

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. No matter when it is, though, you should know about your local 9-1-1 System. For more information, see the pointers below.

KNOW YOUR CELL WELL

- The current 9-1-1 system is designed for voice and text. The text feature is not available in all counties, **but it is in Cuyahoga County.**
- Lock your keypad when you're not using your phone, so it isn't dialed by mistake or pocket dialed. For the same reason, don't put 9-1-1 on speed dial.
- Do not give old phones to children as toys. A wireless phone with no active service can still call 9-1-1.
- If you accidentally call 9-1-1, stay on the line and tell the call taker that you do not have an emergency.
- Calling 9-1-1 from a cell phone is a free call, and you do not need to dial an area code.

9-1-1 NEEDS TO KNOW WHERE TO GO

- When calling 9-1-1, one of the first things you'll be asked to provide is the location of the emergency you are reporting.
- The call taker may not automatically know your location or may ask you to confirm it.
- Make sure you provide as much detail on your location as possible such as landmarks, cross streets, and mile posts.
- Cell phones may not automatically tell a 9-1-1 Dispatcher where you are, so be prepared to provide detailed information about your location.

9-1-1 IS FOR EMERGENCY USE ONLY

- Call 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.
- 9-1-1 is the right number to call in an emergency; especially when a prompt response is needed.
- If you are not sure you have an emergency to report; call 9-1-1 and let the call taker decide.
- Do not assume the "other guy" will call 9-1-1; it is better for 9-1-1 to have too many reports as opposed to no reports of an emergency. No report=No response or assistance.

REMAIN CALM, BE PREPARED

- Try to stay calm, give as much information as you can, and follow all instructions they give you.
- Dispatchers are trained to get information from you. Listen carefully and answer quickly and concisely.
- Remember that even if the call taker is asking questions or giving instructions; help is on the way!

NEVER HANG UP UNTIL THE CALL TAKER DOES!!!

For more information, contact the Cuyahoga Emergency Communication System (CECOMS) at (216) 443-7597 or the Cuyahoga County Office of Emergency Management (CCOEM) at (216) 443-5700, by email at ema@cuyahogacounty.us, or visit our website at www.cuyahogacounty.us.

