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Press Release

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Miami Beach Fire Department Earns Award for Dispatch Excellence

— *MBFD's Public Safety Communications Division stands out as one of only 11 "Tri-ACE" accredited agencies worldwide* —

Miami Beach, FL – The Miami Beach Fire Department Public Safety Communications Division has been recognized by The International Academies of Emergency Dispatch® (IAED) as an Accredited Center of Excellence (ACE) for emergency medical dispatching.

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 Miami Beach Fire Department Public Safety Communications Division initially obtained ACE in Emergency Medical Dispatch (EMD) status in November 2018. The center was recertified for the second time in 2021 and has now achieved its third recertification in 2024. In addition to maintaining Emergency Fire Dispatch and Emergency Police Dispatch accreditations, the division stands out as one of only 11 "Tri-ACE" accredited agencies worldwide. This is notable among the 4,080 centers globally that utilize these protocols.

"This achievement is a testament to the dedication and professionalism of our team," said Miami Beach Fire Chief Digna Abello. "Maintaining this level of excellence ensures that our community continues to receive the highest standard of emergency response and care."

IAED will present Miami Beach Public Safety Communications Division with an Accreditation plaque that commemorates their achievement at the Navigator Conference in Orlando, Florida in April 2025.

"Accreditation is truly a pinnacle achievement," said Christof Chwojka, Accreditation Board Chair at IAED. "We applaud the dedicated call takers, dispatchers, and leadership team at the Miami Beach Public Safety Communications Division 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."

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