

JUNEAU POLICE DEPARTMENT

6255 ALAWAY AVENUE ○ JUNEAU, ALASKA 99801

Greg Browning
Chief of Police

Committed to Service and Excellence

Business (907) 586-0600
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INFORMATION RELEASE

Subject: 9-1-1 System Outage

Date: August 18, 2009

From: Cindee Brown-Mills

Case or Incident: N/A

Summary:

On August 17, 2009 at approximately 11:40pm the CBJ E9-1-1 system went offline. Dispatchers quickly mobilized and were able to answer 9-1-1 calls from a backup position by 12:23am making the total amount of time the 9-1-1 system was down about 40 minutes.

To our knowledge no actual 9-1-1 calls were placed during that time and therefore no emergency calls went unanswered. Test calls were being placed to verify the system was working.

CBJ contracts with Alaska Communication Systems (ACS) to provide E9-1-1 services to Juneau. ACS is working to provide the City with a root cause report on the outage and ultimately resolve the issue.

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Any charges reported in this press release are merely accusations and the defendants are presumed innocent unless and until proven guilty.

***** END OF STATEMENT *****

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