



When should you call 9-1-1

Please do not call for general information, directions, weather or other non-emergency information. Remember, if you tie up 9-1-1 with non-emergency calls, you may be endangering someone else's life.

What you should do when calling 9-1-1

1. When calling 9-1-1, **speak clearly** and be prepared to provide the:
 - **location** of the incident
 - **telephone number** you are calling from
 - **Description of the emergency and what services are needed (law enforcement, fire, or ambulance).**
2. **Give your exact location - a street address or intersection, including town and zip code** if possible. This information helps the 9-1-1 call taker send emergency response to right location. If you are unsure of the location, look for landmarks, large buildings, street signs or mile markers to determine your location.
3. **Do not hang up until the call taker ends the call.** If you are cut off, always call back and explain that you were cut off.
4. **You may need to be transferred to another agency** that can provide further assistance for your emergency. If you are transferred, be patient and stay on the line.
5. **Give the call taker all the information requested.** It will help them help you!

Calling 9-1-1 with your cell phone

- **If driving, pull over**, if possible (this reduces the chance of a dropped call)
- Provide the 9-1-1 call taker with your **exact location and cell phone number**. Cell phone location technology is not always available or accurate.
- **Do not program 9-1-1 into your speed dial** or an automatic call feature. Accidental calls from cell phones slow down response in 9-1-1 call centers and account for nearly one quarter of all 9-1-1 calls.
- Calling 9-1-1 from a cell phone is always free and it is never necessary to dial an area code.

Text messaging and sending cell phone photos to 9-1-1

At this time, 9-1-1 communications centers are not able to receive and/or respond to text messages or cell phone images.



Calling 9-1-1 via VoIP, WiFi network, or cordless phones

- VoIP (Voice over Internet Protocol) is also known as IP telephony, Internet telephony, broadband phone, and voice over broadband
- Some cell phone service providers have introduced technology that enable the use of a cell phone account with any corded or cordless home phone via a specialized wireless router (WiFi Network)
- VoIP and WiFi Network customers should take the following safety measures:
 - **Register the accurate physical address of your home when you sign up for service**
 - **Have a clear understanding of the limitations to your service.** For example, many VoIP, WiFi Network, and cordless phones will not work when there is a power outage or when the high speed connection or cable is down. Installing a backup power supply, maintaining a traditional phone line with a corded extension, or having a cell phone should be considered.
 - Inform children, babysitters and visitors about your service and its limitations
 - Promptly provide your VoIP or WiFi Network provider with changes to address information.

What will happen when you dial 9-1-1

- A 9-1-1 call taker receives your call.
- The call taker will ask you for the location of the emergency. Provide your exact location or address.
- The call taker will then ask specific questions about the incident. Do your best to describe the emergency and answer all questions.
- Call information is radioed to the appropriate responders.
- Stay calm and listen. 9-1-1 call takers may give basic instructions about what to do until help arrives.

What you can do before an emergency occurs

- Share these 9-1-1 tips with family, friends, babysitters, and neighbors
- **Post the address, zip code and phone number** of your residence near the phone
- **Make sure your house is clearly marked with its correct street number and easy to see from the street.** Do not rely on curbside painted house numbers as they can be blocked by a parked car.