

NEWS RELEASE

FOR IMMEDIATE RELEASE

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CITY OF SUFFOLK EMERGENCY COMMUNICATIONS CENTER OPENS

SUFFOLK, VA (January 30, 2015) The City of Suffolk Emergency Communications Center began full time operations early on the morning of January 28, 2015.

The opening of the City of Suffolk Emergency Communications Center marks the final area of completion of the new City Hall complex located at 442 West Washington Street. This opening was a joint effort by personnel of the Suffolk Police Department, Suffolk Fire & Rescue, Information Technology and multiple vendors and contractors.

The center houses radio communications for Police, Fire, and EMS in the City of Suffolk and is staffed 24 hours a day, 7 days a week by dedicated Emergency Communications Operators and Call Takers, who ensure that our Police Officers, Firefighters and Emergency Medical Technicians are able get to the scene as quickly as possible.

The center now features digital voice capabilities which has improved the quality of radio communications between Emergency Communications Operators and Call Takers and public safety personnel in the field.

Suffolk Police Chief Thomas Bennett noted, "The opening of our new 911 Center is a huge milestone in the technological advancement of our Department. We have already seen dramatic improvement in the quality of our radio transmissions at outlying locations, and the new work environment is a tremendous benefit for our Emergency Communications staff. We are thrilled with the outcome of this project and know it will serve citizens and public safety personnel in Suffolk well for many years in the future."

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