

9•1•1

WHEN SECONDS COUNT EMERGENCY RESPONSE

WHAT DOES ENHANCED 9-1-1 DO FOR ME?

YOU ONLY HAVE TO REMEMBER ONE NUMBER IN AN EMERGENCY--9-1-1.

Before 9-1-1, callers had to know which district they were in and the correct seven-digit number to call.

ROUTES CALLS TO THE CORRECT PARTY FOR RESPONSE. The system determines which police and fire departments respond to the caller's location. It then routes the call to the communications center that dispatches for these departments.

For Landlines, AUTOMATICALLY IDENTIFIES THE PHONE NUMBER AND LOCATION YOU'RE CALLING FROM. When you call 9-1-1, the phone number and location you are calling from automatically display on a screen at the communications center. If you cannot give your location, the 9-1-1 telecommunicator will know where you are and can send help.

NOTE: There are some phones that are unable to pass location information on to the 9-1-1 system. These include some cellular phones and phones on some Private Branch Exchange (PBX) systems.

For Voice over Internet Protocol (VoIP) phones If your VoIP phone does not provide Enhanced 9-1-1 service (name, address, call back number), be sure to inform others - your children, family, babysitters, neighbors and friends - who use your phone that 9-1-1 may not work. Even if the VoIP service provider can automatically provide the callback number and address, help may still be delayed if the communications center does not have current information. Verify with the 9-1-1 telecommunicator the address is the physical address, not the billing address.

WHEN SHOULD I CALL 9-1-1?

Whenever you need a response from police, fire, or emergency medical personnel. If you are unsure you have an emergency, dial 9-1-1 and let the communications center decide what action to take. You do not receive all the benefits of 9-1-1 if you don't use it. Information about your call to 9-1-1 is considered personal and is used only to direct emergency response.

Do not call 9-1-1 for information. Refer to your telephone book for the business telephone number of your police and fire departments for information.