

The 911 call

When you call 911, we will ask several questions to determine what happened and where you are.

Questions will include:

- “What’s the address of your emergency?”
- “What are you reporting?”
- “How long ago did this occur?”
- “Are there any weapons involved?”
- “Verbal or physical domestic? Any injuries?”

We will also ask for suspect information and the name and phone number of the person calling 911. We do this to verify that information is accurate, because cell phone number and location information can be inaccurate and even land lines are not 100 percent reliable. You can also reach 911 by text. We ask that you call if you can, text if you can't. In situations where you can't safely place a voice call to 911 texting is recommended. Texting is not as efficient and quick as placing a voice call. Your location that is provided to 911 isn't reliable by text so you must text us your exact location.

Depending on the situation, the dispatcher might ask for additional information. Sometimes people wonder why we ask so many questions, or worry that we're asking questions instead of sending help.

But, we're actually doing several things at once. A priority call for service is generally processed in 30 seconds. The call-taker processes a call, which is then sent to a dispatcher. The dispatcher then sends responders to the scene while the initial call-taker is still on the phone with the caller. The call-taker will continue asking questions to update responders who are in route. We do this for officer safety concerns and to make sure the reporting party is safe as well.

Our call will end when we determine the caller is safe. Sometimes they will tell us they are not in any danger and feel safe, so we will disconnect but will tell them to call us back if anything changes. If it's an in-progress call and they don't feel safe, we'll stay on the phone until officers arrive and are talking to them. We can confirm officers' arrival via radio contact on our end. The safety of the caller and/or victim is our top priority.