



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL 60005

PRESS RELEASE

June 26, 2023

Northwest Central Dispatch System (NWCDS) Achieves the Association of Public Safety Communications Officials (APCO) Project 33 Training Recertification and the National Emergency Number Association (NENA) Partner in Education Recognition (PIER) in the same month.

NWCDS has been a model for consolidated government and shared services since 1972. The multi-jurisdictional 9-1-1 center serves twelve (12) northwest suburban communities with a population of about 510,000 people. The center first received Project 33 certification in 2015, and this is the first time the center received PIER, as it is a newly designed program by NENA.

APCO and NENA are public safety associations that guide 9-1-1 emergency communications centers by issuing performance standards, providing industry expertise, advising on professional development, giving technical assistance, and helping with advocacy and outreach. The Project 33 and PIER programs are an external validation that the center's training efforts for new employees and continuing education for existing employees exceed standards.

From APCO's website: APCO's Agency Training Program Certification, an initiative of Project 33®, provides a way for public safety agencies to certify that their training programs meet APCO's national standards. An agency's curriculum, training materials, and supporting documentation are reviewed and checked for compliance.

From NENA's website: To receive a PIER certificate, an agency must demonstrate a commitment to improving the knowledge, skills, and abilities of all employees, from new hires to center leadership, through continuous and ongoing professional-development activities.

John Ferraro, Executive Director of NWCDS issued the following statement:

“On behalf of NWCDS, we are honored and grateful to receive this recognition from our associations, APCO and NENA. NWCDS takes pride in the quality service that is provided to the citizens, and that quality starts and continues with exceptional training. All the credit goes to our operations team led by Kevin Diluia, Deputy Director – Operations, with special thanks to Nate Krause, Training Operations Manager for his lengthy submissions for these validations of our training program. None of this would be possible without the 9-1-1 Telecommunicators and Certified Training Officers (CTOs) doing the excellent work that they do every day.”