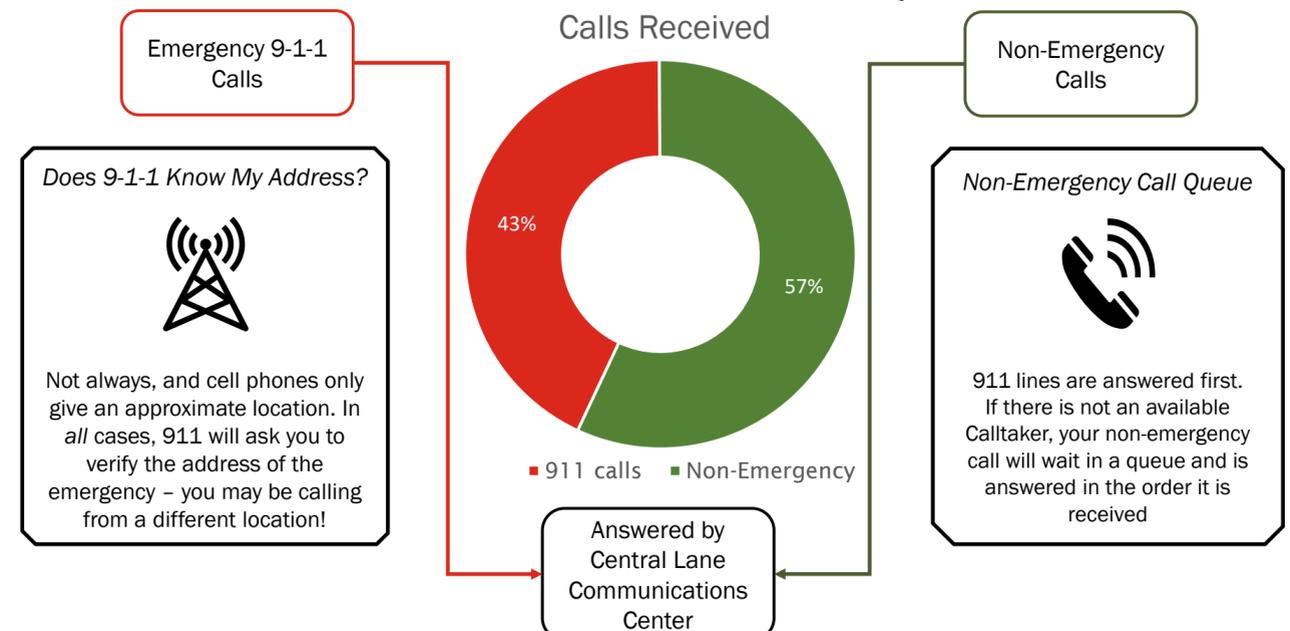


Central Lane 911



Serving with honor...making a difference

Calling 9-1-1



Does 9-1-1 Know My Address?

Not always, and cell phones only give an approximate location. In all cases, 911 will ask you to verify the address of the emergency – you may be calling from a different location!

Non-Emergency Call Queue

911 lines are answered first. If there is not an available Calltaker, your non-emergency call will wait in a queue and is answered in the order it is received.

Calltakers answer the phones and enter Calls for Service. Dispatchers relay information to responders over the radio.

About 80% of 911 incidents are called in by cell phones.

We answer 911 for areas that we do not dispatch so some calls are connected to other dispatch centers.

The Calltaker may assist by answering questions or referring citizens to external resources, and services.

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



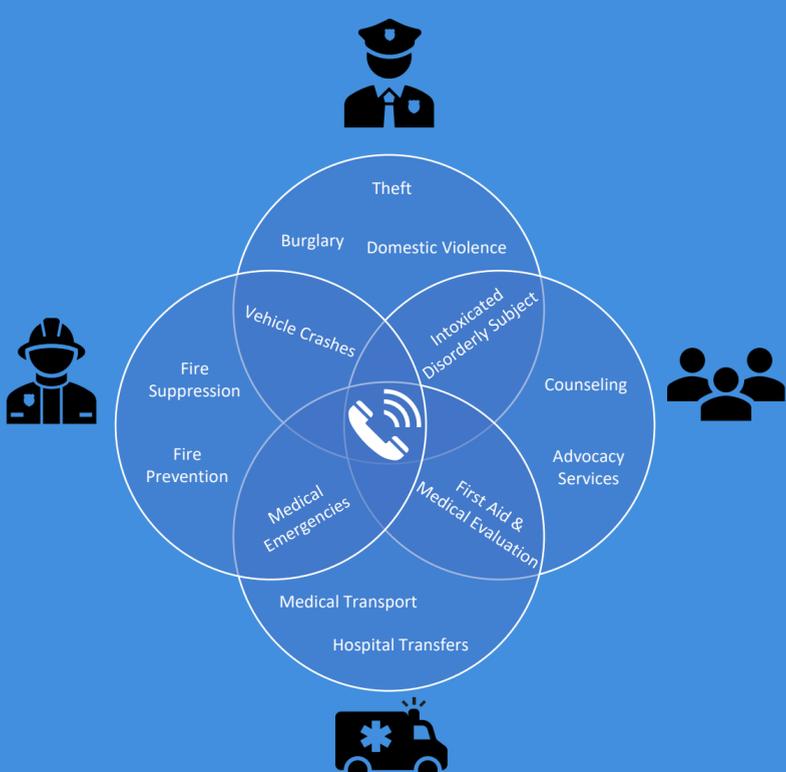
In an emergency, the Calltaker will enter a Call For Service for the Dispatcher. From there, we have a variety of resources depending on the nature of the emergency.



Central Lane 911 dispatches for Eugene Police, CAHOOTS, and more than a dozen local Fire & EMS response agencies. We also transfer 911 calls to a variety of local agencies that we answer for.

CAHOOTS (Crisis Assistance Helping Out On The Streets) is a local crisis intervention team, the result of a partnership between local community clinic White Bird & Eugene Police which has served Eugene for over 30 years.

Every emergency is unique, and our Calltakers are trained to get the right resources to the right place at the right time. Some situations only require one resource, some will require two – or all of them!



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 Calltakers are trained and experienced in navigating police, fire and medical emergencies, with an ever increasing focus on crisis intervention and training.

That's why we ask a lot of questions – and why it is important you answer them as best you can. Emergencies can be very scary and lives may be on the line, but your 911 Calltaker will guide you through and help you every step of the way.

We are the calm voice that hears you when you need help. We give life-saving CPR instructions, give police critical information as they respond to crimes in progress, and connect callers with the services and resources they need in times of crisis or hardship.

911 is truly the First, First Responder.