

WHAT IS AN EMERGENCY?

IT IS HAPPENING NOW

CALL 9-1-1

- ANY CRIME GOING ON NOW
- SUSPICIOUS ACTIVITY/HAPPENING NOW
- FIRE/MEDICAL EMERGENCIES
- CAR CRASH WITH INJURY
- PERSON SHOT/STABBED
- FIGHT (FAMILY/STREET)

THESE ARE JUST A FEW OF THE MANY
EMERGENCIES FOR WHICH YOU
WOULD CALL 9-1-1

WHAT IS A NON-EMERGENCY

NOT OCCURRING RIGHT NOW
CALL 327-3811

- REPORTING YOUR CAR BROKEN INTO
- REPORTING YOUR HOUSE BROKEN INTO
- AN ACCIDENT, BUT NO ONE IS INJURED
- SOMEONE PHYSICALLY HIT YOU, BUT NO LONGER THERE AND NO AMBULANCE IS NEEDED

WHAT INFORMATION IS REQUIRED

9-1-1 OPERATORS FOLLOW A PROCEDURE

- NEED TO KNOW THE ADDRESS WHERE YOU NEED THE POLICE
- WHATS GOING ON
- NAME & ADDRESS OF THE PERSON CALLING
- TELEPHONE NUMBER OF THE PERSON CALLING.
- IF LOST...LANDMARKS SURROUNDING YOU

FOLLOW THESE EASY STEPS WHEN YOU CALL

9-1-1

- STAY CALM
- ANSWER THE DISPATCHER QUESTIONS
- HAVE YOUR ADDRESS READY
- KNOW YOUR PHONE NUMBER
- KNOW WHAT THE PROBLEM IS



HELPFUL TIPS

- HAVE YOUR ADDRESS AND PHONE NUMBER ON A PIECE OF PAPER NEXT TO THE PHONE
- KNOW WHAT IS GOING ON TO EXPLAIN THE PROBLEM TO THE 911 OPERATOR.
- DON'T GET UPSET WHEN YOU ARE ASKED QUESTIONS.
- THE DISPATCHER IS THERE TO HELP YOU.
- DISPATCHERS ARE PEOPLE JUST LIKE YOU.
- CELLPHONES DO NOT TELL US WHERE YOU ARE LOCATED



MARION COUNTY
SHERIFF DEPARTMENT



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