



National 9-1-1 Education Month Prepares Americans for Emergencies

This April 1 - 30, national public safety organizations and the wireless industry will conduct outreach to the community to ensure the public is ready to access help during emergencies during National 9-1-1 Education Month.

The National 9-1-1 Education Coalition, an alliance of organizations committed to collecting and promoting 9-1-1 public education resources, has created a clearinghouse for free 9-1-1 public education materials, available now at www.know911.org. A variety of resources are available to support both the “911: The Number to Know” campaign and education themes including:

- **Call If You Can, Text If You Can’t:** Text-to-9-1-1 service is available in an increasing number of communities around the country. However, a traditional voice call, if possible, is still the best way to reach emergency services.
- **Know Your Location:** Wireless calls to 9-1-1 provide location information, but 9-1-1 call takers may need more specific information. Be prepared to provide detailed information on where you are so that help can get to you as quickly as possible.
- **Stay Calm and Don’t Hang Up:** When you are on the phone with 9-1-1, you are their eyes and ears. So, until you are instructed to do otherwise, stay on line so that you can provide any necessary information or assistance to the 9-1-1 call taker.

“For nearly five decades, 9-1-1 has served as the vital link between the American public and emergency services. Public education and awareness initiatives have contributed in large measure to this incredible success,” said _____, _____. “The resources available at www.know911.org help educators, government officials, media representatives, and concerned citizens alike promote ongoing, age-appropriate 9-1-1 education that can save lives.”

“You don’t wake up in the morning thinking you are going to call 9-1-1. However, should you have to, it may be the most important call you ever make,” said _____, _____. “That’s what makes 9-1-1 Education Month so very important. In an emergency, seconds matter; being knowledgeable and prepared can make all the difference.”

The vision of the National 9-1-1 Education Coalition is to save lives and improve emergency response by creating a national 9-1-1 education and awareness effort to ensure the appropriate and responsible use of 9-1-1 resources and embraces contemporary communications opportunities. Its members include the Association of Public-Safety Communications Officials (APCO); CTIA - The Wireless Association®; the Industry Council for Emergency Response Technologies (iCERT), the NG9-1-1 Institute; the International Academies of Emergency Dispatch (IAED); the National Association of State 9-1-1 Administrators (NASNA); the National Emergency Number Association (NENA); and 9-1-1 For Kids.