

When to Call IPD 911!

Do dial 911 for police, fire or medical emergencies when immediate action is required:

someone's health, safety or property is in jeopardy or a crime is in progress. Please use 9-1-1 responsibly. Our call takers can't provide information on the weather, power outages or municipal services.

Do Not dial 911 for a non-emergency. Dial Irving Police Department - 972-273-1010

A non-emergency incident is a **property damage accident**, break-in to a vehicle when suspect is gone, theft of property (when suspect is gone), vandalism (when suspect is gone), panhandlers, intoxicated persons who are not disorderly or dogs barking or at large.

In an emergency, call 911 immediately –

An emergency is any situation that requires immediate assistance from the police, fire department or ambulance. Examples include:

- A fire
- A crime, especially if in progress
- A car crash, especially if someone is injured
- A medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention

Important: If you're not sure whether the situation is a true emergency, officials recommend calling 911 and letting the call-taker determine whether you need emergency help. That is a better choice than not getting help to someone who really needs it very quickly.

- When you call 911, be prepared to answer the call-taker's questions, which may include:
 - The location of the emergency, including the street address
 - The phone number you are calling from...- The nature of the emergency
- Details about the emergency, such as a physical description of a person who may have committed a crime, a description of any fire that may be burning, or a description of injuries or symptoms being experienced by a person having a medical emergency.
- Remember, the call-taker's questions are important to get the right kind of help to you quickly.

Be prepared to follow any instructions the call-taker gives you. Many 911 centers can tell you exactly what to do to help in an emergency until help arrives, such as providing step-by-step instructions to aid someone who is choking or needs first aid or CPR.

Finally, do not hang up until the IPD call-taker instructs you to.

If you dial 911 by mistake, or if a child in your home dials 911 when no emergency exists, do not hang up—that could make 911 officials think that an emergency exists, and possibly send responders to your location. Instead, simply explain to the call-taker what happened.