



**Santa Barbara County Fire Department**  
**Public Information / Education Office**  
**4410 Cathedral Oaks Rd.**  
**Santa Barbara, Ca. 93110**

## *Fire & Life Safety Information*

### *“Calling 9-1-1”*

This phone number is to be used when you have an emergency. It is an easy number to remember so make sure everyone in your family knows how and when to use it: **9-1-1**. It can mean saving a home, property, or even a life. The sooner you can report an emergency, the sooner the response will take place. Every second counts in an emergency and by calling 9-1-1 you can help save precious time. Make sure your address is clearly visible from the street; emergency personnel could be delayed if addresses are not clearly marked.

#### **How to use 9-1-1**

- Dial 9-1-1
- Take a deep breath... try to stay calm and speak clearly
- Listen to the communications officer and follow all directions. **You will be asked a series of questions.**

#### **Be prepared to give the following information...**

- Your name
- The nature of the problem
- Location or directions to where help is needed
- The phone number to the location if one is available
- If you are reporting an accident, you will be asked if there are injuries, how many vehicles are involved, etc.. If you report a fire, tell the dispatcher what is on fire, exactly where it is and if it seems to be spreading.

Reporting crimes in progress can be dangerous - be careful. Do not take any unnecessary chances.

- Let the dispatcher know, if you can safely describe the crime that is being committed.
- If there are any injuries, report them so medical personnel can be notified as well. *Do not* hang up until the 9-1-1 Dispatcher tells you to do so.

### **When should you dial 9-1-1?**

9-1-1 should be dialed when an ambulance, fire unit, sheriff, or police officer is needed.

A few examples of emergencies are; fires, vehicle accidents, crime situations, medical situations, spills or noxious odors that could indicate a hazardous materials incident.

### **How 9-1-1 works**

When you dial 9-1-1, your call is received by a telecommunication operator who is responsible for processing your call. The operator determines what agency is needed and what type of services to dispatch. The priority of the call will determine the response time in which the call will be dispatched. If your emergency requires fire, law enforcement or ambulance, the operator will immediately send the information to the appropriate agency so help will be on the way as quickly as possible.

### **Tips when calling from cellular telephone**

When calling from a cellular telephone, we recommend that you stop the vehicle on the side of the road before dialing. Remember that the communications officers will not know where you are, so let them know exactly where the emergency is located. You should be prepared to provide your direction of travel, the street name you are on, and or physical landmarks such as buildings or major intersections.

### **Tips when calling from pay/coin telephones**

There is no charge for calling "9-1-1" from a payphone.

### **Tips when calling from business telephones**

Some businesses are required to dial an outside access number (such as "9" or "8") prior to dialing "'9-1-1'". If you are unsure about the telephone system you are calling from, please be sure and ask!