

DIAL 9-1-1 FOR EMERGENCIES

WHEN:

LIFE and/or property is in immediate danger

A crime is in progress, or has just occurred

You need Fire, Police or an ambulance.



YOU MAY NOT NEED 9-1-1
AND CAN FILE A POLICE
REPORT ONLINE WHEN:

ONLINE REPORTABLE INCIDENTS:

- The situation is NOT an emergency
- The incident occurred within Baltimore City limits
- There are NO known suspects
- The incident did not occur on a State freeway

Examples:

- Theft
- Vandalism to Vehicle
- Illegal Dumping
- Theft from Vehicle
- Lost Property
- Vandalism to Property

FILE AN ONLINE REPORT AT:

[www.baltimorepolice.org/
headquarters/file-police-
report](http://www.baltimorepolice.org/headquarters/file-police-report)

EMERGENCY COMMUNICATIONS

CITY OF
BALTIMORE

9-1-1



Mayor

Catherine E. Pugh

UNDERSTANDING THE 9-1-1 SYSTEM

9-1-1 is your link to EMERGENCY services-Medical, Fire & Police

Myths about 9-1-1

Calling 9-1-1 for “non-emergency” situations will get you help faster.

NOT TRUE!

Operators may transfer you to 3-1-1 to process your non-emergency call.

We already have your phone number.

NOT TRUE!

Your phone service provider may not always display your number or location on the 9-1-1 system. *Be ready to provide this critical information.*

If you dial 9-1-1 by mistake you should just hang up.

NOT TRUE!

9-1-1 operators need to know you are O.K. They will have to call you back if you hang up and may send police to your location.

WHEN YOU CALL 9-1-1:
STAY CALM—Take a Deep Breath—
Speak Slowly and Clearly

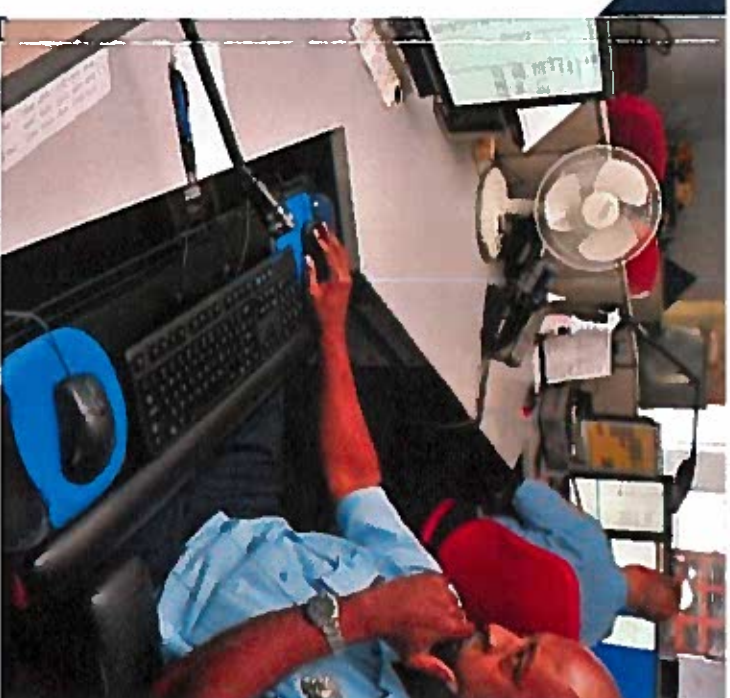
DON'T HANG UP—If you receive a recording, stay on the line for the 9-1-1 Operator. Calls are answered in the order they are received.

KNOW YOUR LOCATION OR ADDRESS—
The operator will ask you twice to make sure they have it correct. (Include apartment number, landmarks, or intersection).

TELL US EXACTLY WHAT HAPPENED—
9-1-1 operators will continue to ask important questions while EMERGENCY responders are on the way to your location.

HELP IF YOU CAN—9-1-1 operators may ask for you to help, and will provide you with life-saving and/or fire safety instructions, including CPR, bleeding control, directions to stay safe, and may ask you to meet Emergency Responders to guide them to your location.

DETAILS ARE IMPORTANT!—When reporting crimes, 9-1-1 operators may ask you about weapons, clothing type/color, physical descriptions of suspects, vehicle make, model, tag number, and suspect(s) whereabouts. Please be ready to answer these important questions.



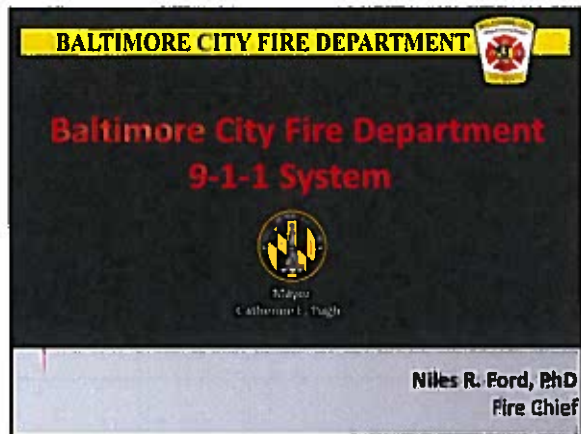
DIALING THE RIGHT NUMBER CAN HELP SAVE LIVES

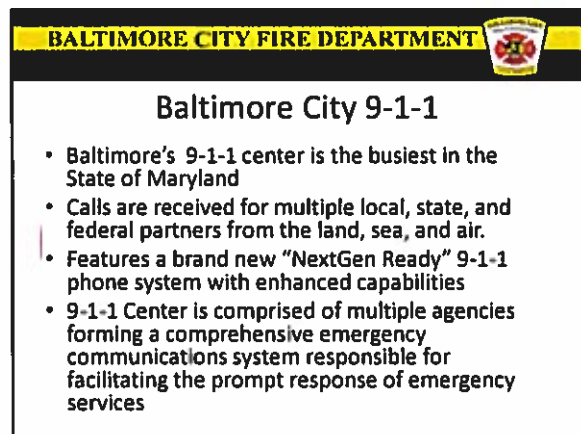
3-1-1 FOR CITY SERVICES

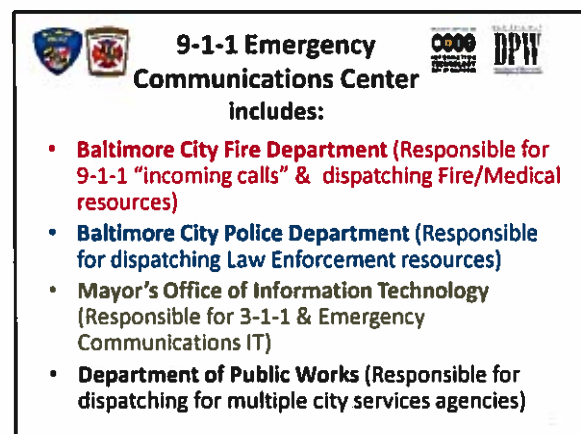
- Non-emergency police
- General City information
- Service Requests
- Parking violations/Towed vehicles
- Water related issues

2-1-1 FOR SOCIAL SERVICES

- Requests for food, shelter, healthcare or childcare
- Help paying bills







BALTIMORE CITY FIRE DEPARTMENT

Organizational Background

Prior to 2011:

- 9-1-1 Call-Taking and Police dispatch reported to the Baltimore Police Department
- Fire dispatched Fire/Medical related 9-1-1 calls
- Emergency Medical dispatch (EMD) System was not utilized by call-takers
- Prior to 2009, (35) 9-1-1 operators were assigned to each shift

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9-1-1 Organizational Background 2012-present

July 2012
9-1-1 call takers and EMD dispatch transferred to MOIT for "Unified" model

March 2013
MOIT Captain assigned as interim PSAP Director

December 2013
Various technical problems contributed to the decision about transitioning "Unified Communications" to MOIT. MOIT personnel directed to 9-1-1 Call Center

June 2013
Dispatchers assigned between SPD and MOIT to ensure Public Dispatch back to Public

June 2013
Chubb hired as PSAP Director

December 2013
Police Dispatchers begin reporting to SPD

June 2015
9-1-1 Call takers began reporting to EMD and trained in emergency Medical Dispatch (EMD). Fire dispatchers continued to report to EMD

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PSSEC (Public Safety & Service Emergency Communications Committee)

- The PSSEC is responsible for the multi-agency coordination of emergency communications technology and procedures
- MOIT is the lead agency & PSSEC director (in MOIT) leads committee on behalf of Fire Chief, Police Commissioner, DPW Director, MOIT Director
- PSSEC is responsible for the coordination of Radio System, 9-1-1 Phone System, Computer-Aided Dispatch System, GIS, & other emergency IT-related systems

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New 9-1-1 Phone System

- Baltimore now has one of the newest 9-1-1 systems in the country
- The old system was installed in the mid 1980's
- Part of a state and national effort to modernize 9-1-1 systems and bring them into the 21st century – called "Next Generation 9-1-1"
- New phone system will interface with the newest available technology, and in the future, technologies that make it possible for the 9-1-1 operators to receive texts, photos and videos from 9-1-1 callers who are having emergencies
- Capable of working with emerging technology that can help better locate 9-1-1 callers
- Brings enhanced redundancy and backup systems, making the 9-1-1 system more secure

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Call Volume, Staffing & Stats

- 9-1-1 calls per year: 1.4 million
- 9-1-1 calls per day: 3800 to 4000
- Average answering time: 6 seconds
- 75% calls for Police Department, approximately 25% for Fire/EMS
- 30 % Landline vs. 70% Cell Phone
- Staffing varies from 12 to 18 per shift (plus supervisory personnel)
- 3 shifts
- Busiest times: When school lets out/rush hour
- Peak Time staffing during high call volume periods

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Busiest Times for 9-1-1 (1500 – 1900 hours)

Hour	1500	1515	1530	1545	1560	1575	1590	1605	1620	1635	1650	1665	1680	1695	1710	1725	1740	1755	1770	1785	1800	1815	1830	1845	1860	1875	1890	
Calls	3500	3200	3000	2800	2500	2200	2000	1800	1600	1400	1200	1000	800	600	400	200	100	50	20	10	5	2	1	0	0	0	0	0

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Incidents that generate call spikes

- Car Accidents
- Shootings/Stabbings
- Fights
- Fires
- Emergencies at Schools or high occupancy buildings
- Dirt Bikers
- Homeless lying down in public areas
- Violent Crimes
- Neighborhoods feel unsafe



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Call Spike - Recording


- All 9-1-1 centers across the country have a recorded message to tell callers NOT to hang up
- Baltimore has a new recording
- If the caller hangs up and calls back, the call will be placed at the end of the queue
- 9-1-1 center receives instant notification anytime a caller is holding and we will do everything we can to get to your call as quickly as possible

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When you call 9-1-1...


- A signal goes to the phone companies' database
 - Verizon, Sprint, Comcast, T-Mobile, AT&T, resellers, etc
- There, it will find the information that you supplied the phone company when you started your service.
- The signal, along with information, is sent to the 9-1-1 operator



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9-1-1 Calls from Cell Phones


- 9-1-1 **does not** control cell phone or cell phone towers
- 9-1-1 may **not** get any information from the cell company (no phone number, location or subscriber information)
- Can take up to **2 minutes** to receive any information from cell phone provider
- **FCC Rules: Cell company to give 9-1-1 operators accurate location data up to 50-300 meters (a football field is 109.7 meters)**

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IMPORTANT


While the 9-1-1 operator is collecting information, the CAD system is sending the live data and information to:

- **Police Dispatchers**
- **Fire Dispatchers**
- **DPW Dispatchers**
- **Or ALL 3 Fire, Police, DPW Dispatchers**

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What happens when the 9-1-1 Operator answers your call ...


- ✓ 9-1-1 Operators will ask for the location (2) Times
 - Will sometimes ask for "cross streets" or N, S, E, W to verify location
 - Will sometimes ask if the caller is at a house, business, or other location
- ✓ 9-1-1 Operators will ask for your phone number (Just in case the call disconnects)
- ✓ 9-1-1 Operators will ask, "tell me exactly what's going on"

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Operators will stay with you!


- 9-1-1 Operator will give the caller instructions if needed (CPR, Choking, Delivering Baby, etc)
- 9-1-1 Operator will stay on the line if the caller is in danger or feels like they are in danger




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Cell Phone Challenges When Dialing 9-1-1




- Callers sometimes get busy signals (too many calls going to the same cell tower). We don't control the cell tower
- Calls sometimes "drop" due to a weak or broken connection. We can't control call drops, we can only call back
- Calls sometimes inaudible by the call-taker
- Cell companies sometimes send NO identifying subscriber information
- Calls go to another jurisdiction due to the location of the cell tower (calls close to the county line)




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Calls from Landline phones

- Gives 9-1-1 Operators your exact location and phone number immediately
- Calls can easily be traced for a return call from 9-1-1 if a call is disconnected
- The connection with the 9-1-1 system is stronger and there are fewer dropped/disconnected calls

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Questions
