



# BLOOMINGTON POLICE DEPARTMENT



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## ***The City of Bloomington Emergency Communications Center Earns Award for Dispatch Excellence***

Bloomington, IL - The City of Bloomington Emergency Communications Center (ECC) has been recognized by The International Academies of Emergency Dispatch® (IAED™) as an Accredited Center of Excellence (ACE) for emergency medical dispatching. The ECC is the 316th Medical ACE in the world.

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.

The ECC operates 24/7 as the vital link between the public and emergency services. Dispatchers handle emergency and non-emergency calls and coordinate responses for police, fire, and emergency medical services, providing real-time information to first responders. The center is staffed by 23 personnel and processed 82,705 calls for service in 2025, playing a key role in protecting lives and property. This medical dispatching reaccreditation accompanies our accreditation in fire and police dispatching.

"Being reaccredited as an IAED Accredited Center of Excellence for Emergency Medical Dispatch reinforces our commitment to making life better for our community when it matters most. When someone calls 911, they're often facing one of the worst moments of their life, and our team takes that responsibility seriously. Every call is handled with precision, compassion, and adherence to the highest international standards," stated ECC Manager Darren Wolf. "This recognition reflects the people behind the headset. Our public safety dispatchers train continuously and hold themselves accountable because what they do directly impacts outcomes. They're asking the right questions, giving lifesaving instructions, and guiding callers through critical moments until help arrives. I'm proud of the work our team does every day to serve this community and make a difference when it matters most."

"Accreditation is truly a pinnacle achievement", said Christof Chwojka, Accreditation Board Chair at IAED. "We applaud the dedicated calltakers, dispatchers, and leadership team at the City of Bloomington Emergency Communications Center 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 the City of Bloomington ECC 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 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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### **Crime Tips**

If you wish to submit a crime tip and remain anonymous, please contact the Crime & Intelligence Analysis Unit (CIAU) at 309-434-2963 or email [CIAU@cityblm.org](mailto:CIAU@cityblm.org). You can also text the number 847411 by texting the word "BPDTIPS", then a space, followed by your tip information.

The tip line is not monitored 24/7. The CIAU office is staffed from 8:00 am - 8:00 pm, weekdays. If no one is available to answer your call, please leave the information on the voicemail or send it by e-mail.

### **Career Opportunities**

The Bloomington Police Department is currently hiring for the entry-level officer position. Individuals interested in pursuing a career in law enforcement are encouraged to apply and join our team in serving and protecting the community. Applications are due on 4/26/26. For more information, visit [join-bpd.com](http://join-bpd.com), email [knowers@cityblm.org](mailto:knowers@cityblm.org), or call 309-261-6018.

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