

Board of County Commissioners

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Carroll County Government

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FOR IMMEDIATE RELEASE

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Technical Issue Temporarily Transfers 911 Operations from Primary to Back-up Site

Westminster, MD, Wednesday, January 24, 2018 – Carroll County Department of Public Safety stated today there was a brief technical issue which caused 911 operations to relocate from its primary facility to the back-up site. It was a facility issue, not system-related, so radios systems remained on-line during the entire episode. The alternate facility is a fully-functional, equivalent back-up site.

A thorough assessment will ensue which will identify any issues as well as future improvements which could be instituted. All systems are being fully vetted and operations will not return to the main center until personnel are confident the facility is fully restored.

The Department of Public Safety Director Scott Campbell said, "We are fortunate that Carroll County has a fully operational alternate facility. All procedures were followed and we are aware of no negative impact to the county."

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CARROLL COUNTY

The Americans with Disabilities Act applies to the Carroll County Government and its programs, services, activities, and facilities. Anyone requiring an auxiliary aid or service for effective communication or who has a complaint should contact The Department of Citizen Services, 410.386.3600 or 1.888.302.8978 or MD Relay 7-1-1/1.800.735.2258 as soon as possible but no later than 72 hours before the scheduled event.