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SHERIFF
BLACK HAWK COUNTY

08-11-20

Storm Related 9-1-1 Disruption

Sheriff Tony Thompson announces that notification has been made by CenturyLink that there is a network event that is causing potential 9-1-1 PSAP (Public Safety Answering Point) disruption in our market area. On top of already disrupted cellular telephone service due to the severe weather yesterday, the public needs to be aware that this 9-1-1 service disruption could cause a lack of detailed information about your emergency call to be received at our center.

Citizens are urged to remain on the line with the dispatcher for the entire duration of the call to ensure that all critical details are obtained. Staying on the line will not slow the emergency response, as responders will be dispatched by another dispatcher while yours remains on the line with you.

If you are not able to reach the Consolidated Communications Center through your cellular telephone, finding a "land line" phone may be your next best bet for service. This disruption is expected to be remedied quickly as steps are already being initiated to identify and mitigate the issue.

As near as can be determined, intermittent issues with emergency communications centers may be experienced in Oelwein, Black Hawk County, Bremer County, Allamakee County, Jasper County, Decorah/Winneshiek County, Grundy County, Ames Police Department, Benton County, Butler County, and Howard County. This could mean that these centers may not be able to receive 9-1-1 calls or the corresponding location information embedded in the call. Right now, estimates are that approximately 85,684 customers are being affected by this issue.

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