

MEDIA ALERT

National Emergency
Number Association



Contact: Sonya Carius, (800) 332-3911

9-1-1 Usage Discretion Advised Following National Tragedy

COLUMBUS, Ohio (September 11, 2001)—The National Emergency Number Association advises citizens to use discretion in calling 9-1-1 in the days following this morning’s tragic event.

“NENA advises that citizens use discretion in calling 9-1-1 following the National tragedy we have experienced today,” said W. Mark Adams, NENA Executive Director, “especially in the areas of the country in which these events have occurred. 9-1-1 should only be called in the event of a true emergency.” Please help your emergency services team by not calling 9-1-1 for minor needs or information. Use the non-emergency police/fire/EMS telephone numbers listed in your phone book for such calls.

“What happens to 9-1-1 following an event such as the tragedy we are witnessing today, and the emergency response that follows, is an enormous challenge,” states Dr. Bill Munn, NENA emergency response expert and Executive Director of Tarrant County (Fort Worth, TX) 9-1-1.

In addition to the coordination of the initial response to a major tragedy, 9-1-1 call volume traditionally spikes. “The spike in 9-1-1 call volume can go on for days,” Munn said. “Citizens continue calling for information and assurance. Back-up call centers may have to be set up to take the additional calls so 9-1-1 can continue working.”

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About NENA

A not-for-profit corporation, the National Emergency Number Association (NENA) is the only educational organization dedicated solely to the study, advancement and implementation of 9-1-1 as America’s universal emergency number. With the participation of a wide variety of stakeholders and public safety entities, NENA has an individual membership of more than 7,000 public safety executives, and is organized into 48 chapters. The organization strives to provide an effective and accessible 9-1-1 service for North America, measuring its success in the lives saved by 9-1-1 each day. NENA also develops recommended operating standards and protocol for 9-1-1 services from its headquarters in Columbus, Ohio.