

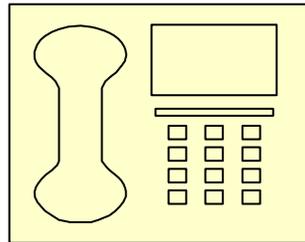
The Villages®

Public Safety Department



What Happens When I Call 911 in The Villages?

~ Frequently Asked Questions ~



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Edmund A. Cain, Fire Chief

When should I call 911?

When you have a medical, fire, or police emergency.

Who answers my 911 call?

In Florida, all 911 Public-Safety Answering Points (PSAP's) must be affiliated with county sheriffs' dispatch centers. So, if you live in the Sumter Villages, your call is originally answered in Bushnell by the Sumter County Sheriff's dispatch center. In Marion County, you'll be talking to an individual in Ocala. Lake county residents get a call-taker in Tavares.

But I don't need the police. What if my emergency is medical?

The sheriff's office call-taker will ask if your call is for FIRE, POLICE, or MEDICAL. The call-taker will also ask for the location of the emergency. Frequently, the call taker will ask for the county. For the purposes of 911, it's not The Villages, it's Lady Lake.

Doesn't the 911 operator know my address when I call? Why does he/she have to ask?

- If you call 911 from your hard-wired (house) phone, the location of that telephone appears on the call-taker's computer screen.
- If you call from your cell phone, none of that information may be available. The call taker will always ask for the location of the emergency either to confirm what he/she already sees on the screen or to learn the location from the cell phone caller. As a result, if you're calling from a cell phone, you need to know where you are!

What if I have my telephone service through my computer?

Originally there were a number of problems with Internet 911 calls. Those "problems" have been resolved, but the call-taker may not have all of the same information that is provided by the normal hard-wired (house) phone. Be prepared to answer questions!

What is EMD?

EMD is Emergency Medical Dispatching. If you are dealing with a medical emergency, the call-taker may give you information on how to help the patient: how to stop bleeding, how to deal with a patient who is unconscious, how to perform CPR. EMD helps you to help the patient.

There are several things that will make your 911 call less distressing, frantic, or frustrating:

- Can the emergency responders see the house numbers for your home? Are the outside lights on? Can you give the call-taker any information that will make it easier for emergency personnel to find you?
- Yes, you have an emergency but be patient! The call-taker and/or dispatcher can only perform his/her function if you remain calm and can provide the necessary information. There will be lots of questions. Sometimes the same questions get asked several times. The call-taker is merely trying to get needed information and insure that the information is accurate.
- When in doubt, call 911. If the situation upsets or scares you enough to “think” it’s an emergency, it probably is. Call 911. The call-taker can make the decision.