

9-1-1

is the most efficient and reliable way to get Police or Fire Service. When you need Police, Fire or Ambulance/Paramedic assistance, this easy 3-digit number provides immediate access to these services.

WHEN TO CALL 9-1-1

- Any time an officer needs to investigate a complaint or to report a crime
- To report a vehicle accident
- Suspicious person(s) or vehicle(s) in the area
- You are receiving annoying phone calls
- Someone broke into your house or car
- Barking dog complaint
- The neighbor's music is too loud
- You smell natural gas inside or outside of a building
- Someone needs medical attention
- Smoke or fire coming from a building

WHAT DO I SAY?

When the 9-1-1 Operator answers, be prepared to give the following information.

1. The street address (where do you need assistance)
2. The phone number you are calling from
3. What is the problem
4. Your name

Remember to remain calm, speak clearly and remain on the line to answer all of the operator's questions.

MISDIAL? Do Not Hang Up!

The technology of the enhanced 9-1-1 system allows for almost instantaneous identification of a caller dialing 9-1-1, so it does not matter how fast you hang up.

Every hang up call must be investigated as a potential request for emergency services. It starts with a phone call to the number where the 9-1-1 call originated. If there is no answer, then a police officer must be sent to see if there is a problem.

Just stay on the line and simply say, "I'm sorry, I must have misdialed. Thank you."



CAN I CALL 9-1-1 AND REMAIN ANONYMOUS?

Yes, when the dispatcher asks for your name, you can let them know you would prefer to remain anonymous.

DO NOT CALL 9-1-1 FOR

- Weather information
- Directions
- Road conditions
- Directory assistance
- Non-emergency utility problems
- Overnight parking permission
- Time of day
- Holiday event information
- Questions about Village ordinances
- Questions about a ticket you received
- Activation of weather siren (take cover immediately)

MOUNT PROSPECT POLICE DEPARTMENT

Village Administration
and other

General Information Numbers

MOUNT PROSPECT

Public Works:	847-870-5640
Village Hall:	847-392-6000
Fire Department:	847-870-5666
Police Department:	847-870-5656
Crime Prevention:	847-870-5650

UTILITIES

Cable:

Comcast	866-594-1234
Wide Open West	866-466-9669
AT&T U-verse	800-288-2020

Electricity:

Com Ed	800-334-7661
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Gas:

NICOR	888-642-6748
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Telephone:

AT&T	800-288-2020
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Water:

Village of Mt. Prospect	847-392-6000
IL American Water	800-652-6987

More information can be obtained by visiting The Village of Mount Prospect website at: www.mountprospect.org
Or visit the Northwest Central Dispatch System website at: www.nwcds.org

Follow the Mount Prospect Police Department on Facebook (www.facebook.com/mountprospectpolice) and Twitter (@MountProspectPD)



**CALLING 9-1-1 FROM A
CELLULAR PHONE**

A cell phone's mobility does not have an address. When you call 9-1-1 from a cell phone, it is extremely important that you know your location because the dispatcher will not know your exact location.

Si no habla inglés

El operador de 9-1-1 puede obtener a una persona que puede traducir

Jeśli nie rozumiesz angielskiego

To operator do 9-1-1 ma możliwość przeniesienia ciebie do intepretora na translacje

9-1-1 Calls Requiring Special Assistance

The 9-1-1 computer system automatically detects if a call has come in from a TTY device and will switch to that mode for the dispatcher.

Can I text to 9-1-1?

NWCDS accepts text to 9-1-1, however many surrounding areas do not. In the event text to 9-1-1 is not available you will receive a bounce back message indicating to make a voice call. You should only text to 9-1-1 if you are unable to make a voice call. If you do not receive a response for a text to 9-1-1 call, make a voice call.

QUESTIONS?

Contact the
Mount Prospect Police Department
Crime Prevention Unit
(847) 870-5650



**THE
MOUNT
PROSPECT
POLICE
DEPARTMENT
AND**

9-1-1

**“NOT JUST
FOR
EMERGENCIES”**