

# Using a Wireless Phone



## 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.

## 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 you or your child's cell phone's speed dial. This can lead to accidental calls.

Teach young children 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.