

City of Berwyn



9-1-1 Center

6401 W. 31ST STREET • BERWYN, ILLINOIS 60402-3106

EMERGENCY: 9-1-1 • NON-EMERGENCY: 708-795-5600

• **THINGS TO KNOW ABOUT 9-1-1** •

History of 9-1-1

On February 16, 1968, Senator Rankin Fite completed the first 9-1-1 call made in the U.S. in Haleyville, Alabama, and was introduced into the region by the City of Chicago in the 1970's.

- ✦ In 1981 **BASIC** 9-1-1 service was implemented in the City of Berwyn. Only the callers phone number was displayed on received 9-1-1 calls
- ✦ In 1992 **ENHANCED** 9-1-1 service was implemented in the City of Berwyn. The callers phone number AND location was now displayed on received 9-1-1 calls.
- ✦ In 2000 the Berwyn Emergency Telephone Systems Board declared its intent to accept wireless 9-1-1 calls.
- ✦ In March of 2001 the City of Berwyn's new state-of-the-art Enhanced 9-1-1 Center became operational.
- ✦ In January of 2009 the City's 9-1-1 Center went through a complete remodel including a new 9-1-1 phone system.
- ✦ On August 1, 2012 Emergency Medical Dispatch became a reality in the City of Berwyn.
- ✦ Throughout 2012 Phase II wireless calls began to be received and processed which provided plotting of wireless 9-1-1 caller location based on latitude and longitude. By the end of the year, all carriers servicing the City of Berwyn are now 100% Phase II compliant.

When to call 9-1-1

Call 9-1-1 to report any emergency, Police, Fire or Medical. If you need help immediately, call 9-1-1. Don't waste time; call as soon as you think help is needed.

- ✦ Car crash with injury
- ✦ Someone is hurt, bleeding or having difficulty breathing
- ✦ Fire of any type (house, other building or car)
- ✦ If you see a crime
- ✦ Dangerous situation such as a gas leak or power line



When not to call 9-1-1

Do not call 9-1-1 if the problem is not an emergency, consult the phone book for the non-emergency number. If 9-1-1 is called for non-emergencies, services for someone with a real emergency may be delayed.

- ✦ Loud party or music
- ✦ Barking dogs or cats up a tree



- ✦ To ask for general information or directions
- ✦ To report a power outage
- ✦ To check for severe weather reports
- ✦ Berwyn's non-emergency number: **708-795-5600**



Cell Phones

While cellular phones have made it very easy for citizens to report traffic accidents and other emergencies that are not near traditional telephones, **wireless 9-1-1 calls currently do not provide specific location information.** To get help quickly, please be ready to answer these questions:

- ✦ **Where is the emergency?**
 - Use highway name, direction of travel, mile marker, intersection, landmarks, etc.
- ✦ **What number are you calling from?**
 - Always give your area code and wireless phone number.
- ✦ **What exactly has happened?**
 - Clearly describe what has taken place.
 - ❖ What is on fire?
 - ❖ Is the person conscious and breathing? Is the person visibly injured?
 - ❖ Type and number of vehicles involved?
 - ❖ If reporting a crime, vehicle and suspect descriptions are important.
 - If using a phone without a service contract and the call is disconnected, **you must redial 9-1-1.**
- ✦ **You can help by:**
 - Learn the non-emergency telephone number to reach help in your area;
 - Refrain from programming your phone to automatically dial 9-1-1 when one button is pressed;
 - If your wireless phone came with a pre-programmed, auto-dial 9-1-1, disable it;
 - Lock your keypad when your phone is not in use, to avoid accidental 9-1-1 calls;
 - Donate old cellular phones not supported by a service contract to abuse shelters, senior services, etc. **DO NOT give them to children for play with a charged battery!**