

# Park County Sheriff's Office

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## MEDIA RELEASE



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### **The Importance of Satellite Devices**

The Park County Sheriff's Office reminds everyone to take safety precautions while traveling into the backcountry, one being the ability to communicate in the event of an emergency. Satellite communication devices, that have the capability for two-way texting, may communicate directly with the Park County Sheriff's 911 Communications Center by sending a text message to [help@parkcountysheriff.net](mailto:help@parkcountysheriff.net). The address must be programmed in and the location setting on the device must be turned on for the optimal use of this service.

This dedicated email address will sound an alarm notifying on duty communications personnel that an emergency message has been received. Dispatchers can then communicate directly with the device wherever it is located. They can ask questions regarding the emergency and update you as to the emergency response being coordinated through the Park County Search and Rescue as they mobilize the resources necessary for the response.

Commercial devices such as the most recent upgrade to SPOT® or the Garmin inReach® device currently have the capability to press one button for "SOS" or emergency assistance. This will send an alert to the device's third-party emergency monitoring center which will then relay the request for assistance to the closest 911 center. However, these devices also have the capability for two-way texting. And by using the sheriff's email address, you can connect directly to your emergency responders without going through the "middleman" communications monitoring center. This enhances any and all response to your emergency by allowing our first responders to ask questions, clarifying the situation, the location, and any injuries.

In emergency situations, speed and clarity are the key to a successful outcome. The texting capability should never be used in place of the 'SOS' button on your device. But by contacting the dispatch center directly via text message after pressing the 'SOS', the response can be enhanced. Information such as who is involved, the nature of the emergency, and the precise location can be transmitted. Allowing a response as quickly as possible with the proper resources to resolve the situation.

If you wish to use this service, simply add our email address, [help@parkcountysheriff.net](mailto:help@parkcountysheriff.net) to the contacts list on your device. There are no charges over your normal subscription rates. Be sure your device settings include location information, owners name, GPS coordinates and a way to respond.

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