



## Charlottesville-UVA-Albemarle County Emergency Communications Center



### CUA911 Earns Prestigious APTA Accreditation

FOR IMMEDIATE RELEASE

August 11, 2025



**Charlottesville, VA** — The Charlottesville-UVA-Albemarle Emergency Communications Center (CUA911) is pleased to announce its award of a three-year accreditation by the Association of Public-Safety Communications Officials (APCO) through its Agency Training Program Accreditation (APTA) process, an initiative of Project 33®. This national recognition affirms the agency's commitment to excellence in training and professional development for 9-1-1 telecommunicators.

The APTA designation reflects the high-quality, consistent, and standards-based training CUA911 provides to its emergency communications personnel. The rigorous review process evaluates an agency's training materials, instruction, oversight, and quality assurance practices to ensure alignment with APCO's American National Standards (ANS) for public safety communications.

CUA911 was recognized at the Food for Thought Luncheon at APCO's 91st Annual Conference and Expo in Baltimore, MD, on July 30, 2025.

"What a wonderful recognition of the team's focus on learning as we started our new recruit class today," said Heather Hilliard, Executive Director of CUA911. "This accreditation is a testament to our organization's focus on professional development and the high standards we uphold in our quality service to the community."

Recently, CUA911 has enhanced its professional development program to focus on providing longer tenured employees with opportunities to hone existing skills, showing appreciation to those who have invested years in the community as well as the team. Additional training pathways are now offered to grow in new areas, strengthening the organization's capabilities and focus on the safety of the field first responders as well as the community it serves. "In addition to our CALEA® (Commission on Accreditation for Law Enforcement Agencies) Public Safety Communications Accreditation since 2006, with the addition of this achievement it recognizes the importance by our team of a holistic approach to service," Hilliard said.

CUA911 is responsible for answering all 9-1-1 calls and dispatching police, fire, and emergency medical services for the City of Charlottesville, Albemarle County, and the University of Virginia. As one of a small number of centers in Virginia to hold APTA accreditation, this achievement positions CUA911 among the nation's leading 9-1-1 centers in training excellence. The accreditation is effective through 2028.

For more information about the APTA program, visit <https://www.apcointl.org>.