



BAY COUNTY

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911 Central Dispatch

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Leonard Norman
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To: **Area Media Outlets**

From: Bay County 911 Central Dispatch
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Date: 06/27/2012

Subject: Fireworks Complaints

Bay County 911 Central Dispatch has been receiving more fireworks complaints this year than in years past. While some governmental entities are working on new ordinances, 911's issue is that fireworks complaint calls sometimes keep others from getting true emergency assistance, in a timely fashion.

When our dispatchers receive a 911 call, they have no idea whether the incoming 911 call is another fireworks complaint at that "same" location or if it is far more urgent. Everyone would want their true emergency answered immediately, rather than having to wait for our dispatchers to speak with an individual concerned about fireworks.

"I urge everyone to use restraint when calling 911 if their complaint is a normal fireworks complaint. That is not to say they shouldn't call us if the fireworks involve an injury or there is an actual fire. That is far different and our 911 dispatchers need to know about fireworks when they involve an injury or damage to property" Said Leonard Norman, Bay County 911 Director.

Bay County 911 Central Dispatch staff is trained to handle multiple calls and they are very good at their jobs. However, when multiple 911 calls tie up our 911 telephone lines those real 911 emergencies may have to wait due to multiple fireworks complaints.

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