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## INFORMATION RELEASE

**Automated Changes Planned for Sheriff's Dispatch Center**  
Solano County Sheriff's Office

April 16, 2010

On April 27, 2010, the Solano County Sheriff's Office 911 Dispatch Center will implement a change to the way our non-emergency telephone lines are answered by Sheriff's Office dispatchers. The Sheriff's Office has, after much consideration, opted to introduce what is commonly referred to as an *automated telephone attendant*. In short, when callers dial the telephone number(s) for the Sheriff's Office or the Dixon Police/Fire Department, which are typically designated for "non-emergencies", they will hear a recorded greeting that provides them with a directory of options that will more efficiently enable them to make contact with the needed bureau. Recent budget reductions have forced the Dispatch Center to explore ways in which it can "deflect" the volume of general information/business related telephone calls currently answered by a dispatcher. It is anticipated that by implementing this technology, callers will more quickly make contact with those who can specifically answer questions and provide assistance rather than require a dispatcher to transfer the call. This new process will not change or affect how 911 calls are answered by the Sheriff's Office Dispatch Center.

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