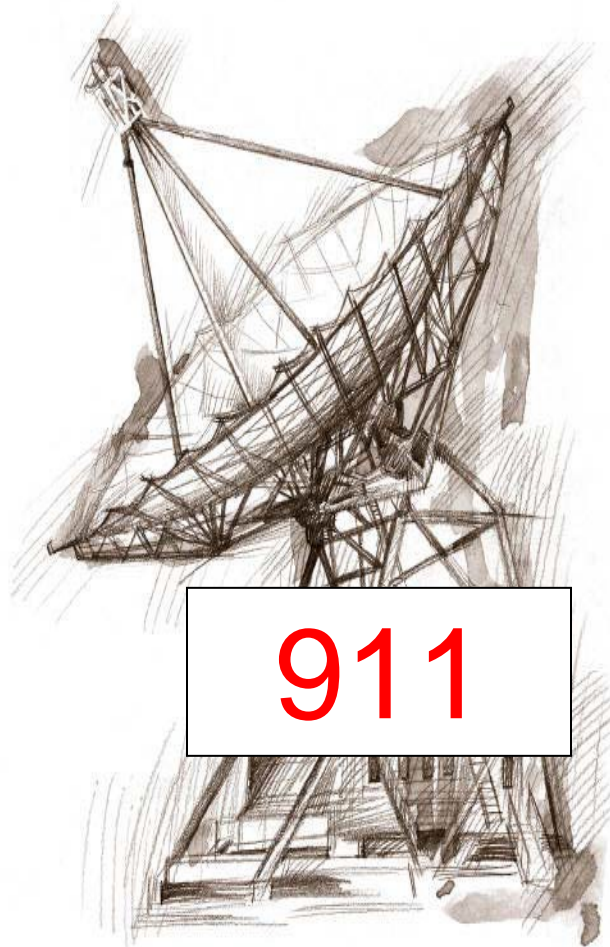


TIPTON COUNTY EMERGENCY
COMMUNICATIONS DISTRICT



APPLICATION FOR EMPLOYMENT

TIPTON COUNTY EMERGENCY COMMUNICATIONS DISTRICT IS AN EQUAL
OPPORTUNITY EMPLOYER



**TIPTON COUNTY EMERGENCY
COMMUNICATIONS DISTRICT**
220 HIGHWAY 51 N, STE 4
COVINGTON, TN 38019
PHONE (901) 476-0252
FAX (901) 475-4362



NOTICE TO ALL APPLICANTS:

Tipton County Emergency Communications Center operates 365 days a year, 24 hours a day, 7 days a week, including holidays and weekends.

Tipton County Emergency Communications Center **WILL NOT** guarantee any shift, hours or days off.

Tipton County Emergency Communications Center will not schedule work around an applicant's personal education schedule, secondary job, extracurricular activities, etc.

The schedule is determined and set by the Director and Operations Manager and is completely at their discretion.

By signing this, you acknowledge, if you are chosen for employment with Tipton County Emergency Communications Center, you will be subject to work any shift, time or hours, as determined by the Director or Operations Manager.

Applicant's Name

Date

TENNESSEE CODE ANNOTATED
© 2011 by The State of Tennessee
All rights reserved

*** CURRENT THROUGH THE 2011 REGULAR SESSION ***

Title 7 Consolidated Governments and Local Governmental Functions and Entities
Special Districts
Chapter 86 Emergency Communications
Part 2 Emergency Dispatches

Tenn. Code Ann. § 7-86-205 (2011)

7-86-205. Requirements for public safety dispatchers.

(a) Regardless of agency or governmental jurisdiction, each emergency call taker or public safety dispatcher who receives an initial or transferred 911 call from the public is subject to the training and course of study requirements established by the emergency communications board created pursuant to § 7-86-302.

(b) (1) The emergency communications board established by § 7-86-302 is the sole authority to implement this section and may determine whether to grant an exception to or to waive the requirements of subdivisions (d)(4) and (5), to the extent authorized pursuant to subdivision (d)(2), for an emergency call taker or public safety dispatcher at the request of a majority of the membership of a board of directors of an emergency communications district. No person may be employed as an emergency call taker or public safety dispatcher, who requires a waiver under this section, until such waiver is granted. The board may establish an advisory committee to hear and review requests for exceptions and waivers, and make recommendations to the board on whether to grant or deny the requests. The meetings of the committee shall be open to the public, recorded and the recording open to public inspection. Any party adversely affected may, within sixty (60) days of the board's decision, initiate a contested case as provided by the Uniform Administrative Procedures Act, compiled in title 4, chapter 5, which shall be heard by an administrative law judge sitting alone.

(2) The board may grant a waiver of pre-employment requirements under the following circumstances:

(A) **Military History.** The board may waive pre-employment requirements relating to the military history for the following separations from military service:

(i) An entry level separation; or

(ii) A general discharge under honorable conditions.

(B) (i) **Criminal Activity.** The board may consider a waiver from pre-employment requirements relating to criminal activity if the person has been convicted of or pleaded guilty to or entered a plea of *nolo contendere* to any violation of any federal or state law or

city ordinance with the following charges:

(a) Relating to force, violence, theft, dishonesty, gambling, liquor (including driving while intoxicated) if such violation is a misdemeanor and is not classified as a domestic violence offense; or

(b) Controlled substances when the offense was classed as a misdemeanor.

(ii) The employing agency requesting waiver must present a copy of the final court disposition of the case.

(C) Expungement of Charges. The board may consider a waiver from pre-employment requirements relating to expungement of misdemeanor charges, except for charges classified as a domestic violence offense, on an individual basis and depending on the circumstances. It is the responsibility of the requesting agency to present information and court documentation relating to the expungement to the board.

(c) Except as provided in subsection (e), beginning July 1, 2006, all emergency call takers or public safety dispatchers subject to this section shall have successfully completed a course of study approved by the emergency communications board created pursuant to § 7-86-302.

(d) Except as provided in subsection (f), in addition to the requirements of subsection (c), any such person shall:

(1) Be at least eighteen (18) years of age;

(2) Be a citizen of the United States;

(3) Be a high school graduate or possess equivalency;

(4) Not have been convicted or pleaded guilty to or entered a plea of nolo contendere to any felony charge or to any violation of any federal or state laws or city ordinances relating to force, violence, theft, dishonesty, gambling, liquor or controlled substances;

(5) Not have been released or discharged under other than an honorable or medical discharge from any of the armed forces of the United States;

(6) Have such person's fingerprints on file with the Tennessee bureau of investigation;

(7) Have passed a physical examination by a licensed physician; and

(8) Have a good moral character as determined by a thorough investigation conducted by the employing agency.

(e) All emergency call takers and public safety dispatchers subject to this section employed after July 1, 2006, shall have six (6) months from the date of their employment to comply with this section.

(f) Notwithstanding other provisions of law to the contrary, the law in effect prior to May 1, 1994, relative to public safety dispatchers shall apply to any person who had more than five (5) years of continuous employment as a public safety dispatcher on May 1, 1994.

HISTORY: Acts 1994, ch. 940, § 1; 1997, ch. 257, § 1; 1997, ch. 320, § 1; 1997, ch. 320, § 2; 1998, ch. 1108, § 31; T.C.A., 7-86-201; Acts 2000, ch. 946, § 3; 2003, ch. 254, § 2; 2005, ch. 129, §§ 1-3; 2011, ch. 265, § 1

Basic Job Description:

Perform responsible technical work dispatching police, fire/ rescue, EMS equipment and personnel. This position is in a “trainee” capacity, learning the duties of a dispatcher. Receive and transmits a variety of radio and telephone messages and learn to dispatch equipment and personnel to specific locations. The work is fast paced work and requires decision making following department guidelines. Perform other duties as assigned.

Ability to type at least 35 wpm with no errors

Ability to understand and follow written and oral directions

Ability to wear a headset

Ability to work effectively with others in person and using communications equipment

Ability to perform tactfully, courteously and proficiently under the pressures associated with the position often dealing with hostile and/or rude persons

Ability to speak clearly on telephone and radio

Ability to use active listening skills and extract pertinent information from a caller or other information sources

Ability to talk on the radio and phone at the same time in addition to performing computer functions (multi-tasking)

Additional requirements:

Subject to a complete criminal history background search with acceptable results. Job requires shift work, shift rotation, and overtime assignments.

CONFIDENTIAL
APPLICANT PERSONAL
HISTORY QUESTIONNAIRE

FOR TIPTON COUNTY E-911 USE ONLY
APPLICATION NO: _____
DATE: _____
POSITION APPLIED FOR: DISPATCHER

AN EQUAL OPPORTUNITY EMPLOYER

The Director of Tipton County E-911 resolves that subject to all applicable State and Federal statutory or judicial exemptions, all qualified applicants for employment and/or advancement whether commissioned or civilian, shall be given equal opportunity for consideration, selection, appointment and retention regardless of race, color, religion, sex, national origin, age, disability, or political affiliation.

VERIFICATION OF INFORMATION

Those who will be considering your application for employment or training with the Tipton County E-911 Center will use the information requested on this questionnaire for reference. An extensive background investigation will be conducted into your personal history. Any FALSE, MISLEADING, OR INCOMPLETE information substituted for accurate information will be grounds to disqualify you from further consideration in the application process with the Tipton County E-911 Center.

I confirm that I have read, that I understand the above, and that all statements and documents presented to the Tipton County E-911 Center are true, correct, complete and made in good faith.

Signature

Date

DIRECTIONS

1. **USE BLACK INK PEN ONLY.** Complete this form in your own handwriting or printing. If you need any special accommodation in completing this questionnaire, contact the Administrative Division in person or by phone (901) 476-0252 between the hours of 8:00am and 4:00pm Monday through Friday.
2. Be certain that your answers are legible.
3. Read each question carefully before answering.
4. Be certain that each question is answered **COMPLETELY** and **CORRECTLY**. Submit all documents as requested. If a question does not apply to you, write N/A (Not Applicable) in the space. **LEAVE NO SPACES BLANK.**
5. Initial **EACH** page on bottom right corner.
6. Additional space is provided on page (7) for answers, which require clarification or further explanation. All entries on page (7) will begin with page, section number (Roman Numerals (I-XIII) and question (Letters A-P) you are explaining or clarifying.
7. The disclosure of your Social Security Number is completely voluntary. Your refusal to reveal it will in no way effect applications for any job or consideration provided by this department. The Social Security Number assists the department in differentiating between applicants with similar or identical names.

Initials_____

I. PERSONAL DATA

NAME _____
 LAST FIRST MIDDLE

STREET ADDRESS _____
 NUMBER STREET CITY STATE ZIP

HOME PHONE #	CELL PHONE #	EMAIL ADDRESS:
--------------	--------------	----------------

SOCIAL SECURITY NUMBER ____/____/____ DATE OF BIRTH _____

PLACE OF BIRTH _____ DRIVERS LICENSE# _____ STATE _____

LIST ANY OTHER NAMES YOU HAVE EVER USED, INCLUDING MAIDEN NAMES AND MARRIAGES:

1. _____ 2. _____

ARE YOU A CITIZEN OF THE UNITED STATES: _____ YES _____ NO

LIST ALL ADDRESSES WHERE YOU HAVE LIVED FOR THE PAST 10 YEARS, INCLUDE MILITARY ADDRESSES

FROM	TO	STREET ADDRESS	CITY	STATE	ZIP

HAVE YOU EVER APPLIED FOR A POSITION WITH THIS DEPARTMENT BEFORE? _____ YES _____ NO

DOES YOUR CURRENT EMPLOYER KNOW YOU HAVE APPLIED WITH THIS DEPARTMENT? _____ YES _____ NO

ARE YOU ACQUAINTED WITH ANY TIPTON COUNTY E-911 EMPLOYEES? _____ YES _____ NO

IF YES PLEASE LIST: 1. _____ 2. _____

HAVE YOU FILED AN EMPLOYMENT APPLICATION WITH ANY OTHER SOURCES RECENTLY? YES NO

ORGANIZATION OR FIRM	ADDRESS/ZIP	POSITION APPLIED FOR	DATE

BASED ON THE ESSENTIAL FUNCTIONS OF THE POSITION FOR WHICH YOU APPLIED, ARE YOU ABLE TO PERFORM THESE FUNCTIONS WITH OR WITHOUT ACCOMODATIONS? _____ YES _____ NO

Initials _____

II. REFERENCES

LIST FOUR (4) CHARACTER REFERENCES, NOT RELATIVES, IN-LAWS OR PAST EMPLOYERS, WHO HAVE KNOWN YOU DURING THE PAST THREE YEARS.

1. NAME _____ YEARS ACQUAINTED _____
 ADDRESS _____ CITY _____ STATE _____ ZIP _____
 DAYTIME PHONE _____ OCCUPATION _____
2. NAME _____ YEARS ACQUAINTED _____
 ADDRESS _____ CITY _____ STATE _____ ZIP _____
 DAYTIME PHONE _____ OCCUPATION _____
3. NAME _____ YEARS ACQUAINTED _____
 ADDRESS _____ CITY _____ STATE _____ ZIP _____
 DAYTIME PHONE _____ OCCUPATION _____
4. NAME _____ YEARS ACQUAINTED _____
 ADDRESS _____ CITY _____ STATE _____ ZIP _____
 DAYTIME PHONE _____ OCCUPATION _____

III. ARREST HISTORY

OTHER THAN TRAFFIC CITATIONS, HAVE YOU BEEN ARRESTED, CONVICTED, CHARGED, QUESTIONED ACCUSED OR DETAINED FOR ANY REASON BY ANY POLICE OR SECURITY OFFICER, MILITARY POLICE AUTHORITY, EITHER IN THE UNITED STATES OF AMERICA OR IN ANY FOREIGN COUNTRY? ___ YES ___ NO

DATE	CHARGE	DEPT OR AGENCY	LOCATION-CITY, COUNTY	DISPOSITION

WERE YOU EVER SERVED WITH A CRIMINAL OR CIVIL SUBPOENA OR SUMMONS OTHER THAT TRAFFIC?

_____ YES _____ NO IF "YES" PLEASE EXPLAIN _____

HAVE POLICE EVER BEEN CALLED TO ANY OF YOUR FORMER OR CURRENT RESIDENCES FOR ANY REASON? _____ YES _____ NO

IF "YES" PLEASE EXPLAIN _____

HAVE YOU EVER BEEN INVOLVED IN ANY UNDETECTED CRIME, INCLUDING THE BUYING OR SELLING OF ILLICIT DRUGS? _____ YES _____ NO

IF "YES" PLEASE EXPLAIN _____

Initials _____

ARE YOU NOW UNDER CHARGES FOR ANY VIOLATION OF LAW? _____ YES _____ NO

IF "YES" PLEASE EXPLAIN _____

IV. EDUCATION AND SKILLS

DO YOU HAVE: (CHECK APPROPRIATE LINES)

_____ GED CERTIFICATE _____ HIGH SCHOOL DIPLOMA _____ COLLEGE DEGREE
_____ POST GRADUATE DEGREE _____ VOCATIONAL DEGREE _____ BACHELORS DEGREE

LIST ALL ELEMENTARY, HIGH SCHOOL, COLLEGES AND UNIVERSATIES YOU HAVE ATTENDED

MONTH/YEAR ATTENDED	NAME AND LOCATION	#OF CREDITS	TYPE OF	MAJOR	YR OF
FROM TO	STREET/CITY/STATE/ZIP	COMPLETED	DEGREE		DEGREE

HAVE YOU EVER BEEN SUSPENDED, EXPELLED OR ASKED TO LEAVE ANY SCHOOL FOR DISCIPLINARY REASON? _____ YES _____ NO

IF "YES" PLEASE EXPLAIN _____

HAVE YOU EVER BEEN PLACED ON ACADEMIC PROBATION? _____ YES _____ NO

IF "YES" PLEASE EXPLAIN _____

HAVE YOU EVER RECEIVED ANY CERTIFICATIONS OR HAD TRAINING IN THE COMMUNICATIONS FIELD?

_____ YES _____ NO IF "YES" PLEASE EXPLAIN _____

INDICATE LANGUAGES YOU SPEAK, READ, AND/OR WRITE OTHER THAN ENGLISH?

	FLUENT	ABOVE AVERAGE	FAIR
SPEAK			
READ			
WRITE			

SPECIAL SKILLS, QUALIFICATIONS AND AWARDS, (Summarize special skills, qualifications, and accomplishments including clerical skills that you wish to be considered.

Initials _____

V. EMPLOYMENT HISTORY

START WITH YOUR PRESENT OR LAST JOB AND LIST ALL OF THE PLACES YOU HAVE WORKED. LIST EVERYTHING FOR THE PAST TEN YEARS. LIST ANY ADDITIONAL EMPLOYERS ON PAGE (7).

EMPLOYER	TELEPHONE	DATES EMPLOYED FROM _____ TO _____	WORK PERFORMED
ADDRESS	CITY	STATE ZIP	
JOB TITLE	SUPERVISOR	HOURLY/ANNUAL SALARY STARTING _____ FINAL _____	REASON FOR LEAVING
EMPLOYER	TELEPHONE	DATES EMPLOYED FROM _____ TO _____	WORK PERFORMED
ADDRESS	CITY	STATE ZIP	
JOB TITLE	SUPERVISOR	HOURLY/ANNUAL SALARY STARTING _____ FINAL _____	REASON FOR LEAVING
EMPLOYER	TELEPHONE	DATES EMPLOYED FROM _____ TO _____	WORK PERFORMED
ADDRESS	CITY	STATE ZIP	
JOB TITLE	SUPERVISOR	HOURLY/ANNUAL SALARY STARTING _____ FINAL _____	REASON FOR LEAVING

HAVE YOU EVER BEEN DISMISSED, FIRED OR ASKED TO RESIGN FROM ANY EMPLOYMENT? ____ YES ____ NO

IF "YES" PLEASE EXPLAIN _____

HAVE YOU EVER STOLEN ANY MONEY OR MERCHANDISE FROM ANY PLACE OF EMPLOYMENT?

____ YES ____ NO (INCLUDE FINAL DISPOSITION OF ALL ITEMS (i.e. sold, retained for personal use, returned,

Etc). IF "YES" PLEASE EXPLAIN _____

Initials _____

HAVE YOU EVER BEEN UNEMPLOYED FOR A PERIOD OF TIME IN EXCESS OF SIX MONTHS?

_____ YES _____ NO IF "YES" PLEASE EXPLAIN _____

VI. MILITARY STATUS

ARE YOU REGISTERED WITH THE SELECTIVE SERVICE? _____ YES _____ NO

REGISTRATION NUMBER _____

LOCATION WHERE REGISTERED _____

HAVE YOU EVER SERVED IN THE ARMY, NAVY, MARINE CORPS, AIR FORCE, COAST GUARD, R.O.T.C. OR ANY OTHER MILITARY OR SEMI-MILITARY ORGANIZATION? (IF THERE IS MORE THAN ONE PERIOD, LIST THE SEPARATE PERIODS) _____ YES _____ NO

MONTH/YR ENTERED	BRANCH/ORGANIZATION	DISCHARGE DATE	TYPE OF DISCHARGE	RANK	OCCUPATIONAL SPECIALTY

WERE YOU EVER REDUCED IN RANK IN THE MILITARY? _____ YES _____ NO

RANK REDUCED FROM _____ TO _____

WERE YOU EVER COURT MARTIALED? _____ YES _____ NO

TYPE OF COURT MARTIAL: _____ SUMMARY _____ SPECIAL _____ GENERAL

HAVE YOU EVER RECEIVED A CAPTAINS MAST, OR COMPANY PUNISHMENT? _____ YES _____ NO

IF "YES PLEASE EXPLAIN _____

HAVE YOU EVER SERVED IN A MILITARY OR NAVAL ORGANIZATION OF ANY FOREIGN GOVERNMENT?

_____ YES _____ NO IF "YES" PLEASE EXPLAIN _____

Initials _____

TIPTON COUNTY EMERGENCY COMMUNICATIONS CENTER
220 HIGHWAY 51 N, SUITE 4
COVINGTON, TN 38019
OFFICE (901) 476-0252 FAX (901) 475-4362

CERTIFICATE OF APPLICANT
AND
AUTHORIZATION FOR RELEASE OF INFORMATION

I, _____, hereby certify that all statements made on, or in connection
Print Full Name

With this application are true and complete to the best of my knowledge. I understand and agree that any misstatements or omissions of material facts will cause forfeiture on my part of all rights in initial employment of continued employment by the Tipton County Emergency Communications Center.

I ALSO DO HEREBY AUTHORIZE ALL LAW ENFORCEMENT AGENCIES, ALL MILITARY AGENCIES, THE VETERANS ADMINISTRATION, THE U.S. ARMY, U.S. NAVY, U.S. AIR FORCE, U.S. COAST GUARD, ALL FEDERAL, STATE OR LOCAL GOVERNMENT AGENCIES, STATE AND FEDERAL TAX BUREAUS, SCHOOLS AND UNIVERSITIES TO FURNISH THE ADMINISTRATION DEPARTMENT OF THE TIPTON COUNTY EMERGENCY COMMUNICATIONS CENTER, WITH ANY AND ALL AVAILABLE INFORMATION REGARDING MY PAST OR PRESENT PERFORMANCE, CONDUCT OR BEHAVIOR, I FURTHER AUTHORIZE THE RELEASE OF ANY PUNITIVE OR DISCIPLINARY ACTION, TO ASSIST IN THE DETERMINATION OF MY SUITABILITY FOR A POSITION WITH THE TIPTON COUNTY EMERGENCY COMMUNICATIONS CENTER.

I AUTHORIZE THE TIPTON COUNTY EMERGENCY COMMUNICATIONS CENTER TO MAKE AN INQUIRY AND GATHER ANY DOCUMENTS OF MY PRESENT AND PAST EMPLOYERS REGARDING MY CHARACTER, INTEGRITY, AND REPUTATION.

I AUTHORIZE THE RELEASE OF ANY AND ALL OF THE AFORELISTED INFORMATION REGARDING MY PERSON, EMPLOYMENT, OR ANY OTHER ASPECT, WHETHER PERSONAL OR OTHERWISE, THAT MAY OR MAY NOT BE IN THEIR RECORDS, AND DO HEREBY FURTHER RELEASE AND AGREE TO HOLD HARMLESS ANY COMPANY, CORPORATION, ORGANIZATION, ENTITY OR PERSON FROM ANY AND ALL LIABILITY OR DAMAGE WHATSOEVER THAT MAY DEVELOP FROM FURNISHING SUCH INFORMATION TO THE TIPTON COUNTY EMERGENCY COMMUNICATIONS CENTER.

THIS FORM MUST BE SIGNED IN THE PRESENCE OF THE ADMINISTRATOR/DIRECTOR

Signature of Applicant

Date

Signature of Administrator/Director

Date

Initials _____

APPLICATION CHECK LIST

A copy of the following documents must be included with this application, or explain fully as to why they are not included. All documents submitted become the property of the Tipton County Emergency Communications Center and will not be returned.

Applicants must submit the following items:

1. Birth certificate (state issued with raised impression, certified or notarized copy) _____YES _____NO
2. High School Diplomas or GED Certificate. _____YES _____NO
3. College Diplomas or Certified Transcripts. _____YES _____NO
4. Military discharge, indicating type of discharge. _____YES _____NO
5. Special Awards, (Schools, Military, Etc). _____YES _____NO
6. Copy of any official training certificates related to communications. _____YES _____NO
7. Copy of Valid State issued Motor Vehicle Operators License. _____YES _____NO

DOCUMENT NUMBER AND REASON NOT INCLUDED:

Initials _____

NOTICE FOR APPLICANTS

Documents Required by Federal Government for Employer in the U.S.

A new federal law, the Immigration Reform and Control Act of 1986, enacted November 6, 1986 and enforced June 1, 1987, is designed to prevent employment of aliens who are not authorized to work in the U.S. in order to comply with the law, the Tipton County Emergency Communications Center (and all other employers) must require the following:

If you are offered a position with Tipton County Emergency Communications Center on or after June 1, 1987, you must attest by stating under penalty of perjury on or before the first day of employment that you are authorized to work in the U.S. as a citizen of the U.S.

If you are offered a position on or after June 1, 1987, you must present on or before the first day of employment either one document from group A, or one document from group B, plus one from document from group C. (These documents establish identity and authorization to work).

Group A

U.S. Passport
Certificate of U.S. Citizenship
Certificate of Naturalization to U.S. Citizenship
Arrival Departure Record (Form 194) issued by the Immigration and Naturalization
Alien Registration Receipt Card (Green Card)

Group B

Social Security Card
Birth Certificate
Certificate establishing United States Nationality at Birth

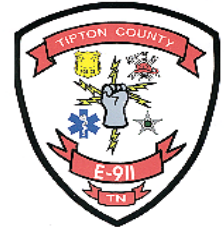
Group C

Driver's License
A State issued ID card

IF YOU DO NOT CURRENTLY HAVE THE REQUIRED DOCUMENTS, YOU SHOULD APPLY FOR THEM IMMEDIATELY AS IT TAKES SEVERAL WEEKS TO OBTAIN THEM. THESE DOCUMENTS MAY BE PRESENTED TO THE TIPTON COUNTY EMERGENCY COMMUNICATIONS CENTER ADMINISTRATION DIVISION AT THE TIME OF APPLICATION.

Initials_____

THIS PAGE LEFT INTENTIONALLY BLANK



TCECD

TIPTON COUNTY EMERGENCY

COMMUNICATIONS DISTRICT

PUBLIC INFO

The purpose of this section is to help you understand how 911 works and to prepare you for making 911 calls in the future.

Tipton County, Tennessee is home to five municipalities – Atoka, Brighton, Covington, Mason, Munford, and the unincorporated areas of the county. Each of these municipalities has its own political and geographic boundaries, and most have separate fire, emergency, and law enforcement agencies.

These multiple political and geographic boundaries have a direct bearing on how the Tipton County 911 system works, especially when a call to 911 is made from a cellular phone. That's because cellular calls are often not automatically routed to the proper Public Safety Answering Point (PSAP) because the wireless signals travel beyond municipal boundary lines. In many cases, a 911 caller may need to be transferred to the proper agency in the area. That is why it is imperative that anyone who calls 911 from a cell phone tells the dispatcher exactly where he/she is, and, if possible, what city/community the call concerns.

Example: A person in distress on Highway 51 in Covington calls 911 from a cell phone, the cell signal is routed to the closet cell tower, which is located a short distance away – but the cell tower is located in Lauderdale County. As a result, the call is routed to a Lauderdale County 911 operator, who has limited information on where the caller is since the call was made from a cell phone.

If the caller cannot provide specific location details, including the fact that they are in Lauderdale County, then it is highly likely that the call could be routed to the wrong emergency response department, which means that emergency response could be delayed.

All cellular/wireless phones do have GPS capabilities; therefore 911 cannot trace your call.

Tipton County Emergency Communications can help you understand the processes involved in making reports, giving descriptions, and what to expect when you make a 911 call.

When you pick up the telephone to make a call, you usually know what you are going to say, to a friend, a family member or a business contact. But, it seems when you need police, fire, or ambulance services it's hard to know what to say and dispatchers always seem to ask what you think are a lot of unnecessary questions.

Those questions are asked for a good reason. Dispatchers are not there with you and cannot see what is happening. It will help tremendously if you answer the questions as they are asked, avoiding any temptation to anticipate questions or interrupt the dispatcher. Dispatchers and responding officers depend on you to be their eyes and ears. Dispatchers are your life-line.

- 911 call process
- Describing a person
- Describing a vehicle
- Fire 911 process
- Ambulance/First Responder 911 process
- Police 911 process

911 Call Process

Let's take a typical 9-1-1 call to report a suspicious person. When you call 9-1-1, computerized databases maintained by your phone company provide the phone number you are calling from and the location of the phone. If the telephone is a payphone, the database will indicate that to the dispatcher. If you are calling from a business, it indicates the name of the business. However, the information may not be accurate if you moved recently, changed telephone numbers, or are calling from a Centrex or PBX phone. The dispatcher needs to verify your phone number and your address. **(Remember this only happens with landlines, not cellular phones).**

In addition to verifying your phone number and address, the dispatcher (call-taker) will verify where help is needed. You could be calling from home to report a suspicious person poking around next door, when your neighbor is not home. In that case, you will be asked if you know your neighbors address. If you do not know the address, you may be asked the color of the house, the proximity of the home in relation to your home.

Questioning will follow a distinct pattern of WHAT, WHERE, WHEN, WHO, WHY, AND WEAPONS. Additional questions will be asked to gather specific details. Now that we know where, what are they doing? Looking over the fence? Trying to force the window on the side of the house? Going into the backyard? It's all very important if responding officers are going to catch the person.

Just as soon as you answer the WHAT, and WHERE, the call-taker can enter a call and another dispatcher can be dispatching officers. Then comes the WHO. Do you know the person? If you don't, you will need to describe them. Describing a person is not as easy as it sounds. Think of it this way—what is going to draw the eye first? The answer—larger objects of colors. If there is more than one WHO, describe one completely before moving to the next. A good dispatcher will walk you through the description step-by-step. All additional information gathered is relayed to responding officers.

You may or may not know the WHY. If you don't, it's ok, but most people have a general feeling about what someone is up too. Do you think it's the boyfriend of the teenage girl trying to sneak in? Do you think it's a burglar trying to get in? Do you think it's the ex-husband up to no good? Let us know. You would be surprised how often you are right.

A little excited when you call in? It's OK. Just take a deep breath and relax. The dispatcher is there to help you. We just need you to help us by being our eyes and ears.

Describing a Person

Dispatchers will ask many questions but some of the most important relate to descriptions. Dispatchers cannot see or hear what you, the caller, can. The dispatcher needs the caller to "paint a picture" with words; a picture that can be relayed to the responding public safety personnel.

There are certain questions that a dispatcher will ask, regarding person descriptions. These descriptions are then passed on to the responding officers so that they can identify the persons responsible for the crime.

The pictures on the right point out the method for describing a person and the manner in which the dispatcher will ask you to describe the person.

Other questions a dispatcher will ask are:

- Name
- Sex
- Race
- Age
- Height/Weight
- Scars
- Tattoos
- Glasses

- Facial Hair
- Clothing

Remember: Dispatchers will typically ask for clothing descriptions from head to toe and from the outside in.

Example:

White male adult, late 50's , 6'/180 lbs, long gray hair, wire rimmed glasses, mustache, blue baseball cap, glasses, brown jacket, white t-shirt, blue jeans, white tennis shoes.

Describing a Vehicle

Dispatchers will ask many questions but some of the most important relate to descriptions. Dispatchers cannot see or hear what you, the caller, can. The dispatcher needs the caller to "paint a picture" with words; a picture that can be relayed to the responding public safety personnel.

There are certain questions that a dispatcher will ask regarding vehicle descriptions. These descriptions are then passed on to the responding officers so that they can identify the vehicle trying to leave the scene of the crime.

Here are lists of questions a dispatcher will ask about the description:

- Color
- Year
- Make
- Body Style
- Additional Info
- License Plate

Fire 911 Process

Examples of calls for assistance from a fire department are:

- The smell of leaking natural gas
- A trash can on fire
- You fell down and are injured
- A house is on fire
- Someone needs rescuing (Like from a burning vehicle)

- A person trapped in an elevator
- Field or wild land fire
- Injury car accident

Dispatchers follow a certain line of questioning to obtain information. For example:

- Where is the fire?
- What is on fire?
- Is there anyone trapped or injured?
- How close is the fire to another building/structure?
- How fast is the fire burning?
- What size is the fire?
- Did you see anyone start the fire on purpose?
- What did they look like?
- Are they still there?
- Which direction did they leave in?

We take the information and create a Computer Aided Dispatch (CAD) "Incident". This information is entered and viewed by the "Dispatcher". The Dispatcher reads the call and CAD tells them which fire department to send closest to the call.

The radio dispatch may sound like this: (Note: commas are pauses)

- Dispatcher – (sends out pager tones to alert the fire department(s))
- Dispatcher: Covington Fire Department, Covington Fire Department, report of a structure fire at 2020 N. High St, cross street W. Liberty Ave,
- Fire Units: F1, Engine 1, responding
- Fire Units: Tanker 1 responding
- Dispatcher: Covington Fire Department F1, Engine 1, and Tanker 1 responding.

Please remember to listen to the dispatcher's questions and answer them as accurately as possible. When the dispatcher is entering information into the computer, there is a format they must follow. This ensures the calls sent to the correct dispatchers have uniform information that is that is easy to read. This also allows them to give the responding fire units on the radio the correct information in the correct order. Remember that old game called "Telephone"? We don't want to lose anything in the translation of information.

Ambulance/Rescue 911 Process

You call for the assistance of an Ambulance/Rescue for usually one reason – Someone needs medical attention. Almost all of our Fire Departments First Responders are also firefighters. A fire engine will usually accompany the Ambulance to each call to provide manpower support for optimum patient care.

Below is a list of various medical calls we frequently receive:

- Chest pain
- Having difficulty breathing
- Injury accident (police also sent)
- A drunk person is sick (police also sent)
- Person injured in a fight (police also sent)
- Victim of a fall
- Female in labor (child birth)
- Victim of drowning

We take information and create what is called an “Incident”. This information is entered into our computer aided dispatch system (CAD), which is viewed by the correct dispatcher working the specific area. The dispatcher then reads the call and our CAD unit tells them which ambulance unit to send to the call.

The radio dispatch may sound like this: (Note: commas are pauses)

- Dispatcher – (sends out pager tones to alert the ambulance and rescue station)
- Dispatcher – “Tipton 4, Covington Rescue, report of a 45 year old male, victim of a fall, semi-conscious with labored breathing, at 2020 N. High St, repeating 2020 N. High St, cross street W. Liberty Ave,
- Tipton 4 responding
- Covington Rescue responding
- Dispatcher: Tipton 4, Covington Rescue responding

Please remember to listen to the dispatcher and answer their questions as accurately as possible. When the dispatcher is entering information into the computer, there is a format they must follow. This ensures the calls sent to the correct dispatcher have uniform information that is easy to read.

This also allows them to give responding Ambulance/Rescue units on the radio the correct information in the correct order.

Police 911 Process

Examples of calls for police assistance are:

- Vehicle Break-in
- Loud Music Complaint
- Suspicious Person
- Missing Person
- Shoplifting
- Barking Dog
- Drug dealing
- Domestic Violence/Assault
- And many, many, more

Dispatchers follow a certain line of questioning to obtain information, For example:

- What are you reporting?
- Where did this occur?
- When did it occur?
- What is the phone number you are calling from?
- Where are you now?
- Are any weapons involved?
- How many people involved?
- What is the specific location?
- Has this happened before?
- Are alcohol or drugs involved?
- What is happening now?
- Are you hearing or seeing anything?
- Are there any dangerous or vicious dogs or animals in the area?
- Are there any hazards in the area?
- Do you want to be contacted by an officer?

We take that information and create what is called a Computer Aided Dispatch (CAD) incident. This information is entered and viewed and sent to the correct dispatcher. The dispatcher reads the call and determines if an officer is available to take the call.

Dispatch is like an emergency room at a hospital. They work on the patients that are currently there. But if a more serious case comes in (victim of a gunshot), they have to drop what they are doing and work on that person that requires immediate attention. So if you make a request for an officer and it is superseded by a higher priority call, you may have to wait.

A radio dispatch may sound like this: (Note: commas are pauses)

- Dispatcher: 309
- 309
- Dispatcher: 309, respond to a loud party at 2020 N. High St, cross street W. Liberty Ave, the (reporting party) wants to remain anonymous and does not want contact.
- 309: responding
- Dispatcher: 309 responding, 19:56

Please remember to listen to the dispatcher's questions and answer them as accurately as possible. When the dispatcher is entering your information into the computer, there is a format they must follow. This ensures the calls sent to the correct dispatcher have uniform information that is easy to read. This also allows them to give the officer on the radio the correct information in the correct order.

Help Reduce Unnecessary Calls

Use non-emergency numbers for your local law enforcement agency when you do not need immediate assistance or contact the non-emergency number for dispatch

901-476-0252.

Do not call 9-1-1 for non-emergency incidents (i.e, requesting road conditions asking why traffic is backed up, asking why traffic is backed up, or other similar reasons).

Use or maintain a land line at home and at work for 9-1-1 calls, as the dispatcher is more likely to get accurate information from a land line.

Using 9-1-1 in non-emergency situations prevents critical emergencies from being attended to.

HELP AVOID ACCIDENTAL CALLS WITH THE FOLLOWING TIPS:

Do not hang up on an accidental 9-1-1 call. Inform the dispatcher that the call was an accident before you hang up.

Do not pre-program 9-1-1 into your or your child's cell phone's speed dial. This can lead to accidental calls.

Teach children to only call 9-1-1 in an emergency.

What to Do If You Can't Speak

1. Stay calm
2. Dial 9-1-1
3. Either leave the phone off the hook or make some sort of noise to let the dispatcher know there is an emergency.
4. With enhanced 9-1-1 providing an address, the dispatcher can dispatch police assistance to you location. Remember: (Land Lines Only)

VISIT US ONLINE AT:

www.tiptonco.com search for the 911