



# 911

## HELP IS ON THE WAY

### ONLY USE **911** IN EMERGENCY SITUATIONS

An emergency is any situation that requires immediate assistance from law enforcement, the fire department or an ambulance. If you are ever in doubt as to whether a situation is an emergency, you should call **911**. It is better to be safe and let the **911** dispatcher determine if you need emergency assistance.



### GUIDELINES FOR **911**

Speak slowly. Give as much information as you can to the dispatcher and answer all questions.

Give the dispatcher your location and address. If you don't know where you are, describe your surroundings.

Teach your children their phone number and address.

If you call **911** by mistake, do not hang up. Tell the dispatcher there is no emergency.

Do not call **911** if you hear an outdoor warning siren, need directions or information, questions about court dates or traffic tickets.

#### IF IT'S NOT AN EMERGENCY...

For all other questions, comments, or requests call the Access Aurora Customer Service Center at 303.739.7000 or email [access@auroragov.org](mailto:access@auroragov.org).



### CELL PHONES

#### WE CAN'T HELP YOU IF WE CAN'T FIND YOU

When you dial **911** from a cell phone, the dispatcher knows the carrier name and phone number. Depending on the type of phone you have and your carrier, the dispatcher will either see a latitude and longitude coordinate that is very close to your location, or a coordinate that is derived from triangulation between cell towers. This could be as wide an area as a few yards or miles depending on the location of the tower. **Don't depend upon the cell phone to tell us your location.**

#### PREPAID CELL PHONES ARE NOT LISTED

If you have a prepaid cell phone and your emergency call gets disconnected, you must call **911** again because the dispatch center will not have your telephone number and cannot contact you.

#### STOP "POCKET DIALING"

Cell phones can unintentionally call **911** when the keys are accidentally pushed. Do not program your phone to automatically dial **911**. Lock your keypad when you're not using your cell phone.

### TRADITIONAL & INTERNET PHONES

When you dial **911** from a traditional phone or land line, a dispatcher views a screen that provides:

- phone number you're calling from
- the name associated with the phone line
- the address you're calling from

The dispatcher will ask you to verify the information to be sure help can be sent to the correct location.

If you are calling from a multi-line phone system usually found in office buildings, give the room and floor number as well as the address. An Internet phone does not operate like a land line phone. It is possible your emergency call will be routed to the non emergency phone. So, tell the dispatcher this is an emergency and give your exact location.



CITY OF AURORA  
PUBLIC SAFETY COMMUNICATIONS 911  
NON-EMERGENCY DISPATCH 303.627.3100