



## News Release

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### **Arapahoe County transitions TTY and TDD phone lines to Relay Colorado 711**

**Littleton, Colo.** – Arapahoe County is now using [Relay Colorado 711](#), a free service that allows individuals who have a hearing or speech disability to place and receive calls through specially-trained operators. With this transition, the County is retiring the majority of its TTY and TDD phone lines, with the exception of a portion of the Arapahoe County Sheriff's Office's lines.

The Sheriff's Office will retain its ability to accept and process calls made to 911 dispatch and calls to the Detention Center from deaf or speech-impaired citizens. However, other non-emergency or administrative calls from this community to the Sheriff's Office are now being directed to 711.

To use [Relay Colorado 711](#), simply dial 711 to connect with a relay operator. The operator will dial the requested number and relay the conversation between the two callers.

The County is updating its website and communications channels to inform citizens of our new service offering, and also will notify appropriate local service agencies. Citizens also can choose the alternative to use their Video Relay Services provider.

"Relay Colorado 711 uses state-of-the-art technology and is quickly becoming the gold standard for how to provide the best service to people who need this assistance," said Commissioner Nancy Jackson. "We are delighted that we can provide it for our citizens to help improve their quality of life — and do so without impacting the County's budget."

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