



**CITY OF DURHAM**  
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## News Release

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### **Durham 9-1-1 Access Restored to Verizon Wireless Customers**

DURHAM, N.C. – Verizon Wireless customers can now dial 9-1-1 for emergency assistance. According to James Soukup, director of the [Durham Emergency Communications Center](#), Verizon Wireless has fixed the issued that affected their network earlier today. No other wireless carriers had any issues, and all landline-placed 9-1-1 calls also worked properly during this time. Although carrier malfunctions rarely happen, residents are reminded that the Durham Emergency Communications Center may be reached directly at the non-emergency number, 919-560-4600, should they be unable to reach 9-1-1.

### **About the Durham Emergency Communications Center**

The [Durham Emergency Communications Center](#) is the primary public safety answering point for the City and County of Durham. Guided by the City's [Strategic Plan](#), the Center helps to ensure that Durham is a safe and secure community by providing around-the-clock 911 access and services to the residents and user agencies in and around Durham County. Services include, but are not limited to, emergency and non-emergency requests for assistance; dispatch of police, fire, and emergency medical services; other city/county support agencies; and other duties as required. The geographic service area encompasses 296 square miles with approximately 250,000 residents. The Center has earned the internationally recognized APCO Project 33 Certification from the [Association of Public Safety Communications Officials International, Inc.](#); Emergency Medical Dispatch Accreditation by the [National Academy of Emergency Medical Dispatch](#); and accreditation by the [Commission for Accreditation](#)

[of Law Enforcement Agencies](#). The Center was the first, and currently, one of only four centers in the world to hold these three accreditations simultaneously. To learn more, visit the department's [Web page](#) or like on [Facebook](#).

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