

## Educate Your Children

Discuss with your children when and how to call 9-1-1 so that they can get help if they are ever in need. Do not tell your children to dial "nine-eleven". Since there is no "eleven" on the telephone keypad, this phrasing may confuse the child in an emergency. Always teach "nine-one-one" as the emergency number.

## Post Your House Numbers

You are encouraged to obtain and display in a prominent manner the correct numbers corresponding to the assigned address in accordance with the following:

- The numbers should be a minimum of three inches in height and should be made of a durable and clearly visible material which will provide a distinct contrast to the background on which the numbers are posted.
- The numbers should be posted as near the entrance to the house or building as possible and affixed in a legible manner which is visible from the street.
- In the case of long driveways and/or the presence of vegetation or other sight barriers which block the view of the structure from the street, the numbers should be placed on durable fixtures such as gates or fence posts at or near the driveway entrance. A tree may also serve this purpose.
- For a \$20 fee the Kenai Peninsula Borough will install a sign at your location. Contact us for more information.

## Accidental Dialing of 9-1-1 on Wireless Phones

There has been a recent focus to educate the public on the problem of wireless phones accidentally calling 9-1-1 when they are bumped or sat on. About 30 percent of wireless 9-1-1 calls are caused by accidental dialing. Wireless phone users can help to prevent accidental 9-1-1 dialing by following the steps below:

- **Lock** your keypad when the phone is not in use.
- **Turn off** the 9-1-1 auto-dial feature if your phone came with this feature activated.
- **Do not** program 9-1-1 into your speed dial; 9-1-1 services are already accessible by dialing three digits. It is much more difficult to accidentally dial three digits in the proper sequence than to simply bump one button.
- **Do not** give old phones to children as toys. Phones with no service can still dial 9-1-1.



Kenai Peninsula  
Borough

**9-1-1**

**What You Need  
to Know**



Kenai Peninsula Borough  
Local Emergency Planning Committee

Kenai Peninsula Borough  
Office of Emergency Management  
<http://www.borough.kenai.ak.us/emergency>  
907-262-4910 or  
800-478-4441 ext. 4910



## Overview

The Kenai Peninsula Borough (KPB) is served by an Enhanced 9-1-1 system. When a 9-1-1 call is received from a land line, the name, address and phone number are displayed on a computer screen at the 9-1-1 dispatch center. Combining this information with questions asked of the caller, the Dispatcher determines which emergency agency, or agencies, should respond to the scene.

All areas of the KPB are covered by 9-1-1 service. It does not matter if you live in a city or unincorporated area; 9-1-1 will provide access to your local emergency agencies.

The KPB has worked with all of the wireless carriers who offer service here to implement Phase I and Phase II enhanced 9-1-1 service for wireless 9-1-1 callers. This service provides the telephone number of the wireless phone, and the location of the cell site that processed the 9-1-1 call. In addition, technology has been implemented to determine the location of the 9-1-1 caller, and to display the location on a map at the 9-1-1 center. Some wireless carriers have implemented a network solution where special equipment has been added to their network to determine the location of the caller. In this case, all wireless phones accessing that carrier's network will be located. Other carriers have implemented a system that uses GPS chips in the wireless phones to determine location. In this case, wireless phone users will not be located unless they have purchased a new wireless phone that is equipped with the GPS chip for 9-1-1. Wireless phone users should contact their wireless carrier to determine which system their carrier uses.

## When to Call 9-1-1

- Car wreck
- Choking
- Fire of any type
- Crime in progress
- Dangerous situation such as a gas leak or a downed power line
- Drowning
- Someone is hurt, bleeding or is having trouble breathing
- Abduction
- Accident with injuries
- Possible drunk driver

## When NOT to Call 9-1-1

- Loud party or music
- Barking dog
- To ask directions or for general information
- To report if a utility is out
- Weather and road conditions
- Crime not in progress
- To ask for phone numbers

## What You Should Say

- State the physical address of the problem. We may know the address of the phone, but we want to make sure the problem is at that address. If you do not know the address, be prepared to give directions or describe your location.
- Describe the problem. The Dispatcher is trained to get more information while the emergency units are responding.
- Do not hang up until released by the Dispatcher.



## What You Can Do

You can make a real difference by helping until the emergency units arrive. The Dispatcher may provide directions for things such as:

- CPR
- Rescue Breathing
- Childbirth
- Choking
- Controlling Bleeding
- Other First Aid

Emergency Medical Dispatchers are trained to provide pre-arrival instructions to callers. Medical emergencies are the most common use of pre-arrival instructions.

## Are you sure you know what your correct E9-1-1 address is?

Address information is tied directly to your land line phone number and is provided by the Enhanced 9-1-1 Addressing Officer for the Kenai Peninsula Borough. To verify that what you think is your correct E9-1-1 address matches what is in our 9-1-1 database visit our web site at [www.borough.kenai.ak.us/emergency](http://www.borough.kenai.ak.us/emergency) or contact the Addressing Officer at 907-714-2226 or 800-478-4441 ext. 2226.