



CREATING SAFE COMMUNITIES

Being a Great First Reporter

There may be a time in your life when things go wrong and you have to call the Police or the Fire Department for help! Many people become frustrated when calling 911 and the Operator asks questions that don't seem to be relevant. I mean really, just send the Police or the Paramedics and I'll answer the questions when they get here, right? Wrong! Don't get frustrated with the 911 Operators, they are trained to gather the information First Responders need to do their jobs most effectively. Take a deep breath, speak clearly and answer the questions.

911 Operators are trained to gather the needed information in a Who, What, Where, and When format. You can expect questions to gather the information below:

- The nature of the problem
- The location of occurrence and the location of the reporting party
- When did the event occur or is it still occurring
- Reporting party's name and phone number
- Suspect description – sex, age, race, height, weight, hair/eye color, physical oddities (glasses, mustache, scars, tattoos)
- Injuries
- Clothing description – start from the top and work down the body (hat, jacket, shirt, pants, shoes, carrying anything)
- Number of suspects
- Drugs/Alcohol involved
- Weapons seen
- Vehicle description and license plate number (color, year, make/model, body style, stickers, tinted windows)
- Direction of travel for subjects or vehicles involved

For a medical emergency the Operator will want to know:

- Type of incident (Accident, Fall, Assault, Traffic Accident)
- The Age and Sex of the injured party
- Is the Injured Party conscious and breathing
- Is the Injured Party bleeding heavily
- Where exactly is the Injured Party and the best way to get to there

A few additional hints to be a Great First Reporter:

- If you suspect a crime has happened or if someone is injured - call now! Don't wait.
- Don't call the School Office, the District Office or anyone else call! Notifications can always be made after First Responders are on their way.
- If in doubt – Call! First Responders can always go back to their regular duties.
- When using a cell phone, 911 may not go to the agency you need! The 911 system sends calls to the agency where the cell tower is located, or sometimes if you are near a freeway, to the Highway Patrol.
- Program the following numbers into your cell phone so you eliminate the possibility of getting the wrong agency and delaying the response! Save the number in Favorites under Police and Sheriffs.

***For Emergency Police Response Call 911
Program Your Cell Phone with the Number for your local Police Department***

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