

**9-1-1 PUBLIC SERVICE ANNOUNCEMENT (AUDIO ONLY)**  
**DISPATCHERS: KEEP CALM AND KNOW YOUR LOCATION**  
**RUN TIME: 56 SECONDS**

**DISPATCHER:** 9-1-1 – what’s the address of the emergency?

**CALLER:** Uh...you got a drunk driver here. He just – he’s crashing into stuff. I’m at exit five, eastbound.

**NARRATOR:** In a dangerous situation, you might need to call 9-1-1. If you are aware of your location, call takers can dispatch emergency responders faster.

**DISPATCHER:** Exit five on what interstate?

**CALLER:** I-80? He keeps flashing his headlights. High beam, low beams...

**NARRATOR:** It might be difficult, but try to stay calm so you can answer the call taker’s questions.

**DISPATCHER:** Are you able to see what kind of plate is on his car?

**CALLER:** I’m right behind him, but he’s all over the road. I don’t want to get that close.

**DISPATCHER:** Yeah – nope, nope. Definitely stay at a safe distance away. I don’t want you getting too close to him if he’s that erratic.

**CALLER:** Ah, he’s in the left lane. Almost at the bridge barrier? Oh, there he is! Aw, yep, he just hit it!

**DISPATCHER:** OK, what did he hit?

**CALLER:** The bridge concrete barrier?

**DISPATCHER:** We have some officers that are on the way.

**CALLER:** He’s off the road, he’s off the road! Nope, he’s back on there. Now he’s flooring it.

**NARRATOR:** The 9-1-1 operator will ask that you remain on the line until responders reach the scene.

**CALLER:** OK, I see the officer right there. Yep, they’re right, they’re right behind him! They got him, right there! The cop’s right behind him!

**DISPATCHER:** Thank you so much for calling, we’ve got him stopped now.

**CALLER:** Thank you ma’am.

**NARRATOR:** For more information about 9-1-1, visit [be Ready dot Iowa dot gov](http://be Ready dot Iowa dot gov).