



Airport Control Center Receives Distinction

The Salt Lake City Department of Airports' Control Center was recently designated as an Emergency Medical Dispatch Center of Excellence by the International Academies of Emergency Dispatch. This is the second time that the Center has received this international accreditation which is based on the implementation of and compliance with the Medical Priority Dispatch System (MPDS) and its associated "Twenty Points of Excellence". Each accreditation lasts for three years.

Salt Lake City International Airport is the first and only airport to receive this distinction.

The Medical Priority Dispatch System is the world's most widely used pre-arrival instruction and dispatch life support protocol system. To achieve this accreditation, dispatch centers must practice system oversight, provide medical control, and offer continual quality improvement programs. Medical dispatchers must be certified and comply with MPDS guidelines. They handled over 1,210 medical dispatch calls in 2012.

"The Control Center took on the challenge of obtaining this accreditation to insure that customers needing medical assistance receive the highest level of service," comments Lisa Julio, Operations Manager of Communications for the Salt Lake City Department of Airports, "It signifies our commitment to our customers and the medical teams we work with."

The twenty person staff, consisting of fourteen communications coordinators and 6 supervisors, operates the Control Center around the clock every day. In addition to emergency medical dispatch, they have a variety of duties associated with running the nation's 25th largest airport.