



# News Release

Mansfield Department of Police  
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**Keith Porch, Chief of Police**

**For Immediate Release**

**Date: June 5<sup>th</sup>, 2019**

**No. # 42**

**Subject: "911" Call Issue**

The Mansfield Division of Police wants to alert the public of a problem involving "911" calls into our Public Safety Communications Center (PSCC). Due to some technical difficulties involving the transfer of "911" calls from cell phones into our department, callers are experiencing a longer ring time. Those times may be longer than 30 seconds. Please stay on the line and wait for a PSCC Dispatcher to answer. Century Link is working on the problem, however, no timeline has been given to correct the issue.

In the meantime, callers are encouraged to call the non-emergency number for assistance at (419) 522-1234. We will advise once the problem is corrected.