

# NEWS



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**For Immediate Release**

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## **County Government Phone System Scheduled for Upgrade To Better Serve Residents, Handle Higher Call Volume**

**GOSHEN** – Orange County Commissioner of Social Services David Jolly advises residents that the central phone system for Orange County Government accessed by calling 291-4000 is scheduled to be upgraded and will be offline for approximately one hour on Friday, November 25, between 3 and 4 p.m.

Upon completion, the upgraded system will be able to handle an increased number of calls at any one time and provide the public with enhanced access to essential county government departments and services at a reduced cost to our taxpayers. The upgraded phone system will provide enhanced response information for commonly asked questions and offer residents a new and improved method for getting information on essential government services, while reducing the wait time for a call to be answered.

“The upgraded central phone system will allow us to better serve the needs of County residents and do so with a shorter wait time,” said Commissioner Jolly. “We appreciate everyone’s patience and cooperation during the brief downtime while the system is being upgraded.”

During the hour for the scheduled upgrade, residents in need of assistance may contact 2-1-1 for information on health and human services, or for information on how to access Orange County Government services during this time frame. The Orange County website, [www.orangecountygov.com](http://www.orangecountygov.com) also provides a full listing of phone numbers for each County Department for residents who need to contact specific County Departments during the upgrade time frame.

Residents who are need of emergency assistance should contact 9-1-1 for an immediate response.

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