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# MIDDLETON POLICE DEPARTMENT

7341 Donna Drive Middleton, WI 53562

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*Brad Keil - Chief of Police*

## **MEDIA RELEASE**

04/06/12

April 8-14 is National Public Safety Telecommunicators Week, honoring Police, Fire and EMS dispatchers. The men and women who serve as Dispatchers at the Middleton Police Department are the first and most critical contact our citizens have with emergency services. Our Dispatchers are a vital link for our police officers, firefighters and paramedics and, through their commitment and dedication to public safety, they contribute significantly to the apprehension of criminals, suppression of fires and treatment of patients.

Everyone knows that 9-1-1 is a universal number that should be called in the event of an emergency...or do they? 9-1-1 Centers all over the United States have encountered hurdles when educating the public about 9-1-1 and its uses. That's why the Middleton Police Department is urging educational organizations, parents and caregivers to educate themselves during the month of April as part of National 9-1-1 Education Month.

In 2011, the Middleton Police Department received an average of about 250 to 300 9-1-1 calls for emergencies each month. Additionally, we receive about 30 to 40 9-1-1 hang-up calls per month. These hang-up calls range from pocket dials to kids playing with phones to actual emergencies.

Children and adults should have a good understanding of 9-1-1 and how it works in their area. Although 9-1-1 is available throughout the state, there are different levels of sophistication with the equipment and resources available at each 9-1-1 answering point.

Some general guidelines for 9-1-1 are:

- 9-1-1 is for police, fire and medical emergencies.
- Know the location of the incident. Providing an accurate address is critically important especially when making a wireless 9-1-1 call.
- If you call 9-1-1, don't hang up.
- Don't call 9-1-1 for jokes or prank calls.
- When you call 9-1-1, pay attention to the questions that you are being asked.
- Stay on the line and answer all questions. Help us help you!
- Stay calm and speak clearly.
- Additional information is available at [www.MiddletonPD.com](http://www.MiddletonPD.com)

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