

PHONE FACTS

TRADITIONAL TELEPHONE (Home & Business)

▶ WHEN 911 IS CALLED,
THE SUBSCRIBER'S
INFORMATION IS PROVIDED:

- Name
- Telephone number
- Address

▶ DIRECT TRANSFER TO FIRE
AND AMBULANCE

▶ LINE CAN BE HELD

▶ HANG UP – CALL NOT LOST

INTERNET TELEPHONE (VoIP)

▶ DIFFERENT 911 SERVICE
LEVEL

▶ MAY HAVE THIRD PARTY CALL
CENTRE

▶ POWER FAILURES CAN IMPACT

CELLULAR TELEPHONES (registered)

▶ PROVIDE 911 OPERATORS WITH:

- GPS location at time of call*
- Subscriber Name
- Telephone number
- Service Provider

*GPS accuracy is affected by
location: indoors vs. outdoors

*Always say where you are

CONTACT INFORMATION

HAMILTON POLICE SERVICE
www.hamiltonpolice.on.ca
905-546-4925

CRIME STOPPERS
www.crimestoppershamilton.com
905-522-TIPS (8477)

CITY OF HAMILTON
www.hamilton.ca
905-546-2424

AMBULANCE
905-574-1414

FIRE
905-546-3333

O.P.P.
1-888-310-1122
***OPP (CELLULAR)**



Recognizing
"The First – First Responders"



HAMILTON POLICE SERVICE
Leading the Way Together
www.hamiltonpolice.on.ca

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PRIORITY RESPONSE SYSTEM

▼
CALLING POLICE

▼
**POLICE
COMMUNICATIONS**

▼
PHONE FACTS

▼
**CONTACT
INFORMATION**

CALLING POLICE

CALL 911 FOR:

- ▶ **CRIMES IN PROGRESS, LIKE:**
 - assault
 - robbery
 - theft
- ▶ **MISSING CHILD OR ELDERLY PERSON**
- ▶ **CAR COLLISION – INJURY**
- ▶ **FIRE / SMOKE**
- ▶ **MEDICAL EMERGENCIES**
- ▶ **DRIVING EMERGENCIES**

IF YOU ARE DRIVING

- *Be cautious using cell phone and driving*
- *Do not put yourself in danger*
- *Do not commit a similar offence*

CALL 905-546-4925 FOR:

- ▶ **COLD CRIMES, LIKE:**
 - theft from auto
 - break in
 - stolen bicycle
- ▶ **LOST PROPERTY**
- ▶ **INFORMATION**

POLICE COMMUNICATIONS

- ▶ **ANSWER ALL 911 CALLS**
- ▶ **USE A LANGUAGE LINE WITH OVER 100 DIFFERENT LANGUAGES**
- ▶ **USE A TELECOMMUNICATIONS DEVICE (TDD) TO SPEAK WITH DEAF AND DEAFENED COMMUNITY MEMBERS**
- ▶ **EVALUATE CALLS TO DETERMINE ACTION:**

POLICE:

- Telephone report
- Walk-in report
- Police attend location

CITY:

- Noise
- Parking
- Animal control

OUTSIDE REFERRAL:

- Landlord Tenant Bureau
- Children's Aid Society
- Civil – Lawyer

COLLISION REPORTING CENTRE (CRC)

- Take vehicle collision reports when no one is hurt, no criminal offence occurred and includes private property (Shopping Mall)

PRIORITY RESPONSE SYSTEM

POLICE REPORTS CAN BE TAKEN THREE WAYS:

- ▶ **OVER TELEPHONE**
 - When incident is not about safety or urgency
 - No evidence to gather
 - Report is taken by a police officer over the telephone
- ▶ **WALK-IN**
 - When complaint is not about safety or urgency
 - May have to prove identity
 - May deliver evidence (video)
 - Report is taken by a police officer or volunteer at police station or community policing centre
- ▶ **POLICE ATTEND LOCATION**

Response time is based on the urgency:

 - someone being injured = immediate
 - in-progress = urgent
 - recent crimes = ASAP
 - the suspect is nearby = ASAP
 - evidence to gather = less urgent
 - cold crimes = expected delay

