

It is important for cell phone users calling 9-1-1 to remember some basic ABCs:

- A** *ALWAYS BE AWARE OF YOUR SURROUNDINGS.* Tell the 9-1-1 center the location of the emergency. Provided landmarks such as cross streets and mileposts.
- B** *BE PREPARED.* Memorize your cell phone number so it can be readily given to the 911 center when asked.
- C** *STAY CONNECTED.* Do not hang up until told to do so. If you should get disconnected, call 9-1-1 back.



Only call 9-1-1 if you need emergency response such as:



Police



Fire



Medic



Washington State Military Department
Emergency Management Division
Bldg #20B, 2nd Floor - E911
Camp Murray, WA 98430
Phone: 253.512.7013
Fax: 253.512.7202
E-mail: 911education@emd.wa.gov

Help 9-1-1 Help You

Washington State
Emergency Management Division
Enhanced 9-1-1



9-1-1 may not know your location. If you don't know where you are it will delay or prevent getting help to you or your loved ones.

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What does “What’s Your Location” mean?

Be aware of your surroundings; being able to relay a location such as an exact address, intersections, business names, landmarks, or mile markers.

An exact address should include house number, street name, as well as details like building number, suite or room number, apartment number, or space number.



Why don't people know their location?

Many people have a false sense of security believing that modern technology will allow 9-1-1 call centers to know their location.

Due to this false sense of security along with believing they will never have to call 9-1-1 they do not pay attention to their surroundings.

Other factors that interfere with people knowing their location:

- Being in an unfamiliar place
- Being in a stressful situation
- Distractions and other things going on around them

How do I learn to be aware of my location?

MAKE IT A HABIT!

Consciously ask yourself... Where am I?

Play a game with your children by asking them to identify street names, landmarks, mile posts, and highway signs.

Know the street/road names for your commonly travelled routes. Review your address with your children.

And always make sure the babysitter/caregiver knows your address.



What information is needed when you call 9-1-1 for help?

1. Your Location
2. Phone Number
3. Type of emergency
4. Name of those involved

REMEMBER ... 9-1-1 may not know your location. If you don't know where you are it will delay or prevent getting help to you or your loved ones.



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