

WHAT YOU NEED TO KNOW ABOUT

Wireless 9-1-1



Landline vs. Wireless

When 9-1-1 is dialed from a landline phone which would be from a home or business, the caller's location and phone number are sent to that location's 9-1-1 Center. This allows the 9-1-1 Center to dispatch police, fire, and medical to the caller's location even if the caller cannot communicate with the call-taker.

Calling 9-1-1 from a wireless phone is quite different from making a landline 9-1-1 call. When a wireless call is made to 9-1-1 from a cell phone, that call is transmitted to the nearest cell tower. The cell tower then sends that call via landline to the 9-1-1 Center that is designated to receive 9-1-1 calls for that area. The information received by the 9-1-1 Center will vary depending on cell phone provider. The 9-1-1 Center is typically able to retrieve coordinates from the call to help enable them to send help to the immediate area.

Depending on your location it is possible that you will hit a cell tower of a different county. If this occurs, the 9-1-1 call will have to be transferred to the appropriate 9-1-1 Center to ensure the correct response is sent to the incident. This issue can potentially present life-threatening problems due to the lost response time and if the caller is unable to communicate with the call-taker about where the emergency is.

The wireless 9-1-1 caller must be aware that the 9-1-1 Center answering the call may not be the 9-1-1 Center that services the area of where the wireless caller is calling from. Knowing your location is vital to getting the appropriate response whether it be for police, fire, or medical.

Landline vs. Wireless



Helpful Hints for Cell Phone Users

- ⇒ Try and remain calm.
- ⇒ **Know your location!!** Providing an accurate address is critical when making a wireless 9-1-1 call.
- ⇒ Give an exact street number and street name if possible or the closest intersection.
- ⇒ Provide a business name or landmark if the address is not known.
- ⇒ Know your cell phone number or the number you are calling from.
- ⇒ Do not hang up until the call-taker tells you it is okay to do so.
- ⇒ 9-1-1 is for police, fire and medical emergencies. Tell the call-taker what type of help is needed.
- ⇒ Stay on the line, pay attention and answer all questions.
- ⇒ Be a good witness. Try and remember all suspect and vehicle descriptions.
- ⇒ Do not become irritated if your call is transferred to another 9-1-1 Center and you are requested to repeat your information. This is only done to ensure accurate information has been received through the transfer process.
- ⇒ Do not hang up! Stay on the line until you are told it is okay to hang up even if it was accidental.
- ⇒ Christian County does not have the capability of accepting text messages.
- ⇒ 9-1-1 is not for pranks or jokes. This can delay responses to a real emergency.
- ⇒ A deactivated cell phone with power can still call 9-1-1.

For further questions or additional information, contact:

Christian County 9-1-

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