

General Tips for 9-1-1 Callers

- ✓ Try to stay calm.
- ✓ Give the location of your emergency and your call back number.
- ✓ Tell what type of help is needed (police, fire or EMS).
- ✓ Stay on the line and answer all questions.
- ✓ Be a good witness. Remember all offender and vehicle descriptions.
- ✓ Do not hang up until the call is complete.



9-1-1 DOs and DON'Ts

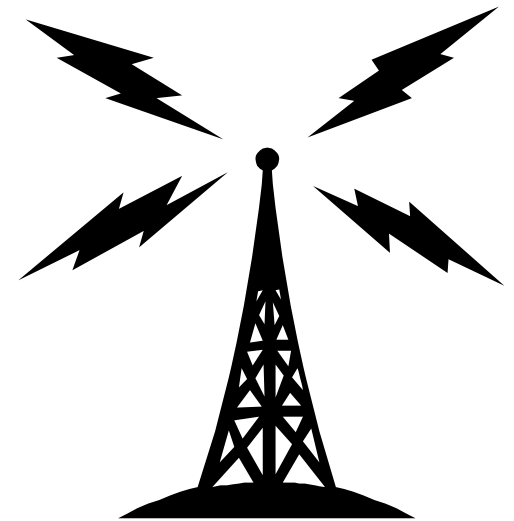
- ✓ 9-1-1 is for police, fire and medical emergencies.
- ✓ If you call 9-1-1, don't hang up.
- ✓ Don't call 9-1-1 for jokes or prank calls.
- ✓ When you call 9-1-1, pay attention to the questions that you are being asked.
- ✓ Stay calm and speak clearly.
- ✓ Stay on the line until you are told to hang up.
- ✓ For further questions or for additional information, contact your local 9-1-1 Center.



This pamphlet pertains to traditional 9-1-1 service. For information on other 9-1-1 services such as 9-1-1 & Children, 9-1-1 & Seniors and 9-1-1 & VoIP, go to www.IL911INFO.org or contact your local 9-1-1 Center.

WHAT YOU NEED TO KNOW ABOUT

Wireless 9-1-1



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Illinois Chapters

Wireless 9-1-1

When 9-1-1 is dialed from a landline phone from a home or business, the caller's location and phone number is sent to that location's Public Safety Answering Point (PSAP). This allows the 9-1-1 call taker to dispatch police, fire or EMS to the caller's location, even if the caller cannot communicate with the 9-1-1 call taker.



Making wireless 9-1-1 calls is different from making a landline 9-1-1 call. When a wireless 9-1-1 call is made from a cell phone, that call is transmitted to the nearest cell tower. The cell tower then sends that call via landline to the PSAP that is designated to receive 9-1-1 calls from that area.

Issues arise when the nearest cell tower is in a different police, fire or EMS jurisdiction or different county than the one that the wireless 9-1-1 caller is calling from. This 9-1-1 call has to be transferred to the correct PSAP. This presents life-threatening problems due to the lost response time if the caller is unable to communicate where they are or where the emergency is.



Wireless 9-1-1 Calls

The wireless 9-1-1 caller must be aware that the PSAP that answers the call may not be the PSAP that services the area that the wireless caller is calling from. Knowing the location is vital to getting the appropriate police, fire or EMS units to respond.

Helpful Hints

- ✓ Remain calm.
- ✓ Know the location of the incident. Providing an accurate address is critically important when making a wireless 9-1-1 call.
- ✓ Give an exact street number and street name if possible, or the closest intersections.
- ✓ Provide a business name or landmark if the address is not known.
- ✓ Do not hang up until your call is answered and the information you have is correctly relayed to the 9-1-1 call taker.
- ✓ Know your cell phone number.
- ✓ Do not become irritated if your call is transferred to another PSAP and you are requested to repeat information you may have already given to the previous 9-1-1 call taker.