

### **Do I have to give my name?**

The call taker is always required to ask the caller's name and phone number.

This is in case we have to call you back or if the responders need to talk to someone who actually witnessed what happened.

However, you can choose not to give your name. Your call will be handled the same regardless if you choose not to identify yourself.

### **Now what happens?**

The call is entered into the computer aided dispatch system and sent to the appropriate dispatcher (fire or police).

In some cases, depending upon the call, it is sent to both dispatchers. The dispatcher then dispatches fire and/or police responders.

### **When will help arrive?**

The time it takes for a responder to arrive after your call depends on several factors. For routine police calls, the calls are given a priority that is based upon the incident type and whether or not the incident is still in progress. Emergency (high priority) Police calls and all Fire and EMS (Emergency Medical Services) calls are dispatched as soon as basic information is obtained and entered into the CAD System.

## **IMPORTANT PHONE NUMBERS**

**DISPATCH**  
(860) 347-2541

\*Middletown Fire  
(860) 638-3200

\*Middletown Police  
(860) 638-4000

\*MPD Records  
(860) 638-4010

Eversource  
(800) 286-2000

Poison Control  
1-800-222-1222

Emergency Management  
(860) 638-3270

Public Works  
(860) 638-4850

Health Department  
(860) 638-4960

Info Line  
211

Mayor's Office  
(860) 638-4801

Senior Center  
(860) 638-4540

Middlesex E.R.  
(860) 358-8000

\*South Fire District  
(860) 347-6661

**To report all emergencies, DIAL 911.  
To report a non-emergency or routine  
fire, police, or EMS incident, call  
DISPATCH.**

**Contacts with an asterisk  
(\* should only be used for routine  
business.**

**Middletown Central Communications provides an enhanced 911 service for the City of Middletown and the Town of Portland. In addition to receiving 911 calls, we receive all routine calls for police, fire, and emergency medical services, as well as dispatch the police and fire departments for Middletown and Portland.**

# **THE FACTS** **ABOUT 9-1-1**

**What everyone should know**  
**about the City of Middletown's**  
**911 System.**

**CITY OF MIDDLETOWN**  
**CENTRAL**  
**COMMUNICATIONS CENTER**  
**911 – POLICE – FIRE – EMS**



**169 CROSS STREET**  
**MIDDLETOWN, CT 06457**  
**Non-Emergency: (860) 347-2541**  
**E-Mail: 911@Middletownct.gov**  
**Website [www.cityofmiddletown.com](http://www.cityofmiddletown.com)**

## Why so many questions?

The call taker is required to ask many questions in order to give responders an accurate picture of your situation. ***It is important to understand that when an emergency is being reported, responders are usually already on the way while you are on the phone.***

The call taker needs to ask the basic 4W's for every call: Where, what, who, and when. The first two questions of every 911 call are, "911, what's the address of the emergency?" and "What's the phone number you are calling from?"

**Where:** This includes more than just the address. An apartment number, floor, suite, a business name, or the color of your house, will make it easier and quicker for responders to find you.

**What:** This is the basic "bottom-line" of why you are calling.

**Who:** This is to identify suspects in crimes, especially if they just left. This will aid officers responding to be on the look out for the suspects. Things like age, race, height, weight, clothing description, and vehicle description.

**When:** This is when or approximately when the incident occurred. Incidents occurring in progress are a higher priority than incidents that happened long ago.

## Emergency Medical Calls

When you call to report a medical emergency, your call will be processed by a professional emergency call taker with specialized training to deal with crises over the phone. This call taker will be able to provide real-time instruction in CPR, severe bleeding control, child birth, as well as other life-saving first aid techniques. There are four universal questions that the call taker will ask in order to put their knowledge and experience to work for you quickly and effectively after the address and callback number has been verified.

1. Okay, tell me exactly what happened.
2. How old is the patient?
3. Is the patient awake?
4. Is the patient breathing?

The call taker will then ask questions about the patient's specific condition. This aids the dispatcher to determine if a paramedic (advanced life support) is needed and if the responders need to use lights and sirens.

Getting this critical information from the caller typically takes less than 30 seconds. In all cases, remember the most important thing you can do when calling 9-1-1 is to listen carefully and do exactly what the call taker asks you to do.

## Police and Fire Calls

Depending on the incident, the call taker may need to ask for specific types of information.

### Police Calls

- Suspect and/or vehicle information.
- Is anyone in danger?
- Does anyone have or have access to weapons?
- Are drugs and/or alcohol involved?
- Do you want to see the officer?

### Fire Calls

- What exactly is burning?
- Do you see flames or smoke?
- Are there any injuries?

**REMEMBER: DO NOT GO BACK INSIDE FOR ANY REASON IF YOU ARE REPORTING A FIRE.**

Be prepared to tell firefighters where any hazards or trapped people are. If you have difficulty recognizing if you should or shouldn't use 9-1-1 to report your incident, dial 9-1-1.

### **Children and 911**

Remember to discuss with your children when and how to call 9-1-1 on all phones (rotary, touch tone, and cell). Never refer to 9-1-1 as nine eleven because this phrase may confuse a child because there is no eleven on the telephone keypad.