1. Given that a lot of Norfolk residents are now relying on cell phones vice the tradition hard-line phones, has Norfolk established procedures that will insure timely emergency responder connections for cell users?

*Yes.  Our 911 Call-takers are trained to answer 911 lines with “Norfolk 911, where is your emergency.”  This immediately lets the caller know which 911 center they’ve reached.  When we are advised that the caller is from another city, we immediately do a “warm transfer” to the appropriate city, staying on the line until that city’s 911 center answers.  Throughout the 911 industry, this is protocol.*

1. I have heard that cell phones users need to register their numbers and the associated owner/location with Norfolk to facilitate timely responses.

*We do not register citizen’s cell phone numbers.  There are some applications vendor’s sell to 911 agencies where citizens can provide information (phone #’s, address, family members names/photos…) and have it displayed when they call 911.  We do not have this product.  With land lines (home phones), those addresses and phone numbers are stored in a Verizon database, regardless of whom their provider is.  When a land line is used to call 911, their address and phone number is automatically provide to our Call-takers.*

1. Please forward any guidance Norfolk has established so that I can distribute to our Bay Breeze Point residents.

*Cell phone callers that call 911 from the borders near Virginia Beach, Chesapeake, Portsmouth, and that live in Ocean View may connect through a cell tower in a neighboring city due to the cell tower locations and cell tower sectors.  The carriers (Verizon, T-Mobile, Sprint, ATT) set the sectors of the towers and depending on several factors, cell callers may get a neighboring city 911 center.  Sector angles/ranges, height of the tower, objects blocking caller from cell tower can, and do, affect which tower picks up a cell call.  I would offer that cell phone technology has many benefits, but also limitations.  And for that reason, I keep my landline.*