



Non-English Speaking 911 Calls
When you call 911 and cannot speak English, we will get a language interpreter to help take your call.
Stay on the line and don't hang-up!

MACC 911
208 S. HAMILTON RD
MOSES LAKE, WA 98837

Non Emergency: 509.762.1160
www.macc911.org



JUST SEND THEM!

Any time someone calls 911, they are asking for help. Most times, they don't understand why we cannot just take the information they want to give and send the help they need. We wanted to give you the information you need on what to expect when you call, what we are doing while we talk with you and how you can help us make the process go smoother and faster.

Our Public Education Committee is available for presentations!
Contact us to schedule your event.

Non Emergency: 509.762.1160
Coordinator: Jennifer Pitt
Email: j.pitt@macc911.org

CALL PROCESS

What to expect when you call 911

911 Call-taker's Requirements

911 Call-takers have a specific protocol that they are required to follow each time a call is made. This protocol is in place to make sure that every caller gets the same level of service, every time.

Each time you call, whether on 911 or on the non-emergency lines, you will be asked a series of questions that are specific to the situation. During the time you are on the phone, answering those questions, another Dispatcher is on the radio giving your call out to the proper agency. Talking to the Call-taker does not slow down the response you are requesting.



Here We Go...

What's the location of the emergency?

This is the location where the incident happened. It is not always where you are calling from, but that information is needed as well. Getting the location tells us what agency needs to respond.

What's the phone number you are calling from?

We ask for this information so that if, for some reason, your call gets disconnected we can call you back and make sure we have everything we need for the responders.

What's your name?

We ask for your name so that we know who we are talking to and so that responders know who they are contacting. You can choose to remain anonymous.

Okay, tell me exactly what happened.....

Now we want you to tell us what the problem is that you are calling about.



From this point on we will ask questions pertaining to the type of call you are making:

- ◇ Were weapons involved?
- ◇ Is anyone in immediate danger?
- ◇ How many people are involved?
- ◇ Where are the suspects and what do they look like?

Every situation is different and usually it is changing as we are getting information. During this time, it is important to stay calm and answer the questions so the process can flow smoothly and we can assist in getting help to you faster.



Each Dispatcher is certified and trained to handle every type of call.

Every question is important for your safety and the safety of others!