



EMERGENCY 9-1-1



By: Lt. Vonda J. Miller

9-1-1 emerged under the simple concept of a single emergency number—easy to remember—easy to dial—to report emergencies more quickly. However 9-1-1 is so easy to remember that many citizens do not realize there are other phone numbers available. As a result, any time a citizen thinks about calling the police, they automatically dial 9-1-1.

What exactly happens when you dial 9-1-1? If you are in Duval County, your call is routed to the Jacksonville Sheriff's Office Communications Center, the Primary Safety Answering Point (PSAP). The call is then handled by the Sheriff's Office by sending an officer, writing a report over the telephone, or by routing the proper agency (fire, rescue,

FHP, etc.).

When a call taker answers a phone or a dispatcher answers an officer on the radio, they never know what to expect. The call could be as routine as a theft that occurred earlier or as devastating as an officer being shot. There are days when a Communications Officer can handle more emergency situations in one day than most people do in a lifetime.

The Communications Center answered a total of 1,536,037 calls for service in 2002, which consisted of 704,509 calls placed to 9-1-1 and 831,528 calls to the non-emergency number of 630-0500. We average 4,100 to 4,400 calls per day.

The Communications Center is a 24 hour a day operation.

We have 120 authorized positions, 14 of those are supervisors. We never close down. We are considered essential personnel during any emergency situation or a major disaster. Our job specifications require us to staff the Communications Center during a crisis, while others are with their loved ones or evacuating their homes. We are a team that provides emergency service to the citizens of Jacksonville.

If you have to call the Jacksonville Sheriff's Office, you will be requested to answer questions in order to provide you with the most appropriate department. You may wonder why do they have to ask me so many questions? The questions

asked are vital to ensure your safety and the proper dispatch of the most appropriate unit. When you dial 9-1-1 or call the Sheriff's Office, remember the 5 W's: where, what, when, why, & who?

- Where are you? Where is the emergency?
- What happened?
- When did it happen?
- Why did it happen?
- Who did it?

Each call is assigned a signal and a priority that coincides with the information provided from the caller, which is relayed to the officer via the police radio. Definitions of an emergency are different for everyone, depending on the circumstances, the age and the

coping skills of the persons involved. A broad definition would be any time that there is an injury, potential for violence, or life threatening emergency.

Many people dial 9-1-1 for any event. However, making a false police report is considered a crime. The 9-1-1 network, like any telephone network, has a limited number of lines available, and a limited number of people available to answer those phone calls.

We ask you to be sensible, post the non-emergency (630-0500) number near your phone, and review with your children and family members the reasons and types of events when you might really need to call 9-1-1.



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Tyson J. White

Black Male
DOB 9/4/1977
Eyes: Brown
Hair: Black
160 Lbs.

Last Known Address: 2333 Soutel Dr.
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