

**CALEA'S Public Safety Communications Accreditation Program
And
APCO's P33 Certification Program**

– The Differences Between the Two –

In recent months, the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA®) has been contacted by several members of public safety communications agencies inquiring about the CALEA® Public Safety Communications Accreditation Program and the Association of Public Safety Communication Officials, International (APCO®) P33 Certification Program. The focus of this discussion is understanding the differences between these offerings. It should be noted that CALEA is an accrediting body and APCO, International is a professional association providing technical support and training, as well as other services.

The CALEA® Public Safety Communications Accreditation Program is a joint effort of CALEA and APCO®. The program was developed in 1999 to promote superior public safety communications services and to recognize professional excellence. This is accomplished by establishing standards derived from the best practices of professional public safety communications agencies, and then implementing a process that verifies the standards are met.

The CALEA® Public Safety Communications Accreditation Program standards reflect contemporary best practices for the industry and are the products of leaders in the field, subject matter experts and academicians. APCO, the leading communications membership association, was a partner in the development of the standards and the associated accreditation program. This professional partnership has remained strong and in support of accreditation. APCO recognizes the achievements of CALEA® Accredited public safety communications agencies during its annual conference. More information about the CALEA Public Safety Communications Accreditation can be found at

<https://www.calea.org/communications>

The APCO P33 Training Program Certification – Telecommunicator 2010 is a “certification program” for public safety communications training programs across the United States and internationally. The program requires communications center agencies to meet or exceed the APCO “ANS 3.103.1-2010: Minimum Training Standards for Public Safety Telecommunicators” and then submit their agency’s training program to APCO for consideration of “certification” status, not accredited status. This APCO certification provides that the training program meets all the elements of the ANS Standard, strictly related to content. CALEA recognizes the achievements of APCO’s public safety communications training programs and certification

processes, which adds value to communications agencies who partake in both CALEA and APCO programs. More information about the APCO P33 Certification can be found at <https://www.apcointl.org/training-and-certification/comm-center-training-programs/apco-project-33-training-program-certification/>

As a professional credentialing association, CALEA encourages public safety communications agencies to consider the value of both programs. If you have further questions, please feel free to contact CALEA Regional Program Manager Mark Mosier at 703.352.4225.

CALEA is ***The Gold Standard for Public Safety Agencies.***