Caller	Call Respond Department	Dispatch Department	Field Respond Department
Call 911 when emergencies happen.	Answer 911 and non-emergency calls and give directions to callers.	Communicate with call-takers and field responders.	Field responders include firefighters, paramedics and policemen.
Telephone Callers  Cellphone Callers	Call-taker	Dispatcher 2  Dispatcher 3	Firefighters  Policemen  Paramedics