



CALLING 911

WHAT DISPATCH NEEDS

**AK-CHIN POLICE DEPARTMENT
DISPATCH
45525 W FARRELL RD**

Main line 520-568-1200



If you are unable to reach the Ak-Chin Police Department through the main line.
Please use the following information for Police/Fire/EMS services.

Remember for emergencies DIAL 911



For non emergencies please use:

Land Line 520.568.1526

Land Line 520.568.1527

Land Line 520.568.1528

Cell Phone 520.510.9214

WHAT TYPE OF QUESTIONS WILL BE ASKED?

The questions we ask will depend on the type of response needed:

Police calls

- Suspect/vehicle information: To assist in officers finding the vehicle while on the call
- Information about weapons or intoxicated persons for the officers safety.
- Do you want to speak with the officers while they are on scene?

Fire Calls

- Where is the emergency
- What is burning, can you see flames or just smoke
- Are there any injuries. (You will be instructed to leave the burning structure and not to go back inside.) Advise fire of any hazards or trapped people are.

EMS Calls

- Age/sex of patient
- Are they alert and breathing
- What is their need for EMS (chest pains, difficulty breathing, fall, bleeding, etc.)

Depending on the call, the dispatcher may ask if you know how to do CPR and you may be given instructions on things to do until responders arrive.

Regardless of the type of call, dispatch will always ask for the following:

- Name of caller and their call back number
- Where you are, where the emergency is
- What happened
- Is the incident happening now or previously

Why so many questions?

We ask a lot of questions to ensure we are not only sending the appropriate responders but to ensure their safety and provide them with an accurate description of the call. *While we are asking questions, responders may already be on their way to you and are being updated by us consistently.*

Questions for every call

Where? This can go beyond your home address, incidents can occur at the park, on the road, at the casino, Ak-Chin Circle etc. If you don't know your home address, please check a piece of mail nearby or if its safe go **outside** and read the numbers off the building. If not at an address, give us the nearest intersection, or cross-street, to the address. This makes it easier and quicker for responders to find you.

What? What is the exact problem? We don't require long descriptions of the events leading up to what is happening, just what the immediate problem is. Are you in physical danger? Right now? Are there weapons involved? Is there a fire? Or do you just need information or a referral? Also, try to remain as calm as possible; it only makes the process longer if the call-taker is spending time trying to understand an excited or hysterical caller.

Who? This is to identify suspects in crimes, especially if they just left (so responding officers don't drive right past the bad guys!). This means clothing descriptions, names (if known) and last known location or direction of travel.

When? It makes a difference if the incident is occurring right now or happened an hour ago, so a time frame is important.

Follow up Questions

- Description of vehicle
Make, model, color, license plate (state included) any identifying features (stickers, damage, designs etc.)
- Persons involved
How many, race, height, sex, clothing description, name etc.
- Any weapons
Guns, knives (either on their person or property (house, car, purse, backpack etc.))
- Direction of travel
Where did they go? (north, south, east, west, towards Hohokam park, rec center (give a solid reference point))
- Method of transportation
On foot, in vehicle, bike

What should I do if I called by mistake?

If you call 911 by mistake, DO NOT HANG UP, stay on the line and explain that you don't have an emergency. If you hang up without providing information, we must contact you the ensure no emergency exists. This may include dispatching an officer to your home/work .

When will help arrive?

The time it takes for a responder to arrive after your call depends on a few factors. All calls are given a predetermined priority that is based on the incident type and whether or not the call is still in progress, the priority level is NOT determined by the dispatcher. (ex. A shooting holds a higher priority over a noise complaint call)

Calls that are not high priority may have to wait until an officer becomes available in the area.

Things to remember:

- Stay calm
- Give clear and descriptive answers
- Follow directions give
- Remain on the line until it is safe to hang up



Can I be anonymous?

The call taker is required to ask for a name and phone number. This is asked in case we are disconnected, need to call you back, or a responder needs to speak with someone who saw what happened. You do not have to give us your name but please know that it helps us greatly.