



## Non-Emergency Calls

9-1-1 Should not be used for non-emergency assistance or for informational type calls. You should call the appropriate agency directly. Those numbers are located in the front of the local phone book.

## Misuse of 9-1-1

False alarms/calls cost authorities valuable time that could be better spent handling real emergencies AND is a crime.

## REMEMBER: When Dialing 9-1-1

- ⇒ Is this an Emergency?
- ⇒ Be prepared to give your name, phone number and the exact location of the emergency.
- ⇒ Be prepared to answer additional questions from the 911 operator. This is not delaying help; other personnel are sending help.

## 5 Important Text to 911 Facts

1. **Voice calls** are still the best option for contacting 911
2. Texts must be **160 characters** or fewer
3. **Send the address** of the emergency first
4. **Texting is not available from deactivated cell phones**, but you can still call 911 from them
5. Texts and deactivated cell phones **do not transmit location data**

# 9-1-1

**CALL IF  
YOU CAN**

**TEXT IF  
YOU CAN'T**



*Wicomico County  
Dept of Emergency Services  
411 Naylor Mill Rd., Suite 200  
Salisbury, MD 21801  
410-548-4820  
[www.wicomicocounty.org/ES](http://www.wicomicocounty.org/ES)*

---

Need Help Now?  
Stop and Call:

# 911

---

[www.wicomicocounty.org/ES](http://www.wicomicocounty.org/ES)  
410-548-4820



*Wicomico County  
Department of  
Emergency Services*



## What is 911?

**9-1-1** is in reality a PHONE SYSTEM. It's a three-digit EMERGENCY telephone number established to provide EMERGENCY help to you as fast as possible. 9-1-1 connects citizens with operators who are trained to process calls for assistance as quickly and efficiently as possible. The 9-1-1 system reacts to EMERGENCY request for Police, Fire and/or Ambulance.

Our 911 Center serves as an EMERGENCY ANSWERING POINT, answering, handling and forwarding EMERGENCY requests to the appropriate agencies. The 911 Operators in our Center dispatch all Fire, Ambulance and Rescue Companies for this County.

## Why Should I Call 911?

Calling 9-1-1 could save a life. It is easier than using a Ten-digit number and will connect you faster than dialing "0". The 9-1-1 consoles are staffed around the clock to handle EMERGENCIES. The information received and/or the caller is immediately given to Police, Fire and Ambulance dispatchers who send help to your location.



## When should I use 9-1-1?

Dial 9-1-1 when there is a LIFE THREATENING EMERGENCY or CRIME IN PROGRESS that requires fire equipment, a police officer, or an ambulance. Emergencies such as any type of Fire, Automobile Accidents, Emergency Illness, Serious Injuries and Crimes in progress which are escalating to the point of threatening life or property can and should be reported.



## Who can use 9-1-1 in Wicomico County?

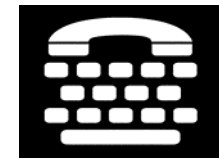
Everyone can use 9-1-1, but you need to keep in mind if you're calling from an exchange outside of Wicomico County you will be quickly transferred to the appropriate County for assistance. For Delmar, residents with an 846 exchange, when you dial 9-1-1 you will be connected to a Georgetown operator. For Sussex County residents who border our County and require assistance from agencies in Wicomico County, you must dial the ten digit EMERGENCY number 410-749-4141.

## 911 System Capabilities

The 911 Computer System assists in identifying locations, incident recording and record keeping.

Capabilities include:

- An ANI (Automatic Number Identification) System which automatically records the caller's phone number and voice.
- An ALI (Automatic Location Identification) System which automatically shows the registered address of a landline phone.
- Cellular technology has developed to allow 911 centers to receive location data. Depending on your provider, this may or may not be available to the 911 operator.



## 9-1-1 & the Hearing Impaired

The 9-1-1 Center has TDD/TTY Capabilities for communicating with hearing and speech impaired callers.