

# 9-1-1!

## What's your emergency?



When reporting an emergency situation or crime in progress emotions and adrenaline may be heightened, but Sheriff's Dispatchers are trained to help. Know ahead of time what will occur:

### **The dispatcher will ask the following:**



- Where incident is occurring
- Who is involved
- When incident occurred
- Weapons involved
- Welfare of those involved (to determine response – e.g., fire dept., number of deputies needed)
- Phone number (important if using cell phone)

### **Additional Helpful Tips:**



- Remain calm.
- Stay on the line until prompted to hang up.
- If driving, pull over. Do not put yourself or others at risk.
- Listen carefully and do exactly as asked.
- Briefly explain situation.
- You will be asked for your name and number, but you may remain anonymous or ask not to be contacted by deputies.

**9-1-1** – Emergency (Life threatening or immediate response needed)

**(562) 863-8711** – Norwalk Sheriff's Station Business Line (Non-emergency/routine)