

911 lines restored in Douglas County

Updated Dec. 8 5:18pm: Internet connection, landline telephone and cell phone, including 911, connectivity has been restored to most of Douglas County. There remain sporadic areas of landline coverage in the Jacks Valley area of north Douglas County that are not yet fully functional via landline telephone.

This morning at 11:13 a fiber optic cable was severed in the location of Heybourne Road north of Stephanie Lane, in the Johnson Lane area of Douglas County in the valley.

The line was mistakenly cut by contract crews working on a water line project in the area.

A widespread service outage resulted effecting telephone and cellular services, including 911 communications capability in all of Douglas County and parts of Lyon County, Carson City, and Alpine County.

Notices regarding this critical service outage were made using the Emergency Alert System.

Crews from Frontier Communications responded to the location of the severed cable and began to effect repairs at approximately 12:50pm Dec. 8. Work to restore primary communications impacting 911 services has been made a priority.

All East Fork and Tahoe Douglas Fire Stations were staffed with additional personnel, as the public was informed to go to the nearest fire station to report any emergencies. Additional law enforcement staff was summoned from the Douglas County Sheriff's Office, and extra roving patrols were instituted.

Communications between critical infrastructure, such as medical facilities, schools, banks, and some industrial sites were maintained through radio communications or an available phone line which still allowed for direct access to Douglas County Communications. Douglas County Amateur Radio Team (DCART) also assisted with making communications connections with Lyon County and some local facilities.

As of this notice, crews are still working to effect repairs. Further updates will be provided as they occur.