



# DEPARTMENT OF EMERGENCY COMMUNICATIONS

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The Department of Emergency Communications (DEC) ensures the effective delivery of routine and emergency quality customer service for the Alexandria City public services. Our mission is to serve the public by saving lives, protecting property and providing assistance to the public. This is accomplished by receiving and dispatching 911 emergency and non-emergency calls for Police, Fire, and EMS in a courteous, prompt, efficient, and professional manner.

## WHAT IS A DEC 911 CENTER?

The City of Alexandria's Department of Emergency Communications 911 number is where citizens can call to request assistance for urgent and life-threatening emergencies.

## WHAT DOES A 911 CENTER DO?

It receives emergency calls from the public and determines the required emergency response needed for service by dispatching Police or Fire personnel.

## WHY AN ALEXANDRIA 911 CENTER?

The City of Alexandria has a new State of the Art Center, with a newly renovated backup 911 center. We have free covered parking, adjustable/comfortable station chairs, full kitchen, showers, locker rooms, workout gym and relaxation room, and patio dining access and more, which are all the amenities that an employee would need for shift work.