

## 911/Emergency Dispatch Issue



Facts about & Tips from the EPSO Communications



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## The First Responder - 911 Dispatch

“El Paso County 9-1-1, what is the exact location of your emergency?” The answers to the questions that follow provide a “Vital Link” to emergency responders and to the care and well being of the persons involved.

The El Paso County Sheriff’s Office Communication’s Section is the hub in a network that processes volumes of information to provide professional, timely, quality care for the community’s law enforcement, fire and medical needs.

As the 1<sup>st</sup> responder, Emergency Service Dispatchers provide life saving instructions, personal safety information, and dispatch appropriate responders.

From a baby’s first breath to the last breath of a loved one, from the cries of terror of a domestic violence victim, dispatchers provide compassion, understanding, strength and courage, until the arrival of the responders.

Our compassion extends beyond traditional boundaries - rendering aid to scared, injured or helpless animals.

Rendering aid is our passion, it is our need and we gladly offer it to help every living creature. From the baby skunk with its head stuck in a cup to the cow needing to be pulled from a pond, life is very precious to us.

Quality assurance through internal programs provides the dispatchers with a clear understanding of what is happening when processing calls. Training is a continuous process that sharpens awareness, skills and quality of care. Follow-up with our deputies and fire personnel helps bring closure to those calls.

The reward is knowing that as a professionally trained emergency service dispatcher you have made a difference in the life of those you have touched.

As a center, we are devoted to public awareness through 9-1-1 education, community events and special events such as “Boo at the Zoo” and “Beary Merry Christmas at Children’s Hospital”.



*This article, and the 911 Tips on page 3, were submitted by Liz Brown, Communications/911 Manager, El Paso County Sheriff's Office*



This issue is all about 911 and the people who work there. The article on page 1 will introduce you to the people of the 911 Emergency Communications Center & this page contains 911 tips.

## 911 Tips - STRANGER DANGER

As a parent we teach our children to be cautious and alert to people they do not know. We teach them to yell, scream and run from unknown situations. Our thoughts and actions revolve around their lives. As the years pass our children suddenly become adults with lives and responsibilities and children of their own to teach. Our roles have changed.

It is important at any age to understand that stranger danger exists for all ages. I recall an incident many years ago of a woman who opened her door to two young people stating they were in need of a telephone.

The woman was stabbed and left for dead. This was an unfortunate incident and may have been averted if the woman had offered to make the call and not allowed the boys entry. Of course we can speculate what could have happened, but we will never alter the outcome of that day.

If you are approached by someone you do not know, do not feel belongs in your area, or is acting in a odd or suspicious manner, call the non urgent law enforcement telephone number 390-5555, or 911 when danger is felt.

When you call, be prepared to provide:

- Where this is happening
- What is suspicious about the person(s)
- The physical description of the person(s)
- What is the person(s) wearing
- Is there a car associated with the person(s)
- Where is the person(s) now

This information is the key to contact for the responding law enforcement officers. A trained Emergency Service Dispatcher will lead you through a series of questions related to your call. In emergency situations, units will be dispatched during your conversation with the dispatcher.

Your safety and security are in our thoughts.

## 911 Tips - CELLULAR PHONES

"Cellular Phones" what a marvelous invention. The ability to communicate from just about anywhere in a populated region.

Remember 1<sup>st</sup> and foremost to use your cellular phone in a safe manner. Talking on a cellular phone while driving takes away from the attentiveness to the road and traffic.

Keep your cellular telephone charged. In an emergency situation battery life is crucial. The following situation is an example of the urgency of conserving energy to maintain the ability to contact emergency responders.

In June 2000, 3 of our emergency service dispatchers were recognized for their assistance in the search and recovery of a handicapped gentleman who was lost and stranded at night near the top of Pikes Peak. The means of locating the gentleman "his cellular telephone". Utilizing this technology, Search and Rescue members, guided by Emergency Service Dispatchers, rescued the gentleman who was found knee deep in the snow 7 hours after the call was received.

Cellular telephones when used to dial 911 in our region are automatically routed to the Colorado Springs Police Department. Personnel within their center determine the jurisdiction and transfer the call to the proper responding agency. The call is displayed on the 911 screen for the Emergency Service Dispatcher. The call contains the name of the cellular telephone company, their telephone number, the cellular tower, and your telephone number.

When calling on your cellular telephone it is essential that you tell us:

- The address of the emergency
- Your telephone number
- What is happening

Based on the information you provide, the emergency service dispatcher will ask a series of questions.

Remembering your safety 1<sup>st</sup>...

## EL Paso County Crime Prevention Training Schedule

- 2/6 ID Theft Prevention – Gold Hill, 6:00–7:00 PM
- 2/22 CPTED (Crime Prevention thru Environmental Design) –Stetson Hills, 7:00–8:00 PM
- 3/15 Responsible Firearm Ownership – Gold Hill, 6:00–7:00 PM
- 3/22 Home Security – Stetson Hills, 7:00–8:00 PM
- 4/26 Personal Safety – Stetson Hills, 7:00–8:00 PM
- 4/28 “Refuse To Be A Victim” seminar – Gold Hill, 12:00–4:00 PM
- 5/12 “Refuse To Be A Victim” seminar – EPSO, 9:00 AM–1:00 PM
- 5/16 Introduction to Self Defense – Gold Hill, 6:00–7:00 PM
- 5/17 Disaster Preparedness – Stetson Hills, 7:00 – 8:00 PM
- 6/9 “Refuse To Be A Victim” seminar – EPSO, 1:00–5:00 PM
- 7/14 “Refuse To Be A Victim” seminar – EPSO, 9:00 AM–1:00 PM
- 8/11 “Refuse To Be A Victim” seminar – EPSO, 1:00–5:00 PM
- 8/16 Terrorism Awareness – Stetson Hills, 7:00–8:00 PM
- 9/1 “Refuse To Be A Victim” seminar – Stetson Hills, 12:00–4:00 PM
- 9/13 CPTED (Crime Prevention thru Environmental Design) – Gold Hill, 6:00–7:00 PM
- 9/20 Travel Safety – Stetson Hills, 7:00–8:00 PM
- 10/10 ID Theft Prevention – Stetson Hills, 7:00–8:00 PM
- 11/7 De-escalation Techniques – Gold Hill, 6:00–7:00 PM



**Refuse  
To Be A Victim.**



### Training Locations

- EPSO – Training Academy, 2741 E Las Vegas St.  
 Gold Hill – CSPD Division, 955 W. Moreno Ave.  
 Stetson Hills – CSPD Division, 4110 Tutt Blvd.

### **IN AN EMERGENCY DIAL 9-1-1**

EPSO Dispatch (non-emergent crime reporting): 390-5555  
 EPSO Telephone Reporting System (for minor crimes without suspect information): 520-7111 or  
<http://shr.elpasoco.com> — click on the icon “Online Reporting CopLogic”  
 EPSO Traffic Hotline (for reporting problem areas or traffic violations): 520-7192  
 EPSO Tip Line (to report suspicious activity or the location of wanted persons): 520-7777  
[www.crimereports.com](http://www.crimereports.com) - for map of crimes in your neighborhood.