

Talking Paper on 911 Call process

- When calling 911, **DO NOT HANG UP** even if you miss dialed [dialed 911 and didn't mean to do so], we will call back to verify.
- If you hang up and re-dial your call goes back to the back of the line.
- When your call comes in to the Center it automatically goes to the next available call taker, they do not have a switch, the connection is automatic.
- After 12 seconds on hold you will hear a recording not to hang up, **AGAIN STAY ON THE LINE AND DO NOT HANG UP.**
- All 911 landline calls will show the billing address on the call takers screen, the call taker will ask for your address.
- Cell phone calls will only show the phone number.
- Cell phone calls transmit to the closes cell tower
 - If the tower is on the border of city or county your call may not hit the needed 911 Center.
 - When the center receives the call and it's not the correct center, your call will be transferred to the center you need.
 - It will be a one button transfer so stay on the line (**DO NOT HANG UP**).
- The call taker will ask for your **phone number, your address, name,** and **nature** of the **emergency.**
- Always try to **REMAIN CALM**, listen to the call taker, they are there to help.
- The question may seem senseless, but the call takers are there to get the best help available to you without delay.
- Stay on the line until the 911 call taker advises you that they have all the information they need.
- After the completion of the call, it's transferred to the dispatcher who assigns the call to an APD or AFD unit ASAP.
- When do you call 911
 - When there is a life threatening emergency.
 - When the potential for bodily harm or property loss exists.
 - When you believe a crime is about to be committed or in progress.
 - To report traffic accidents, traffic hazards or other traffic related problems.
 - If there is a fire explosion.
 - Anytime you need help and are not sure of whom else to call.