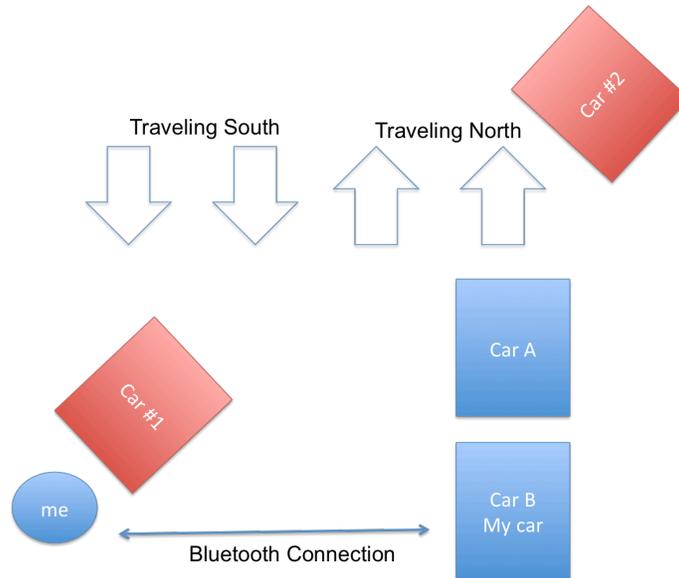


KNOW HOW TO MAKE 911 CALLS AT A CAR ACCIDENT SCENE

I recently witnessed a car accident just two car lengths right in front of me. Well, actually, I witnessed a blur of two cars spinning out of control in front of me, before I realized what was actually happening. Refer to the image below: The driver in front of me (Car A) and I (Car B) both stopped to lend assistance to Car # 1 and Car #2. Driver of Car A looked at me and nodded for me to check on the status of Car #1 and to call 911 while she checked on the status of Car # 2. Simple, just call 911, right?

Car # 2 was traveling in the same direction as I was and then broadsided Car # 2 attempting to go south, coming in from the right. Both Car # 1 and Car #2 spun out of control, with Car #1 spinning across four lanes of road, coming to rest on the opposite side of the road. From where I stopped, my car (Car B) was about 50 feet away from Car # 1). Thankfully no one was seriously hurt.



So I called 911 for assistance. That is when the real crisis started. I have an iPhone and have never had any issues with it. So I was very surprised when I called 911 and started having troubles making a connection. I would place the call to 911, they would answer, and then the call would be dropped. After several attempts, 911 called me back, only to have the call immediately get dropped. So I Googled the local police department and called the police department directly. Again, my calls kept getting dropped and after a few dropped calls the police started calling me back. Finally it occurred to me that I had left my car running, which was about 50 feet away from me on the other side of the street. What was happening was that my phone was within Bluetooth distance of my car and my call was being made inside my car through the Bluetooth connection! When I finally realized what was happening I simply disabled my Bluetooth on my iPhone and everything worked just fine. I felt terrible about this because I easily wasted 10 minutes trying to make a simple 911 call. Had someone



been seriously injured, these 10 minutes could have been the difference between life and death for someone.

KNOW HOW YOUR 911 TECHNOLOGY WORKS!

The lesson here is to know your 911 calling technology! As this situation shows, a phone call is no longer a simple phone call, and things can become complicated really quickly depending on the circumstances. When at a car accident scene, you need to be aware of your Bluetooth connection and disable it, or better yet, shut off your car. Many people now have so-called “land lines” provided by mobile carriers (we actually have our home number through Verizon Wireless) that respond differently to 911 calls. Also, many home security systems will not work properly with mobile-based phone connections. For your safety and the safety of your family and those around you, you need to consider the technical factors involved with how your emergency communications actually works, especially during those critical life and death situations.

The FCC offers some practical advice at the following website regarding how to make 911 calls from a mobile cellular phone service.

<https://www.fcc.gov/consumers/guides/911-wireless-services>

There are many things like this where technology has changed how we interact with systems before they had the technology in place. With automotive antilock brakes, for example, you should not pump the brakes when attempting an emergency stop – many older drivers don’t get this because they grew up being taught to “pump the brakes.” Modern braking systems do the pumping for you and you actually increase the likelihood of insufficient braking when you pump antilock brakes. Using a credit card is not longer a simple process either, because you need to be aware of all the potentiality of having your credit card number hacked under the most innocent circumstances. This is because hackers have access to an unprecedented array of hacking technology.

Check out my safety books and other safety resources and information at <http://www.markkowaleski.com> for more insights to guide you on your journey to living a healthier, wealthier, longer, and happier life.

Remember: keep TABs on your safety: Think safe, Act Safe, Be safe!

- Mark M. Kowaleski