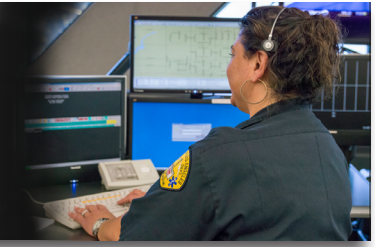


# THE LOS ANGELES COUNTY FIRE DEPARTMENT'S

## CALLING 9-1-1 SAFETY TIPS

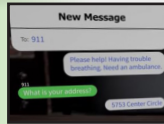


9-1-1 is intended solely for emergencies. It is your connection to police, fire and paramedic services. Please follow these safety tips to use 9-1-1 services responsibly!



Use 9-1-1 only in emergency situations that require police, fire, or paramedic services.

Text to 9-1-1 if you have a hearing and speech impairment or if there is a life-threatening situation where you cannot make a phone call.



Know your location at all times (e.g., the city, building, or home address, cross streets, landmarks, etc.). This is important if you are calling from a cell phone. The Fire Department's GPS system can only track a cell signal, depending on the carrier, for only up to nine feet.

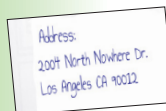
Keep your cell phone in the locked or safe position when not in use to prevent accidental calls.



Be prepared to answer questions.\* Listen carefully, speak clearly, and try to remain calm. Your response will help emergency crews be better prepared when they arrive to help you.

*\*Tell the dispatcher if an individual has special needs or communication challenges.*

Teach children how to properly use 9-1-1 and remind them it is NOT a toy. Keep your address near the phone, so children and babysitters know where to find it.



Stay on the line and do not hang up until the dispatcher tells you it is OK to do so. They may have additional questions or instructions that may help stabilize the patient before first responders arrive.

## REMEMBER:



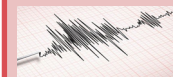
**DON'T save 9-1-1 into your favorites.** You may accidentally call it. If you dial 9-1-1 accidentally, please stay on the line and tell us. If you hang up, emergency personnel will be sent to your location unnecessarily and will tie up vital resources.



**DON'T call 9-1-1 and ask for non-emergency or business phone numbers.** Dial 4-1-1 for directory assistance.



**DON'T call 9-1-1 for a tow truck or taxi.** Dispatchers cannot transfer callers.



**DON'T call 9-1-1 for information on the magnitude of earthquakes, why there is a power outage, or what time it is.** 9-1-1 is not an information line.



Discover more safety topics at:  
[fire.lacounty.gov](http://fire.lacounty.gov)