

Essential 911 Operators/Dispatchers Questions

Response to Domestic Violence Calls

- Same priority as other violent crimes
- High priority when an assault in progress

Information to Relay to Responding Officers

- Nature of the calls, emergency or “in progress”
- Complete address, including directions
- Home phone number of the caller
- Identify the caller and relationship to the parties
- Injuries or need for an ambulance
- Weapons—what type, whose, where last seen
- Number of people at the scene, including children
- If offender is at the scene, provide a description, i.e. height, weight, clothing
- If offender has fled, get location, direction, mode of travel, and description of vehicle
- Presence of alcohol or drugs—what type?
- Last time officers responded to this location and type of call
- Protection order or temporary order on file

Communication with the Caller

- Have caller stay on line for safety
- If the call is disconnected, call back
- If the victim’s safety warrants, have the victim go to a safe location and call back
- Never ask if the victim will “press charges,” “prosecute or suggest that law enforcement will only respond if further action is taken
- Calls from a crisis line or an advocate should be handled the same as a call from the victim

Calls about Protection Order and Temporary Protection Orders

- Dispatch unit to all reported violations
- If the offender is present—dispatch as a “crime in progress”
- Determine which state issued the order and try to verify
- Check for service of the order and give officers the details of the order

Standby Calls

- Determine likelihood of disturbance or potential for altercation
- Ascertain access to weapons, what type and where located
- Check records and ask caller for history of violent behavior
- Check for outstanding warrants
- Have caller stay away from the residence and meet officers at another location
- Get caller’s description and vehicle description
- If the caller has to travel some distance to the residence, have them call again when they arrive in the area.