

Answering questions does not delay response. As they ask their questions, keep your answers as short and direct as possible

Questions could include:

- What happened?
- What is the location?
- Where are you calling from?
- What is your name?
- What is your phone number?

While on the phone with the call taker, **EMERGENCY** help is being dispatched.

Staying on the line, if asked to do so, will **NOT** delay help from responding units. If it is possible and does not compromise your safety, **do not hang up the phone** until the 9-1-1-call taker says it is okay to hang up.

What if I call 9-1-1 by mistake?

Please stay on the line if you call 9-1-1 by accident, and tell the dispatcher that everything is OK. If you do not stay on the line we may have to send a police officer to your home to make sure there is not a problem.

When should I use the non-emergency number?

503-823-3333 is a ten digit non-emergency number, which you can dial 24 hours a day in Multnomah County for non-emergency help. Using the non-emergency number keeps 9-1-1 available for true emergencies.

Some examples of times when you should call 503-823-3333 are:

- Your house or car was broken into yesterday.
- Your runaway child has returned home.
- You need to add additional items to the burglary report you made last week.
- Your car was stolen sometime overnight.
- Someone stole your bike while you were at school.

Are there times when I shouldn't call either number?

Yes. When you need general information, or if you are making routine business inquiries, you should not use either the emergency or the non-emergency number.

Another resource for this type of call could be the Portland Police Information & Referral Line at 503-823-INFO.

Sometimes we receive calls from someone who just doesn't know who to call, or who can't find the right phone number.

People call 9-1-1 to get directions, to obtain road or weather conditions, to report a power outage, or because they are having trouble finding a phone number in the phone book.

These are not 9-1-1 calls, and they are not appropriate calls for the non-emergency number.

A quick response in an emergency depends upon each of us using the emergency system and the non-emergency phone numbers and system properly.

How Does 9-1-1 Work?

How Does My Call Get to 9-1-1?

When you call from a phone installed at a residence, business or a pay phone, the phone number of the phone determines which 9-1-1 center you reach.

Each 9-1-1 center or Public Safety Answering Point (PSAP) has an enormous list of phone numbers that are designated to come to that center. All of these numbers have a special secondary number on file with the phone company that directs your call to the correct 9-1-1 center for your area.

If you call from a cell phone the procedure is slightly different. Cell phones transmit to the nearest cellular tower and from there to the closest 9-1-1 center. The 9-1-1 center is determined by the location of the cell tower. Sometimes if you are close to a county or state border, you might get the wrong 9-1-1 center. However, the employees there will direct your call to the correct center to get the help you need.

If you are hearing or speech impaired, Portland 9-1-1 center is equipped with a Text Telephone (TTY) device to allow communication through your TTY device.

Once you reach 9-1-1, the dispatcher will ask some questions. If you do not have an emergency, the dispatcher will refer you to the non-emergency number, 503-823-3333.

The reason for getting you off the 9-1-1 line is twofold. One, we are trying to send help to the emergencies first, and two, we only have so many 9-1-1 telephone trunks.

We want to keep those lines open for emergency calls. If you do have an emergency, the dispatcher will ask you questions to determine whom to send.

Some of these questions will be:

Where are you? There are ambulances, fire trucks and police officers all over Multnomah County.

We want to send the ones who are closest and can provide the quickest help. We really want an exact address, but sometimes you won't know that. We will ask for cross streets, what kind of building it is, what color is it and other questions to help us find you as quickly as possible.

What is going on now? We will ask specific questions related to the situation. Sometimes responders may need special equipment, and not all vehicles carry the same kind of stuff. We want to send you the right help.

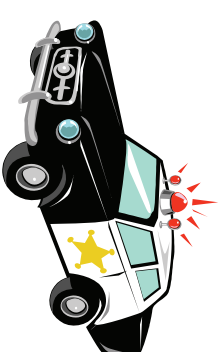
While we ask the questions, we are entering the information into a computerized dispatch system. Other dispatchers can see that information and send help to you while we are still talking to you on the phone.

Provided to you by:

Troutdale Police Department
141 SE Dora Ave. Troutdale OR 97060

Phone 503/665-6129
Fax 503/669-0875

www.troutdale.info.com



When should I use 9-1-1?

Use 9-1-1 to stop/report a crime in progress, report a fire, or call for an ambulance. 9-1-1 is the right number to call in an emergency when a prompt response is needed. There could be a fight or an assault occurring right now, a fire burning, or a medical problem occurring now which could be life threatening.

The person who answers your 9-1-1 call is a trained dispatcher. They will ask you questions to determine what kind of help you need - Fire, Police, or Medical. Be prepared to state the nature of the emergency, and please answer all the questions.

