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**ENHANCED 9-1-1 SERVICE  
DEBUTS FOR ROCK ISLAND**

Beginning Wednesday, January 31, Rock Island County will become an "E 9-1 -1 " location.

That means each of Rock Island's residents will then be able to make emergency calls over a state-of-the-art system for police, fire and ambulance help by simply dialing 9-1 - 1, explained Mayor\_\_\_\_\_ (Name)\_\_\_\_\_.

Formerly, about 60% of the county's communities were covered by Basic 9-1-1 service. On the 31st, however, 100% of the county's residents will be covered by the new system.

The new 9-1-1 system displays the name, address and telephone number of the subscriber associated with the telephone used in the emergency call. This is a benefit when callers become incapacitated and cannot continue the emergency call. In such a circumstance, emergency personnel would have enough information to send help.

As before, the 9-1 -1 number is a hotline to the county's Emergency Center, where specially trained dispatchers are ready to summon whatever help is needed. E 9-1-1 calls are answered at Public Safety Answering Points (PSAPS) that route the call to the specific emergency agency.

**MEDIA SAMPLE**

Nine-one-one was chosen as the universal emergency- number because it is easy to remember and quick to dial. And should the need arise, 9-1 -1 is easy to find in the dark on both rotary and touch tone dials.

Of course, the agencies covered by 9-1-1 will still have their own seven-digit number for non-emergencies. And callers will still receive emergency assistance by dialing "Operator."

"The advantage of dialing 9-1 -1 over dialing 'O' is that your call goes directly to the place where help is dispatched," said (Name), Telco's area manager for community relations. "Our operators will, of course, continue to respond to emergencies. "

(Town representative name and title) explained, "We are offering this service in response to the expressed public need for an easy-to-remember number that can be used in calling police, fire or other emergency help.

"Tft number 9-1-1 has the advantage of being a single number for use in getting fast assistance in any emergency, regardless of the conditions," (Town representative)\_ said.

GET QUOTES FROM TOWNSPEOPLE ON HOW THEY REGARD 9-1-1.