



ALWAYS call 9-1-1:

To report emergency incidents to include:

- ◆ Medical emergency
- ◆ Fire
- ◆ Motor vehicle crash
- ◆ Suspicious vehicle
- ◆ To report any in-progress incident such as an auto theft, burglary, arson, assault, shoplifting, disturbance, domestic violence, stabbing, shooting, etc.

If you are unsure your situation is an emergency, call 9-1-1.

When to call the non-emergency number (770) 536-8812:

Citizens may call the non-emergency number to report non-urgent incidents that require a law enforcement response such as; lost cell phones, wallets, loud parties, pet problems and other non-life threatening situations for which a report is needed.

For Open Records Requests Call:

770-531-6765

Monday—Friday, 8am to 5pm.

IS 9-1-1 LOOKING FOR YOU?

- ◆ *Are you looking for an exciting Career?*
- ◆ *Are you tired of the 9-5 routine?*
- ◆ *Have you thought about a career in 911?*

IF YOU ANSWERED YES TO ANY OF THESE QUESTIONS, 9-1-1 MAY BE LOOKING TO HIRE YOU!!!

Minimum standards:

- ◆ Eighteen (18) years of age
- ◆ Graduation from High school or equivalent
- ◆ Ability to type 40 wpm
- ◆ Ability to work days, nights, weekends, holidays & overtime
- ◆ Ability to pass a comprehensive background investigation
- ◆ No felony convictions
- ◆ Must successfully complete prescribed training program

FOR MORE INFORMATION VISIT OUR WEBSITE:



www.HallCounty.org

HALL COUNTY CENTRAL COMMUNICATIONS & 9-1-1 CENTER



P.O. Drawer 1435
Gainesville, GA 30503
(770) 531-6765 Office
(770) 531-3948 Fax

About 9-1-1:

Hall County 9-1-1 seeks to provide the most effective and professional emergency and non-emergency communications possible. We seek to provide rapid and convenient access to public safety for citizens of our community and those passing through without regard to age, race, sex, creed, religion, and national origin, physical or emotional impairment.

Emergency 9-1-1 is responsible for providing seamless, professional, and effective, communication to all of Hall County and any agency requesting our assistance or services.

The 9-1-1 Center is staffed 24/7, 365 days a year.

Hall County 9-1-1 communications officers are true professionals that are trained, willing and committed to providing an excellent service to the citizens of Hall County. We strive to treat every person with the utmost respect.

Hall County Central Communications 9-1-1 is responsible for the weather sirens. They are silently tested daily at 9 AM. A wail test is conducted the 3rd Wednesday of February, May, August and November at 10 AM, weather permitting.



When Calling 9-1-1

Remain calm.

- ◆ Speak clearly.
- ◆ Provide location of emergency
- ◆ Listen to and answer all questions.
- ◆ Provide as much information about the emergency as possible.

The Communications Officer answering your call will ask you a series of questions based on the emergency situation. These questions are designed to help get the assistance you need and to provide further information to the first responders.

When Calling 9-1-1 with TDD/TTY Line

Hall County 911 Call Takers are trained in the use of TDD/TTY device. It is not necessary to dial a separate number for TDD/TTY calls or to place these calls through a relay service. When calling 9-1-1, our telephone systems will recognize a TDD/TTY call and your call will be handled quickly and efficiently.

When Calling 9-1-1 from a Cell Phone

- ◆ When dialing 9-1-1 from a cell phone, you may not get the 9-1-1 system you are attempting to reach. Be prepared to provide a clear location of where the emergency is. With a cell phone you **do not** have to have a service plan to have the ability to call 9-1-1.
- ◆ Pay phones can dial 9-1-1 without depositing money.
- ◆ Teach your children how to dial 9-1-1 in case of an emergency.
- ◆ In the event there is an emergency where you cannot speak, dial 9-1-1 and do not hang up leave the line open.

Calling 9-1-1 Having Lost Ability to Speak

When you call 9-1-1 from a traditional wired phone line, the location and phone number from which you are calling is displayed on a computer screen in front of the Call Taker. If you cannot speak, or are being prevented from talking, leave the phone off the hook. Any noise we hear will help us determine the most appropriate response.