



Barry County Emergency Services

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NEWS RELEASE

Barry County Emergency Services E9-1-1 EARNS AWARD FOR DISPATCH EXCELLENCE WITH DUAL ACCREDITATION

Cassville Missouri- January 7th, 2026 — Barry County Emergency Services E9-1-1 has been recognized by The International Academies of Emergency Dispatch® (IAED™) as an Accredited Center of Excellence (ACE) for emergency medical dispatching and emergency police dispatching. Barry County Emergency Services E9-1-1 is the 215th Medical ACE in the world and the world's 27th Police ACE as well.

IAED is the standard-setting organization for emergency dispatch services worldwide. Accreditation (and subsequent re-accreditation) from the IAED is the highest distinction given to emergency communication centers, certifying that the center is performing at or above the established standards for the industry. Centers who earn ACE status are the embodiment of dispatch done right, and have demonstrated strong local oversight, rigorous quality processes, and a commitment to data-driven continuous improvement.

This is the fourth time Barry County Emergency Services E9-1-1 has been accredited for its use of MPDS. It was first accredited in 2016. The agency is one of **six** Medical ACE's in Missouri. The center also uses the Fire Priority Dispatch System™ (FPDS™) and the Police Priority Dispatch System™ (PPDS™) This is their second Police accreditation, originally being accredited in police in 2022 making them dually accredited since then!

Barry County Emergency Services E9-1-1 Executive Director, Mike Phillips, said it's satisfying to achieve this recognition. He said employees have grown accustomed to performing at a high level and to constantly providing exemplary care to callers.

"It is a great feeling to know that our guys are meeting this quality of service and care," he said "I know it takes a lot of work, and it was nice for us to receive this recognition again. I am proud of everyone who contributed to this success, from the call takers/dispatchers answering the calls, to the quality assurance members reviewing calls, to the support staff who keep it all together and the supervisors and management ensuring top performance is met"

Phillips said striving for ACE status and attaining this goal exemplifies everything the agency stands for. The accomplishment is a testament to the dedication and commitment everyone displays.

"At Barry County Emergency Services E9-1-1, we pride ourselves on meeting or exceeding standards and expectations in the emergency dispatch industry," he said, "We feel that earning the ACE distinction is one way we show our community and the citizens that we are performing at a high level and value the job we do. I think it proves to our employees and our community that they are meeting the highest standard of care in our industry and these guys are truly top performing.

"Accreditation is truly a pinnacle achievement", said Christof Chwojka, Accreditation Board Chair at IAED. "We applaud the dedicated call takers, dispatchers, and leadership team at Barry County Emergency E9-1-1 for their commitment to quality, and for meeting that high standard that few achieve. We know their community can count on these first, first responders to do an outstanding job."

IAED will present Barry County Emergency Services E9-1-1 with an Accreditation plaque that commemorates their achievement. IAED Accreditation is the culmination of a lengthy, arduous process that includes the completion of the 20 Points of Accreditation, a detailed evaluation of performance by industry experts, and a final review and ruling by IAED.



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"This process is undertaken by communications centers who desire to be the best of the best." explains Kim Rigden, Associate Director of Accreditation, IAED. "Achieving ACE confirms it. Barry County Emergency Services E91-1 should be very proud of this achievement and the wonderful service they provide to the community and their emergency responders".

Accreditation is valid for a three-year period, during which all standards must be upheld. Emergency communication centers can earn multiple accreditations, one for each emergency discipline they service (medical, fire, police, and emergency nurse triage).

Over 3,500 emergency communication centers worldwide use the medical, fire, police, and emergency nurse triage protocols developed and maintained by the IAED. The protocol-based system—known as the Priority Dispatch System™—is recognized as the standard of care and practice for emergency dispatch and is used in 46 countries.

Story Assets

Attached: Agency Logo, Agency Image, Agency Contact Image, IAED Logo, ACE Logo,

About Barry County Emergency Services E9-1-1

Barry County Emergency Services E9-1-1 was established and took their first 9-1-1 call March 2008. They are funded by local sales tax. An average number of 50,000 calls for service come through the center annually with a staff of 23. They dispatch for **8 Law** Enforcement Agencies (and assist several other state agencies in the area), **13 Fire** Departments and First Responders, and 2 ambulance agencies. They are in Southwest Missouri in the beautiful Ozark Mountains with Table Rock Lake, Roaring River, and the Mark Twain National Forest.

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About IAED

For more than 40 years, the IAED has been the standard-setting organization for emergency dispatch and response services worldwide and is the leading body of emergency dispatch experts. We are a member-driven association working to serve the public through the professional development of dispatchers. Our various boards and councils work on behalf of the membership—and in coordination with other public safety organizations—to ensure that the comprehensive system of emergency dispatching is as safe, fast, effective, and up to date as possible.

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