

How does it work?

When 9-1-1 is dialed from your landline, those three numbers are a code to your telephone company end office to route that call to a PSAP [Public Safety Answering Point] so you do not need to dial a 7-digit local number or a 10-digit long distance number to reach assistance. The call is sent to a selective router which looks at the number and delivers the call to the appropriate Dispatch Center. The equipment at the Dispatch Center sends it to a database to find the name and address associated with the phone number and returns it to the dispatch center to display your name, address and telephone number on their computer. All this is done prior to the call being answered, so if you dial 911 and the call is not immediately answered, don't hang up and dial again. If you are calling from a dorm room or office your information may only include the address of the building, not the room number, office number or what floor you are on if your building is multi-level. You will need to be able to provide your exact location to the dispatcher answering the call. If you are calling from a cell phone we are relying on the cell carrier equipment to determine your location. Don't assume your location will be accurate; you will need to verify where you are and provide that to the Dispatcher.