



To: Citizens of Portageville  
From: City of Portageville  
Date: December 17, 2020  
Re: Transfer of Dispatch Service from Portageville to New Madrid County

The City of Portageville will be moving all dispatch services to New Madrid Dispatch effective at 12:00 a.m. on January 1, 2021. As such several changes will take place. These changes include:

1. The City of Portageville will test the new dispatch service starting at 6:00 a.m. Friday, December 21, 2020 through 6:00 a.m. on December 23, 2020. During this time, the City of Portageville will transfer all calls placed to the City Police telephone number of 573-379-5500 to New Madrid Dispatch. We have been informed that this number WILL NOT be an emergency number that connects to 911. This number will ring to a non-emergency number at New Madrid Dispatch. If you have an emergency, all residents are encouraged to dial 911.
2. During this trial period, the City of Portageville Police Station will remain open to public walk-in service.
3. As of 12:00 a.m. on January 1, 2021, the City of Portageville Police Department will be locked during non-business hours. The Police Station will be opened to walk in service Monday through Friday from 8:30 a.m. to 4:30 p.m., unless closed due to vacation or illness.
4. As of 12:00 a.m. on January 1, 2021, the Police phone number of 573-379-5500 will be permanently transferred to New Madrid Dispatch.
5. The City of Portageville Police Station can be reached on its non-emergency phone number 573-379-5682 during business hours of 8:30 a.m. to 4:30 p.m., Monday through Friday.

The City of Portageville Police Department will continue, as it has always done, to strive to provide the highest level of service to our residents during this transitional period. We ask for the public's patience during this time.