

RISK MANAGEMENT BULLETIN

CELL PHONE CALLERS SHOULD NOW USE 9-1-1 FOR EMERGENCIES

THIS YELLOW ACCIDENT/INCIDENT REPORT FORM CONTAINS OUTDATED INFORMATION ON #3 OF THE “AT THE SCENE” DIRECTIONS FOR THE REASON EXPLAINED BELOW.

Now that all seven of Maine’s wireless carriers have implemented the first phase of Enhanced 9-1-1 service, 9-1-1 is the emergency number for callers using wireless phones. According to the Emergency Services Communication Bureau (Bureau), the state agency responsible for Enhanced 9-1-1, *carriers are removing *77 as an emergency number*. Wireless 9-1-1 calls are routed to one of four Maine State Police communication centers.

Callers from cellular phones are reminded that they need to provide detailed location information. The first phase of wireless 9-1-1 provides only the call back number of the caller and the address of the cell tower that processed the call. Know your location. Have an address ready or use landmarks, mile markers or road signs to describe where you are.

The second phase of Enhanced 9-1-1 provides the latitude and longitude of the caller within 50 to 150 feet. Currently, 3 wireless carriers have completed Phase II. Eventually, the coordinates of the caller will automatically plot on a map at the 9-1-1 center. Still we urge caution to wireless emergency callers because these phones do not provide exact locations such as we are use to with landline phones. Callers are best served if they can provide good location information to aid the emergency responders.

**We suggest that you enclose a copy of this bulletin
with each form you distribute or make sure
that your employees know of this important change.**

For more information see: http://www.maine911.com/pub_information/news.html

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