GOVERNMENT OF THE VIRGIN ISLANDS

PRESS RELEASE

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New 911 System Demonstration Strengthens Emergency Response Services

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The Ministry of Health and Social Development recently hosted a live demonstration of the Territory's new 911 Computer-Aided Dispatch (CAD) system for key Government officials, including the Minister for Health and Social Development, Honourable Vincent O. Wheatley; His Excellency the Governor, Daniel Pruce and the Acting Commissioner of Police, Jacqueline Vanterpool

The demonstration showcased how the new system will transform the Virgin Islands' emergency response capabilities by improving coordination between fire, police, and medical services. The initiative follows the completion of a series of hands-on training sessions for Fire officers, police, and 911 personnel at the Emergency Operations Centre in September.

The CAD system officially went live on 11 September and has already begun enhancing response times and efficiency across the Territory. The system integrates real-time GPS tracking, digital mapping, and access to critical location data through Town and Country Planning's GIS database. It also allows for instant communication across emergency services to ensure a unified and timely response.

Minister for Health and Social Development, Honourable Vincent O. Wheatley, commended the initiative as a milestone for public safety.

Honourable Wheatley said, "The launch of this new 911 system marks a significant advancement in how we protect and serve the people of the Virgin Islands. It gives our emergency teams the tools they need to respond faster, coordinate better, and ultimately save more lives. This is a powerful example of innovation at work in the public sector, and I am proud of the progress made by our dedicated emergency services teams."

Director of the 911 and Emergency Operations Centre, Russell Jones, added that the demonstration was an essential opportunity to show the system's impact.

Mr. Jones said, "It was important for our leaders to see how the system works in real time. This technology represents a new era of emergency response in the Virgin Islands. One where accuracy, communication, and speed are central to saving lives."

The Ministry of Health and Social Development remains committed to improving the health, safety, and social well-being of the people of the Virgin Islands through ongoing investment in technology, training, and innovation.

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