



Chico Police Department, 1460 Humboldt Road, Chico, CA, 95928 www.chico.ca.us/

PRESS INFORMATION OFFICE, Julia Yarbough
Tel: 530.897.5812, email: julia.yarbough@chicoca.gov

PRESS RELEASE

FOR IMMEDIATE RELEASE

Chico Police Department 9-1-1 Dispatchers Rise Above Oroville Dam Spillway Challenge *-- Emergency Operators Process 161% Increase in Calls --*

Chico, CA – Chico Police Department 9-1-1 Emergency Dispatch Operators play a vital role in providing ongoing public safety and assurance to Chico residents in need of help. On Sunday, February 12, 2017, the emergency dispatch team went above and beyond to assist the public. The level of expertise was put to the test during an eight-hour window in which many residents of Butte County faced the emergency of the Oroville Dam Spillway evacuation order.

At 3:53 PM, Dispatch Communications Supervisor Julie Ceccato, an 18-year veteran of the department, says the Chico Police dispatch center received notification from the Butte County Sheriff's Department dispatch advising staff was evacuating the office. Therefore, in order to provide uninterrupted emergency public assistance, all emergency 9-1-1 calls usually processed through Butte County Sheriff's Department dispatch would be routed to the Chico Police 9-1-1 dispatch center.

From 4:00 PM until 11:59 PM, Chico Police Department 9-1-1 dispatchers handled 1,001 calls for help and service. The average number of calls on a typical Sunday during the same time period is 162. During those eight hours six dispatchers and two supervisors handled calls from Chico, Gridley and Oroville with some dispatchers taking more than 60 calls within an hour.

"It was perhaps the busiest time we have experienced in the past 20 years," said Ceccato. "The sheer volume of calls and the ability to help was satisfying. We are the first point of contact for any emergency and we took chaos and brought order to it. We helped people."

Ceccato says she is proud of the team, as is Police Chief Michael O'Brien. "Our 9-1-1 Emergency Dispatchers are some of the most professional in the business," said Chief O'Brien. "Not only am I proud of the work they perform 365 days a year but also the level of commitment they give to our community."

The Chico Police Department is currently seeking individuals interested in the position of Public Safety Dispatcher. Visit www.chico.ca.us and click through to [Human Resources & Risk Management/Employment Opportunities](#) for more information.

[Click here to view a video interview](#) with Dispatch Communications Supervisor Julie Ceccato; Chico Police Department.

###