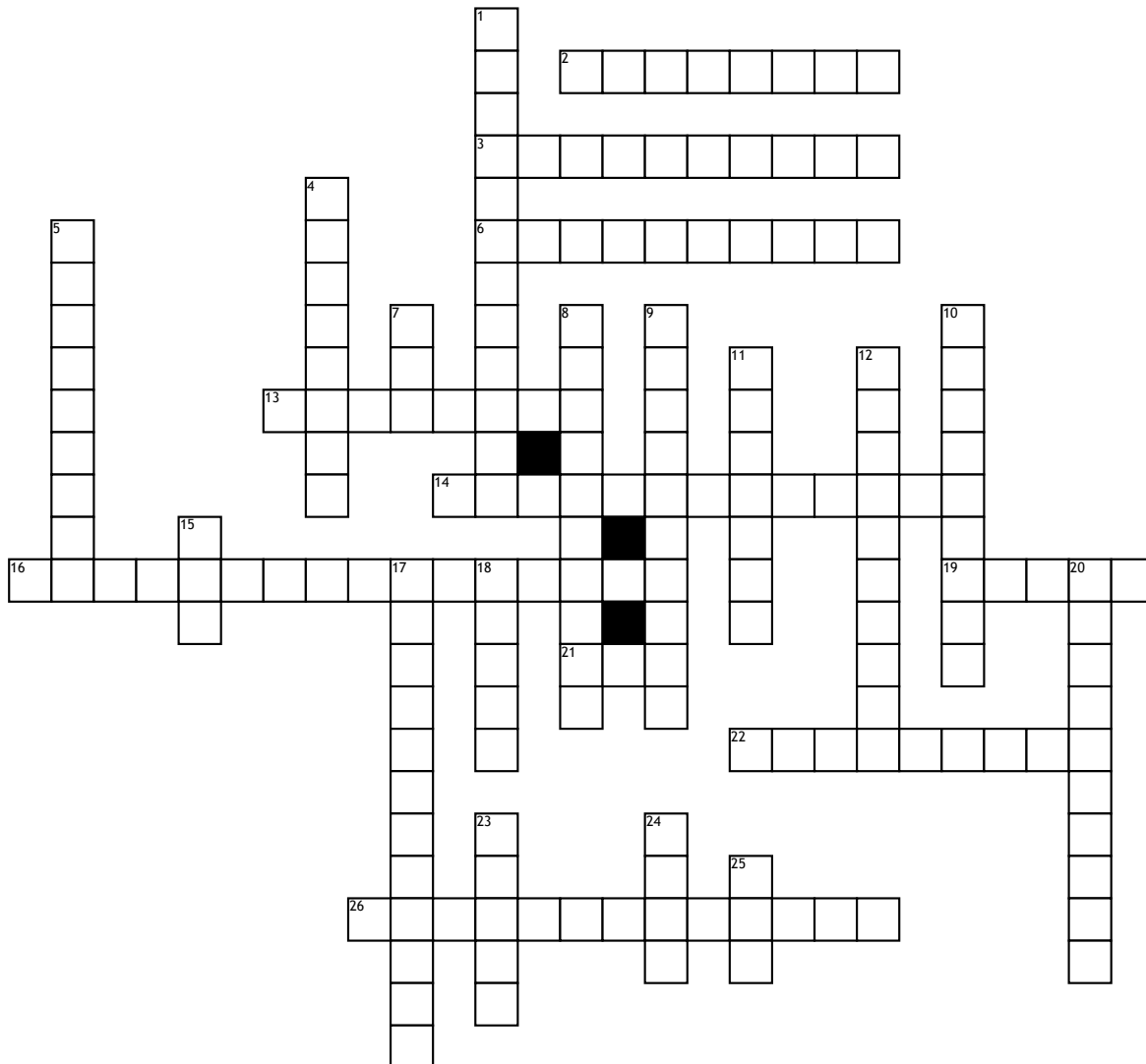


Call Taking Techniques (plus stuff)



Across

2. Most important information to obtain.
 3. The event is still being committed, imminent threat to life or property.
 6. PST can either be a call-taker or this.
 13. Type of public image we want to portray.
 14. Field ____ Report
 16. Public Safety ____
 19. 2006 court case ruling 911 calls are admissible in court is ____ vs. Washington
 21. OPD's highest priority for calls for service.

22. Exception to hearsay rule is an excited what?

26. Automated External ____

Down

1. Getting location first ensures this is established quickly.
 4. PSTs must control what verbally?
 5. Latitude and ____
 7. What information you need to ensure the other agency has when transferring a 911 call?
 8. Proactive patrolling and designated patrol areas are examples of crime ____?
 9. Types of documents law enforcement enforces

10. Asking "yes" or "no" or these types questions

11. ____ Circumstances

12. No crime has occurred but caller is reporting shoddy work done on car.

15. Automated answering system used by OCSO and OPD

17. A situation that does not require immediate response.

18. People call 911 to report a what?

20. You don't have a second change to make a first ____.

23. Meaning for V in VOIP

24. Class for cell phone Phase 1 911 call.

25. Computer Aided Dispatch