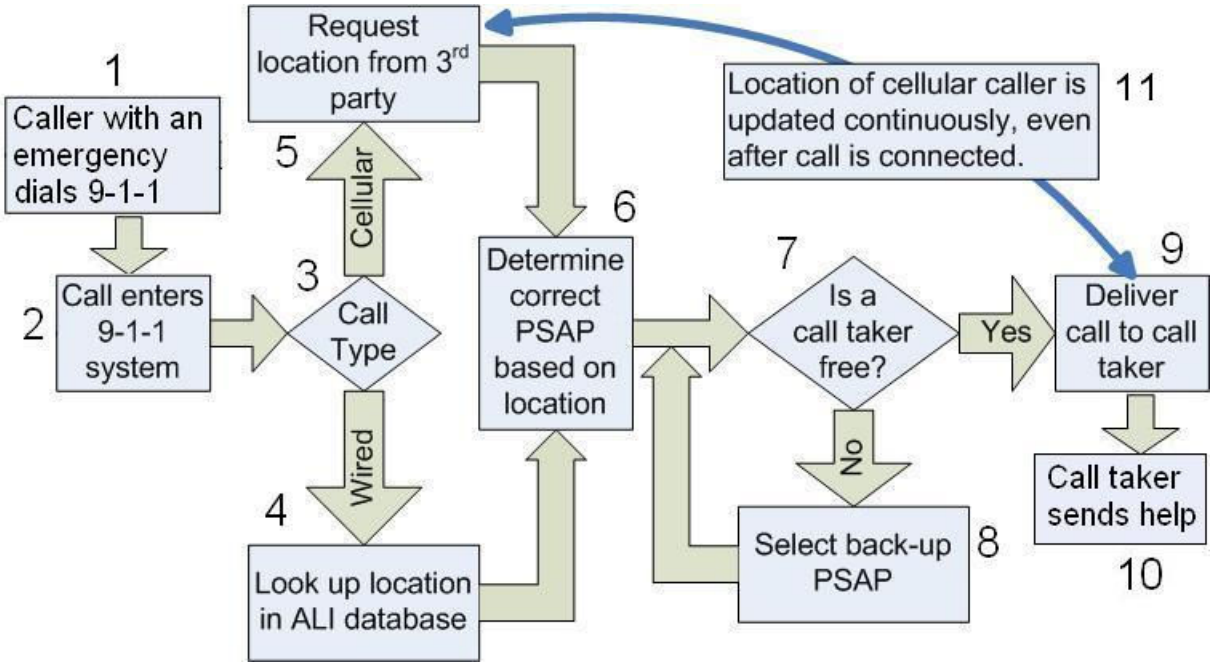
1
Caller with an emergency dials 9-1-1
2
Call enters 9-1-1 system
3
Call Type
Cellular
5
Request location from 3rd party
Wired
4
Look up location in ALI database
6
Determine correct PSAP based on location
7
Is a call taker free?
No
Select back-up PSAP
8
Yes
9
Deliver call to call taker
Call taker sends help
10
Location of cellular caller is updated continuously, even after call is connected.
11