

Tips when calling 9-1-1

Dial 911 to report a medical emergency, an immediate threat or a crime in progress. The Dispatcher will ask you questions that may sound unimportant to you, but they ask them for a reason. Try to remain calm. Listen to what the Dispatcher asks you. Give direct answers. We realize there may be background information you want to relay, but the Dispatcher will only need basic information.

What is happening right now?

Where is it happening?

What is your name? [they need to verify your information with your phone record]

What is your phone number? [in case the call is dropped and they need to call you back]

Pay attention to your surroundings when traveling especially if you travel the route frequently, when commuting to work it is easy to lose track of where you are because you do it everyday, but if you call 911 you will need to be able to give your location to the Dispatcher.

Don't place yourself in danger to report a crime. Get to a safe place, then call 911.

Don't hang up until you are directed to disconnect by the Dispatcher. If you accidentally dial 911, don't hang up thinking you can stop the call from going through. The system is designed specifically for instances when a caller might be interrupted in their attempt to reach 911, and the call will go through anyway. Simply stay on the phone until the call is answered and explain it was not intentional. It will save the Dispatcher from having to call you back to verify if you have an emergency or not. We understand accidents happen. Please remember to lock your keys if your cell phone is in a pocket and do not ever give your cell phone to a child to play with. It is not a toy. All cell phones, including phones without service, can dial 911 as long as they have a battery. Countless man hours are wasted daily on 911 calls placed by children who are playing with an old cell phone that their parents gave them, thinking they can't place a call because it no longer has a service contract.

Don't call 911 for information. That number is 4-1-1. Save 9-1-1 for when it really counts.