

## Who do I call? 911? Really?

Residents know they should call 911 that in an emergency, for a police or fire response.

Yet many residents are unclear about where to call when they need non-emergency assistance? Do they call downtown to City Hall? Do they call the local precinct or fire station?

The answer is: **call 911**. That's right, whenever you need a police or fire response – for any reason, call 911.

911 is the City's method of addressing **all** public safety issues. So, whether you see a crime in progress or need to have an unmanned truck that's blocking your alley removed - call 911.

To further help you understand the 911 system, we have outlined below many of the questions we receive. We hope they help you understand and use the 911 system:

- When should I call 911? Whenever you need a police or fire response. Emergency calls include: crimes in progress, fire, accident, or suspicious activity. Non-emergency calls include: reporting a car blocking a road or alley; or filing a report for an incident that is over and where people are not in danger. This includes theft from auto or garage, the two biggest crimes in Ward 13.
- What if my call prevents the police from responding to an emergency? The Emergency Communication Center dispatchers prioritize the calls they receive and assign police and fire accordingly. Please know that when you call 911 in a non-emergency situation, the police may not respond right away, due to emergencies in progress. So, use 911, but be patient.
- Why do 911 operators keep asking for more information? Won't that delay response? As soon as you begin speaking with an operator, the operator relays all information to the dispatcher. The dispatcher takes action while the operator is still getting additional - and important - information from you.
- Why is there silence when I first call 911? When you call 911, there is delay of 5-10 seconds while the phone system assigns your call to either the correct city or to the State patrol. If you are trying to call Minneapolis 911 and get assigned to the State patrol (this sometimes happens with cell phones), ask to be transferred to Minneapolis. It will only take a few seconds.

**Important Note:** When you call 911 from a cell phone, please identify your location as specifically as possible. If you do not state where you are, it is difficult to respond to the emergency or non-emergency. Your location is essential.