

Where does my call go when I call 911 from my cell phone?

Often questions asked are best answered by the experts we have trained in the specific area of our operations. So I asked Dispatch Sergeant Eric Higham to answer this week's question on 9-1-1 calls. Here is What he had to say....

When you call 911 from your cell phone anywhere in Lake County your call goes to the Central Communications Division of the Lake County Sheriff's Office, located behind Lakeland Community College in Kirtland, Ohio. If the 9-1-1 call is within the areas that we dispatch for then the information will be taken by our dispatcher, and then a sheriff's patrol unit, police unit, or fire/rescue unit will be immediately dispatched to respond to the emergency.

Some of these calls are not in the areas of Lake County we are responsible for dispatching. (i.e. Willoughby, Wickliffe, Madison Twp., etc.) When this occurs we still try to obtain critical information such as the nature of your call, your location, your name, and confirm the phone number. After that is obtained we transfer your call to the proper agency responsible for that area for the further handling of your call. However, Sheriff's Office dispatcher will stay on the line to make sure that the call is connected and another agency accepts the call. Sometimes the caller hangs up during the transfer and we are able to provide the information which was obtained prior to the transfer.

Several years ago Central Communications was awarded the opportunity to be able to field the 9-1-1 calls in Lake County. The upgrades we have done to our phone system have enabled us to be successful in the processing of these calls.

The calls range on a variety of services (fire, police, rescue, etc.) from those we proudly serve may have. In 2015, the Central Communications division of the Lake County Sheriff's Office fielded over 100,000 phone calls; approximately 70,000 of these calls came from cell phones. Not all of these calls were for Lake County, Ohio. There have been cases where we have transferred calls to various locations in the state and even some out of state. We process these calls as quickly as we can to ensure that you receive the assistance that you need as quickly as possible. Our Communications staff is always at the ready and willing to provide you with the assistance that you need without delay.

Sgt. Eric Higham
Lake County Sheriff's Office
Central Communications Division