

NAVIGATING ST. LOUIS'* DYSFUNCTIONAL 911 SYSTEM

*Note: The 911 system doesn't work exactly the same across the St. Louis region.

FOLLOW
THE ARROWS!

AN EMERGENCY
HAS OCCURRED



Someone's safety, health, or property is at risk; a crime is occurring/has occurred.

911 IS
CALLED



THE CALL
PASSES
THROUGH A
CELL TOWER OR
WIFI NETWORK
AND ON TO
THE NEAREST
PUBLIC SAFETY
ACCESS POINT
(PSAP)



If the call is made on a cellphone device.

THE CALL TAKER
ASKS FOR THE
CALLER'S
LOCATION

Because the underlying 911 technology was not built for cellular or WIFI capabilities, location must be verified.

THE CALL IS
ANSWERED...

By a call taker working for the PSAP, which is situated within one of the region's police departments.



THE CALL TAKER
ROUTES TO THE
CORRECT PSAP



If the caller has the
wrong PSAP...



If the caller has the
correct PSAP...

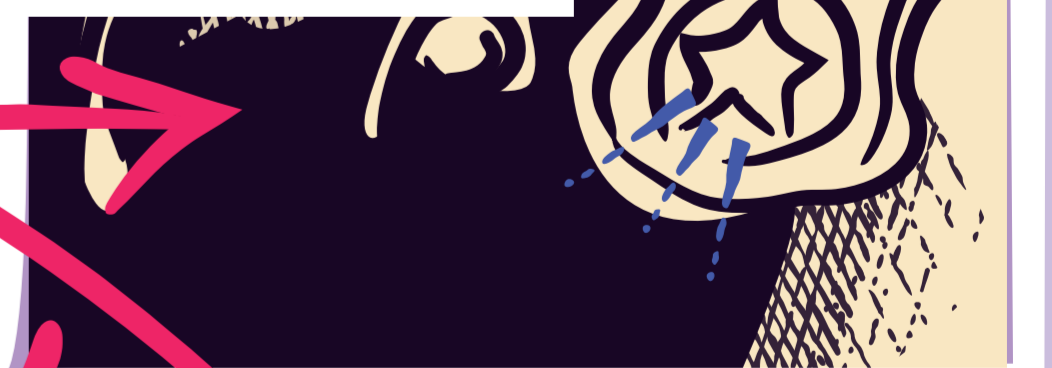


THE CALL TAKER
ASKS ABOUT
THE NATURE OF
THE EMERGENCY

This determines which services (fire EMS, and/or police) are needed.



IF POLICE
ARE
NEEDED...



THE CALL TAKER SENDS
THE INFORMATION TO
A DISPATCHER

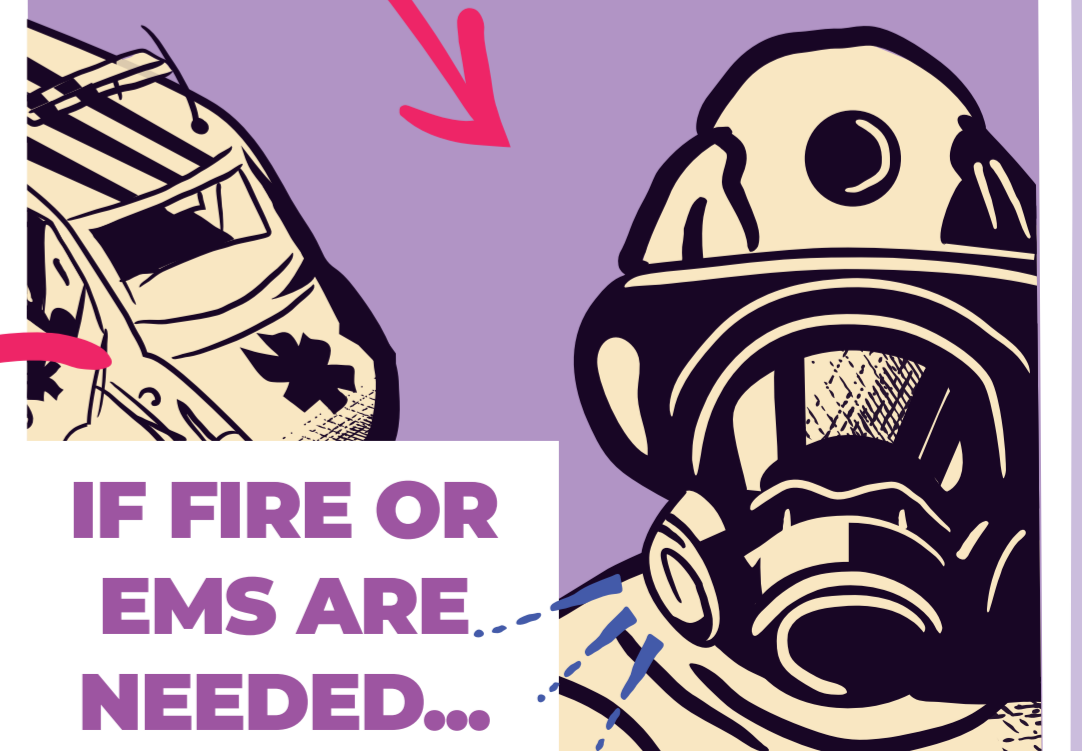
(Sometimes the call taker and the dispatcher are one and the same.)

The dispatcher, using a Computer-Aided Design system, alerts the appropriate police units and/or alternative responders.

(USUALLY) THE CALL TAKER CONNECTS
THE CALLER TO FIRE/EMS



IF FIRE OR
EMS ARE
NEEDED...



When help arrives, it usually comes in the form of armed police response.



AT BEST, OUR 911 SYSTEM IS OFTEN INEFFICIENT, INCONSISTENT, AND INEFFECTIVE.
AT WORST, IT CAN RESULT IN DANGEROUS AND DEADLY POLICE-CITIZEN INTERACTIONS.