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**ORANGE COUNTY
SHERIFF'S OFFICE**

Emergency 9-1-1

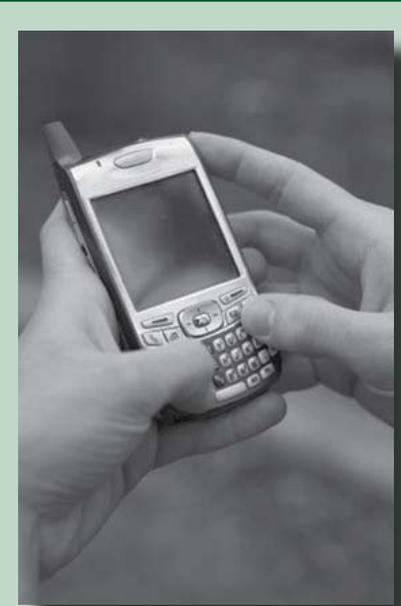
Non-Emergency 407-836-HELP
(or 407-836-4357)

Crime Prevention Unit
407-254-7106

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Dial 9-1-1



**How and When to
Report an Emergency**

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



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 their emergency and the suspects. Try to remain calm and answer all of the questions.