



Yuma County Sheriff's Office

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PRESS RELEASE

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YCSO Launches New Notification Program

Location of Incident: Yuma County, AZ

The Yuma County Sheriff's Office has launched Versaterm Community Connect, a new automated notification system designed to keep community members informed after requesting Sheriff's Office assistance.

Through Community Connect, the caller will receive an initial text or email acknowledging their request for service approximately 15 minutes after their call. If a Deputy's response is delayed, the caller will be notified and be provided with an update. Response delays can occur for various reasons, including when deputies are diverted to higher-priority calls or when call volumes are particularly high.

For safety purposes and to maintain operational security, updates will not be sent during in-progress critical incidents or sensitive situations where messaging could pose a risk.

Community Connect can also provide case numbers for victims and follow-up notifications about the status of a case, such as whether an arrest was made or if the case has been closed.

It should be noted these messages are a one-way form of communication, they do not provide an estimated time of Deputy arrival, and an opt-out option is available for those who would not like to receive the text notifications. Furthermore, these messages also have the option for Spanish language.

This new program reflects the Yuma County Sheriff's Office dedication to service and efficient communication by keeping the public informed throughout the response process. If a prior victim would like to receive updates on a case, the website provides a portal to submit a request:

https://communityconnect.ycso.yumacountyaz.gov/case_status

Information Released By: Tania Pavlak, Public Affairs Specialist