

Emergency Communications

Overview

The Emergency Communications Division provides police dispatch services to residents of Kyle in response to emergency situations. Serving as the primary point of contact for citizens dialing 9-1-1, their core duties include the handling of emergency and non-emergency calls, as well as the coordination of local law enforcement resources as needed. Emergency Telecommunicators are extensively trained to effectively assess each situation by posing a series of pertinent questions and facilitating the deployment of appropriate levels of service tailored to the individual circumstance.

Resources

Kyle Police Department Emergency Line: [9-1-1](#)

Kyle Police Department Non-Emergency Line: [512-268-3232](#)

When to Call 9-1-1

Please call 9-1-1 in the case of serious medical incidents (chest pain, seizure, bleeding), any type of fire (business, car, building), any life-threatening situation (fights, person with weapons, etc.) or to report crimes in progress. Other calls such as minor vehicle accidents, delayed theft, vandalism, etc. may be reported through our non-emergency line [512-268-3232](#), or filed through our [online police reporting system](#).

Did you know? Most cell phones that hold a charge will still be able to dial 9-1-1 regardless of cell phone service status.

Tips When Calling 9-1-1

Our Emergency Telecommunicators are dedicated to the service of the community and work hard to be there for you when you need us the most. Here are a few simple tips that you can use to help us when calling for assistance:

- Stay Calm: We understand that you may be in the center of an emergency; remaining calm will help us get the information needed to send the correct response to you.
- Speak Clearly: We need to get the correct information to determine the best way to assist you, so speaking clearly is a very important element.
- Be Descriptive: Be prepared to briefly describe the incident you're reporting along with any additional information needed, such as location and identifying suspects or other individuals involved.
- Listen: Our Emergency Telecommunicators are trained to ask pertinent questions to assist with determining the correct response for your specific situation. - remove since it is mentioned above?
- Stay on the Line: Please stay on the line to keep our Telecommunicators updated with any changes to your circumstance.

*If you accidentally call 9-1-1, please stay on the line to let the call taker know it was accidental.

Web Links

- [Text to 9-1-1 Information](#)