

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

They can all call 9-1-1! Across Ontario thousands of pocket dials are made everyday. Approximately 200-300 calls per day in Toronto alone.

What is a pocket dial? A pocket dial is when your cell phone is on your person and a call is made that you did not dial. If this happens to you and you find that you have called 9-1-1, please do not hang up. Let the 9-1-1 Operator know it was in fact 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.

Each cellular device 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 key pad or putting your device in standby mode. Both of these options should not impact 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 your small children to play with the device.

April 10 to 16 is National Public Safety Telecommunications Week. We would like to take this opportunity to honour the men and women who answer 9-1-1 calls across the GTA everyday . Your commitment to your profession is appreciated by your community and the citizens you serve.