9-1-1 PUBLIC SERVICE ANNOUNCEMENT (VIDEO)
DISPATCHERS: KEEP CALM AND KNOW YOUR LOCATION
RUN TIME: 60 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!

DISPATCHER: Thank you so much for calling.

CALLER: Thank you ma'am.

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