



City of Clearlake

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PRESS RELEASE **FOR IMMEDIATE RELEASE**

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Clearlake Police Department to Become 9-1-1 PSAP

Clearlake, CA – October 29, 2018

The Clearlake Police Department was notified by the Governor's Office of Emergency Services, Public Safety Communications, California 9-1-1 Emergency Communications Branch that our application to become a 9-1-1 Public Safety Answering Point (PSAP) was approved.

The Clearlake Police Department has operated a 24/7 dispatch center since the founding of the agency. However, 9-1-1 calls are answered at the Lake County Sheriff's Office and then transferred to the Clearlake Police Department. This arrangement causes a delay and does not pass enhanced 9-1-1 information, such as caller location and call back number.

The approval provides approximately \$226,000 in funding across 5-years for the necessary equipment, support and connections. When the new system is implemented, the Clearlake Police Department will answer landline and wireless 9-1-1 calls originating in the city, including new Text-to-9-1-1 calls.

"The proposed solution will improve safety and responsiveness to the citizens of Clearlake. It will ensure they receive the same level of access to the 9-1-1 system as others enjoy throughout the state of California," said Andrew White, Chief of Police. White continued, "We are thankful the State 9-1-1 Office recognized our need and are working in support of making this a reality. The solution will also provide redundancies and enhance interoperability amongst our regional emergency response partners."

City Manager Greg Folsom stated, "The City of Clearlake continues to achieve important milestones in implementing the City's strategic plan to make the city cleaner, safer, and better. Approval by the state to become a Public Safety Answering Point is a huge win for Clearlake in our continued efforts to improve public safety. Once the new PSAP is operational, the Clearlake Police Department will have the latest technology for dispatching officers and will be able to more effectively serve our citizens."

The new system is expected to be installed within the next six months. There will be additional information forthcoming as the installation date nears.

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