



**NEWS
RELEASE**

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Fire Department Communications Division Earns International Award for Dispatch Excellence

EL PASO, Texas—The El Paso Fire Department’s Communications Division has been recognized by the International Academies of Emergency Dispatch (IAED) as an Accredited Center of Excellence (ACE) in fire dispatching.

With this honor, the Division becomes the 65th Fire ACE in the world.

IAED serves as the global standard-setting organization for emergency dispatch services. Its ACE designation, both initial and renewal, is the highest honor awarded to emergency communication centers, certifying that they consistently perform at or above established standards for the industry. ACE-accredited centers are recognized worldwide as models of effective emergency dispatch, demonstrating strong oversight, rigorous quality assurance, and a data-driven commitment to continuous improvement.

“This recognition by IAED underscores the dedication of every team member of our Communications Division, from call takers and dispatchers to support staff,” said Leonella Delfin, Communications Division Manager. “Our team has worked tirelessly to uphold excellence in daily operations, hold ourselves accountable, and pursue continual improvement. The residents of our community deserve the highest standard in emergency dispatch, and this accreditation confirms we are delivering on that promise.”

The accreditation remains valid for three years, during which the Division must continue to meet IAED’s strict standards. Emergency communications centers may earn multiple ACE accreditations, one for each discipline they serve including medical, fire, police, and emergency nurse triage.

More than 3,500 emergency communications centers worldwide use the IAED’s Priority Dispatch System protocols across 46 countries. These systems are widely recognized as the international standard of care and practice in emergency dispatch.

For more information about the El Paso Fire Department visit, www.ElPasoTexas.gov/fire-department/.

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Promoting Transparent & Consistent Communication
Among All Members of the Community

Media Contact: Hector Gonzalez
GonzalezHA@elpasotexas.gov
915.820.9712