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News Release

Dispatch service routed through Reno County; 441-4444 restored

Cowley County Emergency Communications loses AT&T service for 911 calls

ARKANSAS CITY, Kan. (January 13, 2017) — Emergency calls are being routed through Reno County as AT&T personnel work to determine the cause of a telephone outage in the local 911 system.

The City of Arkansas City first became aware of the problem early this morning. The local (620) 441-4444 number that routes to dispatchers in Winfield also lost service. That number since has been restored to working order and the public may contact Arkansas City public safety agencies through it.

The number should be used for non-emergency calls only. All emergencies still should go to 911.

This outage is not connected in any way to ongoing telephone system troubles that have occurred at the Arkansas City Police Department and Arkansas City Fire-EMS Department. The installation of a brand-new telephone system for those two agencies is expected to commence sometime next week.

The cause of the dispatch outage is unknown at this time. AT&T is working to restore local 911 service, but the outage may continue for an extended period of time.

For more information about the outage, call Cowley County Emergency Communications at (620) 221-5447 or Cowley County Emergency Management at (620) 221-0470.

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For immediate release