Never be afraid to dial 9-1-1 because of uncertainty. If you THINK you or someone else is experiencing a medical or public safety emergency, dial 9-1-1 and let the public safety telecommunicator help you determine if an emergency exists.

When you dial 9-1-1, the public safety telecommunicator will ask you several questions in order to assess the type of emergency. This will not delay the dispatch of emergency response teams. Be prepared to answer the questions as calmly and accurately as possible.

If you dial 9-1-1 by mistake, do not hang up; stay on the line and tell the public safety telecommunicator that everything is all right. If you don’t, the public safety telecommunicator may assume that an emergency has occurred and send a response team to your location.

When you dial 9-1-1, you may experience a brief wait time depending on the number of incoming calls relative to the number of telecommunicators on duty. It is important that you stay on the line until the 9-1-1 telecommunicator tells you it is okay to hang up.

When calling 9-1-1, the public safety telecommunicator will always ask you to verify your location; this is especially important when calling from a cellular phone, as location information displayed on the telecommunicator’s computer screen may provide only a general area and not an exact location.

**Key Message Points:**

- Hesitation can cost lives – don’t be afraid to call 9-1-1 because of uncertainty
- Expect questions - this does not delay response time
- Listen carefully – follow any instructions given by the public safety telecommunicator
- Provide your exact location – very important when calling from a cell phone

**What to Do When Calling 911**

**DO:** call 9-1-1 even if you’re unsure an emergency exists
**DO:** remain calm and speak clearly
**DO:** answer all questions as accurately as possible
**DO:** listen carefully and follow instructions
**DO:** stay on the line until the public safety telecommunicator says it’s okay to hang up
Dial 311 for:

- City Information
- City Services
- City News
- City Events
- Cell phone users can dial 385-3111
- This service is free to callers

Dial 911 for:

- Medical Emergencies
- Fires & Accidents
- Crimes or Suspicious Events
- Dial 385-5000 for Non-Emergency Help from Police, Fire or Rescue

VB9-1-1 PUBLIC EDUCATION PROGRAM:
WHAT TO EXPECT WHEN YOU DIAL 9-1-1

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