



“9-1-1 is the number to dial for the fastest possible response when you need emergency **police, fire, or medical assistance.**”



**ORANGE COUNTY
SHERIFF**

Sheriff Jerry L. Demings

Dial 9-1-1



**How and When to
Report an Emergency**

This message brought to you by



**ORANGE COUNTY
SHERIFF'S OFFICE**

Emergency 9-1-1

**Non-Emergency 407-836-HELP
(or 407-836-4357)**

**Crime Prevention Unit
407-254-7380**

What is “9-1-1”?



9-1-1 is the number to dial for the fastest possible emergency response when you need emergency **police, fire, or medical assistance.**

9-1-1 is the number to call when a crime is in progress or has just occurred.

9-1-1 is also used to report a fire, traffic accident, heart attack or other serious injury or any situation requiring the immediate response of a **fire truck, ambulance or police car.**

How 9-1-1 Works

Be prepared to give the 9-1-1 operator the following information:

1. **Identify yourself, your location, and phone number from which you are calling.** If you are injured or unable to speak into the phone, the 9-1-1 system automatically displays the phone number and address of the calling location, but the operator will need you to verify this information if you are physically able.
2. **Type of crime. Was it a burglary, robbery, assault, or shooting?** If you are not sure of the type of crime or if there are multiple incidents, explain in detail to the 9-1-1 operator exactly what happened.
3. **When and where did the crime occur? Is the crime in progress?** How long ago did it occur? Give the exact location of where the incident occurred. Then, where you want to meet the deputy if it is different from where you are calling.
4. **Suspect information.** Give the operator as much information about the suspect and vehicle as you can. Clothing, physical characteristics, license number, vehicle color, and direction of travel are very important.
5. **WEAPONS INVOLVED.** Were WEAPONS used in the crime?

**DO NOT
HANG UP!**

Even while you are talking, an officer is already on the way. It is very important for the 9-1-1 operator to get all the necessary information about the emergency and the suspects. Try to remain calm and answer all of the questions.