

MAKING

9-1-1

WORK FOR YOU!

THINGS EVERYONE NEEDS TO KNOW

An informed caller is 9-1-1's best caller. It's important that you know how to help 9-1-1 help you. In an emergency, seconds matter, so being knowledgeable and prepared can make all the difference. Here's what you can do:

Know WHEN to call 9-1-1. 9-1-1 is for emergencies only. You should only be dialing 9-1-1 if someone is hurt or in danger, or if you are in immediate need of police, fire, or medical assistance. If you aren't sure if your situation is an emergency, you should err on the side of safety and call 9-1-1 and let the expert who answers your call make the decision whether to send help or not.

Know WHEN NOT to call 9-1-1. Don't call 9-1-1 just because you burned dinner and your guests are arriving any minute, or because you are late for a meeting and need help finding an address. While those situations may count as emergencies for you, they aren't for public safety. Inappropriate use of the 9-1-1 system wastes resources and ties up the lines at the 9-1-1 center, and nobody wants to be on hold when they are in the middle of a real crisis. Not to mention that in most states harassing or making prank calls to 9-1-1 is a crime, and you don't want law enforcement showing up at your door.

Know the capabilities of the device you are using. 9-1-1 can be contacted from pretty much every device that can make phone calls (traditional landline, cell, VoIP), but the callback and location information that accompanies your call to the 9-1-1 center can vary drastically amongst technologies and between geographic regions. 9-1-1 and telecommunications professionals are hard at work to make sure 9-1-1 works the same on all devices in the future, but until then it is your job to be knowledgeable about benefits and limitations associated with various technologies. Contact your service provider(s) for more information.

Know where you are. This is probably the most important information you can provide as a 9-1-1 caller, so try to be aware of your surroundings. Make a real effort to be as detailed as possible. If you are outside and don't know the street address, take a look around and try to find landmarks or cross streets. If you are inside a large building or one with multiple levels, you can help emergency services by letting them know which floor you are on, which apartment you are in, etc.

Stay calm. When you are on the phone with 9-1-1, you are their eyes and ears. Even though you may want to, try not to panic. If you are crying or yelling, it can be hard for the 9-1-1 operator to understand you. If you are able to stay strong, pull yourself together, and answer all of the 9-1-1 operator's questions, the faster they can get the right services to your location.

Never hang up. You may have called 9-1-1 by accident, or your situation may have resolved itself, but it is important to let the 9-1-1 operator know this. If you end the call abruptly, the folks at the 9-1-1 center are going to assume that something has gone very wrong and will either call you back or send help anyway. This will take away from the 9-1-1 center's ability to take calls and dispatch services to on-going emergencies, so make sure the 9-1-1 call taker tells you it is ok to disconnect before you hang up. And keep in mind that the call taker can dispatch responders to your location without disconnecting from the call, so, until you are instructed to do otherwise, make sure to hold the line so that you can provide any necessary information or assistance to the 9-1-1 operator.



www.apco911.org

CTIA **The Wireless Foundation**

www.wirelessfoundation.org



www.nena.org

MAKING

9-1-1

WORK FOR YOU!

Educational and Informational Resources

The below groups can provide you with more information on 9-1-1 and public safety issues:

The National Emergency Number Association (NENA) / www.nena.org

The Wireless Foundation / www.wirelessfoundation.org

The Association of Public-Safety Communications Officials (APCO) International / www.apcointl.org

9-1-1 for Kids / www.911forkids.com

E9-1-1 Institute / www.e911institute.org

The National Association of State 9-1-1 Administrators (NASNA) / www.nasna911.org

Citizens looking for additional information or educational resources relating to 9-1-1 and emergency services can also visit these sites:

Wireless Deployment Maps and Reports / nena.ddti.net

The Federal Communications Commission's 9-1-1 Homepage / www.fcc.gov/pshs/services/911-services

E9-1-1 Implementation Coordination Office / www.e-911ico.gov

VoIP and 9-1-1 Services / www.voip911.gov

Greater Harris County 9-1-1 Emergency Network / www.911.org

Illinois 911 Information / www.il911info.org

Maine 911 Kids' Site / www.maine911.com/kids

Texas 9-1-1 for Kids / www.911.state.tx.us/kidshome.html

Denco Area 9-1-1 District / www.denco.org



www.apco911.org

CTIA The Wireless Foundation

www.wirelessfoundation.org



www.nena.org