



Board of Commissioners

PRESS RELEASE

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Lake County Commissioners Proclaim National Telecommunicators Week

PAINESVILLE, Ohio, April 6, 2023– Lake County Commissioners proclaim the week of April 9-15, 2023, as National Telecommunicators Week in Lake County, Ohio. Established in 1994, when President William J. Clinton signed Presidential Proclamation 6667 declaring the second week of April National Telecommunicators Week. This week is a time to celebrate and thank our dispatchers/telecommunications. These outstanding professionals serve our Lake County communities and citizens, as well as public safety personnel, 24 hours a day, seven days a week.

In 2022, the Lake County Sheriff's Office Central Communications division handled 82,628 emergency 911 calls. In addition to the noted 911 call volume, Central Communications also answered 265,070 non-911 calls. This includes all non-emergency needs for service and public assistance. In total, Central Communications fielded 347,748 calls in 2022!

The Lake County Sheriff's Office operates the Central Communications Center at 8505 Garfield Rd. in Kirtland, Ohio. This facility is the primary 911 answering center for all cellular calls made in Lake County. This state-of-the-art facility utilizes advanced technology to provide emergency services and basic calls for service to the citizens of Lake County. This facility is also the primary dispatch center for 21 police and fire agencies throughout Lake County. This consists of twelve (12) law enforcement agencies and nine (9) Fire/EMS agencies.



"We thank our Lake County Telecommunicators and Dispatchers, not only here at the Lake County Sheriff's office but at every dispatch center throughout Lake County, for their service and commitment. They are the first voice you hear when you call for help and it is their calm during the storm that gets help started your way," said Lake County Sheriff Frank Leonbruno.

"911 Dispatchers are the first responders when seconds count. We owe them our deepest gratitude not only during Telecommunicators week but each and every day. They are the first voice our residents hear in emergency situations and their ability to carefully communicate with them is invaluable. Their

commitment to public safety is part of why we are proud to call Lake County home,” said Commission President John R. Hamercheck.

“Telecommunicators Week honors those who have the difficult job and responsibility of answering 911 calls, determining required resources, dispatching those resources, and providing guidance, comfort, and support to the caller until help arrives. When you dial 911, you don’t just get help—you get hope, and Lake County has well-trained professionals taking these calls and I am truly grateful,” said Commissioner John Plecnik.

“It is important to recognize the unseen heroes who play such a vital role on the delivery of emergency services to Lake County. Dispatchers are the connection between the sheriff’s deputy, first-responders and the emergency event, the calming voice on the other end of a 911 call, and the link between a would-be deadly disaster and a life-saving rescue. 911 dispatchers have a deep commitment to their work. Their dedication is incredible and deserves our utmost appreciation,” said Commissioner Richard J. Regovich.

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