911
HELP IS ON THE WAY

GUIDELINES FOR 911

Speak slowly. Give as much information as you can to the dispatcher and answer all questions.

Give the dispatcher your location and address. If you don’t know where you are, describe your surroundings.

Teach your children their phone number and address.

If you call 911 by mistake, do not hang up. Tell the dispatcher there is no emergency.

Do not call 911 if you hear an outdoor warning siren, need directions or information, questions about court dates or traffic tickets.

CELL PHONES

WE CAN’T HELP YOU IF WE CAN’T FIND YOU
When you dial 911 from a cell phone, the dispatcher knows the carrier name and phone number. Depending on the type of phone you have and your carrier, the dispatcher will either see a latitude and longitude coordinate that is very close to your location, or a coordinate that is derived from triangulation between cell towers. This could be as wide an area as a few yards or miles depending on the location of the tower. Don’t depend upon the cell phone to tell us your location.

PREPAID CELL PHONES ARE NOT LISTED
If you have a prepaid cell phone and your emergency call gets disconnected, you must call 911 again because the dispatch center will not have your telephone number and cannot contact you.

STOP “POCKET DIALING”
Cell phones can unintentionally call 911 when the keys are accidently pushed. Do not program your phone to automatically dial 911. Lock your keypad when you’re not using your cell phone.