

**Help is  
on the way.**

  
**Police**

**9-1-1**



**+  
Medical**



  
**Fire**

**Place this pamphlet  
near your phone...  
it could shorten  
your response time  
in case of an  
emergency.**

### **Tips For Callers**

*If you have an emergency that  
needs an immediate response.*

1. Dial **9-1-1**.
2. Try to stay calm and speak slowly.
3. Tell the dispatcher what is happening.
4. Give the exact location where help is needed.
5. Answer all questions.
6. **DO NOT** hang up until you are instructed to do so.

#### **Please! Don't hang up!**

Digital telephone technology is extremely quiet. You may hear silence while your call is being processed. For the quickest response, be patient and stay on the line. (However, if after 15 seconds, there is still no response, please hang up and redial).

#### **Metropolitan Emergency Services Board**

2099 University Avenue West, Suite 201  
St. Paul, MN 55104-3431  
Phone: 651-643-8395  
Fax: 651-603-0101  
[www.mn-mesb.org](http://www.mn-mesb.org)

#### **Members:**

Anoka, Carver, Dakota, Hennepin, Ramsey,  
Scott, Washington, City of Minneapolis

**9-1-1**

**Someday,**

**when you least**

**expect it, you might**

**need to make the**

**most important**

**call of your**

**life.**



**Are you  
Ready?**

# "9-1-1, what is your emergency?"

## **When should I call 9-1-1?**

Dial 9-1-1 whenever you need a response from the police, sheriff, fire department or ambulance service. Please, don't hesitate to call. We are here to safeguard your health and safety.

### **Some examples of 9-1-1 situations:**

- Fire
- Crime in progress
- Life-threatening situations
- When someone needs an ambulance
- Situations where personal injury has occurred, or may occur

## **How to use 9-1-1?**

1. Dial 9-1-1...
2. Try to stay calm and speak slowly.
3. Tell the dispatcher what is happening. For example; "I want to report a..." fire, crime, car accident, heart attack, whatever the case may be.
4. Give the exact location where help is needed.
5. Answer all questions.
6. **DO NOT** hang up until you are instructed to do so.

### **Please! Don't hang up!**

Digital telephone technology is extremely quiet. You may hear silence while your call is being processed. For the quickest response, be patient and stay on the line. (However, if after 15 seconds, there is still no response, please hang up and redial).

**The best number when you need a response.**

## **Frequently asked questions:**

### **What if I want to stay anonymous?**

No problem. If you don't want to give your name, just tell the dispatcher.

### **What happens when I call 9-1-1?**

When you call 9-1-1, your call is routed/sent to your local police or fire dispatch center. They will ask you questions to find out more details about your situation including a verification of your address. By giving detailed answers, you are helping to provide the best possible response for your situation.

### **How soon will help arrive?**

All 9-1-1 calls are prioritized according to the severity of the situation. For example,

a crime in progress will take priority over a crime that happened yesterday.

### **What if my situation gets worse?**

If your situation changes please call us back. We may need to reassess your situation.

### **What if I am hearing impaired?**

TDD users can access 9-1-1 directly. Pressing the space bar several times may help the response to your call.

### **Can I call 9-1-1 from a pay phone or cell phone?**

Yes. All 9-1-1 cell phone calls are free and payphones require no coins to make a 9-1-1 call.

## **Attention Cell Phone users:**

### **30% of cellular 9-1-1 calls are false alarms!**

That's because some cell phones are auto-programmed to dial 9-1-1 if the #9 key or #1 key is held for three seconds or longer. Please handle your cell phone carefully. Don't place books, briefcase or other items on top of your cell phone in your car. Refer to your cell phone owners manual for information specific to the 9-1-1 auto-dial on your phone. (check with your wireless provider to disable this function)



# 9-1-1