

KEY MESSAGE POINTS:

- 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.



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





VB9-1-1 PUBLIC EDUCATION PROGRAM:

**WHAT TO
EXPECT
WHEN YOU DIAL
9-1-1**



Dial 911 for:

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



Dial 311 for:

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