

When to Call 9-1-1

Call 911 immediately if you witness or experience any situation that requires urgent fire, medical, or police assistance.



Emergency fire response examples include:

- Any fire, smoke, or burning smell
- Suspected gas leak



Emergency medical care examples include:

- Major bleeding
- Chest pain or tightness
- Choking or breathing difficulties
- Loss of consciousness
- Signs of a stroke
- Severe burns
- Convulsions that are not stopping
- Severe allergic reaction
- Serious head injury
- Major bleeding



Emergency police response examples include:

- **Immediate threat to someone's safety or life**, such as screams, attacks, gunshots, or car accidents with injuries.
- **In-progress crime**, like a fight, a break-in, or a report of an impaired driver.
- **A serious crime just happened**, like a sexual assault or a robbery.
- **Suspicious circumstances or people** that could indicate a crime is about to happen, such as a prowler.



Tell the emergency operator the following:

The nature of the emergency.

The location with wayfinding details.

Your name and call back number.

Follow the emergency operator's instructions.

You may need to stay on the phone until emergency personnel arrive.