

What to know

when you call 9-1-1

Dispatchers work as a team. While the call taker is gathering information, their partner is sending units to your location.

√ **W**here

Know your location:

Address

Business name; including the town

Cross streets

What are you near - landmarks

When traveling

Pay attention to mile markers and road signs

Know what road you are on

Know your direction of travel

√ **W**hat

Describe the situation at the **present** moment

Do you need police, fire, or an ambulance

Answer the questions being asked

Information is passed on to the responders to better serve you

√ **W**ho

Who is involved

Provide names

Descriptions

Relationships

√ **W**eapons

Are there weapons present

Guns, knives, sticks...

Even if the offender does not currently have them in hand -

Are there any on the property