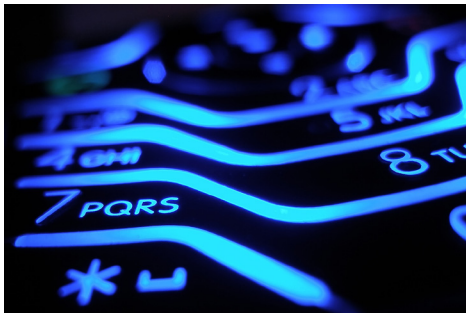


When to call 911

Whenever you need an emergency response from police, fire or emergency medical personnel.

If you are unsure you have an emergency, dial 911 and let the communications center decide what action to take.

**DO NOT CALL 911 FOR
GENERAL INFORMATION.**



How to make an emergency call to 911

- Stay calm. Don't get excited. Take a deep breath.
- Dial 911 right away. Don't wait for someone else to call.
- The call taker will ask you what you are reporting.
- Tell the person who answers the phone exactly what is wrong.
- You will be asked for your address or location, telephone number, name and to briefly describe the situation.
- Tell them the phone number you are calling from. If you are not at the same address as the emergency, tell them the address where you are.
- Tell them your name.
- DON'T HANG UP until the person on the phone tells you to do so. He or she may need to ask you more questions to help the fire, police or ambulance find you.

All police, fire and emergency medical services will respond to your needs as quickly as possible. If these agencies are busy, a response will be provided in the order of urgency.

When you travel, check the local phone book for the dialing instructions on pay phones to find out if 911 is available.

Teletype for the Deaf (TDD) users need to press the space bar after dialing 911.

911: What's your emergency?



Marana Police Department
11555 West Civic Center Drive, Bldg. B
Marana, AZ 85653

Non-emergency (520) 382-2000
Emergency 911

www.marana.com



What to expect when you call 911

- The telephone system will route your call to the appropriate emergency call center based on your address.

- If your situation requires the fire department or emergency medical services, your call will be transferred to the appropriate agency.



- It is important to stay calm and answer the call taker's questions.
- The call taker will assess the situation and determine the appropriate response.
- The call taker may continue to talk to you while emergency personnel are dispatched.
- Be sure to stay on the line if possible. Only hang up when told to do so.

What you can do for 911

Keep your telephone company informed of changes in your name and address.

Post your house number where it can be easily seen by responding emergency personnel.

Be aware of how your cell phone works and how it will react after calling 911. Some phones will lock into an emergency mode and you will be unable to use the phone until it is unlocked.

If you misdial a telephone number and call 911 in error, **DO NOT HANG UP**. Wait until your call is answered and explain you have misdialed and that you do not have an emergency.

For any emergency, call 911.

Do NOT call 911 unless you have an emergency. If you don't have an emergency but need police assistance, please call:

- Communications non-emergency line at **(520) 682-4032** or
- General information at **(520) 382-2000**



Additional FAQs

Is there a cost involved to call 911?

No. It's free to call 911 from any phone including pay phones and cell phones.

Where does my call go?

Your call is directed to a public safety dispatch center. These centers are operated by your local police, fire or sheriff's department and staffed by highly trained personnel.

Does the 911 call taker know my location?

It is always best to assume the call taker does not know your location. Be prepared to give specific directions.

Why is the 911 call taker asking me so many questions?

Dispatchers are trained to ask questions that are helpful in determining which agency should respond and how quickly. By answering these questions you are helping them provide the best possible response.

While the 911 call taker is speaking to me, is help being sent?

Yes. The call taker gathers the information and gives it to the dispatcher, who sends the appropriate help to the caller.

Should I stay on the line?

It is important that you stay on the line and tell the dispatcher what help is needed and where it is needed.