

911 FREQUENTLY ASKED QUESTIONS:

CALLING 911

If you have or encounter an emergency and are in need of Police, Fire, or Emergency Medical Services dial 911 from your landline, Voice over internet protocol, or wireless phone. A trained 911 Dispatcher will answer your call and ensure that the help you need is sent to assist you.

Emergencies may include; but are not limited to; Fires, Crimes, Motor Vehicle Accidents, Persons who are sick, injured, or in danger of harming themselves or others.

DO NOT Call 911 for driving directions or to obtain help locating an address, or to obtain any information that could be acquired by other means.

Inappropriate use of the 911 system ties up the phone lines and our 911 Dispatchers here at 911 Center. These types of calls also take time and resources away from people who are experiencing legitimate emergencies and are in need of prompt action and help. If you or a family member or friend is unsure whether your situation is a true emergency, we encourage you to err on the side of safety and immediately dial 911. The Dispatchers here at [Carbon County Communications Center](#) will assist you.

If you know your situation is not an emergency but you still need help or assistance, please call our non-emergency number:

NON-EMERGENCY: 570-325-9111

TOLL FREE: 1-800-452-1813

The [Carbon County Communications Center](#) is open 24 hours a day, 7 days a week. When you dial 911 in Carbon County your call will always be answered by a live person, not an automated recording. When you call 911 please be prepared to stay on the line with the Dispatcher and answer a series of questions that will help to triage your call and allocate the appropriate resources necessary to provide you with the assistance your are requesting. Some of the questions you may be asked include:

➤ WHAT IS THE ADDRESS OR LOCATION OF YOUR EMERGENCY?

911 cannot send help to assist you if they do not know where you are. Dispatchers in Carbon County answer the phone with the following phrase:

“CARBON COUNTY 911 WHERE IS YOUR EMERGENCY?”

This is a verbal clue for the caller to provide Street Address and/or Location of the emergency they are reporting. Please include the Township or Municipality with the address. **IT IS IMPERATIVE YOU KNOW WHERE YOU ARE AT ALL TIMES.** Pay attention to your surroundings, you never know when the need to call 911 may arise.

➤ WHAT IS YOUR NAME?

You may remain anonymous when reporting emergency incidents to the 911 Center. Please understand that in certain instances remaining anonymous may limit or hamper the Police for handling your complaint or report in a satisfactory manner. It can also prevent the Fire Department or Ambulance from contacting you in the need additional information would be needed.

➤ WHAT IS THE PHONE NUMBER YOU ARE CALLING FROM?

➤ WHAT IS THE NATURE OF YOUR EMERGENCY?

Please provide as much information as you possibly can. Even the smallest of details can turn out to be very important and extremely helpful in finding you and/or solving a crime.

➤ ANSWER ALL OF THE QUESTIONS TO THE BEST OF YOUR ABILITY

➤ SPEAK CLEARLY AND REMAIN CALM

Here at the 911 Center we understand that you may be calling 911 for the first time at the very worst time in your life. With that said our 911 Dispatchers have to be able to understand the information you are providing in order to get you help in the shortest amount of time.

➤ BE PREPARED TO FOLLOW ANY AND ALL INSTRUCTIONS THE 911 DISPATCHER GIVES YOU

➤ STAY ON THE LINE AND DO NOT HANG UP UNTIL THE 911 DISPATCHER TELLS YOU IT IS OK TO DISCONNECT THE CALL

ACCIDENTAL DIALING 911

If you, a family member or a friend dials 911 by mistake, or you place a call to 911 and the situation you are reporting resolved itself and therefore you no longer need assistance from 911.... **CONTINUE TO STAY ON THE LINE – DO NOT HANG UP.** The 911 Dispatcher handling your call will speak to you and Police will typically be sent to ensure you and everyone at your location is safe.