Calling 9-1-1
Calls Received

Non-Emergency Calls

Non-Emergency Call Queue

Central Lane received >145,000 911 calls and >190,000 non-emergency calls in 2019 alone.

What resources we send is outlined by department policy but is informed by the knowledge, training and experience of our dispatchers. Dispatchers must consider public and responder safety, the presence of weapons, elements of criminal activity, and the needs of the citizens for every emergency.

Crisis response teams cannot completely replace the functions of the police, much the same way that the police could not be expected to replace the functions of the fire department. Instead they all bring training, knowledge and expertise to help during an emergency.

911 is truly the First, First Responder.