THE CHANGING WAY WE CALL 9-1-1

According to the National Emergency Number Association (NENA), an estimated 310 million cell phone calls were made to 9-1-1 in 2007. Of those calls, at least 100 million of them were made by wireless telephone users (approximately 40%). This is a 12% increase from 2000, when 305 million calls were made with a wireless telephone. Forty-five of one hundred and fifty million calls. In Connecticut, the use of wireless telephones for calling 9-1-1 is even more pronounced, with nearly 100% being wireless in 2007.

Statewide Call Count Percentages - 2002 to 2007

Wireless 9-1-1 Calls - 2002 to 2007

Difference in percentage

- Over 75%
- 51 - 75%
- 26% to 50%
- Under 25%

Example of a Phase II wireless 9-1-1 call (Map Screen Only)

Phase I - For E9-1-1 Phase I, the FCC requires the wireless carriers to deliver to the appropriate PSAP the telephone number of the wireless handset originating the 9-1-1 call (callback number) and the location of the call with the accuracy required by the FCC, with the accuracy requirement imposed on the wireless carriers by the FCC varying depending on the location technology.

Phase II - For E9-1-1 Phase II, the FCC requires the wireless carriers to deliver to the appropriate PSAP the telephone number of the handset originating the 9-1-1 call and the latitude and longitude of the call. The accuracy requirement imposed on the wireless carriers by the FCC varies depending on the location technology used by the wireless carrier.

Source: www.nena.org

IMPORTANT TIP

If you call 9-1-1 on a cell phone, your location may not automatically display, as it does when calling from most home/business phones.

Be Prepared to tell the 9-1-1 Call taker...

- The location of the emergency - EVEN IN AN AREA THAT HAS LOCATION TECHNOLOGY (address, street intersection, landmarks, city, county, mile marker, etc.)
- Your cell phone number
- What the emergency is and what type of assistance is needed.

Source: www.nena.org

WIRELESS PERCENTAGES BY PSAP

The map above represents the difference in the percentage of wireless 9-1-1 calls received by Connecticut’s 107 PSAPs from 2002 to 2007. This is a subtraction of the 9-1-1 wireless percentage from the 2007 wireless percentage. The wireless percentage is calculated by dividing the number of wireless calls by the total number of 9-1-1 calls. For example, if a PSAP had a wireless percentage of 25% in 2002 and a wireless percentage of 75% in 2007, the percent difference would be 50% and would be placed in the 26% to 50% category.