

# A RESIDENT'S GUIDE TO 9-1-1 CALLER ANONYMITY



As a matter of policy, Chicago Office of Emergency Management and Communications 9-1-1 call-takers are required to ask callers reporting gang or drug related incidents whether they would like to remain anonymous.

Any person reporting a crime – **who is not a victim** – may inform the call-taker that he/she wishes to remain anonymous.

- If someone requests to remain anonymous, the 9-1-1 dispatcher and the officer receiving the call do not see the caller's name or address.
- While residents who witness serious crimes have an obligation to come forward and cooperate with law enforcement authorities, it is the policy of the Chicago Police Department and the Office of Emergency Management and Communications to honor requests to remain anonymous whenever possible.

## HOW TO REQUEST TO REMAIN ANONYMOUS:

- Clearly state your request to remain anonymous to the 9-1-1 call-taker.
- The call-taker will note this on the event record, which will make your information unavailable to a police dispatcher. The dispatcher will not have the caller information to pass along to police field personnel assigned to investigate the incident.
- If you call 9-1-1 again with additional information, **you must request to remain anonymous again**, as another call-taker may take your call.

Do not mistake basic police investigative techniques as ignoring your wish to remain anonymous. Police officers have a duty and an obligation to canvass crime scenes for potential witnesses. Without knowing you called and requested to remain anonymous, police may knock on doors in the surrounding area attempting to locate potential witnesses, including yours.