

Winter Automobile Safety

When Dialing 911 on a Cellular Telephone: Make Sure Responders Can Find You

Facts

- A cell phone is a valuable tool for drivers who witness, or are involved in, emergency situations. Cell phone users on the road need to provide dispatchers with specific information about the emergency.
- All cellular 911 calls are routed to public safety answering points operated by state or local public safety agencies. Although more newer cell phones now provide approximate location and callback number when 911 is dialed, an exact location may have to be provided by the caller.

Safe Behavior

- Following these instructions will make your emergency call most effective:
 - Call 911 ONLY to report emergencies.
 - The Minnesota State Patrol urges cell phone users to be prepared to provide the dispatcher with their location, the exact location of the emergency and the number of the cell phone they are using. The following details can help in remembering your location in case of an emergency:
 - Mile markers and highway exit numbers
 - The county or state highway number or road on which you're driving
 - The county or city in which you're driving
 - The direction of travel
 - Distinctive landmarks
 - Cell phone users should teach vehicle passengers how to operate the cell phone and review with them procedures for making a 911 call.
 - When making a 911 call from your cell phone, follow these steps:
 - Tell the 911 dispatcher that you are calling from a cell phone and provide the cell phone number.
 - Report the nature of the problem (traffic accident, medical emergency, stalled vehicle, etc.)
 - Give location information.
 - Give information on number of persons and types of injuries, if any.
 - Remain calm and stay on the line until help arrives or the dispatcher tells you to hang up.
 - Don't put yourself in danger. Stay near the emergency scene only if it is safe to do so.

Contact

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