

PRESS RELEASE



For Immediate Release
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Harry LaRosiliere
Deputy Mayor Pro Tem

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Scott Johnson
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Sally Magnuson
Place 4

Lee Dunlap
Place 8

Thomas H. Muehlenbeck
City Manager

Plano's Emergency Call Center Named Flagship Agency

The City of Plano Public Safety Communications (PSC) department has been nominated for reaccreditation from the Commission on Accreditation for Law Enforcement Agencies, Inc. and has also earned special distinction as a CALEA Flagship Agency. As a Flagship Agency, the department is an extraordinary example of excellence in public safety, and is considered a potential resource for future and current CALEA clients. PSC serves as Plano's primary emergency call center, receiving 9-1-1 calls and dispatching Fire, Emergency Medical Service (EMS) and Police as needed.

PSC Director Ron Timmons said, "We are excited to go through our first reaccreditation process with flying colors and to be honored as a Flagship Agency. Our team of 82 employees works diligently to ensure that each call is expedited with the level of care and professionalism that our residents expect."

Plano's Flagship status will be officially recognized by peers during the CALEA Fall Conference in Tulsa, Oklahoma in early December. The commission will convene at that same conference to consider the site assessors' recommendation for reaccreditation.

Plano was originally accredited by CALEA in November 2005. The CALEA Public Safety Communications Accreditation Program provides a systematic review and internal assessment of communications centers' operations and procedures. The five phases of the accreditation process are: enrollment; self-assessment; on-site assessment; commission review and decision; and maintaining compliance and reaccreditation.

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