



911 FACTS

What is 9-1-1?

- 9-1-1 is an easy to remember, universal number given to the people in North America to use when requesting police, fire, or emergency medical services.
- The very first 9-1-1 call made in the United States was on February 16, 1968 in Haleyville, Alabama.
- Annually, approx. 200 million calls a year are made to 9-1-1 Centers across the United States.

What is Enhanced 9-1-1?

- The E9-1-1 system is designed to automatically route any 9-1-1 call, placed from a telephone instrument (including wireless) within a geographical boundary, to the proper public safety answering point (PSAP), responsible for dispatching emergency services to the caller.
- Sometimes 9-1-1 calls will route to a PSAP that cannot handle the call, as the problem is occurring outside of the PSAP's jurisdiction. The PSAP answering the call, can forward or transfer those calls to the proper jurisdiction to handle the call;

How do I use 9-1-1?

- When you have an emergency, dial the three-digit number (9-1-1) and do the following:
 - Stay calm and speak clearly
 - State the emergency
 - State the location of the emergency
 - State your name and telephone number for which you are calling.

Can I use 9-1-1 from a pay phone?

- Yes, when the pay phone has a dial tone. Simply dial 9-1-1 and wait for the Telecommunicator to answer your call;

Can the hearing and speech impaired use 9-1-1?

- Yes, in communities where 9-1-1 is available, a Telecommunications Device for the Deaf (TDD) is connected to 9-1-1.
- Simply dial 9-1-1, and press the space bar until a response is received;

Does a person need to speak English when calling 9-1-1?

- No. It is common for 9-1-1 Centers to have bilingual 9-1-1 call-takers and dispatchers on-duty to answer these calls;
- Also some Centers may use interpreters through the use of a language line service, which offers translations in more than 140 languages to help with these calls;

***REMEMBER: Dial 9-1-1 when
seconds count.....***

- It is a number easy to remember in moments of stress.
- It is quicker to dial than a seven digit number.
- It is the number to use in summoning police, fire, or emergency medical services.

When to call 9-1-1?

- 9-1-1 is reserved for emergency situations only. An emergency is any situation that requires immediate assistance from the police/sheriff, fire department, or an ambulance. If you are ever in doubt of whether a situation is an emergency, you should call 9-1-1.
- It's better to be safe and let the 9-1-1 call-taker determine if you need emergency assistance. However, calls should still use sound judgment when trying to determine the difference between an "emergency" and a "non-emergency".
- A person should not call 9-1-1 for:
 - Information
 - Directory assistance
 - When you are bored and just want to talk.
 - Paying tickets
 - To report a lost pet
 - As a prank
 - For Road Conditions

What if you dial 9-1-1 by mistake?

- If you call 9-1-1 by mistake, do not hang up. Tell the call-taker what happened, so they know there really is not an emergency.

What about 9-1-1 prank calls?

- It's a prank call when someone calls 9-1-1 for a joke, or calls 9-1-1 and hangs up.
- Prank calls not only waste time and money, but can also be dangerous.
- If 9-1-1 lines or call-takers are busy with prank calls, someone with a real emergency may not be able to get the help they need. In most areas, it is against the law to make prank 9-1-1 calls.