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Civil Engineering

**EMERGENCY REPORTING (911) TELEPHONE
SERVICE**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: 75 CEG/CEF (MSgt Forte)
Supersedes OO-ALC-HAFBR 92-2,
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This instruction implements *AFPD 32-20, Fire Protection*. This instruction outlines policy, procedures, and establishes responsibilities for the operation of the Emergency Reporting System - 911 on Hill Air Force Base. The objective is to provide the base population and the Air Force timely and accurate emergency services. This instruction applies to all organizations on Hill AFB.

SUMMARY OF REVISIONS

This revision supersedes OO-ALC-HAFBR 92-2, 27 April 1990; renumbered to fit the new functional scheme as outlined in AFI 37-160 Volume 6; and updates organizational titles and symbols.

1. GENERAL:

1.1. The 911 emergency reporting system has been established on Hill AFB for single point reporting of all emergencies requiring fire, medical, or security services. Those requiring services will dial 911 on any base telephone, base housing, or from any pay station on Hill AFB. The caller will clearly and concisely report their emergency to the alarm room operator, and follow all instructions given by the alarm room operator. Once all pertinent information is received emergency personnel will be immediately dispatched.

1.2. The Fire Protection Division (75 CEG/CEF), Medical Group (75 MDG), and the Security Police Squadron (75 SPS) will monitor the 911 system on a 24 hour basis with qualified personnel. All agencies will answer all calls within five rings after activation.

2. RESPONSIBILITIES:

2.1. 75 CEG/CEF is the office of primary responsibility (OPR) for the 911 system. The Fire Department alarm room operator will:

2.1.1. Answer 911 in the following manner, "911 are you reporting an emergency?" All information will be copied utilizing the applicable checklist. After the initial message has been received, security will be notified via transfer switching. Secure the line only after all agencies have responded and all necessary information has been obtained. The alarm room operator must stay on the line regardless of type of emergency to ensure the entire conversation is recorded on the fire department recording equipment.

2.1.2. Upon completion of the emergency call, immediately dispatch the necessary equipment and medical personnel on all emergencies requiring fire protection services.

2.1.3. Test the 911 system twice daily at 0815 and 2015 hours. Discrepancies will be immediately reported to the 1881st Communications Squadron job control. Time, nature of discrepancy, and work order number will be annotated in the fire department computer system.

2.1.4. Ensure during testing the 911 system is being recorded properly onto the fire department recording equipment. Recorded tapes will be held a minimum of 30 days.

2.2. Emergency Services (75 MDOS/SGOME) will:

2.2.1. Be contacted by hotline, if transfer switches are used questions may be asked by security police and/or hospital personnel at the direction of the fire department alarm room operator.

2.2.2. Upon completion immediately dispatch the necessary equipment and personnel to all emergencies requiring medical services.

2.2.3. Promptly report any problems with the 911 system to the Fire Department alarm center at extension 7-3021.

2.3. Law Enforcement Section (75 SPS/SPOL) will:

2.3.1. Upon activation of the 911 system, pick up and remain silent until queried by the fire department alarm room operator. At this time questions may be asked to ensure all necessary information is received. Remain on the line until released by the Fire Department alarm room operator.

2.3.2. Upon completion immediately dispatch the necessary equipment and personnel to all emergencies requiring security services.

2.3.3. Promptly report any problems with the 911 system to the fire department alarm center at extension 7-3021.

2.4. Base Communications Center (75 CS/SCMPT) will:

2.4.1. Repair the 911 system in a priority manner. Response time for this system will be 30 minutes, 24 hours a day, 7 days a week.

2.4.2. Monitor the 911 printout, and assist fire, hospital, and security personnel in tracing interrupted or cut off calls

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