

9-1-1 PUBLIC SERVICE ANNOUNCEMENT (AUDIO ONLY)

DISPATCHERS: THE UNSUNG HEROES

RUN TIME: 30 SECONDS

DISPATCH: Des Moines Fire and Rescue – where do you need an ambulance?

MALE CALLER: My wife is having a baby.

DISPATCH: OK, what's the address?

NARRATOR: You may never need to call 9-1-1. But if you do, knowing your location can save time when seconds count. Remain calm, speak clearly, and follow any instructions the call taker may give.

DISPATCH: Just tell her to remain calm, OK? We're on the way.

NARRATOR: 9-1-1 dispatchers play a vital role in emergency response.

MALE CALLER: He's out!

DISPATCH: He's out? OK-

MALE CALLER: He's out! Yes, I got him out.

DISPATCH: This is an amazing story you're going to tell for the rest of your life.

MALE CALLER: I swear...! Ay dios, mio! What is your name?

DISPATCH: My name's Danielle.

MALE CALLER: Danielle, you did a great job!

NARRATOR: For more information about 9-1-1, visit be Ready dot lowa dot gov.