



# When To Call 9-1-1

## WHAT TO EXPECT WHEN CALLING 9-1-1

911 is an emergency phone, not an information phone. More than 25% of the calls received by 911 are called "inappropriate calls", both to request some information, such as false or malicious reports. It is important to use it properly for the good of all.

It is important to let the 911 call taker/dispatcher guide the conversation. They are trained in this process and know the pertinent details that are usually required in the given situation. 911 Call takers are trained to ask specific questions in a predetermined order, using the answers as a roadmap on which question to ask next. Ultimately as a result of asking the right questions and getting clear answers, the call taker will be able to send the right type of resources (fire engines, police, emergency medical service, etc.) and provide the right kind of instructions to the caller.

When calling, the 911 Center will ask you a series of questions, which must be answered as precisely as possible. You will be asked for the phone number you are calling from so you can be contacted back in the event the call is cut off. While answering the questions, keep in mind the professionals you are talking to are not the same ones who are going to assist you and that help is already on the way during the questioning process.

Be patient. The call may seem to take forever or seem like its being dragged out, but the dispatcher is likely typing information into the system.

If you accidentally dial 911, please remain on the line. When a caller disconnects, the operator spends an average of two to three minutes redialing and trying to verify if this was in fact an emergency. By staying on the line and stating you "accidentally" dialed 911, you are saving valuable time for others with real emergencies.

## Reasons NOT To Call 9-1-1

- You lost power to your residence
- You or your family member have a minor illness
- To ask information about community events (Fairs, carnivals, festivals)
- Your pet is missing
- For driving directions
- Your bike is missing when you come home
- You suspect a neighbor may be a drug dealer or is conducting ongoing illegal activity that doesn't pose an immediate threat
- You think a neighbors animal is being neglected
- Restaurant wouldn't accept coupon
- Noise complaint

## Reasons TO Call 9-1-1

- A crime, especially if in progress, such as a theft or burglary
- A car crash, especially if someone is injured
- A medical emergency, such as heart attack, uncontrollable bleeding, or allergic reaction but not limited to: domestic violence or suspicion of a child being neglected, physically or sexually
- Fire
- Power line has fallen on a home or vehicle
- Anything else that seems like an emergency

**If LIFE, HEALTH or PROPERTY is in IMMINENT DANGER,**

**• • • • • Call 9-1-1 IMMEDIATELY!**