

## **NEWS RELEASE**

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### **Update on Benton County's 9-1-1 center**

Richland, WA—All emergency 9-1-1 calls are once again being properly directed into dispatchers at Benton County's Southeast Communication Center (SE-COMM) in Richland. Earlier in the day, some callers were not able to get through to the center using the normal 9-1-1 lines. Technicians from Verizon Telephone worked to isolate the problem, and as of 6 p.m., it appears that all 9-1-1 calls are ringing into the center.

SE-COMM personnel will continue to monitor the situation through the next several hours.

As always, residents are reminded to call 9-1-1 only if they need **immediate** assistance from police, fire or medical personnel. Agency officials ask that anyone encountering difficulty in connecting with the center to immediately call (509) 628-0333, the center's non-emergency line.

SE-COMM will notify residents through the local news media if the technical difficulties arise again.

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