

Santa Cruz Regional 911 Center Tour
Thursday, January 28
1:00 to 2:30 pm

Tour maximum: 20 - Registration required (see below)

Have you wondered what happens when you call 911? Who are the people answering your call? How are calls handled? How do dispatchers handle the stress?

The Santa Cruz Regional 911 Center is located between the 17th green and the 18th tee of the DeLaveaga Golf Course and serves the Santa Cruz County Sheriff's Office, the San Benito County Sheriff's Office, and the police departments for the cities of Santa Cruz, Watsonville, Capitola, and Hollister, eleven fire agencies, American Medical Response West (the local paramedic and ambulance transport provider) and County Animal Control Services.

The 1 ½ hour program will cover general information about the 911 center, communities served, technology utilized including the reverse 911 emergency system, recordings of different types of 911 calls and much more. Then we will tour the 911 call center floor and learn what happens on the floor and what the dispatcher responsibilities are. We will then sit with a dispatcher, observe how actual calls are handled, and have an opportunity to ask questions.

Participants will be required to sign visitor confidentiality form that will be emailed to you after you have registered.

Space is limited so click on the link on the EVENTS or HOME PAGE to register.

If you have questions, contact Lynne Wolcott by email or phone (831-334-6289).