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NEWS RELEASE

Date: 12/21/15

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WELD COUNTY REGIONAL COMMUNICATIONS CENTER RECOGNIZED ON TOP TEN LIST

WELD COUNTY, CO – The Weld County Board of Commissioners is proud to announce the Weld County Regional Communications Center (WCRCC) was recognized by 911DispatcherEDU.org as one of the top ten call centers in the United States. The WCRCC was selected for this list based on awards and accreditations, excellence of individual dispatchers and innovation and expansion of the call center. The WCRCC serves 41 law, fire and medical agencies throughout Weld County making it the second largest emergency communications center in Colorado.



Weld County Commissioners present a plaque to Mike Wallace, Weld County Director of Public Safety Communications, and members of the WCRCC staff.

"The Board supports the Department of Public Safety Communications and is proud to provide the necessary trainings and certifications for our employees," said Commissioner Chair Barbara Kirkmeyer. "With their accomplishments, the department has been able to position themselves to not only meet industry standards but also become a leading communications center within the state and nation."

One of the reasons the WCRCC was recognized is because it is the only dispatch center in Colorado to have all their management team, 17 people total, Emergency Number Professional Certified and Communications Manager Certified through the National Emergency Number Association (NENA). These certifications are the highest certifications an individual can achieve in Public Safety Communications and each is similar to a four-year college degree.

This year, the Director of the Department of Public Safety Communications, Michael Wallace, incorporated a new form of training and standards within the department. Now, the Association of Police Communications Officials (APCO) standards are applied when training all employees making them APCO Telecommunicator Certified as well.

"Implementing specific trainings and certifications has really put the Weld County Regional Communication Center on the map," said Commissioner Pro Tem Mike Freeman, coordinator for the Department of Public Safety Communications. "This is an impressive list to be a part of, and the Board is proud of all the employees who work at the Weld County Regional Communications Center and their dedication to serving the residents of Weld County."

911DispatcherEDU.org is a non-profit organization dedicated to educating people about the Public Safety Industry and providing information about careers in the industry.

For more information about the WCRCC, visit the Public Safety Communications web page at www.weldgov.com.

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WCRCC Facts

In 2013, the WCRCC was awarded the Emergency Medical Dispatching Accredited Center of Excellence Award (ACE) from the International Academy of Emergency Dispatch (IAED). After receiving this award, the WCRCC became the 180th ACE center in the world.

In February 2014, Weld County opened the new WCRCC Center located at 1551 N. 17th Avenue in Greeley, which features state-of-the-art equipment and technology.

Weld County is also the second in the state to have a stand-alone backup communications center.

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