



CELL PHONE FACTS AND TIPS

Can I call 9-1-1 from my cell phone?

- Yes, but it is not the same as calling from a landline phone. When you call 9-1-1 from a cell phone, you may be connected to a Regional 9-1-1 Center, but it might be the wrong one.
- Be prepared to give your location and the City or County, you are in. You may get a dispatcher in a bordering County who may not recognize the area you are in.

Can they tell my location when I call 9-1-1 from my cell phone?

- Assume the 9-1-1 dispatcher does **not** know where you are. Even if your cell phone is able to provide the location information, you will still need to provide the 9-1-1 calltaker with additional information about your location.
- The cell tower that picks up your phone's signal may be near, but it isn't enough to tell the dispatcher where to find you.
- Be prepared to give specific directions to your location.

What if I don't know my location when I call 9-1-1?

- Tell the Call Taker what city you are in or near.
- Look for landmarks, large buildings, street signs, or paperwork that may contain address information.
- Think back to the main street or highway you were near when your emergency occurred.
- If others are around, ask them where you are.
- Do not depend on your cell phone to tell 9-1-1 where you are!

Any Phone will do

- Wireless carriers are required to complete 9-1-1 calls, even when the phone is not activated.
- Any phone that turns on and can receive a signal is capable of making a 9-1-1 call.
- The problem is: if the phone you're using isn't activated, there is not a phone number assigned to it. That means if you're disconnected from the PSAP, you *must* call 9-1-1 back. They will not be able to call you.

Why is the 9-1-1 call taker asking so many questions?

- Seconds save lives; The more questions 9-1-1 call takers ask, the more information they can pass on to the emergency personnel responding to your 9-1-1 call.
- * The information allows emergency personnel to more accurately prepare to help you.
- In addition, when dealing with medical calls many 9-1-1 call takers are trained to give emergency pre-arrival instructions. These instructions start the emergency response to the situation immediately.

While the 9-1-1 call taker is speaking to me, is help being sent?

- Once the basic information and reason for the 9-1-1 call is obtained, the 9-1-1 call taker stays on the line with the caller and sends the information to police, fire, or the EMS dispatcher.
- That person then dispatches, or sends the appropriate help to the 9-1-1 caller.
- In many cases, the 9-1-1 call taker will continue to ask questions, give response information and pass on situation updates to the responding personnel until help arrives on the scene.

Why does the dispatcher transfer my call to another agency?

- Sometimes the 9-1-1 cell phone calls are routed to the wrong jurisdiction. Then depending on the location and nature of the call, the caller will be transferred to the appropriate 9-1-1 PSAP for further assistance.

What do I do if I'm cut off, after they answer?

- Always try to call 9-1-1 back. Don't wait for the 9-1-1 call taker to try to contact you. They may not have received your cell phone number in the initial 9-1-1 call and may need additional information.

Can I keep driving when I call 9-1-1 on a cellular phone?

- It is usually best to pull over when calling 9-1-1, as there is less chance of the cell phone signal being dropped if in a stationary location.
- Any emergency instructions that need to be carried out can best be done while stopped.
- Finally, if help needs to reach you it is best to be in one place so help can get to you, rather than trying to meet them somewhere.
- If you cannot safely pull over to speak to 9-1-1,
 - Stay calm
 - Pay attention to the roadway with surrounding vehicles
 - Follow the 9-1-1 call taker's instructions

Should I program 9-1-1 or turn on my auto 9-1-1 feature on my cellular phone?

- **NO**, please do not program 9-1-1 or use the auto 9-1-1 feature. There are numerous accidental calls to 9-1-1 from cell phone that have this feature.
- Callers do not realize their phone has called 9-1-1.
- * Help reduce accidental calls to 9-1-1 by only calling when you have an emergency.