3-01/080.25 - Emergency Calls

The Department's telephone systems are defined as the "Business System" and the "9-1-1 Emergency System."

Emergency calls received on the business system shall take precedence over all other business system calls. When calls for emergency action are received by a unit other than the unit having jurisdiction, all necessary information shall be obtained and relayed immediately to the concerned unit or agency. All possible assistance shall be given to the caller and calls of an emergency nature which are received on the business system shall not be transferred.

Without exception, only emergency calls shall be taken on the 9-1-1 system. Should a non-emergent call be received on this line, the caller shall be informed that 9-1-1 is for reporting emergencies only and shall be given the station business number.