

9-1-1 System

Calling 9-1-1

WHAT IS 9-1-1?

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.

WHY SHOULD I CALL 9-1-1?



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.

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 those 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.

WHEN SHOULD I USE 9-1-1?

Dial **9-1-1** ONLY 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 Illnesses, Serious Injuries, and Crimes in progress which are escalating to the point of threatening life or property can and should be reported.

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 listed in the front of the local phone book and on the last page of this pamphlet.

HOW DOES 9-1-1 WORK IN WICOMICO COUNTY?



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. All Police requests are transferred to the proper law enforcement agency for dispatching. This arrangement allows the caller to speak directly to that law enforcement agency. The 911 Operator can stay on the line during the transfer and will be able to coordinate multiple agency responses if necessary.

REMEMBER ***WHEN DIALING 9-1-1!**

1.) Is this an EMERGENCY ?



2.) Be prepared to give your name, phone number and the exact location of the emergency.

MISSUSE OF 9-1-1

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

9-1-1 AND THE HEARING IMPAIRED

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

911 SYSTEM CAPABILITIES

The 911 Computer System assists in identifying locations, response, incident recording and record keeping. Capabilities include:

** An ANI (Automatic Number Identification) System automatically records the caller's phone number and voice.

**An ALI (Automatic Location Identification) System automatically shows the location of the phone.