



News Release

FOR IMMEDIATE RELEASE

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Emergency Services

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Public Safety Telecommunications Week Is April 14-20, 911 Call Center Tours Offered by Appointment

FAYETTEVILLE – As part of National County Government Month, Cumberland County Emergency Services is observing Public Safety Telecommunications Week April 14-20. During the week, the public is invited to tour the Emergency Communications Center from 8 a.m. to 5 p.m. by appointment. Call 910-678-7688 to set up a visit.

Anyone wishing to tour the facility must have valid picture identification and be signed in by a communications manager. The call center is in the Law Enforcement Center at 131 Dick Street in downtown Fayetteville.

Telecommunicators are responsible for receiving emergency calls and dispatching help to people in an emergency. Cumberland County Emergency Services has 41 full and part-time telecommunicators covering four, 12-hour shifts. Nine of the telecommunicators are certified in Crisis Intervention Training, which helps public safety officials respond appropriately to emergencies involving a mental health episode. In 2012, the county's telecommunicators answered 775,360 calls.

The Cumberland County Emergency Communications Center provides on-going assistance and support to the public for the safety and protection of life, limb and property through 9-1-1 and radio communications. Emergency Services Director Randy Beeman said the department will present telecommunicators with certificates of appreciation and recognize the Telecommunicator of the Year.

For more information about Emergency Services or the Emergency Communications Center, go to www.co.cumberland.nc.us/emergency_services. You can also learn more about emergency services as well as weather updates and other valuable information by visiting the Cumberland County Emergency Services Facebook page at www.facebook.com/CumberlandCountyNC911.

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Cumberland County Telecommunicator and Shift Supervisor Michael Rowell answers 911 calls in the Emergency Communications Center. The week of April 14-20 is Public Safety Telecommunications Week.

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