

9-1-1

# MAKING THE CALL

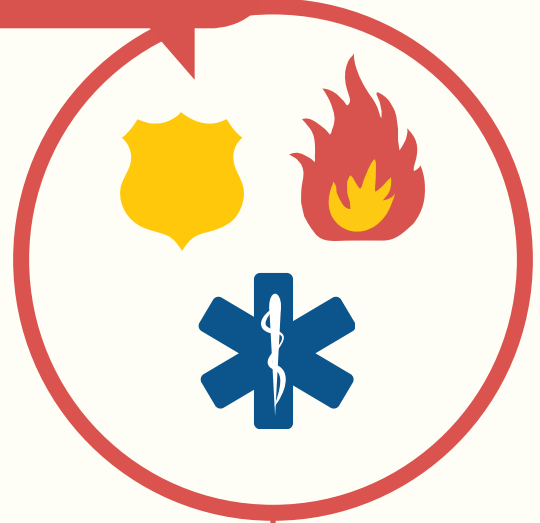
Learn how this lifeline works

## You have an emergency

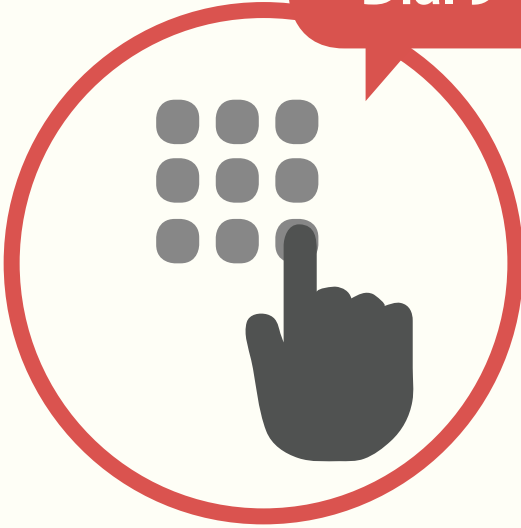
- ✓ Someone's health, safety or property is in jeopardy or a crime is in progress.

If yes, dial 9-1-1.

- ✗ If no, call your local NON-EMERGENCY line



## Dial 9-1-1

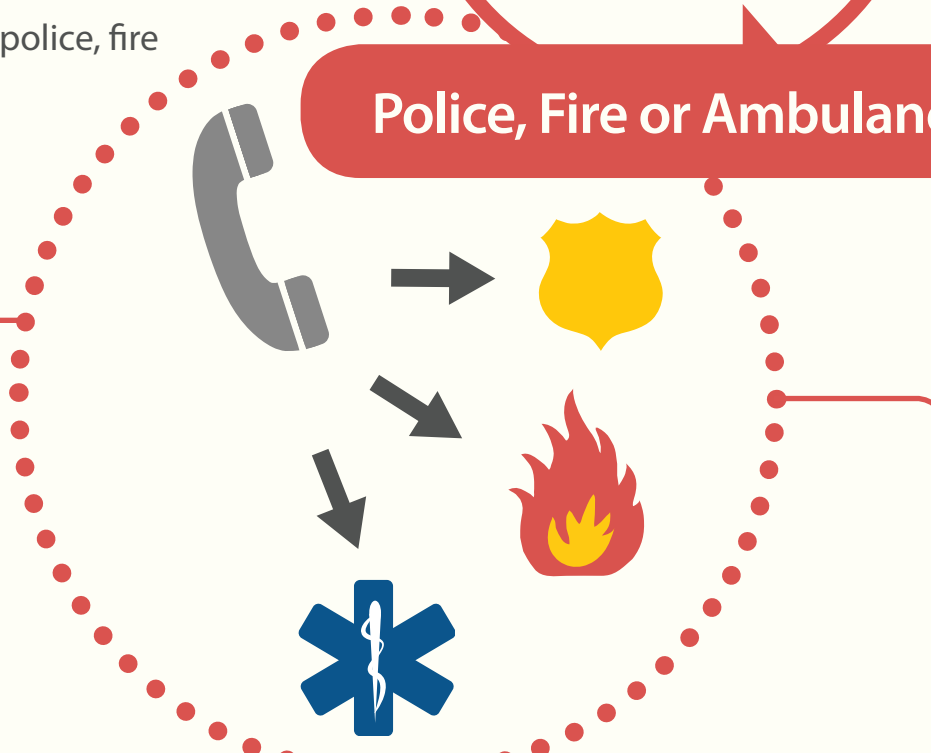


An E-Comm 9-1-1 call-taker will ask:

- 1 "9-1-1, do you need police, fire or ambulance?"
- 2 "For what city?"

## Police, Fire or Ambulance?

The call will be transferred to the emergency agency the caller requests. The E-Comm 9-1-1 call-taker will remain on the line with the caller until the agency answers.



## Provide information



The caller will be asked a series of questions such as:

- ? "Where are you?"
- ? "What's happening?"
- ? "Are you safe?"



## Help is on the way

While the call-taker is asking questions, they are relaying vital information electronically to the dispatchers and emergency personnel on their way to help. A few helpful tips:



Listen carefully, speak clearly, try to remain calm.



Stay on the line until you're asked to hang up.