

# El Paso – Teller County Enhanced 9-1-1 Authority Board

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**Number: 4.17**

Date Issued: April 1, 1995

Date Revised: March 28, 2000

Date Effective: March 28, 2000

**Subject:** Referral of non-emergency 9-1-1 calls

**POLICY:**

**PURPOSE:**

**PROCEDURE:** On occasion residents use 9-1-1 for non-emergency purposes. The 9-1-1 system is to be used only for emergency calls. Call taker judgment must be used to determine if the caller considered the incident an emergency when in reality it was not.

- 1) The call taker shall screen all incoming 9-1-1 calls to determine the appropriate response.
- 2) If the call is not an emergency the following shall occur:
  - a. The caller shall be advised that 9-1-1 is for reporting emergencies only.
  - b. With few exceptions, the caller shall be referred to a seven digit non-emergency telephone number for service.
  - c. In some cases, in the judgment of the call taker, the non-emergency call can be more efficiently and rapidly processed on the 9-1-1 line. The caller, in all cases, must be advised that 9-1-1 is for the reporting of emergencies only, and in the future should look up the appropriate seven-digit telephone number in the local telephone directory.
- 3) The 9-1-1 system shall not be used by emergency service personnel for administrative purposes.