards for the industry. Centers who earn ACE status are the embodiment of dispatch done right, and have demonstrated strong local oversight, rigorous quality processes, and a commitment to data-driven continuous improvement.

"This achievement is a testament to the dedication and professionalism of our entire team," said Lori Markham, SREC Executive Director. "Through collaboration, adherence to best practices, and a steadfast focus on providing precise, professional, and compassionate emergency response, we have set a new benchmark for excellence. Our Communications Officers in 911 and Dispatch are the first, first responders, and this accreditation affirms their exceptional work in delivering lifesaving assistance every day."



“Accreditation is truly a pinnacle achievement”, said Christof Chwojka, Accreditation Board Chair at IAED. “We applaud the dedicated Communications Officers and leadership team at SREC for their commitment to quality, and for meeting that high standard that few achieve. We know their community can count on these first, first responders to do an outstanding job.”

IAED will present SREC with an Accreditation plaque that commemorates their achievement. IAED Accreditation is the culmination of a lengthy, arduous process that includes the completion of the 20 Points of Accreditation, a detailed evaluation of performance by industry experts, and a final review and ruling by IAED.

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 (medical, fire, police, and emergency nurse triage).

Over 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.



About Spokane Regional Emergency Communications

Spokane Regional Emergency Communications (SREC) is a regionalized emergency response communications organization formed in 2018 as a Public Development Authority. Located in Spokane, Washington, SREC serves more than 550,000 citizens throughout the county as the primary PSAP for the region. In addition to answering emergency and non-emergency calls, SREC currently provides Fire and Law Dispatch services to 14 local Fire Protection Authorities and 7 local Law Enforcement Agencies in Spokane County. These services span more than 1,700 miles, and include management of more than 4,900 radios, 23 tower sites, and a backup center. SREC also writes reports for most of the law enforcement agencies in the region. SREC currently employs approximately 140 employees across the organization. SREC’s mission is to get the right resources to the right location with an uncompromising focus on responder and citizen safety.

About IAED

For more than 40 years, the IAED has been the standard-setting organization for emergency dispatch and response services worldwide and is the leading body of emergency dispatch experts. We are a member-driven association working to serve the public through the professional development of dispatchers. Our various boards and councils work on behalf of the membership—and in coordination with other public safety organizations—to ensure that the comprehensive system of emergency dispatching is as safe, fast, effective, and up to date as possible.

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