

Frequently Asked Questions About Calling 911

WHEN SHOULD I CALL THE NON-EMERGENCY NUMBER (803-385-5433)?

Call 803-385-5433 to contact the police to report less urgent crime and disorder or to speak to your local officers.

****Crimes that are not in progress or minor problems****

- if your car has been stolen
- if your property has been damaged
- if you suspect drug use or dealing in your local area
- to report a minor traffic accident
- to give the police information about crime in your area
- to speak to the police about a general enquiry
- vandalism and graffiti
- noise nuisance
- abandoned vehicles
- illegal dumping



IF IN DOUBT, CALL 9-1-1

WHY AM I TRANSFERRED TO 9-1-1 WHEN I CALLED THE NON-EMERGENCY NUMBER?

The 9-1-1 Center receives hundreds of transferred calls each month. Most of the time when you are transferred to the 9-1-1 Center it is to insure that you receive the service you need. **Only** the 9-1-1 Center can dispatch an officer to your location. If you have called the Chester Sheriff's Office for example and they have determined that an officer will need to investigate the crime you are reporting, you will be transferred to the 9-1-1 Center, so an officer may be dispatched to your location. When you are transferred to the 9-1-1 Center you will be on a non-emergency line.

WHY DOES 9-1-1 ASK ME SO MANY QUESTIONS?

We receive hundreds of calls a day from the citizenry of Chester County. The dispatcher needs to ask questions to make sure we send you the kind of help you need. We teach and train our call-takers to treat each call and caller, with the same level of professionalism whether they are reporting a theft from a motor vehicle or the most serious of medical condition. Ultimately, our goal is your safety and the safety of our responders, to achieve that goal we need to have a clear picture of what is occurring. To accomplish that we start off every call with the basic questions:

- **Where** is the incident taking place?
- **What** is the number you are calling from?
- **What** is going on?

Next, we may ask about weapons, suspects, vehicles and their descriptions, direction of travel, etc.

If it's a medical call 9-1-1 Dispatchers are trained to ask several questions related to the medical problem, and provide pre-arrival instructions following our Emergency Medical Dispatch Criteria.

Most often, medical help is dispatched within 15-30 seconds after the call is received. We pass on the appropriate information we gather to the responders already en-route. This helps them better prepare for the call at hand.

We appreciate your patience in answering our questions.

WHO AM I TALKING TO WHEN I CALL 9-1-1?

You are speaking to one member of the dedicated team of Chester County 9-1-1. Each newly hired member of the team, goes through an intensive in-house training program, designed to prepare them to help the citizens of Chester County in their time of need.