

# 9-1-1 Needs You!

9-1-1 is in the business of saving lives, but we need **your help**. We get over **400,000** 9-1-1 calls every year – **that's over 1000 calls to 9-1-1 every day**. Unfortunately, many of these – **up to 30% or 300 calls every day** - are **accidental** where the caller didn't mean to call 9-1-1 and doesn't have an emergency.

But even if they didn't mean to call and they hang up or even if their cell phone called without them knowing, we have to check and make sure **every time someone calls 9-1-1** that it was an accident and they don't need emergency services. That means we have to call each of those numbers back.

**That's a lot of work!** It could also **tie up the line** if someone with a real emergency is trying to call us.

You can help prevent accidental calls to 9-1-1. A cell phone in your purse, pocket or backpack can call 9-1-1 sometimes EVEN if the keypad is locked. Some phones have a lock feature to prevent this, but others, such as Blackberries have an "Emergency Call" function that can dial 9-1-1 even if the keypad is locked. These phones should be put into "standby" or carried in a holster to prevent accidental 9-1-1 calls. **Please talk to your cell phone service provider and find out how to safely carry your phone to prevent accidental 9-1-1 calls.**

An inactive cell phone can dial 9-1-1, even if you don't have a plan or 'pay as you go' minutes. **Removing the batteries from old cell phones will prevent accidental 9-1-1 calls.**

We also get a lot of 9-1-1 calls as a result of children playing with the phone. **Please don't allow children to play with your phones.**

If you accidentally dial 9-1-1, from your home or cell phone **stay on the line** and tell the Emergency Communications Officer what happened. If you hang up, we have to call you back and that could tie up a line for someone who really needs it. **Hanging up is a real hang up for 9-1-1.**

**9-1-1 needs you to help make sure that everyone who needs emergency help can get it.**

