



Metropolitan Emergency Services Board

The MESB was established in 1982 by the counties through a Joint Powers Agreement for the purpose of implementing and managing the regional 9-1-1 system, the interoperable regional radio system, and coordination of Emergency Medical Services in the eight county Minneapolis / Saint Paul metropolitan area.

The Board consists of commissioners from the counties of Anoka, Carver, Chisago, Dakota, Hennepin, Ramsey, Scott, and Washington and a council member from the City of Minneapolis.

2099 University Avenue West
Suite 201
Saint Paul, Minnesota 55104
651-643-8395
www.mn-mesb.org

DO YOU KNOW WHAT
NUMBER TO CALL WHEN
YOU WANT A LAW
ENFORCEMENT, FIRE,
OR MEDICAL RESPONSE
OR HAVE AN

EMERGENCY?

9-1-1



WHEN YOU CALL 9-1-1 ...

BE PREPARED TO ANSWER:

“WHERE IS YOUR EMERGENCY?”

“WHAT IS YOUR EMERGENCY?”

EXAMPLES OF 9-1-1 CALLS

- WHEN YOU SEE FIRE OR SMOKE
- IF YOU WITNESS A CRIME
- IF YOU BECOME A VICTIM OF A CRIME
- LIFE THREATENING SITUATIONS
- THREATS OF HARM
- WHEN YOU OR SOMEONE NEEDS AN AMBULANCE OR IS HURT
- HOME ALARMS
- CAR ACCIDENTS

HOW TO USE THE 9-1-1 SYSTEM

- DIAL 9-1-1 ON ANY TELEPHONE
- STAY CALM
- SPEAK CLEARLY
- EXPLAIN WHAT IS HAPPENING
- PROVIDE YOUR EXACT LOCATION
- ANSWER ALL QUESTIONS
- DO NOT HANG UP UNTIL ASKED TO

How Soon Will Help Arrive?

All 9-1-1 calls are prioritized according to the severity of the situation.

A crime in progress or a call for medical attention will take priority over reporting a minor crime from the previous day.

What if My Situation Gets Worse?

If your situation changes please call us back. We will reassess the situation and send more help if needed. We are constantly monitoring your needs through the emergency responders at the scene.

Making Calls to a 9-1-1 Center

All 9-1-1 calls are free, even from cell or pay phones. It is important that you check with your home telephone service provider to ensure that your service address is programmed into the 9-1-1 system for your area. Some Internet-based telephone service providers require you to personally enter your service address into the system, and update the location again if you move.

What if I am Hearing Impaired?

TDD users can access 9-1-1 directly. Pressing the space bar several times at the beginning of the call may help alert the 9-1-1 call taker that you are using a TDD.

ONE CALL TO 9-1-1 AND ...

HELP IS ON THE WAY!

