

FLAP

BACK COVER

COVER



911 is the most recognized phone number in America. These three numbers link callers in Central Oklahoma to fire and police protection and emergency medical services. With skilled call-takers using continually advancing network and computer technology, 9-1-1 can help responders get to you when you need them the most.



A·C·O·G

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INSIDE SPREAD

RIGHT



FREQUENTLY ASKED QUESTIONS

KNOW WHEN TO CALL 9-1-1 — FIRE • MEDICAL • POLICE

- Q** *When should I call 9-1-1?*
- A** 9-1-1 is reserved for emergency situations only. Callers should use sound judgment when trying to determine the difference between an **emergency** and a **non-emergency**. An emergency is a police, fire or medical situation where seconds can make a difference in saving a life or property. A person should never call 9-1-1 to ask for directions, to report a lost pet or complain about a noisy neighbor. People who call 9-1-1 as a joke or a nuisance can be subject to fines and legal action.

- Q** *What are some of the things that I should know before I call 9-1-1?*
- A** In order to dispatch proper services in an emergency situation, the call-taker may ask several questions. Call-takers are trained to verify your address and telephone number to ensure that the 9-1-1 information is correct. When calling 9-1-1, if possible, make sure that you are out of danger. If your house is on fire, call 9-1-1 from a neighbor's phone or use your cell phone after leaving the building. Stay calm and talk clearly to describe the situation. Stay on the line until the call-taker tells you to hang up the phone.

Does a person need to speak English when calling 9-1-1?

No. 9-1-1 is available in many languages. Most communities in the Central Oklahoma 9-1-1 system subscribe to a language translation service that uses a network of interpreters. When a call-taker learns that a caller does not speak English, the call is relayed to an interpreter who can provide communication between the caller and the call-taker.

- Q** *Will 9-1-1 work on deactivated cell phones?*
- A** Yes. The Federal Communications Commission (FCC) has ruled that all cell phones, even those that do not have an active subscription plan, can call 9-1-1. Because of this, it is very important that parents make sure that their children are not given retired cell phones as toys. These phones can accidentally call 9-1-1, creating unnecessary use of emergency resources to determine the situation and respond to the accidental 9-1-1 call.

- Q** *Can people with hearing or speech disabilities use a TDD to call 9-1-1?*
- A** Yes, Telecommunications Device for the Deaf, or a TDD, can be used by people who are deaf, hard of hearing or that have a speech disability to call 9-1-1.

- Q** *I just moved and need to know if 9-1-1 is available where I live. How do I find out?*
- A** 9-1-1 is available in the Central Oklahoma region, which includes cities, towns and communities in Oklahoma, Canadian, Cleveland and Logan counties, and parts of Grady and McClain counties. You can check the front of the telephone directory or call your local community to confirm your 9-1-1 service and to ensure that your address is correct.

- Q** *I just signed up with a new phone company. Can I still call 9-1-1?*
- A** Yes, but you may want to check with your new company to make sure that they have all of your correct information in the 9-1-1 database. Phone companies provide that information to the 9-1-1 database, which allows dispatchers to know where you live. Call your phone company to verify your records.

- Q** *Can I send a text message to 9-1-1?*
- A** No, not at the current time. The 9-1-1 system in Central Oklahoma is based on traditional telephone technology that does not allow receipt of text messages, but there are efforts nationally to develop protocols for Next Generation 9-1-1 systems that will be able to receive texts, video, and other forms of media.

- Q** *Can I call 9-1-1 on my wireless phone?*
- A** Of course. In fact, Central Oklahoma's 9-1-1 system is continually evolving to keep up with technology by providing better location information from calls coming from cell phones. In most cases, calls from wireless phones come into the region's 9-1-1 call centers with latitude and longitude coordinates. This allows the caller's location to be plotted on a map. This information can make the difference in a critical situation, particularly when the caller cannot articulate his or her location for whatever reason (medical inability to speak, unaware of location, hostage situations, etc.). Technologies are not the same everywhere, however, so it is important to be aware of your surroundings and be prepared to tell a 9-1-1 call-taker where you are, even if you can only identify landmarks or street names.

- Q** *Is there a resource for more information about 9-1-1?*
- A** The 9-1-1 Association has information on a variety of 9-1-1 issues on its website, www.acogok.org, including telephone companies and forms to request the assignment of a street address.