

Do I have to give my name?

The dispatcher is always required to ask the caller's name and phone number. This is in case we have to call you back, or the responders need to talk to someone who actually saw what happened. **YOU DO NOT HAVE TO GIVE YOUR NAME.** Your call will be handled the same regardless if you choose not to identify yourself.

Now what happens?

Your call is processed by the dispatch computer system. The dispatcher may stay on the line to continue to update information for in-progress incidents or to give you instructions on what to do until help arrives.

When will help arrive?

The time it takes for a responder to arrive after your call depends on several factors. All calls are given a priority that is based upon the incident type and whether or not the incident is still in progress. The priorities assigned to each incident type are predetermined by the responding agencies themselves, not 911. In this matter, a shooting or fight takes a higher priority than a loud party or parking complaint. Other factors are weather, how far the unit is from the incident, and how busy the agency is at that time. As a result, calls that are not a high priority may wait until a unit becomes available in that area.

Athens County 911 Emergency Communications

13 West Washington Street
Athens, Ohio 45701

Fax: 740-592-5370
www.seorf.ohiou.edu/~aa911



What Everyone Should Know About 9-1-1



Athens County 911 Emergency Communications

13 West Washington Street, Athens, Ohio

What happens when I dial 911?

When you call 911, your call is answered by an emergency dispatcher whose first responsibility is to find out



Who answers my call?

if this is a true emergency—is someone injured, is there a crime in progress, is there a fire, etc. If it is an emergency, the dispatcher will handle your call. If the dispatcher determines it is not an emergency, you will be asked to call a non emergency line.

Your call is handled the same way if you dial any of the other lines that are connected to the 911 Center, such as the numbers listed under “Sheriff’s Department” in the phone book.

The major benefit in dialing 911 instead of a 7 digit number from any landline telephone (besides the ease and speed) is that information about where you are is immediately available to the dispatcher. For 911 calls the phone company provides the following:

1. The phone number
2. The address where that phone is located*
3. Who owns the phone
4. Which emergency responders serve that area

***IMPORTANT!** This information must always be verified! For example, you may have just moved, or you may be in a complex (such as an apartment complex), which lists only one main address. Also, you may be calling for a situation that is occurring elsewhere, so the dispatcher will want specific address information about where the problem is taking place.

Wireless 911 Calls—When you place a wireless 911 call it is not the same as calling from a landline. While wireless technology is improving, we probably won’t get an exact location of the caller. Giving your location to the dispatcher is vital.

What type of questions will they ask me?

Depending on what your call is about, the dispatcher may need to ask for specific types of information, such as:

Police Calls

- Suspect and/or vehicle information. This information is relayed to responding officers so they may catch suspects while responding or just arriving.
- Information about weapons or intoxicated persons, for officer safety.



Where is your emergency located?

Fire Calls

- Where the emergency is located.
- What exactly is burning, and whether or not flames are visible or just smoke odor.
- If there are any injuries.

EMS Calls

- Age of the victim
- If the victim is conscious (awake) and their breathing status
- The chief complaint (difficulty breathing, bleeding, chest pains, general illness, etc)

| | |
|---|---|
|  | Athens County 911 Emergency Communications |
| 13 West Washington Street Athens, Ohio 45701 | |
| Fax: 740-592-5370 www.seorf.ohiou.edu/~aa911 | |