



## **Fresno County Sheriff - Coroner's Office**

Margaret Mims, Sheriff - Coroner

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### **News Release**

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## **Newly Renovated Dispatch Center Goes Into Operation**

The Fresno County Sheriff's Office Dispatch Center has just completed a remodel, which started the first week of November 2016. It is now equipped with a new 911 system called the Intrado VIPER. This system offers the latest technology, which will improve service to our community. It allows monitoring of both emergency and non-emergency calls in real-time in order to better prioritize calls for service. A state grant of \$250,000 paid for the computerized 911 system and chairs for dispatchers. County funds were used to install new computer screens, TV monitors, ergonomic furniture and carpeting in order to help dispatchers work more efficiently and comfortably.

The dispatch center handles calls for the Fresno County Sheriff's Office, as well as police departments in the following contracted cities: Kingsburg, Parlier, Orange Cove, Sanger, Fowler and Kerman. In 2016, our dispatchers received more than 300,000 calls, many of which were 911 calls.

The Fresno County Sheriff's Office employs 37 dispatchers and seven dispatch supervisors. Our office currently has 10 job openings and is hiring. It is a very challenging, yet rewarding career. Successful dispatchers have great communications skills, can multi-task and are able to excel in stressful situations.