

Call 911 - Save a Life, Report a Fire, Stop a Crime

CALLING 911

DO

- ◇ Know when to call
 - Someone is seriously hurt
 - Something is on fire
 - A crime is in progress
- ◇ Know your location
- ◇ Stay on the line
- ◇ Stay calm
- ◇ Answer all questions — answering questions does not delay response
- ◇ Follow instructions

DON'T

- ◇ Don't assume we know where you are
- ◇ Don't hang up until told to do so
- ◇ If you do hang up, don't assume that we can send assistance and/or call you back to determine if you need assistance

If you are hearing impaired or in danger and can't speak on the phone you can text to 911



Portland / Multnomah County 911

The City of Portland Bureau of Emergency Communications (BOEC) provides all 911 and police non-emergency call answering and dispatches police, fire and medical incident response for all public safety agencies within Multnomah County, which include the City of Portland, Multnomah County, and the Cities of Gresham, Troutdale, Fairview, Wood Village, and Maywood Park.



Important facts you should know when calling 911

Calling 911 from Cellular Phones

Nearly 80% of incoming 911 calls we receive are made from cellular phones. Cellular calls provide 911 operators with your phone number and an approximate location of where the call is coming from. Location accuracy can vary from 50 to 300 meters in any direction.

A large percentage of incoming calls are accidental, and are considered to be "pocket" dials and are filtered out by technology implemented in 2004 to reduce the number of unintentional wireless 911 calls requiring follow up. The technology routes all incoming wireless 911 calls to a system that requires callers to acknowledge that they are intentionally calling 911. The system, called an XMU, receives incoming wireless 911 calls and presents callers with a recorded script:

"Portland 911. If this is an emergency say 911 after the beep or press any key on your phone at any time."

In Spanish - *"En caso de emergencia diga nueve uno uno despues del tono o oprima cualquier numero en us telefono a cualquier momento"*

The message is repeated in English and then again in Spanish. If a required prompt is not acknowledged, the XMU will wait 9 more seconds and then disconnect the call.

Acknowledged wireless 911 calls then advance to the 911 queue.

Calling 911 from Landlines

911 calls placed from a landline advance directly to the 911 queue. When answered operators receive the phone number and the physical location of where the call is coming from.

The 911 queue processes all incoming 911 and calls from specific emergency lines. The first call into the queue is the first call directed to an available 911 calltaker. During periods of peak call time, calltakers may be busy and unable to promptly answer incoming 911 calls. If all calltakers are busy, callers will be presented with the following recorded script:

"Please do not hang up. This is the 911 emergency line, the operator will be with you as soon as possible. Do not hang up. We may not be able to send help or call you back if you hang up. Stay on the line please."

In 30 seconds another recording is played and will continue until the caller is answered:

"911 operators and non-emergency operators are still busy. Please stay on the line. An operator will be with you as soon as possible."

The same calltakers handling incoming 911, and emergency lines are also responsible for answering incoming non-emergency calls for service. Our first priority is answering and handling calls in the 911 queue which can result in long wait periods to reach an operator. Please be patient—hanging up will cause you to lose your place in the queue and calling right back will result in placing your call at the bottom of the queue.



Portland / Multnomah County 911

City of Portland Bureau of Emergency Communications (BOEC)

Non-emergency (503) 823-3333



Twitter @911BOEC

www.portlandoregon.gov/911

www.facebook.com/boec911