



9-1-1 EMERGENCY COMMUNICATIONS FAQ

Q: When should I call 9-1-1?

A: 9-1-1 is for emergencies or things that could become emergencies.

If the situation seems urgent and has the potential to become dangerous, call 9-1-1. A Telecommunicator will determine whether you should be handled by 9-1-1 or can be transferred to another person or agency. All other calls should be directed to our non-emergency number which is (309) 787-8520.

Q: What if I call 9-1-1 accidentally?

A: If you accidentally dial 9-1-1, do not hang up. Stay on the line and tell the Telecommunicator that everything is alright. If you don't, the Telecommunicator may think that something is wrong and send a police officer to check.

Q: Why do Telecommunicators ask so many questions when I call 9-1-1?

A: Telecommunicator needs to get accurate information to allow officers to make the best decision on how to approach the situation. Telecommunicators handling fire and paramedic calls also have to consider the well-being of the public and the safety of the firefighters, police, and paramedics. Callers will be asked:

- Where
- What
- Who
- When
- (maybe) Why

The information that you provide the Telecommunicator is relayed to the responding officers, paramedic, or firefighters while they are on their way to the call.

Q: If I call 9-1-1, what will they ask me?

A: What is the location of the emergency?

This is the address where the emergency is actually happening. If you don't know the actual address, tell the Telecommunicator and then:

- Give cross streets or a "hundred block"

- How old is the patient? (If you don't know, say so and then give a guess of the age)
- Is the patient conscious and breathing?

Q: If I call to report a fire, what should I tell the Telecommunicator?

A: You should be prepared to answer questions like these:

- Where is the fire?
- What is on fire?
- How large is the fire? (This is only an estimate; think about the size of the fire to something common: the size of a living room, the size of a football field, bigger than a grocery store parking lot.)
- Are there any structures threatened? Are there flames moving close to any home or buildings
- Do you know if anyone is inside the housing or building?
- Do you know if anyone is hurt?

While you are answering these questions, the Telecommunicator is also preparing to send the appropriate fire stations and getting help on the way.

Q: When I call 9-1-1, why do I get asked to hold on?

A: The same Telecommunicators who answer the 9-1-1 calls also answer the non-emergency calls for service for the Milan Police Department. When the dispatch center is busy, the Telecommunicators will have to ask the non-emergency callers to hold on while they answer the 9-1-1 calls. Every effort is made to get back to you as quickly as possible, and your patience and understanding is greatly appreciated.

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9-1-1 Communications Center

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