

Lewiston Auburn 911  
Emergency Communications System  
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## ***What happens when you call 9-1-1?***

The Lewiston/Auburn 9-1-1 Center is responsible for answering all emergency and non-emergency calls for service for Police, Fire, and Medical assistance in the Cities of Lewiston and Auburn. Additionally, the Lewiston/Auburn 9-1-1 Center is responsible for answering emergency and non-emergency calls for service for the Town of Poland's Fire Department.

Calling 9-1-1 is for emergencies only and should be utilized when a law enforcement officer, fire fighter, or emergency medical help is needed right away. If you are unsure of whether your situation is an emergency, go ahead and call 9-1-1. The 9-1-1 call taker can determine if you need emergency assistance and can route you to the correct location.

**When you call 9-1-1 be prepared to answer the call-taker's questions which will include:**

- The location of the emergency, including the street address**
- The phone number you are calling from**
- The nature of the emergency**
- Details about the emergency, such as a physical description of a person who may have committed a crime, a description of any fire that may be burning, or a description of injuries or symptoms being experienced by a person having a medical emergency.**

Lewiston/Auburn 9-1-1 is one of 24 PSAPs (Public Safety Answering Points) in the State of Maine and is mandated by State Law to process all Fire and Medical related emergencies via the use of authorized protocols. As a result of this requirement all of our Emergency Dispatchers have received training and certification in the use of Emergency Fire and Medical protocols through the International Academy of Emergency Dispatch. Through the use of these protocols Dispatchers are able to accurately assess each emergency situation and send the best response possible while safeguarding valuable and limited emergency service resources and increasing safety for both citizens and responders.

It is not uncommon for citizens to become frustrated when they call 9-1-1 and are then asked a series of questions related to their emergency, their expectation is that when they dial 9-1-1 the assistance they need is immediately sent. The fact is that while the call-taker is processing the information there is another Dispatcher sending resources to them at the same time, there is no delay in response for situations that are time sensitive emergencies. The best thing a citizen can do is to answer questions asked of them as quickly and clearly as they can, if they do not know the answer to a question it's ok to simply tell the Dispatcher "I don't know". It is important that Dispatchers gather as much information as possible for responding Police, Fire, and Medical crews to ensure appropriate resources are deployed for the situation.

If anyone has any questions or concerns they would like to discuss with a representative of Lewiston/Auburn 9-1-1 they are encouraged to contact Operations Manager Timothy Hall at 207-786-5380 ext. 5 or [thall@auburnmaine.gov](mailto:thall@auburnmaine.gov)