



WHAT TO EXPECT WHEN CALL 911

1. **Initially you will be asked: Where is your emergency?** Please give an address, intersection, mile marker or, in the case of a wilderness area or park area, your location such as a trail or landmark.

2. **Next the dispatcher will need to know what type of emergency you are having.** Will it require a law, medical or fire response?

A growing number of people are choosing to use a cell phone instead of a traditional phone line at home. Citizens are still under the assumption that Dispatch will know where they are calling from when using a cell phone. This is not always the case. You need to be aware of where you are, so you can properly identify the location of the emergency.

3. **If your emergency requires a law response, you may be asked questions such as;**

- A. Is anyone intoxicated or under the influence of drugs?
- B. Can you provide description of suspects and/or a vehicle involved?
- C. Does anyone have any weapons? If so, what are they and where are they?

4. **If your emergency requires a medical response, you will be asked;**

- A. What's the problem? Tell me exactly what happened. The answer to this question will determine what type of medical problem is happening.
- B. The age of the person having the problem and their status (i.e. conscious and breathing).
- C. Then depending on the problem, we will ask questions that provide additional information for the responding fire and ambulance personnel.

All fully trained 9-1-1 Telecommunication personnel at the Cortez Communications Center have been medically trained to give instructions during child birth, CPR, Heimlich Maneuver and other instructions that may help aid in saving someone's life.

5. **If your emergency requires a fire department response, you may be asked;**

- A. Are smoke or flames showing?
- B. If flames visible, are any structures threatened?
- C. If the fire is in a field, how large is it? Is it attended?
- D. If there are flames, smoke or odors within a structure, has it been evacuated?
- E. Do you know the source?
- F. If it is a business or a garage, what type of chemicals are in the building?

A citizen can expect their emotions to be elevated any time they are required to call 911. It is important that the caller maintain the calmest demeanor possible when trying to relay information to the 911 dispatcher.