

What does this mean to me?

**IF YOU HAVE AN EMERGENCY:**



1. Dial 9-1-1.
2. Try to speak calmly and clearly.
3. Answer the dispatcher's questions to the best of your ability.
4. **DO NOT** hang up until you are instructed to do so.

9-1-1 can be dialed from any landline phone or cell phone, and will go directly to a PSAP (Public Safety Answering Point). From a landline, your call will display the address and phone number of the location you've placed the call from. From a cell phone, your call may display GPS coordinates, or may only show the location of the cell phone tower your phone connected from.

Regardless of what information the dispatcher receives, you will **ALWAYS** be asked for the exact location of your emergency for verification.

If you or your child accidentally dials 9-1-1, **DO NOT HANG UP**. Stay on the line so the dispatcher can confirm that the phone call was a mistake.



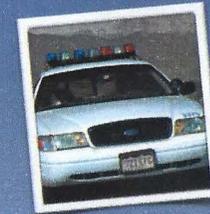
**Non-Emergency  
Contact Numbers**

- U.S. Air Force Academy  
(719) 333-4433
- Colorado Springs Police Department  
(719) 444-7000
- Cripple Creek Police Department  
(719) 689-2655
- El Paso County Sheriffs Office  
(719) 390-5555
- Fort Carson Fire Department  
(719) 526-5615
- Fountain Police Department  
(719) 382-8555
- Manitou Springs Police Department  
(719) 685-5407
- Peterson Air Force Base  
(719) 556-6282
- Teller County Sheriffs Office  
(719) 687-9652
- Woodland Park Police Department  
(719) 687-9262

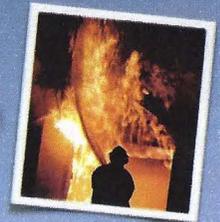
EL PASO-TELLER E-911 AUTHORITY  
2350 AIRPORT RD.  
COLORADO SPRINGS, CO 80910  
(719) 785-1900  
WWW.ELPASOTELLER911.ORG

# 9-1-1

**"Know When To Call"**



Stop A Crime



Report A Fire



Save A Life

Please learn more about 9-1-1 *before* you need it.  
Visit our web site at [www.elpasoteller911.org](http://www.elpasoteller911.org)



## EMERGENCY NOTIFICATION SYSTEM

The El Paso-Teller E-911 Authority can contact you via cell phone with The Emergency Notification System. Simply register your information on our web site at [www.elpasoteller911.org](http://www.elpasoteller911.org), and your cell phone number will be added to our registration database.

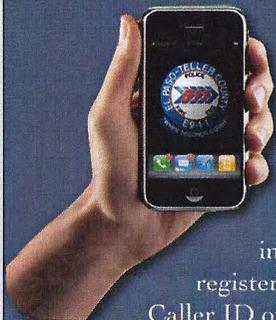
### HOW IT WORKS

The Emergency Notification System will call your registered phone number when a significant event occurs in the area of your

registered address. If you have Caller ID on the number being called, the notification will display as "911 EVENT". The recorded message will begin with "THIS IS AN IMPORTANT MESSAGE FROM 911." You will then be prompted to press "1" on your phone to listen to the message. If you end the call before the entire message has played, the system will call you back again, so **PLEASE DO NOT HANG UP UNTIL YOU HAVE HEARD THE ENTIRE MESSAGE.**

Please follow the instructions given during the message, and if prompted, call the phone number that is provided for you for further information.

**IMPORTANT! DO NOT DIAL 9-1-1 FOLLOWING THE RECORDED MESSAGE.**



# What To Expect In A Medical Emergency

E9-1-1 dispatchers in El Paso and Teller Counties are certified as Emergency Medical Dispatchers (EMD's). They will ask you a series of questions designed by medical professionals. The answers to the questions provide critical information about the patient's condition. This information will be relayed to the responding Emergency Medical Services (EMS) agencies.

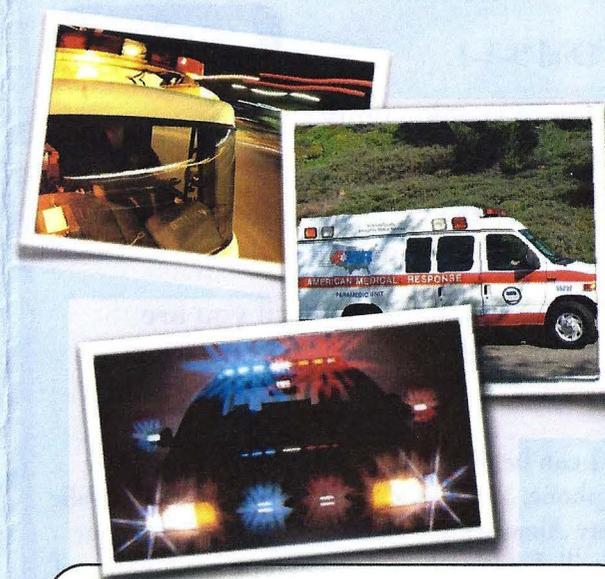


Many of our 9-1-1 centers dispatch the fire department and ambulance as soon as the address of the incident, and phone number of the calling party are confirmed. This means that answering the questions does not delay the EMS response in critical situations. The EMD will offer basic instructions about how to help the patient until EMS arrives on the scene.

1. The EMD will ask you to explain exactly what happened. In case of an injury, the EMD needs to know **how the injury occurred**. If the patient is sick, **describe the illness and events** leading up to the 9-1-1 call.
2. Is the patient conscious? Is the patient awake or not? Is the patient able to sit up without assistance or able to speak clearly?
3. Is the patient breathing?

If you are not with the patient, or do not know the answers to the questions you're being asked, it is OK to tell the 9-1-1 dispatcher that you **DO NOT KNOW** the answers to the questions.

**An EMS response will be sent to all requests for sick or injured patients in El Paso and Teller Counties.**



## Reminder!

If you see or hear an emergency vehicle while driving, remember to:

1. Make sure your car stereo is not turned up too loud, so you can hear sirens!
2. Pull as far to the right as possible and stop.
3. Be alert at intersections.
4. Use caution when you re-enter traffic flow after an emergency vehicle has passed.