



# COMMONWEALTH OF VIRGINIA

## Department of Emergency Management

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**John J. Scrivani**

Acting State Coordinator of  
Emergency Management

November 13, 2025

**To:** All Partners in Public Safety – Police, Fire, EMS, Emergency Management, and Emergency Communications Centers/Public Safety Answering Points

**Subject: Important Announcement: New 24-Hour Virginia Situational Awareness Unit (SAU) Phone Number Effective November 13, 2025**

Dear Partners,

We are writing to inform you of an important change to our contact information. Effective November 13, 2025, our agency's Situational Awareness Unit (SAU) will transition to a new 24-hour phone number as part of our move to a more efficient and streamlined service platform designed to support next-generation technology and operations.

Unfortunately, our legacy phone number (804-274-2400) can no longer be supported as we modernize our systems. While we understand this change may cause some inconvenience, it is a necessary step to enhance the reliability, speed, and capabilities of our communications network moving forward.

**New 24-Hour Phone Number (Effective November 13, 2025):**

 **804-750-8845**

*\*please note that this will also be the new number used for TDD and will replace the 1-800 number*

Please ensure that this new number is:

- **Distributed widely** within your organization,
- **Shared with all personnel** who may need to contact us, and
- **Programmed into your agency phones and contact lists.**

We ask that you also promote this update among your networks, including police, fire, EMS, emergency management, special operations teams, and emergency communications centers/public safety answering points, so that everyone who relies on our services is aware of the change.

To assist with outreach, we've attached a graphic, and a card design you can use to help publicize the new phone number within your organization.

We appreciate your cooperation and support as we make this important transition to a more modern, dependable communications system. Together, we can ensure continued seamless coordination and public safety service.

If you have any questions or need further information, please don't hesitate to reach out to us.

Sincerely,



John Scrivani  
Acting State Coordinator  
Virginia Department of Emergency Management