We've added more calltaker training, certification, and other services through the internationally acclaimed Priority Dispatch System™. You will still receive the same outstanding response to all of your emergencies, but now we will provide even faster, more targeted help and in some situations a “zero-minute” response through over-the-phone instructions provided to maintain life support until help arrives.

When you call 9-1-1, you’ll hear:

1. “What’s the address of the emergency?”
2. “What’s the phone number you’re calling from?”
3. “Tell me exactly what happened.”

The calltaker will:

1. Send help as soon as possible while asking more questions. The additional information gathered is vital for responders arriving on the scene.
2. Provide immediate lifesaving, over-the-phone instructions, in some emergencies.
3. Remain on the line with you until help arrives, if necessary.

We’re Here For You
• Call 9-1-1 only when experiencing an emergency where immediate police, fire, or medical help is required.

• Stay calm, be patient, listen, and speak clearly.

• Know the phone number you’re calling from and the address of the emergency. If you do not know the exact address of your location, provide as much information as possible. Describe landmarks, cross street signs, buildings, etc.

• Provide a description of the exact nature of the problem. Stay on the line with the 9-1-1 calltaker and always answer ALL of the calltaker’s questions completely—help is on the way and the information you provide is vital for responders.

• Post critical information by the phone including your address. Keep an updated record of information for everyone living in your household including:
  - Name
  - Phone numbers
  - Personal contacts’ phone numbers
  - Doctors’ phone numbers
  - Allergies
  - Medications
  - Blood type

• If you accidentally call 9-1-1, stay on the line. Tell the calltaker it was a mistake and that there is no emergency; otherwise emergency help will be sent.

• Wait to disconnect the call until the calltaker says it is OK to do so.

• Prank calls are illegal in most states and result in fines as well as wasting valuable time and resources.