

Durham Emergency Communications Center (911) Follow Up Questions

Are we ever charged for misdialed 911 calls? For example if a toddler accidentally presses the emergency call button from the locked screen on a cell phone. What if that child continues to call 911, will you be charged with a crime or a fine?

Durham 911 does not charge for accidental dials. However, if someone is abusing or harassing 911, law enforcement can charge them. We suggest you do not let children play with cell phones, even disconnected phones because we do get a lot of calls as a result of this example. If a cell phone is disconnected, it can still dial 911 even though it cannot dial other numbers.

What if you dial 911 by mistake, should you hang up or wait to speak to an operator?

Please stay on the line to let us know it was an accident. We are always glad to hear it is a misdial vs. something wrong.

How does a person who is hearing impaired receive assistance when calling 911?

They can text us or we can communicate via TDD/TTT equipment

What kind of resiliency training do you do to keep/retain staff – it is a really hard job.

In regards for 911, we find a lot of new employees find this job harder than what they expected and they decide it is not a career for them. That is something that is seen in 911 centers across the United States and is not unique to Durham. It is such a challenging career and some people find it hard to deal with hearing stressful life situations call after call. To help with this, our employees do have access to our Employee Assistance Program.

Who would I contact if my organization wanted Durham Emergency Communications at a special event?

If you would like someone from 911 to come out you can contact 919-560-4500 and let us know what you are needing. (We love getting out in our community!!)

When to call 911 vs. the station number/non-emergency number?

If you are not sure if it is an emergency or not, please dial 911. If you have a general questions and would like to ask an officer over the phone, you can call the desk officer at 919-560-4427. If you need an officer for a report for something that is belated, you can call our non-emergency number at 919-560-4600.

Durham Emergency Services Follow Up Questions

What kind of training is provided to local first responders related to serving/responding to people with special needs?

Various types of trainings are offered to first responders regarding special needs. Jointly, the City and County provide Crisis Intervention Team (CIT) training to Law Enforcement, Fire, and EMS on how to recognize, respond, and connect individuals to services when they have mental health or cognitive needs. We also offer special training for Autistic individuals and how to interact and care for them.

There is also a special needs registry on www.alertdurham.com so people can register and pre-identify their special need so we can provide services to them in an emergency or disaster.

Other Public Safety Follow Up Questions

How often are fire hydrants inspected in the neighborhood?

Fire Departments inspect and flow test fire hydrants annually as part of their ISO (insurance ratings office) requirement. Hydrant inspection involves removing the outlet caps, flowing water from the hydrant, lubricating the outlet threads, and painting the hydrant when necessary.