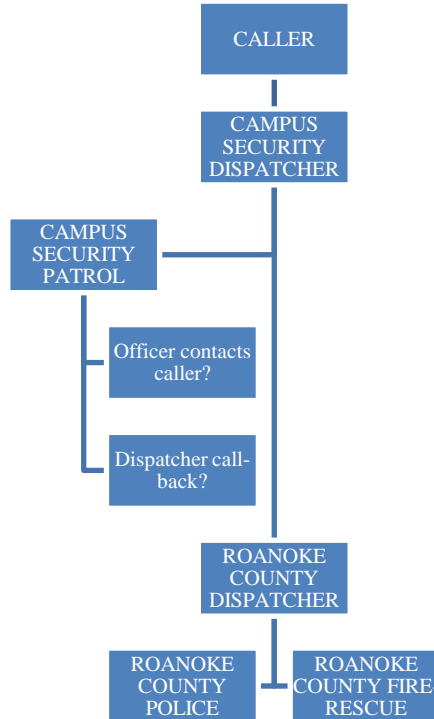




GENERAL INFORMATIONAL HU 6-9-1-1 FLOW CHART (10/25/16)

What Happens When You Call HU 6-9-1-1???

A Campus Security Dispatcher receives all incoming 6-9-1-1 calls at the Campus Security Dispatch Center. The flow chart below depicts what happens when a 6-9-1-1 call is received at the Dispatch Center. Below the flow chart is a brief description of the procedures that are **always** followed.



The Campus Security Dispatcher receives a 6911 emergency call. The Dispatcher will determine the nature of the emergency by asking specific questions of you (the caller). As you are answering the questions, the Dispatcher is accessing the Dispatch Call Screen and entering the nature and the location of the call.

The Campus Security Dispatcher will immediately dispatch a Campus Security Patrol Officer to the location of the emergency. The Campus Security Dispatcher will also ask the caller if they would like a call-back from the Dispatcher or contact from the Patrol Officer at the completion of the response, to be informed of the general disposition of the call-for-service.

If the Dispatcher determines that the emergency requires a police or fire/rescue response, the Campus Security Dispatcher will call Roanoke County 911. The Campus Security Dispatcher will continue asking you questions so remain calm and answer as thoroughly and coherently as possible any and all of the questions.