

Always Remember!

Dispatchers at 9-1-1 are there 24-7-365
They are trained to help you.
Don't hesitate to call!

When in doubt
Call 9-1-1!

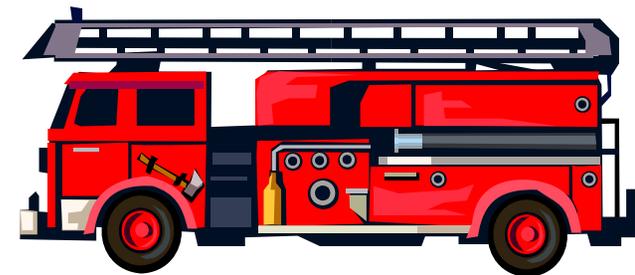
9-1-1 CALLING TIPS:

- TAKE A DEEP BREATH AND STAY CALM!
- BE BRIEF, CLEAR, AND ACCURATE
- GIVE THE LOCATION CLEARLY
- ANSWER ALL QUESTIONS THE DISPATCHER ASKS
- STAY ON THE TELEPHONE WITH THE DISPATCHER (IF POSSIBLE)
- DO NOT HANG UP UNTIL THE DISPATCHER TELLS YOU TO

Calling 9-1-1

A Guide

To Montgomery Communications
Emergency Services



Will they listen?



9-1-1 listens and believes all callers! Do not think that since you are a child they will not help you. Dispatchers are ready for your call 24-7: **THEY WANT TO HELP YOU!**

Do **NOT** be afraid to call **9-1-1** if you think that there is an emergency. An emergency is a situation that threatens human life or property and demands attention right away. The situations you are worried about may escalate if you do not call, so make the choice to call **9-1-1**.

The **9-1-1** dispatcher will decide whether or not your call should be handled by **9-1-1** or whether you should be referred to another number or agency as appropriate. If referred, stay on the line. The **9-1-1** dispatcher will transfer you.

**FOR ANY POLICE, FIRE, OR MEDICAL RESPONSE
CALL 9-1-1**



2-1-1 CONNECTS TO ALL!



9-1-1 FOR EMERGENCIES



3-1-1 FOR NON-EMERGENCIES

Message To Kids

What do I say if I call 9-1-1?

Be aware of suspicious activities. **ALWAYS ACT ON YOUR BEST INSTINCT.**

Do not fear the police. They are always there to help you. All 9-1-1 calls are taken seriously, even if you are a teenager calling and even if you do not want to give your name. They respond to every emergency in the same fashion. They will always listen to you. They want to help you. But they can't help you if you don't call.



Don't be afraid to call
to get help for someone else.
Your call could save their life!

**FOR ANY POLICE, FIRE, OR MEDICAL RESPONSE
CALL 9-1-1**

The person answering the phone is a trained 9-1-1 dispatcher. They are trained to ask you many questions.

- WHAT is happening
- WHERE are you and Where the situation is
- When the incident(s) occurred
- WHO are the people involved
- Are there any WEAPONS involved
- Are there any INJURIES

Describe One Person/ Suspect At A Time And Describe Them From Head To Feet. When Describing a Vehicle,



Think Of What A Person Sees First:

- C**olor
- Y**ear (if unknown, new or old)
- M**ake/Model (Dodge Ram)
- B**ody Style (2 door, 4 door)
- O**ther: rims, logo, etc.
- L**icense Plate and state

Think of **CYMBOL**....

THE 4-1-1 ON 9-1-1

What is 9-1-1?

9-1-1 is the national number to call when you need a police, fire or ambulance response. Your call is automatically routed to the dispatch center where you live. We recommend you call 9-1-1 if you need police, fire or ambulance to come out for an emergency.

When should I call 9-1-1 and when should I dial the non-emergency number?

In the event of an emergency dial 9-1-1. An emergency is fire, life threatening, medical problems, crime in progress, accidents with injuries, etc. If you dial 911 in error, DO NOT hang up the telephone. Instead, stay on the phone and explain to the dispatcher that you dialed by mistake and that you do not have an emergency. If you hang up, police officers must be dispatched to the caller's address. This will needlessly take resources away from genuine emergencies.

Use the administrative line (334-241-2651) to report non-emergency incidents such as crimes not in progress such as property thefts or vandalism. You should also use the non-emergency telephone number for cars blocking the street or driveway, non-injury auto accidents not blocking the street or other events not requiring an emergency response.

What should I expect when I call 9-1-1?

When you call 9-1-1 from a "wired" phone, your address and telephone number automatically displays on our screen. This information will be confirmed for accuracy. If you call

9-1-1 from a cell phone we do not get your location or the phone number you are calling from. You will then be questioned about your need for assistance. The situation will dictate the number of questions we ask and we may want you to stay on the phone with us. Staying on the phone does not delay the dispatch of your call. We have the ability to dispatch the call while we continue to ask questions or provide help.

Why does the 9-1-1 dispatcher ask so many questions?

Dispatchers cannot see or hear what is happening and rely on you to be their eyes and ears. Specific questions help determine the nature and priority of your call. Answers to questions are relayed to responding officers, firefighters and/or paramedics.

Why does it take so long for help to arrive?

Dispatchers wish they could have help at your doorstep the minute you call. Unfortunately, that just is not possible. Help must drive to your location and depending on traffic conditions that may take some time.

For additional information, check our website at www.montgomeryal.gov



City of Montgomery Non-Emergency Services

POLICE BUSINESS LINES

Main: 241-2651
Police Desk: 241-2532
Booking (Jail): 241-2023
Traffic Tickets: 241-2776
Warrants: 241-2467
Montgomery County Sheriff Office: 832-4980

MENTAL HEALTH SERVICES

Children's Mental Health Services: 242-3454
Counseling Services: 270-4100 Montgomery, AL
Counseling Services: 272-7022 Montgomery, AL
Mental Health Information & Referral: 1-800-367-0955

OTHER SERVICES

Montgomery AIDS Outreach: 280-3388
Montgomery Child Abuse & Neglect: 334-242-5710
Alabama Crisis Shelters: 1-800-650-6522
Montgomery Domestic Violence Hotline: 832-4842
Alabama State Fire Marshal's Arson Hotline:
1-800-654-0775
Alabama Tobacco Quitline: 1-800-QUIT-NOW
Child Pornography Tipline: 1-800-843-5678
ChildhelpUSA: *Child Abuse Hotline*: 1-800-4-A-Child
1-800-422-4453

The Crisis Center: 205-323-7777 *24 Hour*
Family Sunshine Center: 334-263-0218
1-800-650-6522 24-hour crisis assistance & emergency
shelter for victims of domestic violence

National Domestic Violence/Abuse Hotline:
1-800-799-SAFE 1-800-787-3224 *TDD*

National Runaway Switchboard: 1-800-RUNAWAY
1-800-786-2929

National Suicide Hotline: 1-800-SUICIDE
1-800-784-2433

Rape, Abuse, and Incest National Network (RAINN)
1-800-656-HOPE

Rape Crisis Centers in Alabama Stop It Now!
Helpline (sexually abused youths) 1-888-773-8368

Victim Assistance Hotline
1-800-626-7676