

Information When Dialing 911

The following is a step by step procedure given to us from Officer Ryan Rupiper it pertains to what happens when you dial 911 or when you call our own Windsor Heights Police Department after 6pm.

The question was brought up to me of what is the process when someone calls 911 or dispatch. Well to start off, the Windsor Heights Police Station offices are open Monday-Friday from 7:30am-4:30pm. You can call the police non emergency number 515-277-4453 during this time. When you dial this number, you are answered by Tammy (City/Police Administrator) or a member of the police department. After 4:30pm or on weekends and holidays, the number 515-277-4453 is then transferred over to Polk County Dispatch. So if you dial that non emergency number, you will always get someone. 515-277-4453 is always the number to call if you have a **crime alert** or **non emergency situation/question**.

Now with calling 911, you will automatically be answered by a **Polk County Dispatcher**. They are the dispatch center for Windsor Heights. When you dial 911, the dispatcher will ask you for the following:

Example:

Dispatcher: 911 – What's your emergency?

Caller: Someone is breaking into my car.

Dispatcher: What is your address?

Caller: 1133 66th Street in Windsor Heights

(At this time, another dispatcher is calling the officers on duty and they are dispatching a car burglary. Officers are in route even though the dispatcher is on line with you.)

Dispatcher: What is your name (Your telephone number is automatically shown when you call.)

Caller: John Doe Resident

Dispatcher: What is the description of the persons breaking into your car?

Caller: I cannot tell it is dark out, I think he is wearing jeans and a black shirt.

Dispatcher: Ok stay on the line with me, we have officers in route to your address.

Caller: Ok. I see the cops now, Thank You!

That is an example. And yes Cell Phones work just as good and they show on the dispatchers map an area of where you are calling from. Approximately 3-4 houses within the area where you are placing the call. It is really accurate.

That is a brief description to help with some of your great questions.

Be safe, Be Seen.

Officer Ryan Rupiper

LOCK ALL DOORS AND WINDOWS, SHUT GARAGE DOOR,
LOCK CAR UP AND TURN ON OUTSIDE LIGHTS AT NIGHT TIME.

IN ANY EMERGENCY DIAL 911