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Commission on Accreditation for Law Enforcement Agencies (CALEA)
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5 February 2025

Subject: Endorsement of NWECC for CALEA Accreditation – Because Every Second Counts

To Whom It May Concern,

When moments matter and every second counts, the Northwest Emergency Communications Center (NWECC) stands as the first line of defense between crisis and resolution, between chaos and calm. I write this letter with unwavering confidence and deep admiration for NWECC, whose dedication to public safety, operational excellence, and continuous improvement makes them an ideal candidate for CALEA Public Safety Communications Accreditation.

As a consolidated emergency communications center, NWECC has demonstrated superior performance in alignment with CALEA's core competencies, ensuring that their operations adhere to the highest standards of public safety communications. Their commitment to accountability, transparency, efficiency, and professionalism places them at the forefront of emergency dispatch services.

Operational Excellence Through CALEA Standards

CALEA accreditation is the gold standard in public safety communications, providing a framework that ensures agencies like NWECC operate with precision, consistency, and integrity. NWECC has exhibited excellence in the following CALEA competency areas:

1. Organization and Administration (CALEA Standards 1.1 - 1.4, 2.1 - 2.3)

NWECC has successfully established a clearly defined chain of command, robust policy development processes, and an effective administrative structure that ensures smooth operations 24/7. Their ability to manage 66,877 total calls, including 17,301 emergency 911 calls, demonstrates a well-organized response system with appropriate oversight, training, and resource allocation.

2. Call Intake and Response Times (CALEA Standards 3.1 - 3.4, 4.1 - 4.4)

NWECC has implemented best practices to ensure efficient call processing and rapid response deployment. Their text-to-911 system, with 76 sessions handled in its first year, showcases a commitment to inclusive emergency communication methods, ensuring accessibility for individuals who cannot make voice calls. This proactive approach aligns with CALEA's emphasis on diversified response protocols and equitable service delivery.

3. Call Processing and Dispatching (CALEA Standards 5.1 - 5.7, 6.1 - 6.2)

NWECC has perfected the science of rapid and precise call dispatching, ensuring that each call is processed correctly and transferred efficiently. With 1,447 calls transferred to NWECC and 5,750 calls transferred from NWECC, their coordination with law enforcement, fire, and EMS

agencies exemplifies interoperability and strategic response coordination—key tenets of CALEA accreditation.

4. Employee Training and Professional Development (CALEA Standards 7.1 - 7.5, 8.1 - 8.4)

Recognizing that well-trained personnel save lives, NWECC has implemented a robust training program in accordance with the APCO International P33 Agency Training Program Certification, making them the only agency in Tarrant County to achieve this distinction. Their training program ensures that each telecommunicator is equipped with the knowledge, skills, and crisis management techniques needed to handle emergency situations with confidence, efficiency, and precision.

5. Critical Incident and Crisis Management (CALEA Standards 9.1 - 9.3, 10.1 - 10.4)

Emergency communications centers must be prepared for the unexpected and high-stress situations, and NWECC has demonstrated outstanding performance in crisis management. Their ability to handle over 1,500 pocket dials/abandoned calls while maintaining vigilance for potential emergency situations underscores their commitment to error reduction, operational efficiency, and contingency planning.

6. Community Engagement and Transparency (CALEA Standards 11.1 - 11.3, 12.1 - 12.4)

NWECC prioritizes community trust, public transparency, and proactive communication. Their partnerships with the Lake Worth Police Department, Saginaw Police Department, Blue Mound Police Department, Lake Worth Fire Department, Saginaw Fire Department, and EMS agencies ensure a collaborative, integrated, and community-centered approach to emergency response.

By fostering strong relationships across agencies, NWECC guarantees a seamless flow of communication and enhanced situational awareness, ultimately leading to faster response times and better outcomes for those in need.

Why CALEA Accreditation Matters for NWECC

CALEA accreditation is not just about meeting a standard—it is about exceeding expectations and ensuring that emergency communications centers operate at the highest levels of competency, reliability, and public trust. NWECC has consistently demonstrated exceptional leadership in emergency communications, cutting-edge technological integration, and an unwavering commitment to continuous improvement.

By aligning its operations with CALEA standards, NWECC ensures that lives are protected, resources are optimized, and community safety remains a top priority. Their pursuit of accreditation reflects a deep-rooted culture of accountability and professional excellence, making them an outstanding candidate for CALEA recognition.

Final Endorsement

When seconds determine life or death, when a single call can mean hope or heartbreak, and when a community relies on the unseen heroes behind the headset—NWECC stands ready, prepared, and unwavering in its mission.

I strongly recommend the Northwest Emergency Communications Center for CALEA accreditation. Their commitment to operational excellence, data-driven decision-making, and behavioral best practices makes them an invaluable asset to public safety.

If you require additional information, I would be happy to discuss NWECC's qualifications further. Please do not hesitate to contact me.

Warm regards,

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