

The Do's & Don'ts of Calling 9-1-1

When Calling 911 in an Emergency:

- Give the complete address of where you need help, including apartment numbers, letters, or building identifiers, and the city.
- Give the 911 operator your name and phone number.
- Tell the 911 operator what the problem is and why you need help.
- Answer the operator's questions -- they must ask you certain questions to help the police or fire units responding to your emergency.
- Remain calm and talk clearly, do not scream.

Other Things to Know When You Call 911:

- Know if the street you live on runs north and south or east and west.
- Know what direction your home faces.
- Know the nearest intersection.
- Know how many houses your home is from the corner.
- Know the streets directly around you.

Do Not Call 9-1-1 and:

- Say, "This is not an emergency, but..."
- Ask for the Tempe Police Department's non-emergency number.
 - The police non-emergency number is 480-350-8311.
- Ask for another police department's non-emergency number. Call 411.
- Hang up before speaking to the 911 operator.
 - If you do, they will call you back and a squad car may be sent to your home.
- Report that the power is out at your home, unless it is an emergency.
 - Call your utility service provider.
- Ask for a weather report.
 - Check the Internet.
 - If your power is out, get a battery-powered radio and listen to a local radio station.