

9-1-1 Protocol

Life threatening emergencies: dial 9-1-1
For non-emergencies and information: (816) 271-4777

How does Enhanced 9-1-1 work?

When 9-1-1 receives a call, the system provides the operator with the name of subscriber, address, telephone number, proper jurisdiction for, police – fire – ambulance.

You can test (with prior permission of the department) what information is displayed from your home if a 9-1-1 call would be placed. This would allow you to verify that the correct information is being displayed in case of an emergency.

DO NOT CALL 9-1-1 and request your information be tested without prior approval.

Cellular Phone Users:

Cellular phones do not work the same way as regular phones.

If you dial 9-1-1 from a cellular phone, please remember:

Stay calm. We will not receive location or phone number information on a cellular call, and what you tell us is the only information we will have to determine how to respond.

Know where you are. We need location information from you, and we have to determine if you are within our police jurisdiction. If you are not, we will have to transfer the call.

Know your mobile telephone number. We will ask for it, in case the call is disconnected, and we have to call you back for more information. (And, leave your phone "on" so we can call you back.)

It is a good idea to program the seven-digit numbers for all law enforcement agencies in your travel area in your phone, if it equipped with a memory.

Dial 9-1-1

- Tell the operator what the emergency is
- Wait for further instructions from the operator
- Don't hang up until the operator tells you to

What is an Emergency?

- Any serious medical problem (chest pain, seizure, bleeding)
- Any type of fire (business, car, building)
- Any life-threatening situations (fights, people with weapons, etc.)

What information will the operator need?

- The location where assistance is needed
- Your name and phone number
- The nature of the emergency
- Descriptions of suspects, or additional information
 1. Where? – Where is this occurring?
 2. What? – What is happening?
 3. When? – Is this happening now?
 4. Who? – Who is the victim, suspect, etc.?
 5. Why? – Do you know why this happening? i.e. depression?
 6. Weapons? – Are there any weapons involved?

DESCRIPTIVE INFORMATION

People

- Sex
- Race
- Height
- Weight
- Age
- Clothing
- Any distinguishing features (glasses, facial hair, scars)

Vehicles

- Color
- Make
- Model
- Body Style (2 door, station wagon, etc.)

Which way did the suspect leave?

Where they running, or in a vehicle?

Were they going north, south, east, or west?

Why does the operator ask questions that they already have?

Regardless of the information displayed on the screen, the 9-1-1 operator has to confirm that it has not changed. When you are reporting an emergency, try to remain calm; as hard as that may be, so that the dispatcher is able to fully understand what the problem is. A digital recording system allows immediate playback of all phone and radio transmissions coming into the communications center, in case the caller is not calm, and allows call takers to quickly replay messages whenever necessary.

In addition, a Telephone Device for the Deaf (TDD) is used to assist hearing-impaired callers is also available.

What is considered suspicious activity?

Vehicles in the neighborhood cruising around slowing and you think twice about it, people walking around your neighborhood and you know they do not live there, alarms, screams, horn blowing, and solicitors. Call your local police, sheriff, fire or ambulance service for non-emergency situations.

Helpful Hints:

- Always listen to the Dispatcher.
- The questions they ask are for the safety of you, the public and the officers.
- Just because they are questioning you, does not mean help is not on the way.
- Information is entered into a computer & dispatched to the proper units.
- Remain on the line until told to hang up. The operator may need more information or to give you further instructions.
- Be familiar with your area. We can't help if you don't know where you are.
- NEVER intervene in a crime in progress.

What to do when you need help, but it's not an emergency:

- Dial your local police, sheriff, fire or ambulance non-emergency number.
- Tell the dispatcher the problem.
- The dispatcher will ask you questions and tell you when to hang up.

What are non-emergency calls?

- Property damage accidents ("Fender Benders")
- Break-in to a vehicle (when suspect is gone)
- Theft of property (when suspect is gone)
- Vandalism (when suspect is gone)
- Panhandlers
- Intoxicated persons who are not disorderly
- Cars blocking the streets or alleys

Some DON'TS for 9-1-1

- Never call 9-1-1 and just hang up.
- Most policies on “hang up” calls is to call back and attempt to verify if there is an emergency. If we cannot verify to our satisfaction that everything is all right, most departments send police officers to the indicated address.
- This is to ensure that a person who is incapacitated can receive help without having to talk on the phone. Unfortunately, many “hang up” calls are false, and we have wasted police manpower and resources to respond to them.
- False calls cost you money, and tie up police officers who are needed on other calls.