

911 in EDC not the fastest way to reach dispatch

By Shirin Rajaei, CBS-13

In an emergency, your first instinct may be to dial 911, but the El Dorado County Sheriff's Office is asking residents to dial something longer for faster results.

In an emergency, time is your enemy and every second counts, but calling 911 with your cellphone in El Dorado County may not be your fastest option.

For dispatcher Courtney Barbot and her team, a busy day at the dispatch center may mean 650 emergency calls a day. Some of those calls come straight to them, but others may need to be transferred from another agency.

Read the whole story