

Reverse 9-1-1 Information

Residence/Business Name:

\_\_\_\_\_

Residence/Business Telephone  
Number:

\_\_\_\_\_

Residence/Business Address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Township:

\_\_\_\_\_

The Chester County 9-1-1 Center

The 9-1-1 Communications Center is staffed 24 hours-a-day, seven days a week to provide the citizens of Chester County with emergency call receipt, interim assistance, dispatch of emergency responders and incident coordination.

The Communications Center staff handles about 850 emergency calls each day. The Center has a translation service for over 200 languages and is equipped to expeditiously handle calls from hearing impaired citizens.

County telecommunicators are trained during a five-week course, approved by the Pennsylvania Emergency Management Agency (PEMA) taught by instructors nationally certified by the Association of Public Safety Communications Officials (APCO). Following rigorous academics, simulator training and extensive on-console instruction, telecommunicators are awarded nationally recognized APCO certification.

The dispatchers in the 9-1-1 Communications Center receive additional training on how to notify and coordinate police, fire, rescue and ambulance responses in a variety of situations from routine to major disasters.

**Chester County  
Department  
of  
Emergency Services**

**Citizen Notification  
System**

**Reverse 9-1-1**

Mail to: Deputy Director/Operations  
Chester County Emergency Services  
601 Westtown Rd, Suite 12  
West Chester, PA 19380

(610) 344-5000  
[www.chesco.org/des](http://www.chesco.org/des)

One of the many responsibilities of the Department of Emergency Services (DES) is to continually prepare for disasters, which may affect the citizens of Chester County. One of the tools for notifying citizens is the Reverse 9-1-1 system. Reverse 9-1-1 is a computer based phone system that can make multiple calls to deliver a pre-recorded message to a specific area of the County. Despite the name, Reverse 9-1-1 is not a function of typical 9-1-1 service. The system was installed to assist citizens by providing another means of getting important, but not critical, information to large groups in a short time.

A Reverse 9-1-1 message will be a pre-recorded message. It will identify that this is an important message from Chester County Emergency Services. The message will be short and very specific. If information is being requested, such as information regarding suspicious activity or a missing person, a phone number and instructions will be provided.

Reverse 9-1-1 is not an Emergency Alerting System. Some examples of

when the Reverse 9-1-1 system might be used are:

- ✓ Scam Artist working a neighborhood
- ✓ Missing person
- ✓ Police seeking information to solve a crime
- ✓ A long term event which may impact traffic
- ✓ Law enforcement or fire activity
- ✓ Other messages from the Municipal Government, police or fire officials

Because Reverse 9-1-1 is not part of typical 9-1-1 service, the phone number data is not complete. If you have an unlisted phone number or have discontinued your wireline phone and only use a wireless phone then you are not included in the Reverse 9-1-1 database. If you think you may not be included in the Reverse 9-1-1 database and would like your information added you can; 1) complete the form attached to

this brochure and mail it to the address listed, or 2) go to [www.chesco.org/des](http://www.chesco.org/des). Choose 9-1-1 Communications and click Reverse 9-1-1. At the bottom of the page click on the words [click here](#) and complete the form.

Chester County Emergency Services will never ask for personal or financial information.

