



# Friday March 4<sup>th</sup>, 2016: 9-1-1 Tips

“If my cell phone has a Minnesota phone number, where does my call go when I call 9-1-1?”

If you are calling 9-1-1 from a cell phone, the call will “ping” off the closest cell phone tower and that will determine where the call gets routed. So if you are in Scottsdale, and you call 9-1-1, the call will go to the closest cell phone tower which will then direct it to the Scottsdale 9-1-1 dispatch center. Whenever you call 9-1-1, wherever you call 9-1-1 from, you will be directed to a local dispatch center.

“Are they able to find my location when I call from a cell phone?”

Yes and no. A cell phone can only give dispatch a radius of where you are located, but not your exact location. Dispatch will still need to know your address, or at a minimum your cross streets. In extreme situations, and under high stress, sometimes people are unable to remember their address or unable to speak and relay this information. Precious time, and in a worst case scenario, lives can be lost when dispatchers and first responders are trying to find where the emergency is. Below are a few tips to help ensure you can always find your address when it is needed.

- Put up a post-it note, or sign with your address and cross streets on it by your phone
- Always make a mental note of where you are- cross streets, land marks, when you are out and about or visiting someone
- If someone is visiting you, make sure they know your address so if there is an emergency, they know what to tell 9-1-1

### **AJPD TIP: MAKE SURE YOUR ADDRESS IS VISIBLE!**

Make sure your house/unit number can easily be seen from the street both daytime and nighttime. Even if we have your address, if we cannot see your house or unit number, we may waste precious time trying to find which house belongs to you!

**The first question you will be asked when you call 9-1-1 is “What is your location?”**

**The goal is to get help to you as quickly as possible. Help us help you- know your location!!**