

**GRAND JUNCTION REGIONAL COMMUNICATION CENTER  
PUBLIC INFORMATION BULLETIN**

**WIRELESS TELEPHONES AND 9-1-1**

FOR IMMEDIATE RELEASE

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The nationwide explosion in the use of wireless telephones has resulted in dynamic changes in the way our citizens communicate in work, with family, and in reporting emergency situations to the nation's 9-1-1 centers.

The wireless telephone industry is beginning to make changes in their systems to comply with federal government mandates for improvement in these systems when communicating with 9-1-1 centers.

As the 9-1-1 provider for all of Mesa County, the Grand Junction Regional Communication Center wants the public to know how to use their wireless phones effectively when calling 9-1-1 to report an emergency.

- **KNOW WHERE YOU ARE**

*Wireless telephones do not currently provide location information to 9-1-1 personnel.*

*The 9-1-1 center that answers your wireless call may not be near to your location. This is especially true in rural and/or mountainous areas.*

It is extremely important for wireless callers to remain aware of where they are; maintaining a reference to the nearest town, the last exit, intersection, mile marker, or a major landmark can be invaluable in times of emergency.

If enjoying a recreational or remote area:

Know the name of the trail or camping area you are using.

Know how far away you are from a trailhead or parking area.

Carry a Global Positioning System (GPS) receiver along with your wireless phone when in these areas, and know how to use it when needed.

- **USE 9-1-1 EFFECTIVELY**

If possible, call from a safe place, well away from hazardous conditions and out of the

flow of traffic.

When speaking with the 9-1-1 Telecommunicator, remain calm and be prepared to answer the following basic questions:

Where the incident is occurring, including an exact location if possible.

What is happening.

If anyone is injured or requires medical attention.

Any hazards to patients, bystanders, or responders, including persons trapped in vehicles, electrical, fire, or hazardous materials, or the presence of assailants or violent persons.

Be prepared to describe involved persons and/or vehicles when asked to do so. Try to pay attention to clothing and vehicle descriptions, including license plates.

Follow the instructions of the 9-1-1 Telecommunicator.

Don't Hang Up until the 9-1-1 Telecommunicator says it's OK to do so.

- **HELP 9-1-1 HELP YOU AND OTHER CITIZENS IN TIME OF EMERGENCY**

Many wireless phones will dial 9-1-1 if only one key is pressed and held down, such as the "9" button. This feature has resulted in many inadvertent 9-1-1 calls that tie up emergency phone lines and personnel. In many cases, 9-1-1 can be called just by leaning on a wireless phone that is in a pocket or purse. This can create delays in answering actual calls for emergency assistance.

This feature can be disabled on many models of wireless phones. Consult the owner's manual for your model of wireless phone, or contact your wireless service provider for more information. A list of customer service numbers for wireless companies that serve the Grand Junction area is provided below.

If you have additional questions regarding the effective use of 9-1-1 services from a wireless phone, please call the Grand Junction Regional Communication Center's non-emergency number, 970-242-6707.

**AT&T Wireless Services: 800-888-7600**

**ClearTalk: 970-234-2273**

**Nextel: 800-639-6111**

**Sprint PCS: 800-480-4727**

**Verizon Wireless: 888-466-4646**