911 Emergency Calls.

TIPS A 911 CALLER SHOULD KEEP IN MIND

What Can I Do?

NYPD emergency operators are trained to handle a wide range of calls and incidents. To support a rapid police response, here are helpful guidelines a 911 caller should keep in mind:

**Give An Address**
The location of the emergency is the first and most important thing operators need.

**Remain Calm**
The calmer you are, the clearer you can be, and the better operators can record information.

**Answer Questions**
NYPD emergency operators will ask you for information. You may be asked to repeat some information to EMS or Fire Department personnel.

**Describe The Emergency**
Are you or is someone else hurt? How? Whether you need medical attention, police response, or other emergency assistance.

**Describe The Perpetrators**
If you have witnessed a crime or been victimized, get to safety first. As soon as you can, call 911. Describe the suspect or suspects, whether weapons are involved, are they in a vehicle, what make/model or color? Even partial descriptions can be helpful.

**Keep Phones Open**
Tell operators the number from which you are calling. Use a landline when possible, and if calling from a cell phone, do your best to leave it on.