

Calling 911

STAY CALM

Everyone responds differently in an emergency. Among the many *normal* responses you may experience are fear and anxiety. Doing your best to remain as calm as possible helps to ensure you're doing your best to communicate the details of your emergency effectively. Overexcitement may contribute to speaking too fast, too slow, or stuttering. These are all obstacles to clear communications. Call takers will do their best to help you remain calm during your emergency.

KNOW YOUR LOCATION

CSPD's 911 Center has enhanced equipment that will assist in obtaining a general location for most callers. However, for various reasons, it may not be readily apparent and it is a requirement that the call taker asks you for your location then has you confirm it. This will help to avoid sending responders to the wrong location. The call taker will also confirm your phone number. This assists us in re-contacting you if your call is disconnected.

WAIT FOR THE 911 CALL TAKER TO ASK YOU QUESTIONS

In an emergency, dispatchers will be sending you help as soon as possible, often while you're still speaking with the call taker. Our goal is to help you keep yourself safe until responders arrive. For this and other reasons, the call taker should ask you specific questions about your emergency. It is important that you listen to each question and answer as quickly and calmly as possible. If you don't know the answer, it is acceptable to tell the call taker you don't know. Let the dispatcher guide the conversation. Remember, your responses will help determine what emergency personnel will be sent to your location (Police, Fire, and Ambulance) and how they respond.

FOLLOW DIRECTIONS

In some cases, the dispatcher may give you instructions. Listen carefully and, if it is safe to do so, follow their advice. Keep in mind, the call taker is not able to see what's happening; if it's not safe, explain to the call taker why you cannot follow their instructions. If you do not understand the instructions, ask the call taker to explain it to you.

DO NOT HANG UP

Stay on the telephone until the call taker tells you it is ok to hang up. Often, situations evolve rapidly and responders need to be updated as things change.

Remember; dial 9-1-1 for emergencies only. If your call is not an emergency, please use the appropriate non-emergency number.

CSPD: 719-444-7000

EPSO: 719-390-5555

More Do's and Don'ts:

Don't:

- Program 9-1-1 into your auto-dial telephone.
- Dial 9-1-1 for non-emergencies.
- Call 9-1-1 to "test" your phone, verify the current time, etc.
- Hang up if you reach a recording and try to call back. Calls are answered in the order they are received.
- Hang up the telephone if you dialed 9-1-1 by mistake. Instead, stay on the line and explain to the call taker that you dialed 9-1-1 by mistake and that you do not have an emergency.
- Hang up until the 9-1-1 call taker advises you that it is okay to do so.
- Call 9-1-1 as a prank or joke. You could be responsible for delaying emergency aid to someone in need. Accessing the 9-1-1 System for this purpose is criminally punishable under the law.

Do:

- Dial 9-1-1 for life-threatening emergencies and crimes in progress.
- Briefly describe the type of incident you are reporting.
- Answer the call taker's questions.
- Describe your location and the location of the emergency, including city/town, address or location, inside or outside, what floor, room, etc.
- Be prepared to describe the persons involved in any incident.
- Be prepared to describe any vehicles involved in the incident.
- Be patient as the 9-1-1 Operator asks you questions.
- Listen to the 9-1-1 Operator's instructions.