

TIPS FOR CALLING 9-1-1

When calling 9-1-1, the telecommunicator will be asking you a series of questions depending upon what the emergency is. The first series of questions that you will be asked is:

1. What is the location of the emergency?
2. What is your telephone number?
3. What is your name?
4. What is the reason for the 9-1-1 call?

Sometimes we know that citizens may be frustrated with all of the questions that are asked, but there is a reason. The questions that we ask and the information we receive aids the 9-1-1 telecommunicator in sending a proper police, ambulance and/or fire response. There may be occurrences where it sounds like the telecommunicator may not be paying attention to what you are saying, as there is dead silence on the phone. Please remember that when the telecommunicator talks on the radio, the telephone caller will not hear this conversation. The telecommunicator is still able to hear the telephone caller and will respond back to you when they are done talking on the radio. Please be patient with our telecommunicators as we are here to get help to you as soon as possible.

WHY THE 9-1-1 TELECOMMUNICATORS ASK CERTAIN QUESTIONS

We ask questions pertaining to the location and descriptions of the victims involved. We want to ensure that responders are able to locate you, so we may ask for directions. We ask questions relating to the type of call we receive.

Please note that during the normal course of the 9-1-1 call, emergency services are dispatched to the location of the incident once we have verified the location and nature of your emergency. We do not delay the process of dispatching emergency personnel by asking you "so many questions."

The 5 W's that may be asked include:

WHAT are you reporting? The telecommunicator must understand the call and the type of response that is to be sent.

WHERE did this happen? Address of residence (house or apartment); business (name); alley; under the stairs; on the porch; on the balcony; alley next to; etc.

WHEN did this happen? Time element (in-progress; just occurred; happen four hours ago)

WHO is involved (reporting person, victim, suspect, etc.)?

WHY did this happen (any suspect information)?

WEAPONS involved?

The telecommunicator must get all of the pieces of the puzzle together. The pieces of this puzzle are the questions and answers to those questions as noted above. They must be able to determine what is actually occurring so that we can get help to you as soon as possible.