

March 30, 2004

WARNING!
911 failed for several hours on
March 26, 2004

How reliable was the 911 emergency
communications during the August 14,
2003 Blackout?

- **911 failed.** New Yorkers could not use 911 to report fires and emergencies during the blackout.
- **FDNY Fire Dispatch Computer failed.** Fire dispatchers could not determine which fire companies were in or out of service by using the computer.
- **Cell phones failed.** The major reason for removing some fire alarm boxes from the neighborhoods of New York City was the claim there were so many street phones available, and the ability of citizens to use cell phones to report fires and emergencies.
- **FDNY- Fire Alarm Street boxes worked perfectly during the blackout of 2003.** The Communication system that worked best during the blackout was the fire department **Fire Alarm street Box**. The Fire Alarm Boxes in the neighborhoods of New York City are the only reliable means of calling in emergencies. The City of New York plans to remove the remaining Fire Alarm Boxes.

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