

# 911 Pocket Call Filter



Reports estimate that up to 40% of all 911 calls are accidental “pocket calls.” The culprit: cell phones.

Cell phones make pocket calls easy: they are often not locked, have 911 on speed dial or have an emergency call function. It only takes a jostle of a purse or pocket to dial 911 without even knowing.

#### For 911 Operators, pocket calls mean:

- Wasted time. Operators have to listen, even if there's just silence, to find out if the call is an emergency.
- Decreased efficiency. Fewer resources are available to respond to real emergencies.
- Reduced morale. Expertise in emergency response is underutilized, replaced with tedious administrative work required to follow up on accidental calls.

#### What is the 911 Pocket Call Filter?

Installed at your call agency, advanced audio detection technology routes cell phone calls so that real emergencies get through to 911 operators—and pocket calls don't. The product is easy to implement and requires no training for line staff other than letting them know that it has been activated.

#### Customized for your location

The solution is fully customizable to your specifications and comfort level:

To instruct the caller:

- Choose any message
- Works with any language

To route the call, choose any combination of audio requirements:

- Line volume level
- Button press

#### Featured Success

Washington County introduced the 911 Pocket Call Filter solution in 2012 and, in the first year, found that 32% of 911 calls were in fact pocket calls. The result: a huge increase in efficiency:

- 77,002 calls were routed to the 911 Pocket Call Filter.
- 24,974 of the calls routed were disconnected.

## HOW IT WORKS



## CREATE A MORE EFFECTIVE 911 SERVICE

If your agency can benefit from improved emergency response services, your first step is to **get in touch with Interalia to find out the process in your area.**

For more information about the 911 Pocket Call Filter, resources and contacts, check out: [www.interalia.com/911](http://www.interalia.com/911)

