



NEWS RELEASE

Today's Date: Tuesday, April 8, -- 08 - 013
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FOR IMMEDIATE RELEASE

NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK April 13-19 2008

REDDING – The California Department of Transportation (Caltrans) District 2, The California Highway Patrol, Shasta County Sheriff's Office, SHASCOM and the City of Redding would like to recognize the hundreds of men and women dispatchers for their devotion in providing behind the scene service to the community.

On April 4th, Redding City Mayor, Mary Leas Stegall issued a proclamation in recognition of Communications Dispatchers and their commitment and dedications to individuals, families and communities everywhere, be it resolved the week of April 13 through April 19, 2008 as "National Telecommunicators Week" in the City of Redding.

Caltrans District 2 dispatchers are dedicated employees that coordinate communication between roadside maintenance personnel, district office personnel and area law enforcement. They log an average of 2,000 calls per month. Calls for service include, non-injury, injury and fatality accidents, forest fires, disabled motorists, hazardous spills, slides, and chain control, to name a few. Dispatchers need to respond rapidly in an emergency, maintain poise under pressure and make critical decisions within seconds.

The California Highway Patrol's Redding Communications Center is fully staffed with 15 full-time dispatchers. These individuals excel under pressure and provide many forms of assistance twenty-four hours a day, seven days a week, 365 days a year, to the public, numerous allied agencies and to CHP officers working in the field. In March of 2008 the communications center processed 117,068 radio transmissions and answered 15,655 inbound calls, which included cellular 9-1-1 calls. Each year the Redding Area recognizes an individual dispatcher for their outstanding efforts and contributions to the citizens of California, our Officers, and the 9-1-1 profession. This year, Mrs. Danielle Polen, was selected and honored as Redding area CHP "Dispatcher of the Year."

SHASCOM is a joint city/county consolidated dispatch center that receives and processes about 1100 9-1-1 and other urgent calls for service per day. In 2007, they handled over 229,000 calls for service. SHASCOM dispatches the Shasta County Sheriff's Office, the City of Shasta Lake, Redding Police and Redding Fire along with ambulances for AMR and Mercy. SHASCOM has been in operation since February of 1995, and has been recognized many times, including recognition from the California State Assembly, for their expertise in crisis response. SHASCOM has 40 highly trained, professional dispatchers, who staff five radio positions and answer emergency calls, 24/7. SHASCOM will honor their dispatchers at their annual awards banquet, on April 17, 2008.

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Introduced in Congress by the Association of Public-Safety Communications Officials International in 1991, National Public Safety Telecommunications Week is the second full week in April each year, dedicated to the men and women who serve as public safety telecommunicators. This is an excellent opportunity to honor all public safety dispatchers for their dedication and public service in our local communities.

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NOTE: An electronic version of this news release is available on the Internet at the following web address: <http://caltrans2.info/roadinfo.htm>

