

911

WHAT TO EXPECT WHEN CALLING FOR HELP



Metropolitan Police Department

City of St. Louis
1200 Clark Avenue
St. Louis, MO 63103
www.slmpd.org

FOR EMERGENCIES DIAL 911

FOR NON-EMERGENCIES CALL
314-231-1212

The information in this brochure is not legal advice, rather it is information that will ensure that your contact is completed in a quick and efficient manner.

"Crime Doesn't Pay . . . Crimestoppers Does"



Call anonymously, 1-866-371-TIPS
Tips may lead to cash rewards



The Metropolitan Police Department, City of St. Louis is internationally accredited by CALEA.

extremely meticulous in their approach to situations since there is no such thing as a "routine" 9-1-1 call. There are times during strenuous situations in which an evaluator must remain stern to get information. They are concerned for your well-being and attempting to maintain control of the situation. This allows us to provide you with prompt service and to provide emergency responders with adequate information that will ensure everyone's safety.

If you feel your rights have been violated

If you feel your rights have been violated or that an evaluator was inappropriate during a conversation, we want to know. A disagreement over the handling of a 9-1-1 call is an issue that should be immediately addressed by asking for a Communications Supervisor.

Complaints can also be filed with the Internal Affairs Division:

- Internal Affairs Division
1200 Clark Ave
Saint Louis, Mo 63103
314-444-5405

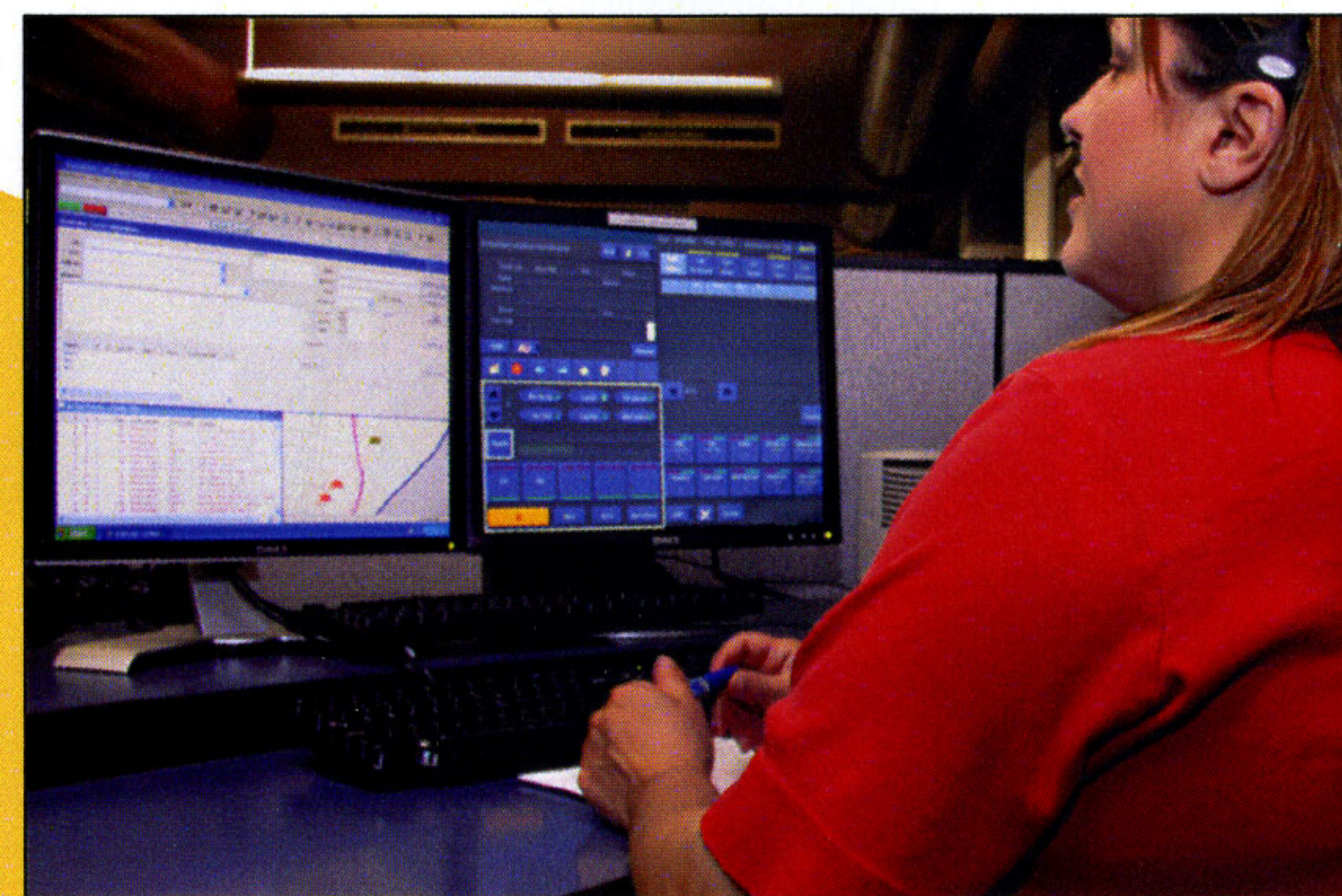
If you prefer to file a complaint at one of our patrol stations, please respond in person to one of the following locations.

- South Patrol Division
3157 Sublette Ave
Saint Louis, Mo 63139
- Central Patrol Division
919 N. Jefferson Ave
Saint Louis, Mo 63106
- North Patrol Division
4014 Union Ave
Saint Louis, Mo 63115

OUR COMMITMENT

The Metropolitan Police Department of the City of St. Louis is committed to the protection, safety and unbiased policing of all citizens that we serve. Public understanding of your rights and responsibilities is the key to public safety. We strive to provide fair and equal service to everyone in the community and hope that this guide will help you to better understand both the 9-1-1 procedures and our ultimate goal of public safety.

The Metropolitan Police Department of the City of St. Louis operates as the city's primary 9-1-1 answering point. As the primary answering point, we field emergency calls for police, fire and emergency medical service. We handle approximately 800,000 calls each year.



WHAT TO EXPECT

During a 9-1-1 call

Each year as a result of inherently dangerous situations, dozens of police officers and emergency responders in the United States are killed. Thousands more are assaulted in the performance of duty. For your safety and the safety of all emergency responders, we need to know as much information as possible about the situation for which you are calling.

When a 9-1-1 call is received, it is answered by a call evaluator. The 9-1-1 call evaluator is trained to get as much information, in as timely a manner as possible, during each call. Please don't become argumentative or ignore the call taker's questions or instructions as this could cause a delay in emergency response.

If English is not your first language

We realize that you may feel anxious if there is a language barrier. Please remain patient and cooperative during the duration of your 9-1-1 call, as it will ensure that we are receiving adequate information to provide you with prompt assistance.

Translators are available 24 hours a day, 7 days a week and assist with translation of more than 150 languages. Initially, a few simple questions at the beginning of a 9-1-1 call will help us to determine if a translator is necessary. **If so, it is important that you provide us with the language you speak.** The evaluator will then contact a translator. During this time we ask for your patience; the evaluator will not have hung up, but is completing the process of contacting a translator. Once a translator has joined in on the call, there will be a few confirmation questions to ensure that we are receiving fluent translation. Our questions about your emergency will then begin. The 9-1-1 call evaluator will ask questions to the translator in English. The translator will repeat those same questions in the language that you speak. Please allow the translator time to comprehend and respond to each question. **If at all possible, family members and children should not be used during the translation process.**

From the 9-1-1 call evaluator

There are a number of questions that evaluators may ask and in some instances, follow-up questions may be necessary. It is important that you are completely open and honest with

the 9-1-1 evaluator. Supplying the evaluator with false information may prolong emergency response time. During a 9-1-1 call, an evaluator, through the means of a translator if necessary, may ask: (questions in bold are of high importance)

- **Your address or location**
- **Do you need police, fire department or ambulance services?**
- Your name and telephone number (It is your right to remain anonymous)
- Why do you need assistance?
- When did this happen?
- **Does anyone have a weapon?**
- Who did this? Are they still there?
- Can you provide a description of the suspect?

The order of questions may vary and the nature of the questions will be dictated by the nature of your situation. **No matter what the situation, you need to provide us with your address or location at the beginning of the call. We cannot send you help if we do not know where you are.**

When you need assistance but it is not an emergency

In the event that you do not have an emergency but do need to speak with police or ask a question, please call our non-emergency line, 314-231-1212. Call takers will assist you with situations that may not require calling 9-1-1. If there is a question that we cannot answer or a service we do not provide, we will do our best to point you in the right direction. **Please note that we cannot and do not offer legal advice.**

If questions are repeated or the evaluator is stern

Often citizens who call 9-1-1 are in danger and are therefore under immense stress. Our 9-1-1 call evaluators are trained to be