



**The Town of Stoneham Communications Center, located in the Stoneham Police Headquarters is manned 24 hours a day, 7 days a week, 365 days a year, answering Police, Fire & Medical Emergencies by 7 Communication Professionals. In 2012, Stoneham 911 Emergency Dispatchers answered over 13,000 calls for service**

***PLEASE DO NOT CALL 911 FOR NON-EMERGENCIES***

911 Dispatchers answer both 911 calls as well as general and business calls made to the Stoneham Police and Stoneham Fire business numbers (781-438-1212 for Police and 781-438-1313 for Fire)

In addition to handling 911 emergency calls, dispatchers also provide officers with critical information from; The Registry of Motor Vehicles, The Massachusetts State Police, The Criminal History Systems Board, The National Crime Information Center, The FBI, and any other police department in the USA via the LEAPS Terminal Computer (Law Enforcement Automated Processing System). This system can be queried to check for outstanding warrants, stolen vehicles, and missing persons. Dispatchers also have the ability to communicate with other police departments over the radio via the BAPERNS System (Boston Area Police Emergency Radio Network), in the event of an intercity emergency or mutual aid situation.

**WHEN CALLING 911....**

When you call 911 it is important to stay on the telephone. Do not hang up until the 911 operator advises you to do so.

Be prepared to give the following information:

- The phone number you are calling from
- The address where you are located
- The nature of the problem

When dialing 911 in Stoneham, your police dispatcher will say, "911, this line is being recorded. What is your emergency?" It is then important to give the above information.

In the event of placing a 911 call and you are **unable to speak** to the dispatcher, press the following number corresponding to your emergency:

- Press 1 If you need the POLICE

- Press 2 If you need the FIRE DEPARTMENT
- Press 3 If you need an AMBULANCE

**WHEN YOU SHOULD NOT CALL 911.....**

Below are some situations when you should not dial 9-1-1:

- Power failure inquires
- Finding a towed vehicle
- Asking directions in the city (if you must): (call 781-438-1212 but please be patient as 911 dispatchers are often very busy)
- Inquiring about school openings or closings
- Reporting a blocked driveway
- Reporting a noise complaint
- Checking or reporting on an animal control issue, that is not an emergency (call the Animal Control officer at 781-438-1215 ext. 3207)
- Road/travel and severe weather information
- Car breakdowns
- All other NON-EMERGENCY situations