

## Tips when calling 911

Emergency 911 calls for Police and Fire in the Village of Northfield are handled through a consolidated dispatch center located in the Village of Glenview.

### **When calling 911 it is important to:**

- Remain calm and listen to the questions asked by the Telecommunicator
- Know your address and the location of your emergency. If you do not know the specific address, be sure to note the city or town you are in, major intersections, or landmarks. Try your best to be specific.
- Don't hang up until the Telecommunicator is ready to disconnect the call.

### **Why am I asked for my location when I call 911? Doesn't the 911 center know where I am?**

Unless you are calling 911 from your home phone, there is a good chance the 911 center doesn't have your exact location. The 911 technology currently in place lacks dependable location information and cell providers have been trying for years to improve this. When answering a call, the Telecommunicator will ask the location where the incident is occurring, including the name of the town you are calling from. It is very important to know where you are and where the incident is occurring. If you do not know the exact street address, the next best location is the closest intersection. This information is needed on all 911 calls, but especially wireless calls, as there is no guarantee your initial wireless 911 call will route to the correct 911 center.

### **Why am I asked so many questions by the 911 Telecommunicator? Doesn't this delay the response to my emergency?**

The Telecommunicator may ask you questions that you believe are irrelevant. Trust in their training and experience, and they will guide you to provide the information needed by the Police and Fire Departments to get you the quickest and most helpful response. There are multiple Telecommunicators working in the 911 center, and while you are being asked questions by one, someone else reading the information on a computer screen is actually dispatching the Police and/or Fire units based on the information you are providing.

### **Does Northfield have 311 service for non-emergency calls?**

No. All non-emergency matters in Northfield should be directed to **847-446-2131, extension 1**.

### **Why does the 911 Telecommunicator want me to stay on the phone when I misdial or change my mind about dialing 911?**

Never just hang up. You may have called 911 by accident or your situation may have resolved itself, but it is important to let the Telecommunicator know this. If you end the call abruptly, the Telecommunicators will assume that something has gone wrong and will call you back or send help. Some communities require the dispatch of Police Officers on any hang up calls, which will reduce the dispatch center and Police Officer's time to respond to actual emergencies. Until you are instructed to do otherwise, make sure to hold the line so that you can provide any necessary information or assistance to the 911 operator.

### **Is my 911 call answered by someone working in another community?**

The responders who come to assist you are most likely from Northfield, but your 911 call is answered in a consolidated 911 dispatch center in Glenview. These telecommunicators receive in-depth classroom and hands-on training, including geographic awareness and ride-alongs with those who serve Northfield to learn the area. In addition, all 911 Telecommunicators have access to highly detailed mapping technologies.

