

9-1-1 EDUCATION MONTH

APRIL IS NATIONAL



WHEN CALLING 9-1-1:

- The first question you will be asked is your exact location
- Be ready to tell the dispatcher the exact, full address
- Give landmarks and cross streets to help verify your location
- You may be asked to provide the location again just to be sure
- Meanwhile, other dispatchers are simultaneously dispatching your emergency
- Be able to give your phone number
- If 9-1-1 starts to ring, stay on the line, do not hang up; dialing again will delay the response



9-1-1 is not for general information, directions or non-emergencies

9-1-1 is for response of police, fire and emergency medical personnel

To learn more about Plano's emergency call center, visit www.plano.gov/PSC