

## **WHAT IS 911?**

**911 is the emergency number set aside by AT&T. Southern Bell, Alltel, and other telephone companies in 1968 for universal use throughout the United States by any community installing an emergency telephone system. Dialing 911 will put you in immediate contact with emergency aid agencies with jurisdiction over your locality. The numbers 911 were chosen because they are easy to remember and can be dialed quickly in times of emergency.**

## **WHO CAN USE THE 911 SYSTEMS?**

**911 IS AVAILABLE TO ALL PERSONS IN White County; 911 is to be used for emergency calls only.**

## **WHEN SHOULD I USE 911?**

**If you have an emergency, dial 911. Whether it is a fire, a crime, an accident, a heart attack, a poisoning, a potential suicide, a rabid dog bite, or any other emergency situation, calling 911 will put you in touch with the proper emergency agency in your area. The dispatcher who receives your call has been trained in handling emergency calls, and will be able to determine which emergency service agency can best help you.**

## **WHAT HAPPENS WHEN I USE THIS EMERGENCY SYSTEM?**

- 1. The number 911 is dialed**
- 2. The call is immediately identified as an emergency because the number 911 is used.**
- 3. The phone rings at the Emergency Dispatch Center and a dispatcher trained in handling emergency calls answers the line.**
- 4. The dispatcher determines the type of emergency and either dispatches the help directly or, with the punch of a button, transfers the call to the appropriate emergency agency.**
- 5. The emergency agency dispatches assistance to the caller's location. Help is on the way!**

**The entire process from the time the phone is picked up until the help is dispatched, takes only a few minutes.**

## **HOW MUCH TIME CAN I SAVE BY USING THIS NUMBER?**

**The exact time saved is hard to estimate since it would vary depending on the situation, but it could be enough time to save a life. There's no doubt that 911 can shave seconds and even minutes off the time between the realization that an emergency exists and the arrival of help. With 911 there is no need to refer to the telephone directory trying to determine which of the numbers listed for emergency agencies is the appropriate one for you.**

## **WHAT IF AN EMERGENCY OCCURS DURING THE MIDDLE OF THE NIGHT OR ON A WEEKEND?**

**The 911 service operates continuously 24 hours a day, seven days a week, including holidays. No matter when the emergency occurs, you can dial 911 for help.**

## **WOULDN'T IT BE FASTER TO DIAL "0" FOR OPERATOR ASSISTANCE IN AN EMERGENCY?**

**No! Although operators are minimally trained to handle emergency calls, calling them would serve as an extra step in getting emergency assistance to the scene. The operator would have to find out where you were calling from and in what part of the city or county the emergency was located. This would make a difference in which emergency agency was contacted to assist you. Every 911 call, on the other hand, goes directly to a dispatcher for your exact location, and help is immediately dispatched from the appropriate agency in your area.**

**911.....REMEMBER IT! DON'T MISUSE IT. USE IT WHEN YOU NEED HELP QUICKLY IN AN EMERGENCY, AND IT WILL SERVE YOU WELL.**