



*Metro Communications*

**911**

500 North Minnesota Avenue  
Sioux Falls, South Dakota 57104

Public Safety Building  
Telephone (605) 367-7218

**FOR IMMEDIATE RELEASE: December 10, 2009**  
**Contact: Deb Berreth at 367-7218**

**METRO COMMUNICATIONS AGENCY AWARDED RE-ACCREDITATION AS AN  
EMERGENCY MEDICAL DISPATCH CENTER OF EXCELLENCE**

Sioux Falls, SD- Metro Communications is pleased to announce it has received reaccreditation as an Emergency Medical Dispatch Center of Excellence. First accredited, in August 2000, Metro Communications Agency became the 45<sup>th</sup> center worldwide, and the first in South Dakota, to achieve this accomplishment. Currently, only 90 centers worldwide, and two in South Dakota, are Accredited Centers of Excellence (ACE) for their comprehensive implementation and compliance with the Medical Priority Dispatch System (MPDS). Metro Communications consistently exceeds established national standards and averages.

Daren Ketcham, Director of Metro Communications states, "This achievement is a reflection of the exemplary team members of Metro Communications and the commitment by the City of Sioux Falls and Minnehaha County to provide the best possible services to their citizens, businesses, and visitors. The residents of Sioux Falls and Minnehaha County have come to expect a high level of service in their time of need, and we're always here, always ready."

The MPDS is the world's most widely-used 911-type pre-arrival instruction and dispatch-life-support protocol system. With scripted telephone instructions for CPR, airway obstruction relief, hemorrhage control, and childbirth assistance, the MPDS has been credited with helping save thousands of lives. In addition to requiring proper system oversight, medical control, and quality improvement programs, Re-accreditation demands careful MPDS compliance and certification for all emergency call-takers and medical dispatchers.

According to Dr. Jeff Luther, REMSA Medical Director "Accreditation is an external validation of the excellent job our emergency medical dispatchers do. The quality of emergency medical dispatch is one facet of the excellent patient care in our emergency medical services system. I'm proud of the Metro Communications management and staff."

Earning this re-accreditation award is voluntary and involves completing a detailed self-study and analysis. This accomplishment demonstrates to not only each individual within the communications center, but also to the administration, the community, and the world, that Metro Communications is compliant with all international practice standards for Emergency Medical Dispatch (EMD).