

Number: 4.4

Replaces:

Date Issued: April 01, 1995

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Subject: Call Answering Procedure

All PSAPs shall use the same answering phraseology.

All E9-1-1 calls shall be prefaced with the answering PSAP's name.

All incoming E9-1-1 calls shall be answered by first identifying the answering PSAP's name.

Example: "[PSAP Name], WHERE IS YOUR EMERGENCY?"