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**FOR IMMEDIATE RELEASE**

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## **MUSCOM phone lines to be upgraded on June 13**

*Facility will be able to take “text-to-911” calls once system is fully operational*

**MUSCATINE, Iowa** – Being able to dial 9-1-1 in an emergency situation has saved many lives throughout the years, but what about the times when someone is not able to talk on the phone? Advancements in technology and the wide spread use of smart phones means that 9-1-1 call centers like MUSCOM in Muscatine must adapt to these changes.

The phone lines at MUSCOM will be upgraded on Tuesday (June 13) as the facility begins the process of being able to accept “text-to-911” messages. The MUSCOM lines will be down for approximately three-to-four (3-4) hours with calls ringing into Louisa County who will relay information to the MUSCOM 9-1-1 center for dispatch. The process should begin at 9:30 a.m. on Tuesday (June 13).

The administrative phone lines will also be down with intermittent outages and will not ring into the building. If you call the non-emergency line and it does not go through, wait a few minutes and try again. Chris Jasper, leader dispatcher for Muscatine County Joint Communications, also said that non-emergency information can also be relayed to MUSCOM on their Facebook page.

Once the upgrade is completed, the system will undergo testing before becoming operational.

There are many reasons that the “text-to-911” will be a great addition to MUSCOM and their ability to dispatch the appropriate resources in an emergency. The most important reason, though, is that Individuals who are deaf, hard of hearing, or have a speech disability may not be able to communicate via a regular phone call as well as during situations where a voice call to 911 would be dangerous or impossible.



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Additional information about this new service will be made available to the public once the upgrade and all components are thoroughly tested and ready for use.

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