

Mobile phones and the emergency services

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Issue

It would appear that if you use a mobile to alert the emergency services using 999 then some of the process is done automatically. The AALS have had reports of the emergency services having difficulty locating the accident scene and consequently taking a long time to get there. It appears that the system that relays the mobile phone signal indicates the general location of the caller. This information is used to alert the emergency services. Unfortunately, the relay information can be significantly different from the actual location of the caller.

Outcome

Providers are advised to check which services are likely to be alerted by 999 calls made within their field of operation. Consider giving emergency services a grid reference of the accident site, not just a description. Consider getting instructors who become involved in an incident or accident to phone the centre or home-base as well as 999. The centre can then re-report the accident (by way of confirmation) with accurate location and other information.