



Procedures for answering 9-1-1

The five (5) W's

Where, What, When, Who, Weapons

Department

101 CITY HALL PLAZA
DURHAM, NC 27701
P 919.560.4123
F 919.560.4483

name@durhamnc.gov

Prioritizing Calls



Where

Durham 9-1-1, where is your emergency?

This greeting identifies our department for the caller letting them know what agency they have reached. This greeting also provides organization for the caller early in the call and gives the Communications officer immediate control of the call.



Ascertaining “where” an incident is located is the first priority of the Communications officer. If the location is determined, then help can be sent even though the nature is unknown.



Where includes information on:

Where the caller is calling from.

Where the incident is located.

The location of the suspect(s).

The location of the victim(s).

The location of any weapons.

Where the complainant will meet the responding units.



What

“What is the problem, tell me exactly what happened?”

“What” is one of the ingredients that allow the Communications officer to assign the call a dispatch priority. “What” also determines the severity or potential severity of the situation being reported.



When

“When” provides essential information to gain a better understanding of the situation being reported. It is also part of the information needed to determine the priority of a call.

It must be determined approximately when the incident occurred if it is not clearly stated by the caller.



Who

The “Who” question leads the Communications officer to questions about descriptions of suspects and associated vehicles.

When taking a description of a person, we attempt to get the description of the person’s physical descriptors first. This includes race, sex, age, height, and weight. When the physical descriptors are complete, we follow with a description of the clothing starting at the top and moving to the bottom.



Who

Part of the description of a person may include the vehicle he / she are using. The acronym **CYMBAL** provides a quick and easy way to gather information on vehicles.

C – Color

Y – Year

M – Make

B – Body Style

A - Additional Information

L - License



Weapons

“**Weapons**” is always asked if the call has the potential for becoming a volatile, violent situation. You need to find out if there are any weapons being used, threatened, seen or available. Information needed in regards to weapons include:

What kind of weapon?

Who has them?

Where are the weapons and / or people with the weapons?

Did anyone mention weapons?

Does he / she known to carry weapons?



9-1-1 Call Break-in in progress





9-1-1 Call Break-in in progress

Call received and routed to dispatch in 14 seconds

Call received to Call dispatched in 35 seconds

Call received to First Officer arrives = 3 minutes and 4 seconds



Statistics 9-1-1

- Responsible for answering all 9-1-1 calls for the city and county of Durham. Average of 795 9-1-1 calls daily.
- Answered 382,094 calls last fiscal year. 283,027 were 911 calls.
- 92% of all 9-1-1 calls were answered in three rings or less. When we are unable to answer in three rings you will hear a recording that states:



YOU HAVE REACHED THE DURHAM 911 CENTER. DO NOT HANG UP. WE ARE EXPERIENCING A HIGH VOLUME OF CALLS AND YOUR REQUEST WILL BE ANSWERED AS SOON AS POSSIBLE. YOUR CALL WILL CONTINUE TO RING INTO THE CENTER AFTER THIS ANNOUNCEMENT. DO NOT HANG UP.

DURHAM



1869
CITY OF MEDICINE

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PRIORITY LEVELS

Priority Levels are based on a fundamental concept of “Those with the greatest need will get the help first.”



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PRIORITY LEVELS

- Priority P (Highest Level) – In progress, immediate threat to life or property exist.
- Priority 2 – Just occurred (either seen or heard) lapse time of 15 minutes or less. Status of life or property is unknown.



PRIORITY LEVELS

- Priority 3 – Belated witnessed (either seen or heard) lapse time exceeds 15 minutes. No immediate threat to life or property.
- Priority 4 – Belated non-witnessed (either seen or heard), lapse time exceeds 15 minutes. No immediate threat to life or property. No suspect or incident information.

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NON-EMERGENCY NUMBER 560-4600



Benchmarks

99th center in the world to be accredited in Emergency Medical Dispatch. Currently only 83 are still certified as reaccreditation is a tougher process. DECC was reaccredited in November of last year.

Accreditation awarded by C.A.L.E.A./A.P.C.O in August 2009. We are only the sixth center in the world to have both accreditations.

Awarded P-33 Training Accreditation by A.P.C.O. also in August of 2009 that ensures our training program is at the highest standard possible. One of nine centers in the world to receive this award.

We are the only center in the world to have all three!

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