
911 Computer-Aided Dispatch Training Underway Ahead of System Launch

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The Ministry of Health and Social Development has commenced hands-on training for the Territory's new 911 Computer-Aided Dispatch (CAD) system.

The launch is a major step forward in strengthening emergency response services and will see the commencement of training of Fire officers, police, and 911 personnel at the Emergency Operations Centre.

The CAD system will officially go live on 11 September and will enhance the ability of emergency services to respond swiftly and effectively to incidents across the Virgin Islands. The system combines real-time GPS tracking of emergency calls with digital mapping, instant transmission of directions to responding vehicles, and access to property and location details through Town and Country Planning's GIS database.

It also integrates multiple communication channels, allowing fire, police, and medical services to coordinate more seamlessly.

Director of the 911 and Emergency Operations Centre Russell Jones, described the system as a transformational moment for emergency response in the Virgin Islands.

Mr. Jones explained, "We have had situations where responders could see smoke from a fire but did not know how to get to the exact location. This new system removes that guesswork. It provides pinpoint accuracy, step-by-step directions, and critical details that will save time—and in many cases, save lives."

Jones added that the launch will also allow 911 to operate as a true 24/7 centre for the first time.

Director Jones added. "Before, calls made between midnight and 7:00 a.m. were handled by the Fire Department. With this launch, 911 will run three full shifts every day, supported by advanced technology. This will significantly improve how we serve the public."

Training will be conducted in phases with the first session with fire, police, and 911 personnel from 1 to 3 September. A second round takes place from 4 to 6 September, followed by a test activation from 7 to 8 September to fine-tune the

system.

The Ministry of Health and Social Development remains committed to improving the health and social well-being of the people of the Virgin Islands.

For Additional Information Contact:

Fitsroy Randall

Information Officer I

Ministry of Health and Social Development

Telephone: 468-4138

Email: frandall@gov.vg

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Additional Documents or Media

- [press release 911 computer-aided dispatch training underway ahead of system launch.pdf](#)