

Attached is a Press Release from the Office of the Dukes County Sheriff's Office



Preventing Accidental 911 Calls

DUKES COUNTY - The Dukes County Sheriff's Office Regional Emergency Communication Center, which processes all 911 calls for the island of Martha's Vineyard, has been experiencing an increase in "accidental 911 calls". The RECC has received an average of 18 accidental calls to 911 daily this summer, with a jump to around 60 accidental calls over the weekend of July 18th on Saturday and Sunday. Dukes County Sheriff Ogden asks the residents and visitors of our community to consider taking precautionary measures. Accidental calls to 911 are burdensome on our Law Enforcement agencies, taking time away from true emergencies and tying up resources; particularly during the busy summer season.

Smartphone and smart device technology may be one reason for the increase in the already significant daily accidental call volume. Several options to prevent accidental calls include: lock devices before putting them in a pocket or bag; stow devices safely during physical activity (many devices have 911 auto-dial features that are triggered upon impact); keep devices out of the hands of young children, and consider the option of disabling 911 auto-dial features if for devices misdialing frequently. In the event of a misdial, Tele-communicators ask that callers please remain on the line so that they can screen the call and make sure the caller is safe. A PSA created last year by the Martha's Vineyard Law Enforcement Council outlines accidental call prevention options, and includes a tutorial by Dukes County Deputy Gould on how to disable autodial features on some smart phones. The PSA is available to watch at www.dukescountysheriff.com/recc, and broadcasts at regular intervals on MVTV.

Sheriff Ogden would like to thank all who have viewed, shared and broadcasted this shared message, and encourages residents and visitors to take action to prevent accidental calls: "Accidents happen, we all make mistakes; however, we can each choose to be part of the solution by taking steps to prevent accidental 911 calls."

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