

## AVOID ACCIDENTAL 9-1-1 CALLS

Accidental cell phone calls can congest the 9-1-1 phone system. Accidental calls occur when the phone is placed in a pocket, belt clip, or purse, and a pre-programmed emergency button is bumped. Even a locked phone can dial 9-1-1.

### HELP AVOID ACCIDENTAL CALLS WITH THE FOLLOWING TIPS:

- Do not hang up on an accidental 9-1-1 call. Inform the dispatcher that the call was an accident before you hang up.
- Do not pre-program 9-1-1 into your or your child's cell phone's speed dial. This can lead to accidental calls.
- Teach your child how and when to dial 9-1-1 from a cell phone. Train them to press 9-1-1 and the "send" button only in an emergency.
- Even cell phones without active service can dial 9-1-1. Take batteries out of cell phones before recycling them or giving them to a child to play with.
- Don't call 9-1-1 to check to see if your cell phone works. 9-1-1 is to be used for emergency calls only.

## CELL PHONE USERS: INFORMED USE OF 9-1-1 SAVES LIVES AND PROPERTY



# CELL PHONE USERS

ARE YOU TYING UP 9-1-1 LINES WITH  
NON-EMERGENCY CALLS?

WHEN TO CALL 9-1-1 FROM  
YOUR CELL PHONE



PRODUCED BY  
**CALIFORNIA 9-1-1 EMERGENCY  
COMMUNICATIONS OFFICE**

[WWW.TD.DGS.CA.GOV/SERVICES/911](http://WWW.TD.DGS.CA.GOV/SERVICES/911)



Too many people are dialing 9-1-1 for non-emergencies or repeatedly for the same incident.

## PART OF BEING A RESPONSIBLE CELL PHONE USER IS KNOWING WHEN AND HOW YOU SHOULD CALL 9-1-1

## DID YOU KNOW?



Almost everyone in the U.S. owns a cell phone and some households do not use a landline at all. Consequently, hundreds of thousands of wireless 9-1-1 calls are made daily nationwide.

Far too many cellular 9-1-1 phone calls, both non-emergency and repeat calls for the same incident, are tying up the 9-1-1 phone system. This results in unnecessary busy signals, disconnects, and delays in dispatch time for true 9-1-1 emergency calls.

Not every 9-1-1 call is answered by your local law enforcement agency. Cell phone providers try to calculate your approximate location using cell towers or satellite positioning. If they cannot, the call will likely default to the California Highway Patrol (CHP) and then be transferred to the appropriate agency. This means that non-emergency or repeat calls are wasting critical minutes of dispatchers' time.

If you call 9-1-1 from your cell phone or an inactive phone, your phone number and location information may not be available to the dispatcher. Know your surroundings (street address, landmarks, mileposts) when calling 9-1-1. This will save valuable seconds in an emergency.

### When Dialing 9-1-1 From Your Cell Phone

- 1 Call only for immediate emergency assistance**—medical, fire, or police.
- 2 Be prepared** to provide your location and any essential information the dispatcher may need.
- 3 Stay on the line** until told to hang up. You may be transferred to another agency.

### Help Reduce Unnecessary Calls

- Use non-emergency numbers for your local law enforcement agency when you do not need immediate assistance.
- If medical, fire or police are already on scene, it is not necessary to call 9-1-1 again. Instead, call a non-emergency number if you have additional information or witnessed the incident.
- Do not call 9-1-1 for non-emergency incidents (i.e., requesting road conditions, asking why traffic is backed up, requesting driving directions, or other similar reasons). Be prepared; contact your local CHP office directly, using a non-emergency number.
- Use or maintain a landline at home and at work for 9-1-1 calls, as the dispatcher is more likely to get accurate location information from a landline.
- Using 9-1-1 in non-emergency situations prevents critical emergencies from being attended to.