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Sarasota County recognizes service of 9-1-1 operators to community

The week of April 12-18 has been declared Public Safety Telecommunications Week by the Sarasota County Commission. The proclamation recognizes the daily service that public safety telecommunicators provide to residents.

The proclamation acknowledges the dedication of the men and women who operate emergency response systems for state and local governments to:

- respond to the public's calls for police, fire and emergency medical assistance.
- dispatch assistance to help save the lives and property.

The proclamation also recognizes governmental communications service for forestry and conservation operations, highway safety and other governmental activities.

The following are some tips for using the 9-1-1 service:

Know when to call 9-1-1

- 9-1-1 is only for emergencies only.
- Call 9-1-1 if someone is hurt or in danger, or if you need police, fire, or medical assistance.

Know when not to call 9-1-1

- Don't call 9-1-1 for non-emergency situations or information.
- Inappropriate use of the 9-1-1 system wastes resources and ties up the lines at the 9-1-1 center.

Know where you are

- Knowing your location is the most important information you can provide when you call 9-1-1.
- Be as detailed as possible.
- If you don't know the street address, find landmarks or cross streets.
- In a large building or one with multiple levels, help emergency services by telling them which floor, office or apartment you are in.

Stay calm

- Answer all of the 9-1-1 operator's questions.
- Providing complete information helps get service to you faster.

Never hang up

- If you call 9-1-1 by accident, or the situation is no longer an emergency, let the 9-1-1 operator know that.
- If you hang up, the 9-1-1 operator may call your back or send help. This will take away from the 9-1-1 center's ability to take calls and dispatch services for other emergencies.
- The call taker can dispatch responders to your location without disconnecting from the call, so remain on the line so you can provide information or assistance to the 9-1-1 operator.

For more information, contact the Sarasota Call Center at 941-861-5000, or visit www.scgov.net.