

New Raleigh-Wake ECC Nears Completion

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The new [Raleigh-Wake Emergency Communications Center](#) is nearing completion in the new [Critical Public Safety Facility](#) off Skycrest Drive. Among the features of new facility are... windows! The new call center will be located on the third floor of the building, above a new emergency operations center (first floor) and the city's traffic management and data center (second floor).

The current call center is housed in the basement of the Municipal Building at 222 W. Hargett Street. And with no windows, or glorious high ceilings. The ECC opened at that location in 1982, after moving from the first floor of the next-door police headquarters at 110 S. McDowell Street, where they originated in 1972.

And in case you missed it, earlier this month, the RWECC was named of the Top Ten 911 Dispatch Call Centers Centers in the US for 2015, by 911DispatcherEdu. [Read that story](#), or see the [RWECC Facebook posting](#) about same.

Congrats to the ECC on their coming new quarters. Can't wait to visit! What are some of the features of the new facility, or comparative stats of future versus present quarters? Maybe readers can advise.

The current center has 24 consoles, the new site will have nearly 50!

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