

When to Call 911...?



What is 9-1-1?

- 911 is the number to dial for the fastest possible emergency response when you need emergency POLICE, FIRE, or MEDICAL ASSISTANCE in a life or death situation.
- Your call is answered by a county operator to determine if you need POLICE, FIRE, or MEDICAL assistance.

When to call 9-1-1?

- 911 is the number to dial to report Criminal Activity in Progress, Fire, Medical Emergencies, Shots Fired, Any Life Threatening Incident and Suspicious Activity.
- Stay calm. Give your name, location and nature of the emergency.
- Answer the 911 Dispatcher's questions as accurately as possible.
- Never hang up on the 911 Dispatcher until you are told to do so.
- **Do not** dial 911 for non-emergency situations.
- For non-emergency situations, such as noisy neighbors or a stolen bicycle use the Non-Emergency number: **327-3811**

How 9-1-1 Works?

Example: What to do if you are looking out of your window and notice a person breaking into your neighbor's home....

- You should immediately go to the phone and dial 911.
- Even while you are talking, an officer is already on the way. Try to remain calm and answer all of the dispatcher's questions to the best of your ability - we understand you may be excited.
- **DO NOT HANG UP!** For the safety of the officer who is on the way and all people involved, it is very important that the dispatcher on the phone gets all the necessary information about the emergency and the suspects.

Information most needed:

- What happened?
- When did it happen?
- Where it happened (address/intersection/landmark, etc.)
- Telephone number of the person calling
- Who is involved?
- Is anyone injured?
- Suspect(s) description(s)
- Vehicle description/License Plate Number
- Direction of travel of suspect(s)
- Did you see any weapons?

Never tell a 9-1-1 operator that a situation is more serious than it really is to try to get faster service. It is against the law to intentionally give false information to the police.

9-1-1 Emergency Call Examples:

- Robbery, burglary or larceny in progress (i.e.: Someone breaking into your home or vehicle or one of your neighbors' homes or vehicles now)
- Shootings
- Fires or Medical Emergency
- Traffic injury - Crashes
- Person asking for help
- Domestic Violence / Abuse
- Fights / Displays of Weapons
- Criminal Activity
- Any suspicious activity occurring at the time of your call.

Non-Emergency Call Examples:

A non-emergency call is simply a request for police service that is not a life or death situation, and it is not "in progress". An officer can handle some of these calls over the phone such as:

- Vandalism (not in progress)
- Stolen property (not in progress)
- Criminal or Suspicious Activity (not in progress)
- Loud Party, Nuisances.

NON-EMERGENCY LINE:
(317) 327-3811