



# NEWS RELEASE

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FOR RELEASE:  
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## **Henrico Emergency Communications Center**

### **Update:**

The Henrico Emergency Communications Center has returned to their normal operating procedures. Like other first responders, our Emergency Communications Center (ECC) personnel train for unusual occurrences and other emergencies, practicing emergency operational plans. The cause of today's outage is under review; however, the men and women of this center remain committed to providing exceptional service in both emergency and non-emergency situations.

Our services remain the same. For emergencies, call 9-1-1, and for non-emergencies in Henrico County, dial 804-501-5000. Henrico extends thanks to our partnering agencies, the Richmond Department of Emergency Communications and Airport Police Communications, for their support and assistance.

### **Original:**

Just after noon, the Henrico County Emergency Communications Center's (ECC) systems (radios, telephones, Etc.) were affected. All calls are being rerouted to Richmond City, which is part of our emergency operation plan in an emergency. Following an emergency operations plan, our staff will supplement Richmond ECC to deliver the same emergency services without delay.

Please continue to utilize 9-1-1 in the event of an emergency and 804-501-5000 for all non-emergency calls. Be assured your calls are being answered in the event of an emergency. Crews are on-site working to determine what exactly occurred.

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