

# The CERN 911 Sentinel



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**The founder of the Colorado Emergency Reporting Net.  
KE0GNS /SK, Sydney M Cleveland**

**The Colorado Emergency Reporting Net 12 Month Analytic review.  
Oct 2018 to Oct 2019**

**Total number of Networks 365  
Total number of check ins 6292  
Total number of minutes 7002**

A network is a call for CERN monitors and anyone else wishing to be recognized by the net.

It takes place ever day at 6:30PM mountain time.

A check in is done by giving your Amateur radio Call Sign, your first name, and your location.

When you are recognized by Net Control, your information is repeated and a readability number is given.

This provides us with information about the 15 repeaters within the state of Colorado that are working properly.

## Working with first responders

County SAR team and 911 dispatcher.

We had one call for help where there was an amateur radio operator on the search and rescue team. This operator contact the Colorado Emergency Reporting Net monitor direct and ask for an updates. The CERN monitor contacted the person in need of help and found out that the could hear the SAR team on the radio. The SAR team could hear and communicate with the individual in need of help.

The CERN monitor then allowed the SAR team and the person in need of help to communicate with each other. In other words take one step back and let the process work. Continue to monitor the call. The SAR team then contacted the CERN monitor and said they had the individual and were clearing the area and closing their call.

Thank You Summit County SAR

On another occasion the 911 dispatcher had questions for the individual needing help.

**Special note:** do NOT turn the audio down on your radio when calling 911.

**Reason:** You may miss some more important information from the caller that needs to be relayed to 911.

When 911 has questions for the person in need of help, you must relay that information over the radio exactly as it was given to you by 911.

When the caller gives you the answer to the questions you must relay that exactly as it was given by the caller.

If the volume is up on your radio the 911 dispatcher may hear the information and say they have it.

Always stay on the phone with 911 until released.

Stay on the radio and in communications until help arrives.

Be sure to build your time line and then enter it at <http://co-cern.org/reporting/>

# Cell phones

*Roaming* refers to the continued data service you get when you go outside of your mobile operator's coverage area. ... For example, you can continue to access the internet or make *calls* when traveling internationally thanks to cooperative agreements between your cellular provider and other network operators.

In more technical terms, **roaming** refers to the ability for a cellular customer to automatically make and receive **voice** calls, send and receive data, or access other services, including home data services, when travelling outside the geographical coverage area of the home network, by means of using a visited network.

If your phone shows no signal: This means you are out of range of your normal carrier.



You can have this one or the dots on the iPhone, in either case they are there for your amusement. Depending on the phone they use an algorithm to determine signal strength and in some cases signal quality based on dB. There are times when you will not see one dot or line of signal, but you can still make a call.

If you are going into the mountains turn off WiFi calling and Turn on Roaming. When in need of help do not look at the dots and lines, just dial 911. If there are any cell towers in range of your phone the call will go through.

There are charges or fees for using another provider to make your call. Who cares if you need help spending an extra dollar or two is no big deal.

Also provided below are some more interesting facts about your phone.



*Are you sure you know how to use your cell phone in Emergencies?*

<https://www.puretalkusa.com/blog/article?p=how-to-use-your-cell-phone-in-these-3-emergencies>

May 27, 2015

## Seniors, Here's How to Use Your Cell Phone in These 3 Emergencies

Emergencies can be frightening. Whether its a fall, car accident, medical emergency, or even something as simple as being lost and alone, these situations are very trying.

Thankfully, we have a tool to help us out our cell phones!

According to the FCC, approximately [70% of 911 calls are placed by wireless phones](#). Its not all that surprising, considering we usually have these devices with us wherever we go.

And thank goodness we do. Cell phones can be great tools in emergencies, especially for seniors. Apart from the traditional methods, like placing a 911 call, there are several features that can help you when those normal methods fail.

Take a look at the following scenarios and see how your cell phone can come in handy.

### **If You're Stranded Without Service**

Being stranded is bad enough, but being stranded with little to no cell phone service can make the situation much worse. If you can't get a call out to family or friends, don't panic! A [text message](#) may have a better chance of reaching your recipient.

Since it takes more bandwidth to transmit a call, you may have trouble dialing out with a low signal. So, try texting instead! Unfortunately, you most likely [will not be able to text 911](#). Only certain areas in the United States (and certain providers) allow this. However, *calling* 911 is a different story.

Thanks to the FCC, network providers must transmit an emergency call (911) regardless of whether you use their service or not. This means if your provider doesn't have coverage in that area, your phone will show that it has no service. But, another provider may offer coverage there and will transmit your 911 call for you. So, definitely give the call a try.

**You can also reach 911 with a cell phone that is *not* associated with a provider. This means an [old phone](#)**

can be a great emergency device, especially if you're unable to reach your primary phone. As long as it has battery power and can reach a signal, the phone can connect to 911. However, keep in mind this means your call cannot be returned because there isn't a number associated with it. So, if the call gets disconnected, you need to be the one to call back.

## If You're Lost

Getting lost can be frightening and, depending on your location, even dangerous. However, if you have your cell phone on you, you have a great tool!

Apart from GPS apps and call and text features, you could be able to give your location even if you don't have service. How?

By keeping your phone on, even if you can't get a call or text through (including to 911).

It might seem counter intuitive, but keeping your device activated even when you don't have service can help emergency personnel find you. Before your phone sends out the call, it makes contact with the closest tower: a concept called a [digital handshake](#).

Your phone leaves a data trail that is stored with your service provider and indicates the last time you attempted to place a call even if the call didn't go through. This can help emergency personnel pinpoint your location even if you can't get a call out. It can also let them know to keep trying to get to you! However, this can only work if emergency personnel know your service provider so be sure to share this information with any emergency contacts and include it in your emergency kit.

**Keep in mind that battery conservation is essential during emergency situations. Oftentimes, you won't have the opportunity (or the ability) to charge your phone. Repeatedly turning your device off and on actually uses a significant amount of battery power, which gives you another reason to refrain from doing this between attempted calls. To save battery power, reduce the backlight on your phone, turn off any extra features like Wi-Fi, Bluetooth, and any running applications, and keep the phone in a cool place.**

## If You Have a Medical Emergency

A medical emergency can be dire whether it's a fall, or something more severe. It's important to get the right info to the right people as soon as possible. Your cell phone can certainly come in handy here. While your phone enables you to call emergency personnel, it allows helps communicate important information when you *can't*.

How?

Well for starters, your phone can contact emergency personnel for you. Medical alert systems like [5Star](#) now provide apps that go directly on your phone, instead of requiring you to carry medical alert devices, while other apps like [TrackerAssist](#) are designed help anyone from kids to seniors. These apps can contact emergency services, send your location, and even send SOS texts to family and friends.

Your phone can also give responders your emergency contacts information (also known was your ICE contact), as well as your medical information [by using various apps](#). If you are taking certain medications, have specific allergies, or have a lengthy medical history, its imperative that EMTs knows this before giving you medical attention. With several of these apps, your medical information is displayed on your wallpaper. So, if you lock your phone with a passcode, EMTs can still get this vital information.

## The Bottom Line

There's no doubt about it: emergency situations are stressful and scary for all involved. But with the proper preparedness (and a cell phone!), emergencies can be a little easier to handle.

Sometimes, emergency situations are the only times seniors use their phones. If you're not crazy about everyday cell phone use, but are looking for a simple device to help you out in emergencies, consider buying a [pay as you go phone](#). You shouldn't have to pay an arm and a leg for a device you rarely use so why sign a contract? With a [pay as you go plan](#), you're only paying for the minutes, texts, and data that you actually use. No contracts, no hidden fees, and no strings attached.

<https://www.denvergov.org/content/denvergov/en/department-of-safety/emergency-services/911-emergency-communications/text911.html>

### When should I Text to 911?

- If you are deaf, hard of hearing, or have a speech disability.
- When you are unable to speak as a result of an injury or medical emergency.
- When you are facing a threatening situation and a voice call could increase the threat or compromise your safety.
- When you are in a remote location or area with limited coverage and a text message is the only option to request emergency services.
- When you are in an area where the phone lines and cell towers are overwhelmed and only a text can get through to request emergency services.

### How do I use Text to 911 and what information do I provide?

- Enter the numbers 911 in the “To” field - do not include dashes (example: 9-1-1).
- Include the location of the emergency in the text and a brief summary of the situation. The most important information a caller can relay via phone or text is the LOCATION where help is needed (example: I’m at 1234 S Main St, intruder in my house).
- The Denver 911 call taker will reply to the text message with a series of questions. Answer the questions and follow the instructions provided to the best of your ability.
- Be as attentive as possible to the text message conversation with Denver 911 using short and timely texts.
- Do not use abbreviations or slang, as the meaning could be misconstrued and create a delay in the arrival of emergency services.
- Stay engaged in the text conversation as much as possible and do not delete the message or turn off your phone until the Denver 911 call taker concludes the conversation.

### What else do I need to know about Text to 911?

- The Denver 911 call center can only receive and reply to Text to 911 texts and cannot initiate a text message conversation without the caller texting 911 first.
- **If you attempt to send a text to 911 in an area outside of Denver where the service is not yet available, an automatic “bounce-back” message will be sent to your phone advising you to contact emergency services by an alternative means, such as a voice call or a telecommunications relay service (the latter is used by consumers who are deaf, hard of hearing or who have a speech disability).**
- If you accidentally send a Text to 911 please let the Denver 911 call taker know that emergency services are not needed.
- Only consumers who have purchased a text or data plan through their wireless provider can send text messages to 911. Text message rates apply.
- Text to 911 does not work with applications that do not support texting to and from U.S. phone numbers.
- Photos and videos cannot be sent to Denver 911 at this time.

## *Happy Holidays*

As always we would like to thank all of our volunteers, past, present, and future.

They provide their time equipment and expertise to make The Colorado Emergency Reporting Net a fully functional group of amateur radio operators providing a public service.

Not a ham operator yet... Join us at our 6:30pm Mountain time.

On your scanner, frequencies are listed on our web site.

[WWW.CO-CERN.ORG](http://WWW.CO-CERN.ORG)

On our Smart Phone or PC. Enter this in your browser.

<https://www.broadcastify.com/listen/feed/20608>

**You are free to share or repost this information as long as you post all of it.**

73

KE0QMJ Sam



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