



KEEP THESE IDEAS IN MIND WHEN CALLING 9-1-1

IMPORTANT SAFETY ISSUES

- 9-1-1 calls from landline and VoIP telephones present information from your phone company on the 9-1-1 call taker's workstation. The information includes your name, address and phone number.
- Please be sure to verify your phone number, your address, your town, and that you are in Prince George's County with the 9-1-1 call taker.
- Accidental calls to 9-1-1 take a lot of time away from the 9-1-1 call takers. While answering your accidental phone call, someone who has an emergency will be unable to get through.
- Do not hang up if you receive a recording when you dial 9-1-1.
- Stay Calm!

CALL 9-1-1 TO REPORT EMERGENCIES ONLY

- Call 9-1-1 to report an incident that requires immediate assistance of Police, Sheriff, Fire or EMS personnel. Give the exact location and details of any injuries or deaths.
- If you are reporting a crime, pay particular attention to the suspect's physical characteristics; height, weight, hair color, clothing. If a vehicle is involved, give a clear description of the color, make, body style, license plate number and direction of travel. Do not attempt to apprehend or detain suspects.

9-1-1 DO'S

- Call 9-1-1 for the dispatch of Police, Sheriff, Fire and EMS.
- Teach your children how to use 9-1-1 wisely in case of an emergency.
- Answer all of the 9-1-1 call taker's questions. The questions are important and do not delay response.
- Stay on the phone with the 9-1-1 call taker. The 9-1-1 call taker is trained to provide life saving instructions for you to follow until the public safety responders arrive to help you.

9-1-1 DON'TS

- Don't attempt to send a text 9-1-1 for help.
- Don't call 9-1-1 when the power goes off or the weather is threatening. Call the utility that services your area, and monitor television and radio for weather information.
- Don't call 9-1-1 with an animal complaint. Call animal control at (301)-499-8300.

NON-EMERGENCY DISPATCH NUMBER

- Call the non-emergency dispatch phone number, 301-352-1200, to report a non-urgent situation requiring the dispatch of Police, Fire, EMS or Sheriff Personnel.
- The non-emergency dispatch number should never be used to leave information for public safety personnel or to request services that do not involve the dispatch of public safety personnel. Contact your municipal police department or County Police district station directly.
- Call 311 for general County information.

Contact Us at 911CustomerService@co.pg.md.us