



What to do when you call 9-1-1

Fairfax County 9-1-1 Department of Public Safety Communications

Please remember, calling 9-1-1 is for emergencies only!

If you do not speak English, Fairfax County 9-1-1 will contact the Language Line to provide an interpreter. Tell us the name of the language you speak.

- There will be a brief moment at the beginning of the call when connecting to the language line interpreter while the 9-1-1 call taker is exchanging credentials with the service provider.
- While we understand that you want to quickly explain your situation to the 9-1-1 call taker, it is important to not interrupt this process and instead wait to be prompted for information. This is a vital process before information can be obtained and thus any interruptions may cause a delay in call processing.
- Due to the fact that the 9-1-1 call taker must connect with a third-party interpreter, call processing time may be increased in comparison to English speaking calls.

Each year DPSC receives approximately 20,000 calls that require language interpretation. Our call takers can connect with foreign language interpreters at Language Line Services, who ask call takers' questions so they can provide the caller with the necessary public safety assistance. Interpreters only ask questions that the call taker directs them to ask. Word by word, they translate what is said by both the call taker and the caller. Interpreters are expected to regard all the caller's information as confidential.



WHAT TO DO WHEN YOU CALL 9-1-1



STAY CALM – SPEAK CLEARLY



KNOW YOUR LOCATION



ANSWER ALL QUESTIONS



STATE THE NATURE OF THE EMERGENCY



SEND SOMEONE TO MEET THE EMERGENCY EQUIPMENT



TEACH YOUR CHILDREN HOW TO CALL 9-1-1

IF YOU CALL 9-1-1 BY MISTAKE, DO NOT HANG UP THE PHONE