

When calling 911 from a cell phone, the first two things to say are:

1. I live in unincorporate Central Stickney.
2. I need Cook County Sheriff police and/or I need Central Stickney Fire Department.

When you have an emergency call 9-1-1

If you have questions, or want to report a non-emergency police issue, call **(708) 458-1000**

For questions or non-emergency issues for the fire department, call Central Stickney at **(708) 458-2151**

When reporting an incident involving people, please try to take note of the following information, we will ask you when you call:

- *Sex
- *Race
- *Age
- *Height
- *Weight/build
- *Hair/eye colors
- *Clothing/hat/shoes/description
- *Any identifying characteristics like scars, marks, tattoos, accent
- *Direction of travel

When making calls in reporting vehicles, try to obtain the following:

- *Color
- *Make/model
- *Number of doors (2 door, 4 door, hatchback, station wagon, mini van etc.)
- *License plate number and state it's from
- *Number of occupants and any descriptions of them
- *Any unusual marks, bumper stickers, window decals, damage to the vehicle and the location of that identifier on the car.
- *Direction of travel.

What Happens When You Call 9-1-1?

Having to call 9-1-1 can be one of the most frightening moments of your life. Our dispatchers are trained to collect your information, and keep you and the responders as safe as possible throughout your incident.

Please remember that when you call 9-1-1, we have limited information depending on what device you use to call.

Keep in mind, that as soon as we obtain and/or verify your location, your call is dispatched for service. We will keep you on the line to try to obtain more information to protect you, the responders, or any crime scene that may exist. Our asking you more questions **WILL NEVER DELAY YOUR SERVICE!**

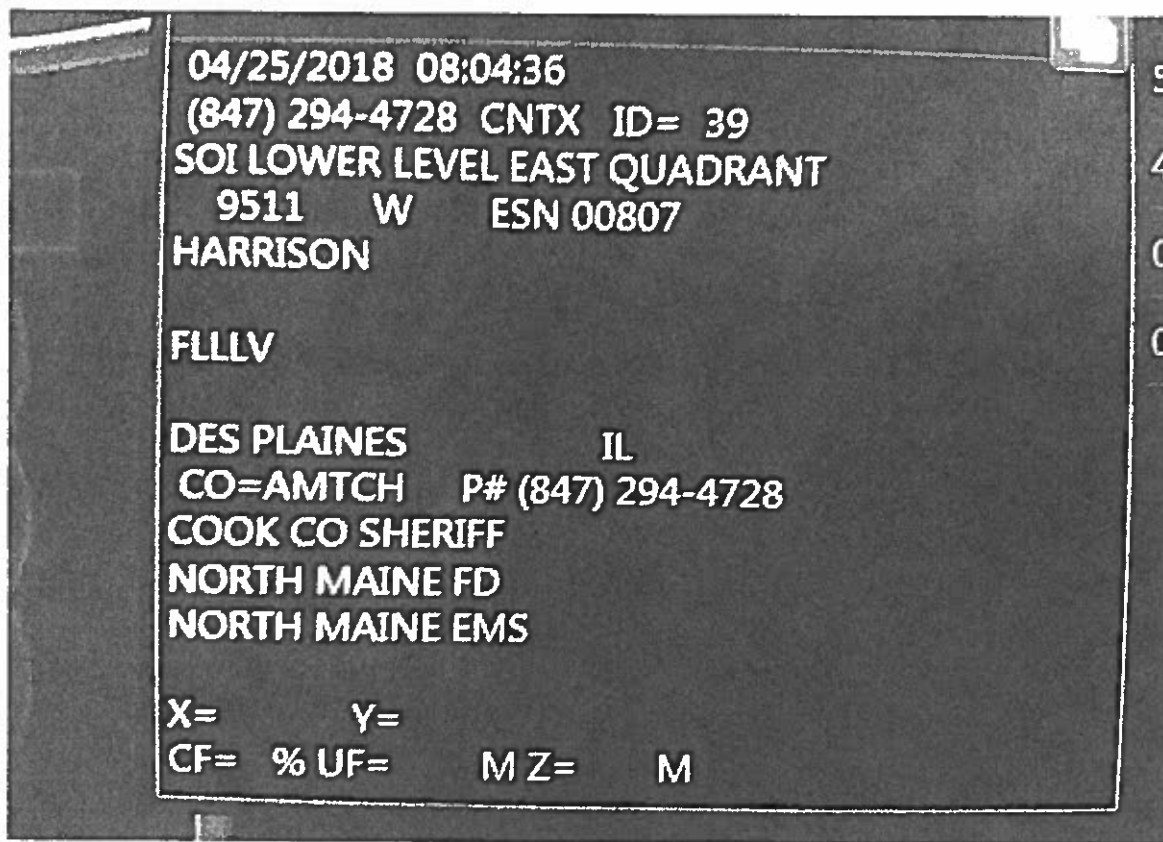
In the event we have to transfer your call to another agency due to jurisdiction or additional services like an ambulance, we will stay with you throughout the transfer to ensure your call is handled properly.

Attached find information on how each type of call is received and processed.

***From a house phone** = If you call from a traditional landline that is connected in your house, the dispatcher will receive your information that is generally considered THE most accurate. The call taker will always confirm the information that they see on their screen, in the event that anything is incorrect or changed.

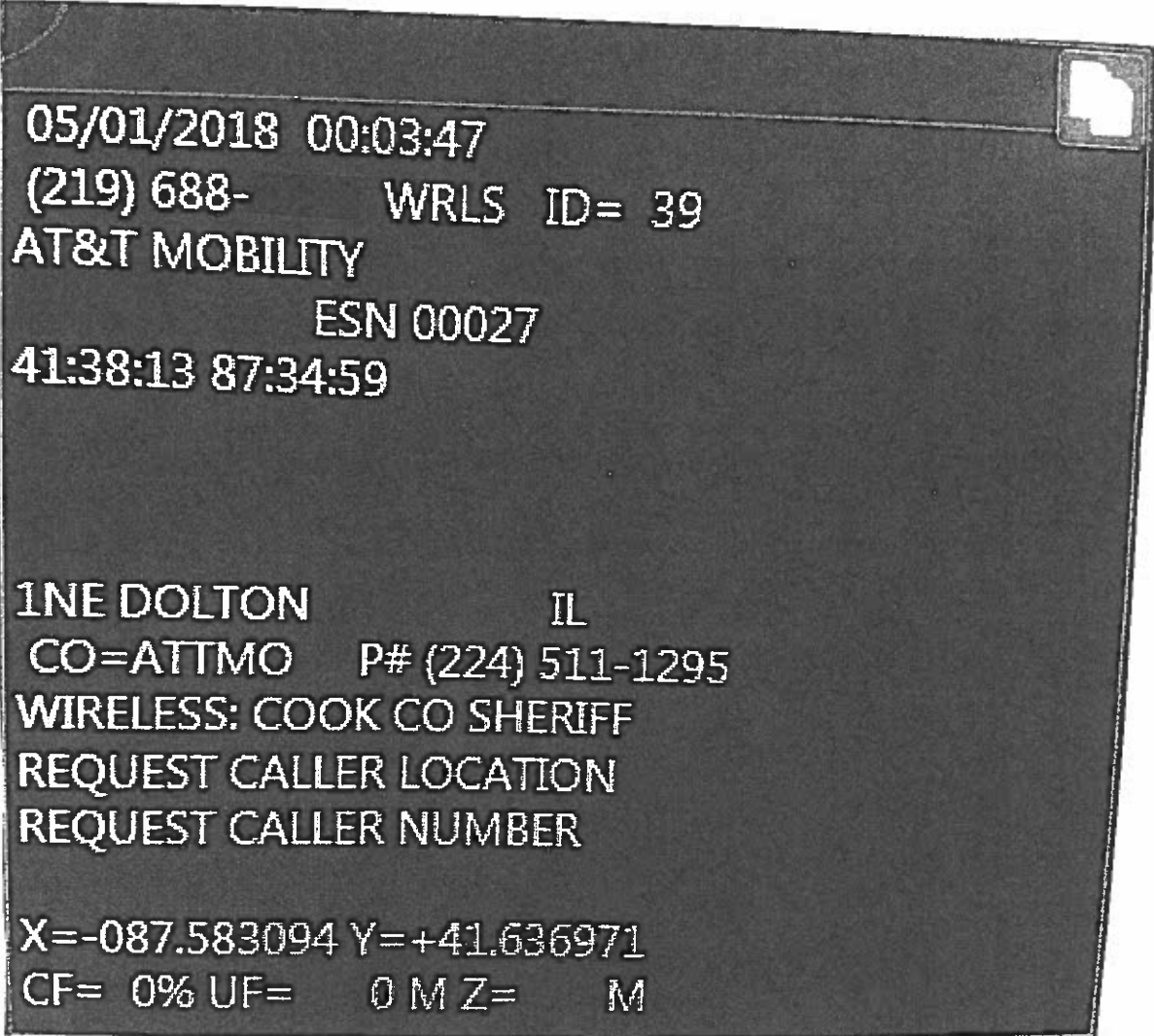
Information we receive on a hardline 9-1-1 call is the phone subscriber's name, address, apartment if there is one, call back phone number, service provider's name, and the police, fire and EMS jurisdiction.

Here is an example of what we receive when you place a hardline 9-1-1 call:



From a cell phone that comes in as PHASE 1: A phase one call means that the location information we get is only the location of the cell tower that receives your call. We get no location information on your specific device, we do get the callback phone number and carrier name. We will always verify this information when you call. It is imperative that you and your loved ones know that when using a cell phone they always need to provide their location to the call taker.

Below is an example of what a phase one cellular call looks like:



```
05/01/2018 00:03:47
(219) 688-      WRLS ID= 39
AT&T MOBILITY
                ESN 00027
41:38:13 87:34:59

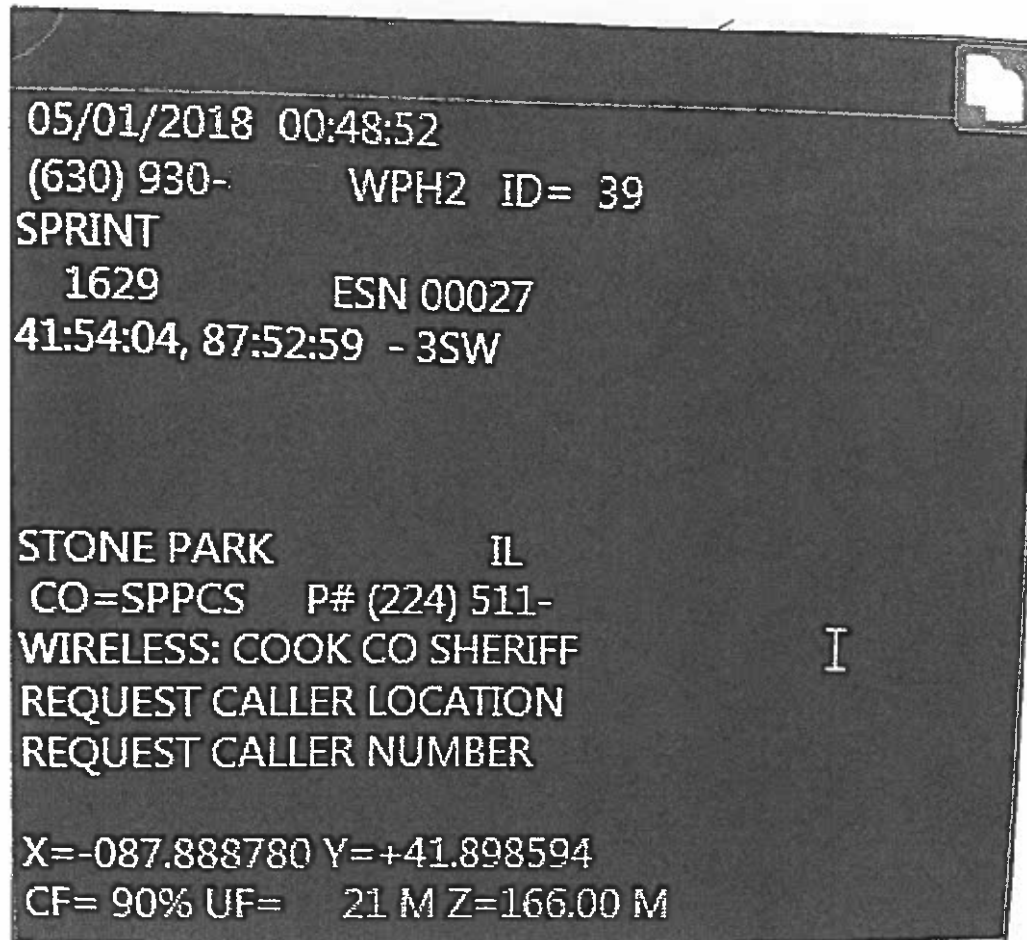
1NE DOLTON      IL
CO=ATTMO      P# (224) 511-1295
WIRELESS: COOK CO SHERIFF
REQUEST CALLER LOCATION
REQUEST CALLER NUMBER

X=-087.583094 Y=+41.636971
CF= 0% UF=      0 M Z=      M
```

The X and Y at the bottom are the latitude and longitude of the cell tower.

When you call from a cell phone that provides phase two location info: This means that it's providing an approximate location of your mobile device. We again receive your callback number and the cell phone provider and the estimated location. The calltaker will again verify your phone number and then ask for your location. Your location accuracy will always depends on your signal and location. The location provided by phase two comes with a confidence factor and a reasonable distance for that confidence. This example shows the CF (confidence level) at 90% within a 21 meter distance from this latitude and longitude. So even with the latest technology, you can see why it's SO IMPORTANT to provide your location as soon as your call is answered. If you are on a populated block, 21 meters circumference is still quite a distance to try to find you.

Below is the example of a phase two cellular call looks like:



05/01/2018 00:48:52
(630) 930- WPH2 ID= 39
SPRINT
1629 ESN 00027
41:54:04, 87:52:59 - 3SW

STONE PARK IL
CO=SPPCS P# (224) 511-
WIRELESS: COOK CO SHERIFF
REQUEST CALLER LOCATION
REQUEST CALLER NUMBER

X=-087.888780 Y=+41.898594
CF= 90% UF= 21 M Z=166.00 M