

# UMATILLA COUNTY SHERIFF'S OFFICE

4700 NW Pioneer Pl, Pendleton OR

Dispatch: 541-966-3651



## PRESS RELEASE

May 15, 2023

Umatilla County, Oregon

Contact: Captain Sterrin Ward 541-310-0369

### **Dispatch Center Experiencing 911 Phone Issues Special Attention: T-Mobile Customers and VOIP (Voice over Internet Protocol) Customers**

The Umatilla County Sheriff's Office Emergency Communications Center is currently experiencing intermittent phone system issues when receiving some 911 calls from (mainly) T-Mobile and VOIP Customers. The issue intermittently occurs when a 911 call comes in from (most often a T-Mobile or VOIP customer) and neither the dispatcher nor the caller is able to hear each other. Dispatch also does not receive location information from the caller's phone. These issues ARE actively being addressed.

If the dispatcher cannot communicate with a caller and the call is disconnected, the dispatcher will immediately call back (on a separate line) the number showing on the caller ID. This is always standard protocol. Dispatch will show up at 541-966-3600 when calling back, we urge the public to PLEASE ANSWER, so we can help them!

Callers with a "911 Only Phone" please be aware that these phones do not present a number for dispatch to call back.

#### **Important message for the public:**

If they call 911 on a cell phone and believe they are experiencing this issue, do the following:

1. Text 9-1-1 and provide the ADDRESS/LOCATION of your emergency and what TYPE of emergency you are having, then answer any questions 911 may have.
2. Call our 24/7 Non-Emergency Number at 541-966-3651 (the same dispatchers answer both 911 and business lines).
3. Try using a different cell phone or use a landline phone.

DO NOT use FACEBOOK as an alternative to 911. Our Facebook page is NOT monitored 24/7. To report an EMERGENCY always call or text 9-1-1.

This issue is actively being worked on and we will send out a message as soon as the problem is resolved.