

9-1-1 Accessibility Information

Pay phones in the city are set up so you can call 9-1-1 for help without putting any money in the phone.

Translators in over 150 languages are available to assist residents who do not speak English.

9-1-1 equipment is TTY enabled for the deaf and hearing impaired.

Text-to-9-1-1

Text-to-9-1-1 is now available to the hearing and speech-impaired residents of Long Beach, and those in situations where it is too dangerous to dial 9-1-1 for help in an emergency.

Texting Tips

- Enter the numbers "911" in the text "To" field;
- The first text message to 9-1-1 should contain the location and a brief description of the emergency;
- Push the "Send" button;
- Be prepared to answer questions and follow instructions from the 9-1-1 Dispatcher;
- Text in simple words – send your message without abbreviations, slang, or emojis;
- Photos and video cannot be sent to 9-1-1 at this time;
- Don't text and drive;
- Voice calls to 9-1-1 (when possible) are always the best and fastest way to get help.



Additional Information on Disaster Preparedness

Please visit our department websites :

longbeach.gov/disasterpreparedness

longbeach.gov/fire

longbeach.gov/police

longbeach.gov/CivilService

Alternate Direct Emergency Numbers:

Police- 562-435-6711

Fire- 562-436-8211

Social Media Sites:

[twitter.com/@LongBeachDP](https://twitter.com/LongBeachDP)

[Instagram/ @longbeachdprep](https://www.instagram.com/longbeachdprep)

[facebook.com/@LongBeachDisasterPreparedness](https://www.facebook.com/LongBeachDisasterPreparedness)

Sign Up Now for **AlertLongBeach:**

longbeach.gov/disasterpreparedness/alert-long-beach/



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This information is available in an alternate format by request to
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A Guide to Calling 9-1-1 Emergency Services:

When you need Police, Fire or Paramedics.



CITY OF LONG BEACH

Department of Disaster
Preparedness and
Emergency
Communications



CITY OF
LONG BEACH

Know When to Call 9-1-1

9-1-1 is for emergencies only. You should only dial 9-1-1:

- To report a crime or a suspicious person;
- To assist someone who is injured and needs help;
- If you smell smoke or see a fire;
- If you or someone else is having a medical emergency;
- To report bodily injury to yourself or someone else;
- If you suspect a crime is taking place.

If you aren't sure if your situation is an emergency, you should err on the side of safety and call 9-1-1 and let the dispatcher who answers your call make the decision whether to send help or not.

Know When NOT to Call 9-1-1

Don't call 9-1-1 just because you burned dinner and your guests are arriving any minute, to play a joke, or because you are late for a meeting and need help finding an address.

While those situations may count as emergencies for you, they aren't for public safety. Inappropriate use of the 9-1-1 system wastes resources and ties up the lines at the 9-1-1 center.



“Lock it Before you Pocket” Make sure your cell phone is locked to avoid accidentally dialing 9-1-1.

How to make an Emergency Call to 9-1-1

HELP IS SENT RIGHT AWAY

Help is being dispatched while you are talking to the 9-1-1 Dispatcher. While help is on the way, the 9-1-1 Dispatcher will ask additional questions.

The Following information helps 9-1-1 Dispatchers send the correct personnel and equipment to the incident:

WHERE IS THE PROBLEM?

9-1-1 Dispatchers can be contacted from pretty much every device that can make phone calls (traditional landline, cell, VoIP).

Know where you are. Tell the Dispatcher your name, phone number, and the address that you are calling from.

Knowing where the problem is or where you are is probably the most important information you can provide as a 9-1-1 caller. Be aware of your surroundings and be as detailed as possible. If you don't know the street address, find landmarks or cross streets. If you are inside a large building or one with multiple levels, you can help emergency services by letting the dispatcher know which floor you are on, which apartment you are in, etc.

WHAT IS THE PROBLEM ?

Stay Calm. When you are on the phone with a 9-1-1 Dispatcher, you are their eyes and ears. Even though you may want to, try not to panic. Dispatchers will also need to know if the crime/situation/incident was just discovered or did it just occur?

Let the Dispatcher know the type of emergency you are reporting. A burglary, a heart attack, a traffic accident, or a loud party? Stay calm. The faster you can answer their questions, the faster they can get the right services to your location.

Tell the Dispatcher who answers the phone what is wrong like this;

- My house is on fire.
- My mom fell and hit her head.
- I hear a noise outside and see a shadow through the window.
- I just came home and my house was broken into.

DO NOT HANG UP until the 9-1-1 Dispatcher tells you that you should. They may need to ask additional questions to help the police officers, fire fighters, and paramedics find you as fast as possible.

If you want to cancel your request during the call, voice it clearly to the dispatcher PRIOR to hanging up or disconnecting.

Teach your Kids About 9-1-1

Let kids know that 9-1-1 is the number to call when they need help or they see someone who needs help right away.

It is important that children learn that there are specific times when calling 9-1-1 is the right thing to do. Let them know that they should only call when someone or something is hurt or in danger or if they need a police officer, a fire-fighter, or a doctor.

Interested in becoming a 9-1-1 Dispatcher? Check Long Beach Civil Service for openings.