

WHAT YOU SHOULD KNOW ABOUT...

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WHEN TIME MEANS EVERYTHING!

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Calling 9-1-1-

- Call 9-1-1 for **EMERGENCIES ONLY!**
- When calling 9-1-1, remain calm, speak clearly and give the operator the following information:
- Your name
- Your phone number
- Address of the emergency
- As much information as possible about the emergency

Calling 9-1-1 from a cell phone-

- If you are in a car, stop the vehicle when you are calling, remain calm, speak clearly and give the operator the following information
- Your name
- Your **CELL** phone number. If you are disconnected the operator will not be able to reach you without your cell number
- Give as much information on the location as possible (city, county, streets, landmarks etc.) Operators can not automatically identify your location
- Clearly describe the emergency, vehicles, individuals involved

Is Your Address Visible?-

Calling 9-1-1 is less effective and critical seconds can be missed if emergency crews pass by your home because they can not see your address!

- Check your address
- Ask the Apartment Management to repair, replace or repaint your address numbers so they can be seen from the street...day or night and ask them to clear branches and bushes that may block the view of your address

IMPORTANT PHONE NUMBERS:

800-222-1222 POISON CONTROL
 713-526-8300 RED CROSS
 3-1-1 CITY INFORMATION
 832-395-8542 HFD ARSON
 832-394-6900 FIRE MARSHAL

A Message From The
Houston Fire Department



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