



# City of Graham Police & Fire Department



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(336) 570-6700

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## Graham Police & Fire Department Media Release

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Mary K. Cole  
Police Chief

For Immediate Release  
Date: December 31, 2020

John T. Cole  
Fire Chief

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### **Graham Police & Fire Departments transfer Emergency Dispatch Services to the City of Burlington Emergency Communications Center**

Graham, NC – At 18:00 hours (6:00 pm) on December 31, 2020, the Graham Police & Fire Departments will transfer Emergency Dispatch Services from the Alamance County Central Communications Center (C-Comm) to the City of Burlington Emergency Communications Center located at the Burlington Police Department.

During the last 18 months, the police and fire departments began a process to migrate radio systems from the state-owned VIPER 800 MHz radio system to the Guilford Metro TRON 800 MHz system. This was done to address concerns with consistent radio coverage in the Graham City limits. Many times firefighters and police officers could not transmit on the VIPER system while working inside of structures. This presented a very serious safety concern for both police and fire administrators. The move to the Burlington Emergency Communications Center will allow us to be part of a center that also uses the same radio system (TRON).

Citizens should not see any interruption in services involved with this move. Police and Fire Administrators, along with City IT Staff, will be on-site during the switch over to address any last minute issues that may arise.

Citizens of Graham will continue to use 911 for all of their emergency service needs. Citizens needing non-emergency services will need to contact the Burlington Emergency Communications Center at (336) 229-3500 after 6:00 pm on December 31, 2020.

Any questions regarding this media release should be directed to Police Chief Cole (336) 570-6711 [kcole@cityofgraham.com](mailto:kcole@cityofgraham.com) or Fire Chief Cole (336) 570-6707 [tcole@cityofgraham.com](mailto:tcole@cityofgraham.com)