

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.



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.



Foreign Language Assistance

Foreign language assistance is available, and in more than 140 different languages.



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.

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