

★ TEXTING 9-1-1 ★ WHEN YOU CAN'T CALL! ≡

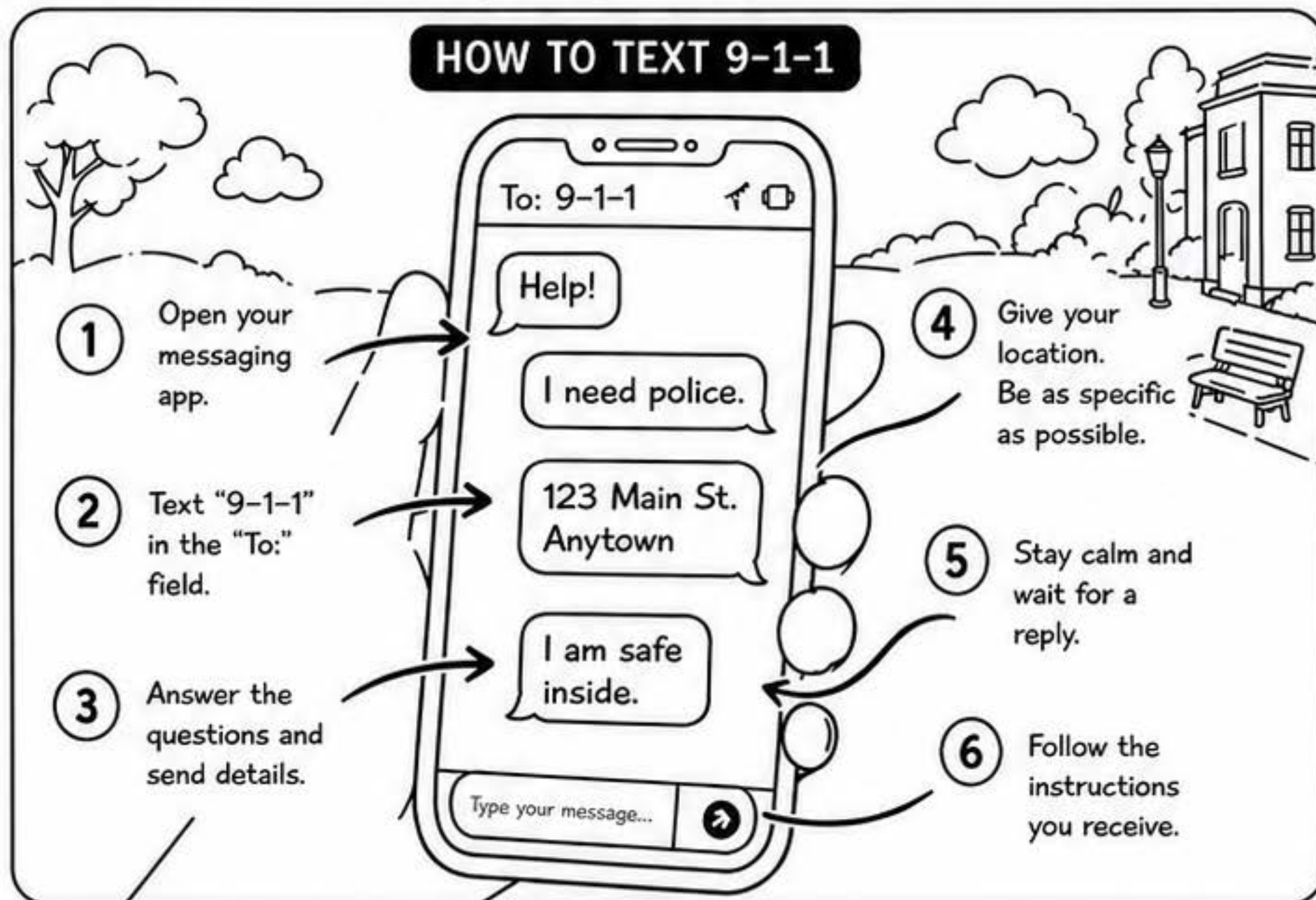
When it's not safe or you can't talk,
texting 9-1-1 is another way to get help.

WHEN SHOULD YOU TEXT 9-1-1?

Check the boxes for the times
texting 9-1-1 is a good choice.

- ☐  You are in a dangerous situation and can't speak.
- ☐  You are deaf or hard of hearing.
- ☐  You can't make a voice call but can send a text.
- ☐  You need help and it's not safe to talk.
- ☐  You want to report something that is not an emergency.

HOW TO TEXT 9-1-1



MATCH IT UP!

Match each item with what it helps the 9-1-1 dispatcher understand when you text for help.

- | | | |
|--------------------|---|---|
| ① Your location | • | Ⓐ How many people need help |
| ② What's happening | • | Ⓑ Whether anyone is hurt and how badly |
| ③ People involved | • | Ⓒ Where help is needed |
| ④ Injuries | • | Ⓓ If there are weapons, fire, or other dangers |
| ⑤ Safety concerns | • | Ⓔ What happened and what kind of help is needed |

TRUE OR FALSE?

Circle TRUE or FALSE for each statement.

- | | |
|--|--------------|
| 1. Texting 9-1-1 is only for emergencies. | TRUE / FALSE |
| 2. You can send pictures and videos when texting 9-1-1. | TRUE / FALSE |
| 3. It costs money to text 9-1-1. | TRUE / FALSE |
| 4. You should keep your texts short and to the point. | TRUE / FALSE |
| 5. You might not get an instant reply. Be patient and stay safe. | TRUE / FALSE |



QUICK TIPS TO REMEMBER



YOUR MESSAGE CAN MAKE ALL THE DIFFERENCE. ★ WE ARE HERE TO HELP!



SAFER STREETS AND ROADS FOR ALL!



We all have a part to play in keeping our community safe.
Make smart choices and look out for one another!

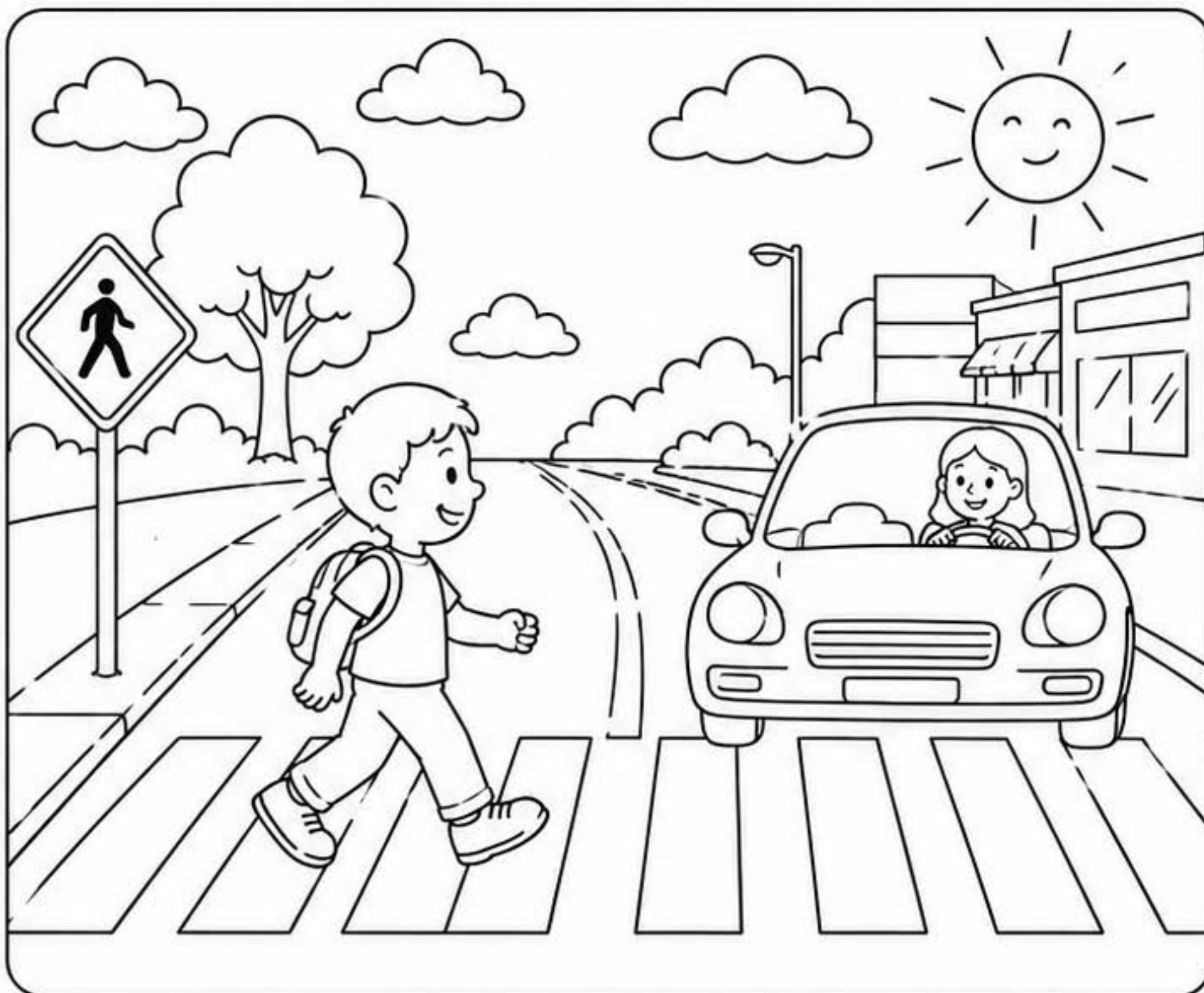
WORD SEARCH

Find the words below in the puzzle.

B	E	S	A	F	E	T	Y	P
E	C	R	O	A	D	D	D	E
L	A	O	C	A	R	E	F	D
T	L	W	A	L	K	P	A	R
S	E	I	G	N	A	L	T	I
H	E	L	M	E	T	E	I	V
O	F	O	C	U	S	E	D	E
W	A	I	T	S	T	O	P	R

WORD LIST

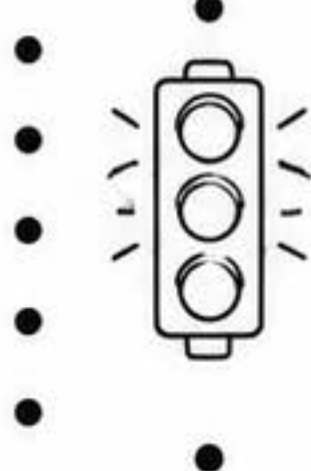
SAFETY	BELT
WALK	ROAD
SIGNAL	CARE
HELMET	STOP
FOCUSED	DRIVER



MATCH IT UP!

Draw a line to match each rule to the right picture.

1. Wear a helmet when you ride.
2. Look left, right, left before crossing.
3. Buckle up every time.
4. Obey traffic signals.
5. Stay focused. No distractions.



Smarter technology.
Stronger coordination.
Safer streets and roads for all!





DRONES DEPLOYED, HELP ON THE WAY!



Drones help our 9-1-1 team see what's happening
and send help faster when every second counts!

DRONE WORD SCRAMBLE

Unscramble the words using
the clues.

1. DREON _____
Clue: Flies in the air with no pilot
2. EMERGNEYC _____
Clue: When you need help right away
3. ROSNES _____
Clue: Helps drones "see" things
4. LEAREMIT _____
Clue: Information we get instantly
5. PONSERES _____
Clue: Sending help to the scene
6. TEASFY _____
Clue: Keeping people out of harm's way



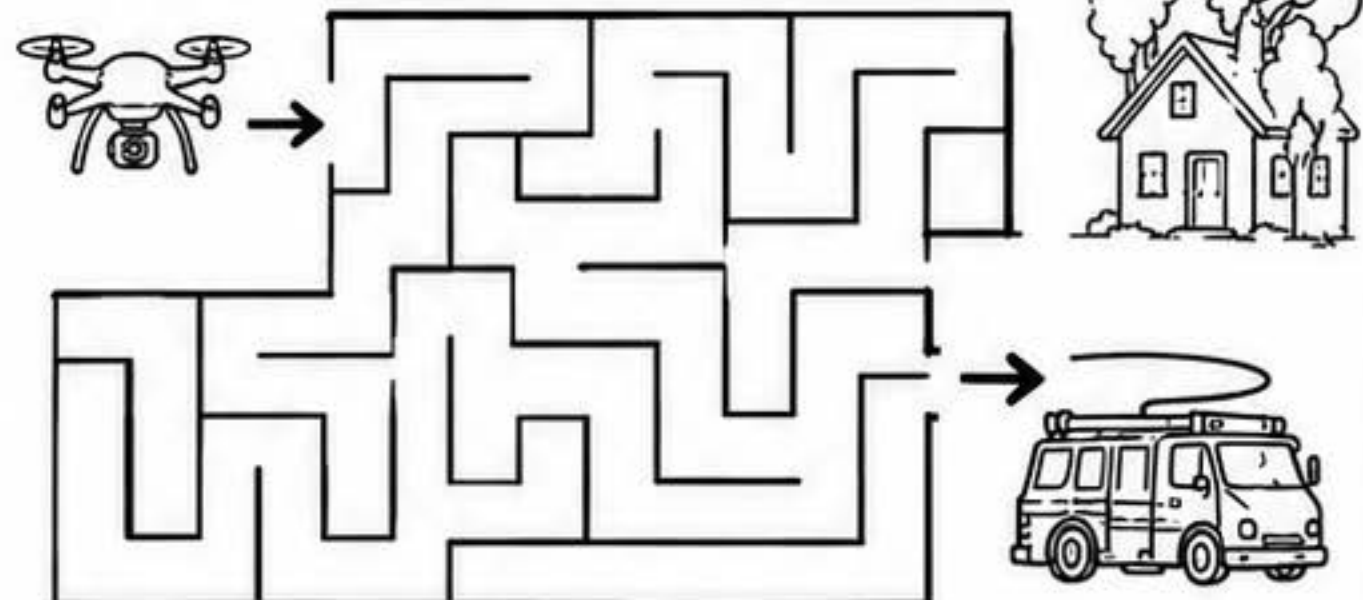
HOW DRONES HELP

Match each drone action
to how it helps.

- | | | | |
|-----------------------------------|---|---|---|
| 1. Fly over an emergency scene | • | • | Helps first responders get there faster |
| 2. Send live video to 9-1-1 | • | • | Shows what's happening in real time |
| 3. Find hard-to-reach people | • | • | Locates people who need help |
| 4. Share location with responders | • | • | Keeps everyone safer |
| 5. Check for dangers | • | • | Helps teams plan the best way to help |

MAZE MISSION

Help the drone navigate to the emergency
so responders can help!



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FUN FACT!

Drones give our 9-1-1 team
eyes in the sky so we can
make smarter decisions
and save more lives!

WE ARE HERE TO HELP!

WORKING SMARTER TO SERVE BETTER!

Smarter technology. Stronger coordination. Safer streets and roads for all.



1 CALL RECEIVED



You call 9-1-1.
We get your location
and details.

2 HELP SENT



Drones and technology
give us information
fast.

3 SITUATION SEEN



We see what's happening
live and know if there are
crashes, blocked lanes,
or other dangers.

4 HELP DISPATCHED



We send the right
help with the best
information.

5 RIGHT RESPONSE



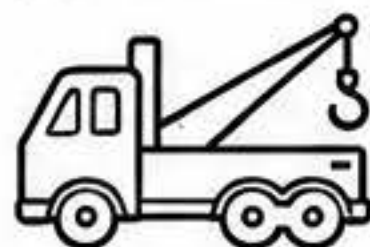
The right units.
The right size.
The right response.

★ REAL-TIME INFORMATION HELPS EVERYONE! ★



FIRST RESPONDERS

Live video, hazards,
and scene details
help keep everyone safe.



TOW & ROADSIDE

We see what's needed
and can send help
faster.



TRAFFIC MANAGEMENT

Traffic conditions are
updated so we can
adjust routes and
reduce delays.



DRIVERS

Timely alerts and
detours help you
make safer choices.



COMMUNITY

Fewer delays.
Fewer crashes.
More lives protected.

FASTER RESPONSE. BETTER OUTCOMES.

The right information.
The right people.
The right time.



9-1-1

YOUR CALL. OUR COMMITMENT.

Working together for
a safer community.

WORKING SMARTER TO SERVE BETTER

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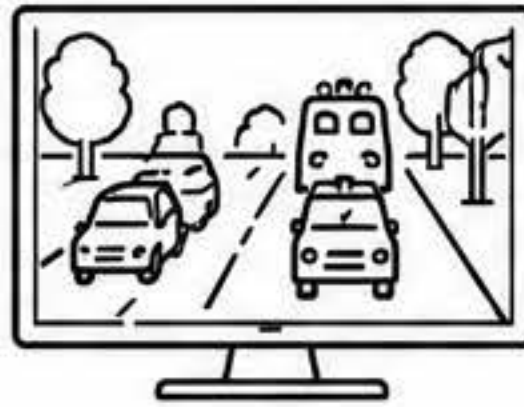
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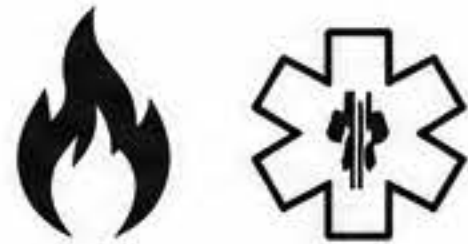
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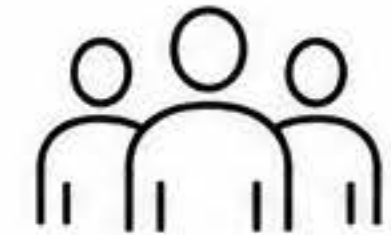
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9-1-1

YOUR CALL. OUR COMMITMENT.

Working together for a safer community.

BE A 9-1-1 HERO!

You can help keep everyone safe.



Know Your Info

Learn your address, phone number, and important info.



Be Calm

Take a deep breath and speak clearly.



Listen Closely

We're here to help. Listen and follow instructions.



Don't Hang Up

Stay on the line. We may need more information.



Know When to Call

Call or text 9-1-1 for emergencies only.



Be Kind

Everyone is doing their best to help you.



Small actions
make a
BIG difference!

Real heroes look out for others.
Thank you for being a 9-1-1 HERO! ♥

In an emergency,
CALL or TEXT

9-1-1



I KNOW MY INFO!

Knowing your important information
helps keep you safe!



Caregiver's First Name: _____



Caregiver's Last Name: _____



Where They Work: _____



Their Phone Number: _____

(_____) _____ - _____

If you ever need help,
call or text

9-1-1



OOPS! YOU CALLED 9-1-1 BY ACCIDENT?

HERE'S WHAT TO DO:



1. STAY ON THE LINE.

Do NOT hang up!
We need to make sure everything is okay.



2. TELL US IT WAS AN ACCIDENT.

Let us know right away so we can help.



3. ANSWER A FEW QUICK QUESTIONS.

We just need to make sure you don't need help.



4. YOU WON'T GET IN TROUBLE.

Accidents happen!
We're glad you called.



No Problem!



We're here to help YOU!



Thank you for doing the right thing!
You help keep our community safe.



**TEXT 9-1-1
WHEN YOU
CAN'T CALL!**



Calling 9-1-1 is **ALWAYS** best.
But if it's safer to text...
we're here to help!



HOW TO TEXT 9-1-1:

- 1** Open your text messaging app.
- 2** In the "To:" line, type **9-1-1**
- 3** Type your message. Tell us exactly where you are and what is happening.
- 4** Tap send 



Text to 9-1-1 is for emergencies only.
Tell us exactly where you are and what is happening.





TOUGH ENOUGH
TO BE KIND

