

9-1-1: The Number to Know

April is 9-1-1 Awareness Month, and Cuyahoga Emergency Communications System (CECOMS) and the Cuyahoga County Office of Emergency Management (CCOEM) encourages residents to review the information below on proper use of the emergency 9-1-1.

9-1-1 NEEDS TO KNOW WHERE TO GO

- When calling 9-1-1, one of the first things you'll be asked to provide is the location of the emergency you are reporting.
- The call taker may not automatically know your location or may ask you to confirm it.
- Make sure you provide as much detail on your location as possible, such as landmarks, cross streets and mileposts.
- Cell phones may not automatically tell 9-1-1 where you are, so be prepared to provide detailed information about your location.

KNOW YOUR CELL WELL

- The current 9-1-1 system is designed for voice communications only.
- Texting 9-1-1 is not an option in most locales; you must dial 9-1-1 and speak with a dispatcher.
- Pull over when driving, if possible. This reduces the chance of a dropped call.
- **Lock your keypad when you're not using your phone, so 9-1-1 isn't dialed by mistake or pocket dialed. For the same reason, don't put 9-1-1 on speed dial.**
- **Do not give old phones to children as toys. A wireless phone with no active service can still call 9-1-1.**
- If you accidentally call 9-1-1, stay on the line and tell the call taker that you do not have an emergency.
- Calling 9-1-1 from a cell phone is **free** and you **do not need to dial an area code**.

9-1-1 IS FOR EMERGENCY USE ONLY

- Call 9-1-1 for emergencies only. It is appropriate to call 9-1-1 when you need to save a life, stop a crime or report a fire.
- 9-1-1 is the right number to call in an emergency when a prompt response is needed.
- If you are not sure you have an emergency to report, call 9-1-1 and let the call taker decide.

REMAIN CALM, BE PREPARED

- Try to stay calm, give information and follow all instructions.
- Dispatchers are trained to get information from you. Listen carefully and answer as concisely as possible.
- Remember that even if the dispatcher is still asking questions or giving instructions, help is on the way.

NEVER HANG UP!

- Follow all instructions the 9-1-1 call taker gives you, and **don't hang up** until the call taker does. If you get cut off, call back and explain that you were cut off.

Remember, the more you know what to expect when you call 9-1-1, the faster 9-1-1 can get you the help you need.

For more information, contact the Cuyahoga Emergency Communications System at (216) 443-7597 or the Cuyahoga County Office of Emergency Management at 216-443-5700, ema@cuyahogacounty.us, or visit our website at: www.cuyahogacounty.us

