

## 911 Information

### "911, Where is the Emergency?"

While it is important that the public be knowledgeable in the use of "911", a great number of these calls are non-emergencies or false in nature. Many individuals when trying to reach "411" dial "911" by mistake. If you do this, please stay on the line and do not hang up.

Once you dial 911 your address and telephone number are instantly displayed and the police are dispatched to your location, even if you hang up. Remember, it is important to let the dispatcher know you only misdialled and there is no emergency.

Please use "911" for emergencies only! For all other police calls use the main Police Department number (201) 547-5477.

The Jersey City Police Department provides the following advice to residents concerning the proper use of the 9-1-1 emergency system. 9-1-1 should only be used for true emergencies. Some examples of calls that meet the criteria for using 9-1-1 include the following:

- When a life is in danger.
- When you see a fire.
- When a crime is being committed.

When calling 9-1-1 please:

- Remain calm.
- Give location of the emergency.
- Explain the type of emergency.
- Stay on the line until the 9-1-1 operator tells you to hang up. Even when the operator is asking for additional information, police are responding to your location. Hanging up will not expedite our response; it only gives us less information to work with.

These guidelines for the use of 9-1-1 are important. The Police, Fire and Ambulance are there to insure your safety and prevent disasters. Following these simple guidelines will help us serve the community better during emergencies.

Lastly, a reminder that making false "911" calls is against the law and anyone apprehended doing so will be prosecuted. In case you are wondering, a false "911" call is a violation of the New Jersey Criminal Code, specifically N.J.S.A. 2C:33-3.