While the call-taker is asking questions, they are relaying vital information electronically to the dispatchers and emergency personnel on their way to help. A few helpful tips:

**An E-Comm 9-1-1 call-taker will ask:**
1. "9-1-1, do you need police, fire or ambulance?"
2. "For what city?"

The call will be transferred to the emergency agency the caller requests. The E-Comm 9-1-1 call-taker will remain on the line with the caller until the agency answers.

**Provide information**

The caller will be asked a series of questions such as:

1. "Where are you?"
2. "What’s happening?"
3. "Are you safe?"

While the call-taker is asking questions, they are relaying vital information electronically to the dispatchers and emergency personnel on their way to help. A few helpful tips:

1. **Listen carefully, speak clearly, try to remain calm.**
2. **Stay on the line until you’re asked to hang up.**