



What is 9-1-1?



The three-digit telephone number "9-1-1" has been designated as the "Universal Emergency Number," for citizens throughout the United States to request emergency assistance. It is intended as a nationwide telephone number and gives the public fast and easy access to a Public Safety Answering Point (PSAP).

In most areas of North America, citizens have basic or enhanced 9-1-1 service from their landline, or wireline, phones in their homes or workplaces. Basic 9-1-1 means that when the three-digit number is dialed, a call taker/dispatcher in the local public safety answering point (PSAP), or 9-1-1 center, answers the call. The emergency and its location are communicated by voice between the caller and the call taker. In areas serviced by Enhanced 9-1-1, the local 9-1-1 center has equipment and database information that allow the call taker to see the caller's phone number and address on a display. This lets them quickly dispatch emergency help, even if the caller is unable to communicate where they are or what the emergency is.

At the end of the 20th century, nearly 93% of the population of the United States was covered by some type of 9-1-1 service. Ninety-five percent of that coverage was Enhanced 9-1-1. Approximately 96% of the geographic US is covered by some type of 9-1-1.

How Do I Dial 9-1-1?

On a landline phone or pay telephone:



What is a landline phone?

- ❖ Landline phones come in many different styles.
- ❖ The one thing that they have in common is that they must be plugged into a phone jack to operate.
- ❖ Most landline phones are push button, however older phones have dial pads.
- ❖ In addition there are many portable phones which may look a lot like a wireless phone.
- ❖ Why don't you identify all the phones your family use and know if they are a landline phone or a wireless phone.

What about pay phones?

- ❖ Pay phones are located in public places and have push buttons. Older ones have a dial.

How to Dial:

- ❖ Stay calm
- ❖ Make sure you know the exact location and address of the emergency
- ❖ Pick up the receiver or turn on the phone and wait for the DIAL TONE
- ❖ Dial or press "9", then "1" and then "1" again.
- ❖ Wait for the ring and the 9-1-1 Dispatcher will answer

Never practice calling -91-1 on a real phone

Remember you don't need any money to call 9-1-1 on any pay phone.



How do I DIAL 9-1-1 ON A CELLULAR/WIRELESS?

- ❖ Some of the names people use for a wireless phone is a cellular, mobile, or car phone.
- ❖ Remember a wireless phone is not the same as a portable phone you might have at home
- ❖ There are many different types of wireless phones
- ❖ When driving a vehicle and are involved or witness an emergency, pull over to a safe location and dial 9-1-1.
- ❖ Tell the call-taker the location of the emergency, your phone number including area code, and your name. This information may not be displayed on the dispatcher's computer.
- ❖ Use landmarks such as mile markers, billboards, etc. to describe the location of the emergency, if an address is not available
- ❖ Be patient. Cellular/Wireless calls are not automatically routed to the correct agency. Often times you may need to be transferred to the proper agency in that area.
- ❖
- ❖ Stay on the line until the call-taker has all the necessary information.

Be sure to leave your phone on, in case they need to call you back for more information.

What Do I Say?



1. Stay calm and Speak clearly
2. Listen carefully to the Dispatchers questions and answer each question carefully.
3. Verbally answer all questions. Remember the Dispatcher cannot see your hand or head gestures, signs or motions.
4. State your emergency.
5. State your address - **IT IS VERY IMPORTANT TO VERIFY THE ADDRESS**
6. **STAY ON THE LINE**
7. Do not hang up until the Dispatcher tells you it is OK to do so. They may need to ask additional questions regarding the emergency or an EMS dispatcher may give your instructions to help stabilize the patient before the ambulance gets to your location.
8. Follow the instructions of the Dispatcher and remain calm.
9. If you can, stay by the phone in case the 9-1-1 call-taker needs to call you back.

What to Do if You Can't Speak

1. Stay calm
2. Dial 9-1-1
3. Either leave the phone off the hook or make some sort of noise to let the dispatcher know there is an emergency.
4. With enhanced 9-1-1 providing your address, the call-taker can dispatch police assistance to your location.

Here are some of the questions the dispatcher may ask you if you are reporting a crime in progress:

- ❖ Give a brief description of what occurred.
- ❖ Where exactly did the incident occur? Include building and room/area.
- ❖ How long ago did the incident occur?
- ❖ Did the suspect(s) have any weapons?
- ❖ Which direction was the suspect headed?
- ❖ Was the suspect on foot or in a vehicle?
- ❖ What did the suspect(s) look like? Describe each suspect one at a time.
 - Gender
 - Race
 - Age
 - Height & Weight
 - Hair Color & Length
 - Clothing
 - Glasses/Facial Hair
 - Was the suspect carrying anything?
 - Vehicle Description, Color, Make, Model, License Plate

