



Tips from the Prescott Regional Public Safety Communications Center

Dial 9-1-1 only when you have a life threatening injury, illness, or witness a serious crime in progress.



For non-emergencies requiring police assistance in Prescott call 928-445-3131



For non-emergencies requiring police assistance in Prescott Valley call 928-772-9627



For Fire/Medical non-emergencies in Prescott, Prescott Valley and the surrounding areas (Chino Valley, Groom Creek, Williamson Valley) call 928-445-5357



When calling 9-1-1 in an emergency:

- *Give the complete address where you need help.
- *Tell the 9-1-1 operator what the problem is -- why you need help.
- *Answer the operator's questions -- they must ask you certain questions to help the police, fire, or EMS units responding to your emergency.
- *Give the 9-1-1 operator your name.
- *Remain calm and talk clearly.
- *Follow the directions from the 9-1-1 operator.



Other things to know when you call 9-1-1:

- *Give your **complete** address, including the city or town and the apartment number or letter.
- *Know if the street you live on runs north and south or east and west.
- *Know what direction your home faces.
- *Know the nearest intersection.
- *Know how many houses your home is from the corner.
- *Know the street behind you and in front of you.
- *Let the operator control the conversation.
- *Speak loud and clear, but do not scream.



Please do not call 9-1-1- and:

- *Say, "This is not an emergency, but..."
- *Ask for the Police Department's non-emergency number. The number for Prescott Police is 928-445-3131. The number for Prescott Valley Police is 928-772-9267.
- *Ask for another police department's non-emergency number. Call 411. If that police department is in another area code, dial that area code, then 555-1212.
- *Hang up before speaking to the 911 operator. If you do, they will call you back and a patrol car may be sent to your home.
- *Report that the power is out at your home, unless it is an emergency. Call your utility service provider.
- *Ask for a weather report. Check the internet or the weather channel instead. If your power is out, get a battery-powered radio and stay tuned to a local radio station.
- *Ask for road conditions and closures. Dial 511 and follow the automated instructions.

