

CALLING 9-1-1

The purpose of 911 is:

To provide the public with a local access point to request immediate assistance from police, fire and rescue personnel for any in-progress situation that could potentially result in danger to someone's life and/or property.

Brown County Public Safety Communications call-takers will ask all individuals that call 9-1-1 a series of questions based on the type of incident they are reporting. Call-takers are trained to follow department policy and procedure and ask various questions to obtain the best information possible for the safety of the public and the response personnel entering the emergency situation. Cooperation from callers is a vital part of establishing effective public safety communications.

REMEMBER...

Stay Calm • Stay Safe

Let the Call Taker Ask Questions

**If It Is Safe For You To Do So,
Make Sure You Don't Hang Up Until
the Call-Taker Advises You Can**

Follow Directions Given

By Call-Taker

NON EMERGENCY
PHONE NUMBERS:

(920) 391-7450

or

(920) 391-7470

For questions about Public
Education, please contact
(920) 391-7400



**JOINT DISPATCH
SERVICES
POLICE • FIRE
RESCUE**

911

**What to Know
About Making
the Call**

3028 CURRY LANE
GREEN BAY, WISCONSIN



Informational Brochure

When calling 911, you can expect to be asked the following questions including your name and phone number – but the first question will always be:

WHERE: Where is your emergency? Exact address is our center's first required question – then, if the line is disconnected the operators are able to make further contact, officers can respond to further investigate what is happening.

WHAT: What is going on? Do you need police, fire or rescue?

WHO: Who is involved? Suspect or vehicle information if it is related to an alleged crime.

WHEN: Is it happening right now? To determine the severity and priority of dispatching the call.

WEAPONS: If related to a disturbance, the call taker will want to know if there are any weapons involved or if the suspect has a prior history of using weapons.

WHY: Do you know why this is happening? (if applicable)

Gathering Information

Physical Description Checklist:

- Sex
- Race
- Approximate Age
- Hair Color
- Eye Color
- Glasses
- Facial Hair
- Complexion
- Speech Impediment or Accent
- Scars, Marks or Tattoos
- Clothing Description

Also be prepared to provide direction of travel if the suspect takes off on foot or in a vehicle.

Vehicle Description Checklist:

- Color
- Year
- Make
- Body Style
- License Plate Number
- State
- Dents/Marks
- Addition: anything else that would set the vehicle apart from others if officers came upon it. (I.e., truck cap, luggage rack, spoiler, etc.)



... “Brown County 911, Where is your emergency...?”