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Contact: Nathaniel Styer | Communications Director
NStyer@JCNJ.org

Mayor Solomon Announces Comprehensive Reforms to Jersey City's 911 Communications Center

Upgrades include new leadership structure, modernized 911 technology, and expanded capabilities for residents

JERSEY CITY, NJ (March 27, 2027) — Mayor James Solomon today announced a series of sweeping reforms to the Jersey City Communications Center, the hub that handles the city's 911 emergency calls, non-emergency calls, and police and fire dispatch operations. The changes address long-standing gaps in staffing, leadership, and technology that had left the center operating with outdated systems and limited oversight.

"For too long, our 911 center was asked to do a critical job without the leadership, staffing, or technology to do it well. We're changing that," **said Mayor James Solomon**. "These reforms put experienced commanders back in the room, give our dispatchers the tools they deserve, and ensure that when a Jersey City resident calls 911, that call reaches us quickly, accurately, and with every resource we can bring to bear. This is about building a system our residents can trust with their safety."

The reforms include the placement of a City Commander in the Communications Center across all shifts to oversee and coordinate police operations citywide. These commanders are police officer and fire officials who provide real-time updates to command staff on high-priority incidents and ensure fast response times and accountability across all districts. Police supervisors have also returned to the center to modernize dispatch policies and procedures, and two dedicated dispatch administrators now oversee quality improvement, training, and administrative accountability.

On May 14, 2026, Jersey City will launch an upgraded 911 system, replacing infrastructure that is 16 years old. The new system introduces digital audio and location-based call routing, a significant improvement over the current method, which routes 911 calls based on the nearest cell tower — sometimes sending calls to the wrong municipality. Under the new system, calls will be routed using the caller's verified location, ensuring that emergencies originating in Jersey City reach the Jersey City Communications Center.

The upgraded system will also allow call takers to exchange text messages with callers, including receiving photos and videos of incidents. This gives police and fire units critical visual information before they arrive on scene. The text messaging capability also provides limited translation services, expanding access for non-English-speaking residents and visitors.

Additionally, parking enforcement dispatch will be relocated to the Communications Center, allowing parking complaints to be routed directly to an enforcement unit rather than waiting for an available police officer.

"This is a fundamental shift in how we run our Communications Center. We've restored command-level leadership to the room, and with the new 911 system coming online in May, our dispatchers will finally have technology that matches the demands of the job," **said Public Safety Director Anthony Ambrose**. "We're giving our people the structure and the tools to deliver faster, smarter responses, and that translates directly to safer outcomes in our neighborhoods."

These reforms represent the first phase of a broader modernization effort for the Communications Center. The Administration is actively evaluating additional upgrades, including enhanced dispatch technology, expanded options for residents to file reports and access services remotely, and new response models that pair traditional police and fire resources with specialized support for mental health emergencies. Mayor Solomon and Director Ambrose expect to share details on these initiatives in the coming months.

"As Council President, I hear directly from residents across this city about their experiences with 911. Calls are sent to the wrong municipality, they experienced long wait times, and frustration with a system that doesn't feel like it's keeping up with the needs of our community," **said Council President Denise Ridley**. "These are not small inconveniences. When someone calls 911, they're often in the worst moment of their day, and they deserve a system that works. The reforms announced today are exactly the kind of investment our residents have been asking for. I also want to recognize the call takers and dispatchers who have held this operation together under very difficult conditions. I'm confident that the changes coming online this spring will make a real and lasting difference in how Jersey City serves its people."

The Jersey City Communications Center currently handles approximately 176,000 emergency calls and nearly 216,000 non-emergency calls annually, while managing close to 100,000 police incidents per year. The center operates with eight call-taking positions, six fire dispatcher positions, nine police dispatcher positions, and a supervisor.