



**WATERTOWN FIRE DEPARTMENT**  
**OFFICE OF CHIEF OF DEPARTMENT**  
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MARIO A. ORANGIO  
Chief of Department

## Reporting An Emergency

9-1-1 is the phone number to call to report a Fire, Police or Medical Emergency.

**9-1-1** calls are answered by the Watertown Public Safety Dispatch Center located at the Watertown Police Department, regardless of the emergency you are reporting. The Public Safety Dispatch Center is staffed by Public Safety Dispatchers trained to receive emergency calls for assistance and dispatch the appropriate emergency personnel from police, fire and EMS.

When reporting an emergency, you must remember to **remain calm**. It is very important to talk with a clear and controlled voice so the operator can process your call without delay. Also, remember that the operator is attempting to visualize what you are describing in an effort to dispatch the appropriate emergency units.

When reporting a police, fire or medical emergency, remain on the line until the operator tells you it is ok to hang up.

**The operator will ask you the following series of questions:**

What is the address of the emergency or incident?

- You should always have your street address posted on or near your telephone.
- Familiarize yourself with your city boundaries and street names in the vicinity.

Is this a house or an apartment?

What is your telephone number?

What is your emergency?

- As soon as this information has been obtained, the appropriate units will be dispatched.

## Additional questions that the operator may ask:

### *Medical Emergency*

- Is the person awake?
- Is the person breathing?
- What are the symptoms? (vomiting, bleeding, convulsions)

### *Auto Accident*

- Is it a two car, pedestrian-car, or a rollover accident? Be specific.

### *Fire Emergency*

- What is burning? (structure, brush, trash, car, etc.)
- What do you see? (smoke, flames)
- What color is the smoke?



If your house is on fire, leave your house immediately. Call **9-1-1** from a neighbor's phone.