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NEWS RELEASE

Emergency Communications Center Celebrates 10th Anniversary

The Harrisonburg-Rockingham Emergency Communications Center (HRECC) celebrates its 10th anniversary on July 27, 2015.

The HRECC was formed in 2005 after a combined effort between the City of Harrisonburg and Rockingham County to consolidate its emergency communications services. This agency combined the previously separate communications centers of the Harrisonburg Fire Department and Rockingham County Department of Fire and Rescue, Harrisonburg Police Department and the Rockingham County Sheriff's Office into one state of the art facility.

The HRECC now provides dispatching services for:

- Harrisonburg Police Department
- Rockingham County Sheriff's Office
- Broadway Police Department
- Bridgewater Police Department
- Dayton Police Department
- Grottoes Police Department
- Elkton Police Department
- Massanutten Police Department
- Timberville Police Department
- Harrisonburg Fire Department
- Rockingham County Department of Fire and Rescue
- 18 Volunteer Fire Departments
- 19 Emergency Medical Services Agencies

The center's 41 full-time employees and six part-time employees also provide emergency and non-emergency call taking for each agency served and for all citizens of the City of Harrisonburg, Rockingham County and the towns within the county. Since 2005 the HRECC's staff has increased by adding 10 new positions to meet the growing population of the demographic served.

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Calls for service have increased by 22.59% and soared to 112,260 in 2014. The HRECC handled 266,306 telephone transactions in 2014 and that number will likely continue to increase in the coming years.

The average call processing time has decreased from 2 minutes, 36 seconds in 2010 to 1 minute and 35 seconds in 2014.

“These accomplishments are a direct result of the hard work by the staff of the ECC to dispatch resources to every emergency in a timely and accurate manner,” said Dee Dee Sencindiver, Operations Manager.

Director of HRECC, Jim Junkins added, “We are all proud of the work accomplished by this agency in this first 10 years of operation and look forward to continued success in serving our community for many years to come.”

Media representatives can contact Director Jim Junkins at 540-434-2006 for questions or follow-up.

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