

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

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**Number: 4.4**

Date Issued: April 1, 1995

Date Revised: October 26, 1999

Date Effective: November 1, 2009

**Subject:** Call Answering Procedure

**POLICY:**

**PURPOSE:**

**PROCEDURE:**

- 1) All PSAPs shall use the same answering phraseology.
- 2) All E9-1-1 calls shall be prefaced with the answering PSAP's name.
- 3) All incoming E9-1-1 calls shall be answered by first identifying the answering PSAP's name. Example: "[PSAP Name] What's the address of the emergency?"