

## **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**

ÉWhen calling 9-1-1, one of the first things you'll be asked to provide is the location of the emergency you are reporting.

ÉThe call taker may not automatically know your location or may ask you to confirm it.

ÉMake sure you provide as much detail on your location as possible, such as landmarks, cross streets and mileposts.

ÉCell 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**

ÉThe current 9-1-1 system is designed for voice communications only.

ÉTexting 9-1-1 is not an option in most locales; you must dial 9-1-1 and speak with a dispatcher.

ÉPull over when driving, if possible. This reduces the chance of a dropped call.

**ÉLock 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.**

**ÉDo not give old phones to children as toys. A wireless phone with no active service can still call 9-1-1.**

ÉIf you accidentally call 9-1-1, stay on the line and tell the call taker that you do not have an emergency.

ÉCalling 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**

ÉCall 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.

É9-1-1 is the right number to call in an emergency when a prompt response is needed.

ÉIf you are not sure you have an emergency to report, call 9-1-1 and let the call taker decide.

## **REMAIN CALM, BE PREPARED**

ÉTry to stay calm, give information and follow all instructions.

ÉDispatchers are trained to get information from you. Listen carefully and answer as concisely as possible.

ÉRemember that even if the dispatcher is still asking questions or giving instructions, help is on the way.

## **NEVER HANG UP!**

ÉFollow 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](mailto:ema@cuyahogacounty.us), or visit our website at: [ready.cuyahogacounty.us](http://ready.cuyahogacounty.us)*