

**Lewiston-Auburn 9-1-1
Emergency Communications System**

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An ambulance is just three digits away

Emergency services for Auburn residents are now available faster than ever. With the implementation of Auburn Fire's new ambulance service, your 9-1-1 call will provide medical, fire, and police assistance from a committed and highly trained team of dispatch professionals.

This new service and the upcoming winter provide a good opportunity to remind citizens that the men and women of the Lewiston-Auburn 9-1-1 Center are ready and available to serve callers in need of emergency assistance. With a minimum of four people on duty 24 hours a day, we are equipped to handle multiple responses to simultaneous events. Even with a major fire burning or a winter storm howling, our telecommunicators are trained and equipped to provide medical advice to callers through state-wide Emergency Medical Dispatch protocols. Telecommunicators using Emergency Medical Dispatch protocols can walk a caller through CPR, help a patient suffering from a seizure or stroke and even talk a nervous father through the child birth process.

Nearly 100% of all cellular calls to 9-1-1 generating from the municipalities of Auburn, Lewiston and Poland are now directly answered by LA911, which means less call transfers and the immediate dispatch of responders.

Our senior citizens remain reluctant to dial 9-1-1 when they need assistance, often because they aren't sure if their situation is serious enough to warrant an emergency call. They say, "I don't want to bother anyone, but..." Please do not hesitate! You no longer need to remember an old seven-digit non-emergency number; our nation implemented the three-digit dial for ease, for convenience and for speed and that call to 9-1-1 automatically delivers general location information that will dramatically decrease response time.

The Auburn city council had proclaimed Auburn Fire as the primary Emergency Medical Services provider for the city, and Lewiston-Auburn 9-1-1 is ready to take your call. Please don't hesitate; one call does it all!

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