

When you should call 9-1-1

Please do not call for general information, directions, weather or other nonemergency 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

1. If driving, pull over, if possible (this reduces the chance of a dropped call)
2. 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.
3. 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.
4. Calling 9-1-1 from a cell phone is always free and it is never necessary to dial an area code.

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.