

Emergencies Requiring Immediate Police Assistance:

Call 9-1-1 to:

- Report a situation which requires a police officer at the scene (e.g. assaults, kidnapping, burglaries, domestic disputes, terroristic threats, violation of protection orders, biased crimes, parental kidnapping, motor vehicle theft, theft from person, auto accidents, etc.).
- Summon an ambulance for medical assistance.
- Report a fire.
- Report a crime in progress.
- Report suspicious, criminal activity (e.g. alarms, shots fired, shouts for help, sounds of glass breaking, unfamiliar person carrying items from a house).

When *NOT* to call 9-1-1:

- Do not call for directions.
- Do not call for information about animal control issues.
- Do not call to find out if someone is in jail. You may call the jail at (573) 883-.
- Do not call to report county issues that are not of a police, fire or medical nature. Refer to the government pages in your local telephone book for the appropriate number.
- Do not call your local precinct to request a police response. All dispatching is done through the Ste. Genevieve County Central Dispatch.

If you are unsure of how to report a crime or incident, call 9-1-1 and the operator will direct you.

Tips for calling Ste. Genevieve County Central Dispatch 9-1-1 Center

- Stay calm
- State the problem briefly
- Give the location. If possible provide the full address of where the problem is occurring, include apartment number. If you don't know the address provide an intersection or a landmark.
- Answer the operator's questions and stay on the line until the operator terminates the call. Help can be sent while you talk.
- Inform the operator if you do not want your name and address given to responding units. Inform the operator if you want to speak to the officer(s) or responders.
- When placing a call to 9-1-1, if you encounter what appears to be an extended ring cycle or silence on the line, do not hang up and redial unless the silence lasts more than eight seconds. You will only delay your access to the Emergency Communication Center.
- Calls from pay phones are free; you do not have to deposit money to make 9-1-1 calls.
- TTY users may press any key after dialing 9-1-1 to indicate that a TTY is being used. However, "silent" calls are handled as a potential TTY call.

- When providing information about an incident, be as descriptive as possible. You may be asked to give identifying information about any persons or automobiles involved in the situation. The more information you can provide, the more information operators will be able to relay to responding units and prioritize your call appropriately.
- If the situation changes before help arrives, call 9-1-1 again and then give the operator an update.
- Sometimes large companies or office buildings have a PBX phone system. A PBX phone system is a multi-line/multiple phone system. This is important to know because the correct address may not be displayed when calling 9-1-1. It is important to advise the operator of the actual address of the building.
- Some cellular calls are still answered by the Missouri State Highway Patrol and then transferred to the appropriate dispatch center. Cellular calls will be automatically routed to the appropriate dispatch center in most cases. However, the caller's location will not be displayed to the operator on cellular calls.
- If you experience problems with the operator or feel your call was handled inappropriately, ask to speak to the on-duty supervisor.