

Reporting an Emergency

Emergency 9-1-1 or 572-7777 Non-Emergency 572-5500

When reporting an emergency try to remain calm. Take a deep breath and speak clearly.

Immediately tell the 9-1-1 dispatcher the nature of your emergency "I need the **police, fire or paramedics**". Briefly describe the type of incident you are reporting. For example, "I'm reporting an auto fire," or "I'm reporting an unconscious person," or "I am reporting vandalism." Then stay on the line with the dispatcher—do not hang up until the dispatcher tells you to do so. In some cases, the dispatcher will keep you on the line while the emergency units are responding to ask additional questions or to obtain on-going information. In the event the call gets disconnected, please make every attempt to call back. This will ensure that we have the most current information so we can inform Officers/Fire/EMS if there are any changes.

Be prepared to provide the following information:

1. Location of the emergency.
2. Location and telephone number you are calling from (if different)
3. Name, home address & telephone number
4. Details of the emergency (keep details short and to the point)
5. If it's a medical emergency; condition of the subject (gender, age, medical complaint or condition, "are they breathing & conscious?" any information on drugs or alcohol that may have been used, allergies, etc.
6. If it's a fire emergency; what is on fire? (Structure, vehicle, vegetation, trash, etc.) If it is the structure you are calling from GET OUT! As you are leaving, be sure to tell other remaining residents to do the same.
7. Details, names, descriptions of any persons involved in any incident. (This includes their race, gender, age, height and weight, color of hair, description of clothing, and presence of a hat, glasses or facial hair.)
8. Describe any vehicles involved in the incident. (This includes the color, year, make, model and type of vehicle; sedan, pick-up, sport utility, van, tanker truck, flatbed, etc.). If the vehicle is parked the dispatcher will need to know the direction it's facing. If the vehicle is moving or has left, the dispatcher will need to know the last direction.

Follow any instructions given to you by the 9-1-1 dispatcher unless doing so would put you or others in danger. The dispatcher may tell you to leave the building, open or unlock the door while waiting for emergency personnel, secure yourself in a room or take other action to protect yourself. Stay on line until instructed to disconnect.

Be patient as the dispatcher asks you questions. While you are answering the dispatcher's questions, he/she is entering or writing down the information. Keep in mind that these questions are necessary in order to provide the best course of action for your situation. Often emergency personnel may already be responding while the 9-1-1 dispatcher still has you on the line. Be patient when you are asked to be placed on hold. The dispatcher may be dispatching the information via radio to the responding personnel or may have another emergency that also needs attention.

If you are not in a position to give full answers to the dispatcher (the suspect is nearby), stay on the phone and the dispatcher will ask you questions that can be answered "yes" or "no". You may be faced with situation in which you are unable to remain on the 9-1-1 line to answer questions. If this is the case dial 9-1-1, provide as much information as possible, and leave the line open until help arrives.

If you dialed 9-1-1 in error, do **not** hang up the telephone. Instead, stay on the line, state your name, and explain to the dispatcher that you dialed by mistake and that you do not have an emergency. If you hang up, a dispatcher will call back to confirm that there is no emergency. If you don't answer, the dispatcher may think that something is wrong and a police officer will be dispatched to confirm that you are alright. This will needlessly take resources away from genuine emergencies.