

William O. "Bill" Farmer

Sheriff



Sumter County Sheriff's Office

Press Release

1010 N. Main Street Bushnell, Florida 33513
(352) 569-1600

FOR IMMEDIATE RELEASE

For More Information,
Contact Captain Kevin Hofecker (352) 303-5880
or Lt. Bobby Caruthers (353) 303-0067

May 3, 2011 (Bushnell, Fl.)

The Sumter County Sheriff's Office responded to more than 5,000 9-1-1 hang up calls between April 1, 2010 and April 30, 2011. The 9-1-1 system is in place for emergencies and many of these calls are misdials, not legitimate calls for service. These calls unnecessarily tax agency resources, taking dispatchers and deputies away from focusing on more important tasks.

Dispatchers place a return call to all 9-1-1 hang ups to verify if there is an emergency. Many times, dispatchers are met with uncooperative individuals. The sheriff's office has a procedure to respond to these calls, and if a dispatcher calls, **PLEASE** be cooperative and answer their questions. Uncooperative callers and those who cannot be re-contacted, a deputy is dispatched to the location to check their well being.

In an effort to cut down on these unnecessary responses, district commanders will be following up and contacting repeat callers. Repeat callers are those who have mistakenly or unnecessarily called 9-1-1 three or more times. All of this is in an effort to reduce the amount of time dispatchers and deputies spend responding to these unnecessary calls, allowing for more time spent protecting life and property in Sumter County. Here are a few tips to follow if you mistakenly call 9-1-1:

- First, be sure of the telephone number you're calling.
- If you mistakenly dial 9-1-1, don't hang up; talk to the dispatcher.
- Please cooperate and answer the dispatcher's questions.
- By fully cooperating, deputies will not be unnecessarily dispatched to your location.
- If you're directed to the non-emergency line, please call back on the non-emergency line.

###END###

"An Accredited Law Enforcement Agency"

www.sumtercountysheriff.org