

Frequently Asked Questions

911

- **You should call 911 when there is an emergency such as a crime in progress or a traffic accident with potential injuries that requires the immediate response of emergency service such as police, fire or paramedics. Always call 911 when there is a medical problem.**
- **You should call 911 because non-emergency lines may not be capable of transferring your call to the appropriate emergency service or jurisdiction.**
- **When you call 911 an operator will answer stating “911 Fire Police or Medical Emergency” asking which emergency service you need. Depending on the service you need and the jurisdiction you are in, you may be asked to hold while the dispatcher transfers your call to the appropriate emergency service covering your area. When you call 911 be prepared to:**
 1. **Tell the 911 operator what you need; ambulance, fire department or police department.**
 2. **Be as calm as you can. When a caller is upset, it is hard to understand what he or she is saying or to get vital information quickly.**
 3. **Stay on the phone. Do not hang up until directed to hang up.**
 4. **Give your name and address and when traveling or away from home on a cell phone always be aware of where you are “next to the brown house across from the yellow one” won't help. If your address is different from the location of the emergency, be sure to let the operator know.**
 5. **In case of a police emergency, if possible, give the operator the suspect description, weapons, vehicles (license number) direction of travel away from the scene and anything else that may help.**
- **To better assist the response emergency operators may try to verify your address and telephone number.**
- **Cell phones with no service will still call 911 if the battery is charged. Because of this we ask that you never let a child play with a cell phone even if it doesn't have service. While it may seem harmless it can result in several unwarranted 911 calls.**
- **Arkansas Law 12-10-315 prohibits any person calling the number 911 for the purpose of making a false alarm or complaint and reporting false information which could result in the emergency dispatch of any public safety or private safety agency as defined by law shall be guilty of a Class A misdemeanor.**