



NAPERVILLE POLICE DEPARTMENT

Calling 911

Call 911 for police, fire or medical emergencies when immediate action is required. That could include when a crime is in progress or someone's life, health, safety or property is in immediate danger.

If you aren't sure if your situation is an emergency, err on the side of safety and call 911. Let the emergency dispatchers make the decision.

TIPS WHEN CALLING 911

First, take a breath and stay calm. Be ready to provide as many of the following facts as you have available and listen to the instructions of the emergency dispatcher:

- Clearly state the emergency. What is happening?
- When and where is the incident happening?
- Is anyone injured? How many people are involved?
- Description of vehicle(s)
 - License plate number(s)
 - Color/Year/Make/Model
 - Damage or noticeable features (one headlight, logos, bumper stickers, etc)
- Time and direction of travel of suspect(s) or vehicle
- Description of subject(s)
 - Clothing
 - Direction of travel
 - Race/Sex/Age
 - Height/Weight/Hair color
 - Peculiarities (scars, tattoos, noticeable features)
- Weapons (if any)

DID YOU CALL 911 IN ERROR? DON'T HANG UP!

You may have called 911 by accident, or your situation may have resolved itself, but it is important to let the 911 dispatcher know this. Stay on the line and advise the dispatcher that you dialed in error. If you hang up, the following will happen:

- A call back to the phone is initiated by the dispatcher to determine if there is an emergency.
- If the dispatcher is unable to contact the caller to verify that there is no emergency, a police officer is dispatched to the location to determine if an emergency situation exists.
- If the dispatcher makes contact and still feels there may be a problem the officer will continue to the location to verify there is no problem.

WHEN NOT TO CALL 911

Calling 911 as a joke or knowing that an emergency situation does not exist is a crime and subject to prosecution.