

Using 911

1. Dial 9-1-1...
2. Try to stay calm and speak slowly.
3. Tell the 9-1-1 Call Taker what is happening. For example; "I want to report a..." fire, crime, car accident, heart attack, whatever the case may be.
4. Give the exact location of where help is needed.
5. Answer all questions. You can remain anonymous, but please answer all questions regarding the incident you are reporting.
6. **DO NOT** hang up until you are instructed to do so. **Please! Don't hang up!** Digital technology is very quiet. You may hear silence while your call is being processed. You may also hear the Call Taker or Dispatcher talking to the responding emergency units. For the quickest response, please be patient and stay on the line.



The best number when you need a response.

Help 911 Help YOU! Know Your Location

Know where you are when you call. Your cell phone is not tied to a physical address and many cell phones do not identify their location via longitude/latitude, or they may give inaccurate locations. Even in the most perfect conditions the cellular 9-1-1 system does not receive altitude information. So, we may be able to pinpoint your location to somewhere inside of a 9-story building, but would be unable to tell you in which floor (or room) you are located.

Know the location of the emergency. Look for landmarks, cross street signs and buildings. Know the name of the city or county you are in. Knowing the location is vital to getting the appropriate police, fire or EMS units to respond. Providing an accurate address is critically important when making a wireless 9-1-1 call.

Because of cell tower locations, sometimes someone within Dona Ana County may dial and have their 9-1-1 call answered in El Paso. If your cell call is connected to a 9-1-1 center outside your area, the dispatchers at each center are trained to determine the location and transfer your call to the correct 9-1-1 center to get you the best help.

A public service message from:

Mesilla Valley Regional Dispatch Authority
911 Lake Tahoe Ct .
Las Cruces, NM 88007
(575) 647-6800
admin@MVRDA.org



**To call for help,
Stop a crime,
Report a fire,
Save a life**



Your 9-1-1 System

**A Users Guide
for all of
Doña Ana County**

When Should I Call 9 1 1?

9-1-1 is for emergencies only — and a call to 9-1-1 should be a call for help.

Some examples of 9-1-1 situations include:

- Fire
- Crime in progress
- Life-threatening situations
- When someone needs an ambulance
- Situations where personal injury has occurred, or may occur

When NOT To Call 9 1 1

- Never call 9-1-1 as a joke
- Never call 9-1-1 just to see if it works
- Never call 9-1-1 for routine questions or to ask information (like road conditions). 9-1-1 is for emergencies only.
- Never call 9-1-1 for prank calls
- If you accidentally call 9-1-1, please stay on the line and explain to the Call Taker that you misdialed. Make sure you stay to answer any questions asked by the Call Taker. He or she will be trying to determine if a real emergency exists or if you are being forced to hang up because of a crime in progress.

Frequently Asked 9 1 1 Questions

What if I want to stay anonymous?

No problem. If you don't want to give your name, just tell the Call Taker.

What happens when I call 9-1-1?

When you call 9-1-1 in Doña Ana County, your call is routed/sent to the Mesilla Valley Regional Dispatch Authority (MVRDA) dispatch center. Our 9-1-1 Call Takers will ask you questions to find out more details about your situation including a verification of your address. By giving detailed answers, you are helping to provide the best possible response for your situation.

How soon will help arrive?

All 9-1-1 calls are prioritized according to the severity of the situation. For example, a crime in progress will take priority over a crime that happened yesterday.

What if my situation gets worse?

If your situation changes and you have already hung up, please call us back. We may need to reassess your situation.

What if I am hearing impaired?

TDD users can access 9-1-1 directly. Pressing the space bar several times may help the response to your call.

Can I call 9-1-1 from a pay phone or cell phone?

Yes. All 9-1-1 cell phone calls are free and payphones require no coins to make a 9-1-1 call. Cell phones can still call 9-1-1, even if the phone is not subscribed to a carrier service.

What if I don't speak English?

9-1-1 Speaks All Languages. MVRDA has certified Spanish speaking call takers on duty. Additionally we subscribe to language interpretive services. This allows us to communicate in more than 200 languages in seconds.

What should I teach my children about 9-1-1?

Teach your children how to call 9-1-1. Be sure they know what 9-1-1 is, how to dial from your home and cell phone, and to trust the 9-1-1 call taker. Make sure your child is physically able to reach at least one phone in your home. When calling 9-1-1 your child needs to know their name, parent's name, telephone number, and most importantly their address. Tell them to answer all the call takers questions and to stay on the phone until instructed to hang up.

Can I send a text message to 9-1-1?

No. Our current 9-1-1 system cannot accept text messages, e-mails, or videos for reporting emergencies.

What do I need to know if I use a Voice over Internet Provider (VoIP) telephone?

A VoIP phone service requires power and an internet connection. If you lose power or your internet service is interrupted, then you may not be able to dial 9-1-1.

As the owner of a VoIP phone you MUST program your phone to your physical address. The only way that a 9-1-1 capable VoIP phone knows where to route your emergency call is if you program your location into the phone system. It is also important to remember that if you take your VoIP phone with you when you travel or when you move to a new city, your phone MUST be reprogrammed with your new location.

Not all VoIP phones are capable of placing a 9-1-1 call. Read the fine print. Some VoIP services cannot call 9-1-1. You cannot call 9-1-1 using Skype for example.