



## 9-1-1 Emergency Profile

The Greater Harris County 9-1-1 Emergency Network provides a valuable service to save critical seconds when someone calls for help. When you create an emergency profile at [www.911.org](http://www.911.org), emergency dispatchers can better help you. List all information that might be valuable to a 9-1-1 call taker for police, fire or EMS responders.

Tell us about you, your home and your loved ones so that emergency call-takers can better help you. A few examples of helpful information include:

- Are there burglar bars over the windows?
- Is there a gate or access code?
- Does anyone use a wheel-chair, cane or walker?
- Is anyone blind or deaf? Does anyone have other special needs?
- Describe pets that are inside or outside of your home.



NATIONAL  
CENTER FOR  
**MISSING &  
EXPLOITED**  
CHILDREN®  
[www.missingkids.org](http://www.missingkids.org)

## Child Safety Tips

Sugar Land Public Safety Dispatch partners with the National Center for Missing and Exploited Children (NCMEC). This organization provides services and resources to children who are victims of abduction and sexual exploitation, their families and the professionals who serve them. Information on keeping your kids safe can be found on the NCMEC website at [www.MissingKids.com/Publications/Safety](http://www.MissingKids.com/Publications/Safety).



CITY OF SUGAR LAND  
PUBLIC SAFETY DISPATCH



# 9-1-1

IS ONLY FOR  
EMERGENCIES



**9-1-1 should ONLY be used in an emergency. An emergency is any situation that requires immediate assistance from police officers, firefighters and/or paramedics. Calls to 9-1-1 for non-emergencies tie up valuable resources and delay service to people who need help right away.**



## Be Prepared

### Give Your Location

It is important for callers to provide the exact location of the emergency, especially when calling from a wireless phone. Wireless phones do not provide call centers with the caller's exact location.

### Don't Hang Up!

When calling 9-1-1, answer all of the dispatcher's questions. Stay on the line until help arrives or the dispatcher says it is okay to hang up.

### Texting 9-1-1

Call if you can; text if you can't. Texting should only be used when you are unable to make a voice call to 9-1-1. Texting to 9-1-1 during an emergency is permitted in these situations:

- The person is deaf or hard of hearing.
- The person is unable to speak because of shock, such as during a medical emergency that renders the person incapable of speech.
- It is not safe to be heard making a call, for example during a home invasion, an abduction or domestic violence.

## Call 9-1-1 For:

- **Medical emergencies, such as a heart attack or stroke**
- **Car accidents with life threatening injuries**
- **Fires**
- **Domestic violence**
- **Burglaries or thefts in progress**
- **A child's safety—to prevent abuse or an abduction**

## Do Not Call 9-1-1 For:

- **Information**  
*Call ASK CITY at 281-275-2489.*
- **When the power is out**  
*Call your power provider.*
- **To report broken fire hydrants or water pipes**  
*Call Public Works at 281-275-2450.*
- **To get a ride for doctor's appointments**  
*Call 281-633-RIDE (7433) to schedule a ride through Fort Bend County Transit.*
- **A lost pet, stray animal or injured or dead animal**  
*Call Animal Services at 281-275-A-DOG (2364) or, after business hours, the non-emergency number at 281-275-2020.*
- **As a prank call**  
*It is against the law.*