

In smaller police  
& fire departments  
the telecommunicator  
will handle

phones

the public

paperwork

the radio

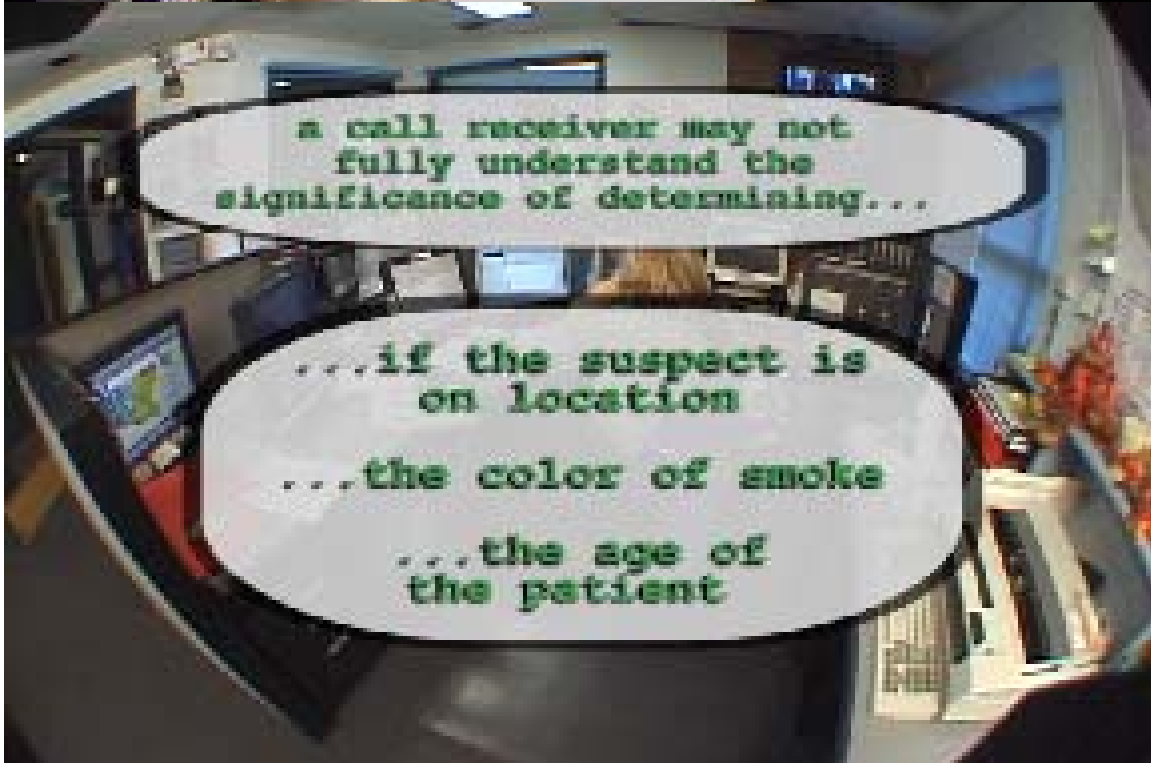
-Police radio  
-fire communications  
-or EMS dispatching

require a very high level of

-knowledge  
-skills  
-and expertise



Most agencies start trainees on the phones as a call taker



a call receiver may not fully understand the significance of determining...

- ...if the suspect is on location
- ...the color of smoke
- ...the age of the patient