

Sign Up for Smart911!!

Smart911 is a free service that helps citizens communicate more effectively during emergencies. Smart911 improves the flow of information about citizens and family members, including children, the elderly and pets, to emergency responders.



The software provides citizens the ability to enter details they want to make available to 9-1-1 telecommunicators through a secure web site (www.smart911.com).

Information can include children's photos, medical conditions, disabilities or other rescue-related information. Smart911 then delivers this information automatically to the Columbia/Boone County Operations Center, when calling from a registered number.

Public Safety Joint Communications is the **FIRST** agency in Missouri to provide this service.



17 North Seventh Street, Suite A

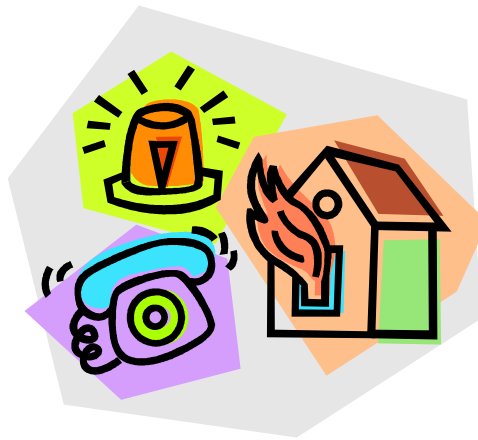
Columbia, MO 65201

Phone: 573-874-7400

Non-emergency line: (573) 442-6131

www.gocolumbiamo.com/PSJC

www.facebook.com/psjc911



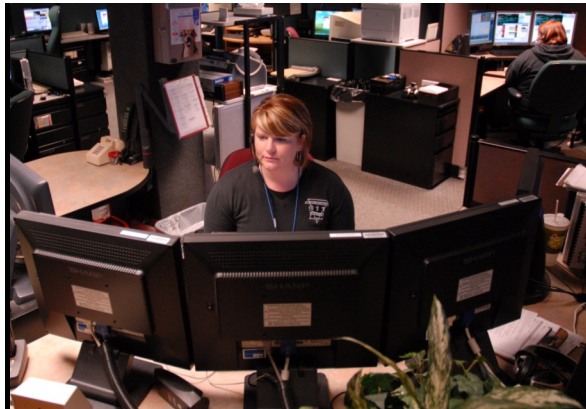
Columbia/Boone
County

Public Safety Joint
Communications

Calling 9-1-1
When Seconds Count



Calling 9-1-1



The Public Safety Joint Communications operations center is staffed 24 hours a day, seven days a week with trained emergency telecommunicators, ready to help you in a time of emergency.

9-1-1 should be called only in situations that require immediate assistance from the police, fire or ambulance services in our area.

Examples include:

- Fire
- Crimes in progress
- Traffic accident, especially if someone is injured
- Medical emergencies
- Any potentially dangerous situation



What to Tell the Telecommunicator

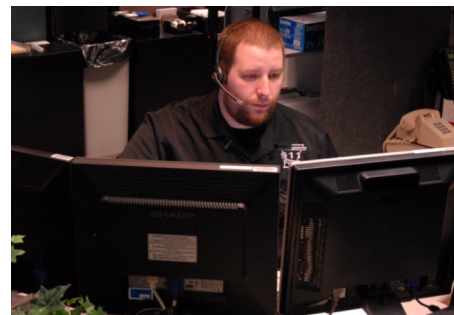
Whenever you call 9-1-1, it is vital to remain calm, speak clearly and stay on the line to answer all of the emergency telecommunicator's questions. You will also receive instructions on how to help any victims or prepare your home for arriving emergency responders.

Remember, while the telecommunicator is speaking to you, emergency personnel are being dispatched and are responding to your location.

When calling 9-1-1, make sure to give the telecommunicator the following information:

- Address of the emergency
- The phone number from which you are calling
- Your name
- Your emergency

Make sure appropriate age children know what 9-1-1 means and when to use it.



Do NOT Call 9-1-1 For...

Non-emergency calls requesting public safety personnel include:

- Minor illness or injury not requiring immediate help, such as the flu or a common cold, chronic aches and pain, minor cuts, and broken fingers or toes
- Reporting lost items
- Contacting particular police officers or deputies
- Routine transportation to medical offices, clinics and hospitals



For *non-emergency calls*, please call the Operations Center non-emergency line at (573) 442-6131.