

Massachusetts officials: “If you call 911 by accident, DON’T hang up!”

“IF YOU CALL 9-1-1 BY ACCIDENT – PLEASE DO NOT HANG UP!

HERE’S WHY:

When a call rings into a 9-1-1 call center and the caller hangs up either before the dispatcher answers or upon hearing the dispatcher answer, the 9-1-1 system recognizes that the caller has hung up. Once this happens the dispatcher is prompted to call the person back. If there is no answer or it is the call centers local policy that even if someone does answer, they may dispatch Police and in some instances, Fire and EMS as well to check on the wellbeing of the caller.

We ask the public to stay on the line and simply tell the dispatcher that the call was accidental. By doing this, it reduces the time needed to place a call back to the caller and doesn’t tie up valuable resources that may have been dispatched to the caller’s location.

Please share.”-Massachusetts State 911.