

Communications Center - Dispatch

Jennifer Lensing, Dispatch Supervisor

303 N. Mt. Shasta Boulevard, Mt. Shasta, California 96067

Emergencies Dial 911

Non-emergency/Business Phone: [\(530\) 926-7540](tel:(530)926-7540)

Fax: (530) 926-3601

The Communications Center, which is staffed 24 hours a day, seven days a week by Certified Public Safety Dispatchers, is an indispensable division of the Mt. Shasta Police and Fire Departments. Public Safety Dispatchers provide the vital first point of contact between citizens in need of emergency services and field units.

Our highly-skilled dispatchers prioritize all calls for service and dispatch accordingly, giving the highest priority to life-threatening emergencies. Field units depend on dispatchers to provide crucial information, relaying that information from any number of sources, and accessing computer records from local and state databases.

The City of Mt. Shasta communications team currently consists of three full-time and three on-call dispatchers, as well as one dispatch/records manager. City dispatchers work weekends and holidays alongside other police and fire personnel to ensure that help is **ALWAYS** a phone call away.

To file a police report online please visit the [Citizens Criminal Complaint Request Form](#) page.

For emergencies, please dial 9-1-1 for immediate assistance.