Every Second Counts

This letter is to inform the public of what to expect upon calling 911

Call 911 to report any situation that requires police, the fire department or an ambulance.

When 911 calls are made, they are assigned to first responders by a 911 dispatcher based on the severity of the situation. Be prepared to answer the dispatcher’s questions, which may include:

- The location of the emergency, including the street address.
- The phone number you are calling from as well as your name.
- The nature of the emergency.
- Details about the emergency, such as a physical description of a person who may have committed a crime, a description of any fire that may be burning, or a description of injuries or symptoms being experienced by a person having a medical emergency.

Remember, the dispatcher’s questions are important to get the right kind of help to you quickly. Be prepared to follow any instructions the dispatcher gives you. Do not hang up until the dispatcher instructs you to do so.

Remember that if a dispatcher is unable to obtain this information from you, they are not able to send you the proper help.