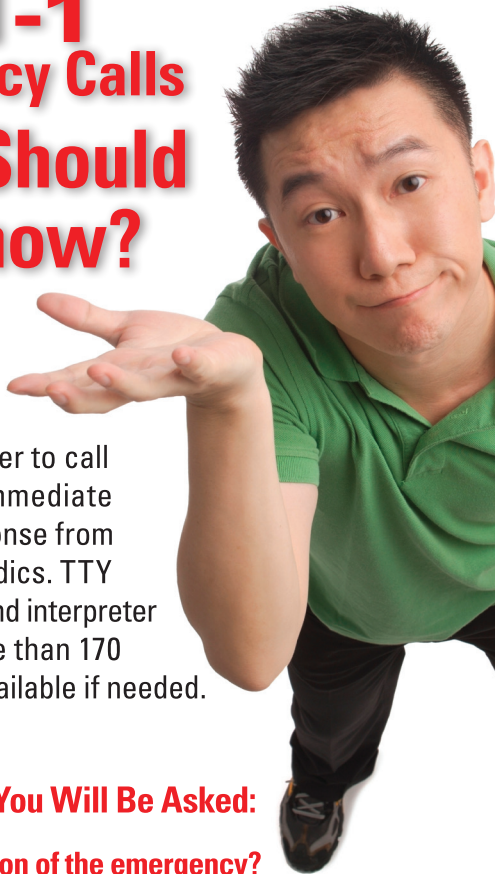


9-1-1 Emergency Calls What Should You Know?



9-1-1 is the number to call if you need an immediate emergency response from police, fire or medics. TTY communication and interpreter services for more than 170 languages are available if needed.

When You Call You Will Be Asked:

What is the location of the emergency?

Most calls to 9-1-1 will display at least partial location information to the 9-1-1 call receiver. Depending on the type of phone you use, this information can either be very accurate (in the case of landline phones), or general area (in the case of cell phones), to very unusable (in the case of broadband phones whose address information is not up-to-date). The 9-1-1 call receiver will always attempt to confirm the location of the emergency.

What is your phone number and name? Your phone number and name is used to call you back if the call is dropped, or by emergency responders if they need to contact you.

What is your emergency? You may be asked a series of questions, even after emergency responders have been dispatched. In some situations, the call receiver will stay on the phone with you until help arrives. Do not hang up until told to do so, unless your safety is threatened.

9-1-1 Cannot Receive Text Messages.

There are many ways to call 9-1-1; from a landline phone, a payphone, a broadband phone, or a wireless phone, but you must make a “call”.

Help 9-1-1 Help Those Who Need It.

Use 9-1-1 responsibly. Call 9-1-1 only if you need an emergency response from police, fire or medics.

For a list of non-emergency numbers for your area, visit www.kingcounty.gov/linksbyzip.



In a wide-spread emergency do not use the phone for the first few hours, except for emergency 9-1-1 calls.

Make sure wireless phones are locked when not in use so you don't accidentally dial 9-1-1.

If you accidentally call 9-1-1, do not hang up. Wait until a call receiver answers, then explain your mistake. If you hang up 9-1-1 will attempt to call you back and police may be dispatched to your location.

Know Your Location.

One of the first things you will be asked when calling 9-1-1 is “**What's your location?**” So, it's important to:

Post your address and medical information in your house. You may know this information, but someone else who calls 9-1-1 for you may not.

When you are not at home, be aware of your surroundings. Street names, landmarks or mileposts can all be helpful in locating you.

For more information on calling 9-1-1, visit:
www.kingcounty.gov/911



Department of Executive Services
Office of Emergency Management
E-911 Program Office
206-296-3910
TTY Relay: 711