



Ontario Provincial Police
Police provinciale de l'Ontario

News Release/ Communiqué

FROM/DE: Provincial Communication Centre Orillia

DATE: April 14, 2011

**(ORILLIA, ON) – National Public Safety Telecommunications Week,
Sunday, April 10, 2011 to Saturday, April 16, 2011,
Pocket dials pose problems for 9-1-1**

What do your pants, purse or backpack have in common?

They can all call 9-1-1!

Fact:

Across Ontario thousands of pocket dials are made every day, approximately 200-300 calls per day in Toronto alone. That's 10 per cent of the total volume of 9-1-1 calls.

Information:

What is a pocket dial? A pocket dial is when your cell phone makes a call that you did not dial. Every 9-1-1 call is taken seriously. When a 9-1-1 caller doesn't respond, that could be a sign of trouble – a possibility 9-1-1 responders can't ignore.

What to do:

If this happens to you and you find that you have called 9-1-1 accidentally, please do not hang up. Let the 9-1-1 operator know it was a pocket dial. This will eliminate the need for the 9-1-1 operator to call you back to determine if there is an emergency, saving precious seconds, allowing them to move on to the next emergency call.

Tips:

Each cellphone is different. Take a moment to understand how an unnecessary 9-1-1 call can be avoided on your device. It could be as simple as locking your keypad or putting your device in standby mode. Both of these options should not affect your ability to receive a phone call but may significantly reduce the chance of a pocket dial. To further reduce the pocket dial risk, please do not program 9-1-1 into your phone and refrain from allowing small children to play with the device.

The Toronto Police Service joins with York Regional Police, Durham Regional Police Service, the Ontario Provincial Police, Peel Regional Police and Halton Regional Police Service to raise awareness of the problems caused by pocket dials.

Contact:

Inspector Dave OSBORNE,
Unit Commander, OPP Communication Centre Orillia
705 329-7350