

ORDINANCE-3851

**AN ORDINANCE TO ADD SECTIONS 2-500 AND 2-501 TO THE CITY CODE TO
CREATE THE DEPARTMENT OF EMERGENCY COMMUNICATIONS AND CITIZEN
SERVICES AND TO SET FORTH THE FUNCTIONS THEREOF**

SECTIONS ADDED: §§ 2-500 and 2-501

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF VIRGINIA BEACH, VIRGINIA:

That Sections 2-500 and 2-501 are hereby added to the Code of the City of Virginia Beach, Virginia, to read
as follows:

ARTICLE XXX. – DEPARTMENT OF EMERGENCY COMMUNICATIONS AND CITIZEN SERVICES

Sec. 2-500. – Created; composition.

There is hereby created a department to be designated the department of emergency communications and
citizen services or ECCS, which shall consist of a director of the department and such other employees as may be
authorized by the city council.

Sec. 2-501. – Functions.

The department of emergency communications and citizen services shall be responsible for providing
efficient, accurate, and professional processing of emergency, non-emergency, and informational requests. The
department shall also be responsible for the provision of such other services as may be directed by the city manager.

Adopted by the Council of the City of Virginia Beach, Virginia on the 12th day of May 2026.