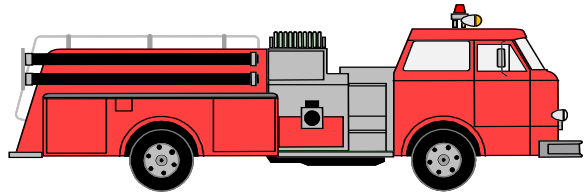


News from the CHIEF!

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WHAT ACTUALLY HAPPENS WHEN YOU DIAL 911?

You might think that when you dial 911 from your home or cell phone the call goes to the same place. In fact, your 911 call from a cell phone **does not** go directly to the closest emergency responders.

CALLING 911 FROM A CELL PHONE:

In Cuyahoga County, all cellular 911 calls are answered by Cuyahoga Emergency Communications System (CECOMS). The call is not received by the community you are in, so the call taker will ask you where you are calling from. They will start the process of contacting the appropriate fire or police department. There will be a delay in getting help while the correct agency is identified and the call is routed to the local responders.

Generally, the call goes to the cell tower that is closest to you and that may actually be in a different county. If you happen to be driving through the eastern portion of Gates Mills and call 911 with your cell phone, there is a chance that your call will be received by a cell tower in Chester and routed to the Geauga County Sheriff's Office which receives all of the cell phone 911 calls for Geauga County. If you're driving in the northern section of Gates Mills, the call could go to a cell tower in Lake County and would be answered by the Lake County answering point located in Kirtland. These transfers will add to the time it takes to get you the help you need!

CALLING 911 FROM YOUR HOME PHONE:

(or dialing **440-423-4456** from your cell phone)

This call goes directly to our regional dispatch center, Chagrin Valley Dispatch. While the person (call taker) is getting the information over the phone from you regarding your emergency, a dispatcher is contacting the emergency responders. Any vital information or details that you provide the call taker will be sent to the emergency responders by radio.

At this point, the police or fire department (first responders) are already on the way to the emergency. The call taker who has been trained and certified as an Emergency Medical Dispatcher (EMD) can provide direction to assist you until help arrives.

THE BOTTOM LINE:

The quickest way to get help during an emergency is to call the local first responders using their emergency number (in Gates Mills **440-423-4456**). Dialing this number from a cell or home phone will connect you directly with our dispatch center. Another critical piece of information is your location. If you're "on the road" attempt to find a mile marker, address number or the closest intersection including the street names.

Yours in Safety and Preparedness,

Chief Robinson