

Communications

DISPATCHER - The FIRST, First Responder

Dispatchers are most often the first ones contacted when assistance is needed. They receive calls by telephone and/or a radio system. They prioritize the calls they receive by order of importance so they can send the quickest response to the most dire situation. Using the information they receive, dispatchers respond to calls by sending out and directing the appropriate type and amount of first-responder service units to emergency scenes in order to resolve the situation.



The Whitesboro Dispatch Center is located at the heart of the Police Department and is open 24 hours a day, 7 days a week, 365 days a year. This division is made up of 5 full-time, certified Telecommunication Officers. These officers receive calls for service and direct the proper personnel needed for assistance that is best suitable for the situation at hand.

The Communications Officers are responsible for receiving and dispatching all 911/Emergency and non-emergency calls relating to Police, Fire and Emergency Medical Services (EMS) within the city limits of Whitesboro. In addition to, all Fire related calls in the Collinsville, Gordonville, Sadler and Sherwood Shores Fire Department jurisdictions, and all Medical calls in the entire Western Grayson county areas. Whitesboro Dispatch also works adjacent with some of the surrounding agencies at times, when such calls overlap jurisdictions.

Recent News:

TCOG Telecommunications Awards Banquet:

Congratulations to Jerri Winnett for receiving the Telecommunicator of the Year Award!

Congratulations to Louise Mabry for receiving the Silent Hero Award!

