

CATAWBA COUNTY

North Carolina

911

911 is for Emergencies

When you need...
EMS, Fire, Rescue, Law Enforcement



Do not call **911** when
Your power goes out
You need directory assistance
You are testing your phone line



98.7%

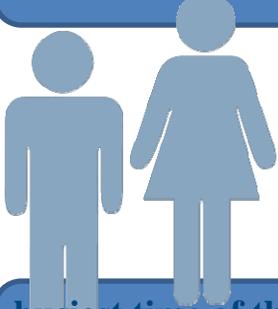
of all 911 calls were answered
in less than 10 seconds

Total Calls Answered in 2011	264,748
911 Calls	85,299
Administrative Calls	179,449



We ask three questions when you call **911**

1. What is the address of the emergency?
2. What is the phone number you are calling from?
3. What is your emergency?



1 out of every 2
citizens call 911 each
year and they use
cell phones 3 to 1.



Each Telecommunicator
handles **3,281** 911 calls per
year

busiest time of the day
6 to 8 PM

July & Aug
busiest months

slowest months
Jan & Feb

4 to 6 AM
slowest time of the day

Can we locate you?

Yes we can locate you if:

1. you call from a land line
2. you call from a GPS enabled cell phone
3. if your cell phone is not GPS enabled we can locate the tower. *(You should get a new phone)*



Total Calls Dispatched in 2011	121,899
Units Dispatched	182,797
Per Telecommunicator	4,688

48 seconds



Emergency calls dispatched average 48 seconds

Merry Christmas:

Dec 25, 2011 Slowest day of the year

Enough of February:

Feb 28, 2011 Busiest day of the year



Telecommunicators are certified in:
CPR, NC Department of Justice
Telecommunicator Certification, Division
of Criminal Information Operator, and
Emergency Medical Dispatcher.

Don't hang up if you
"accidentally" dial 911

11,836 of the 911 calls were hangups

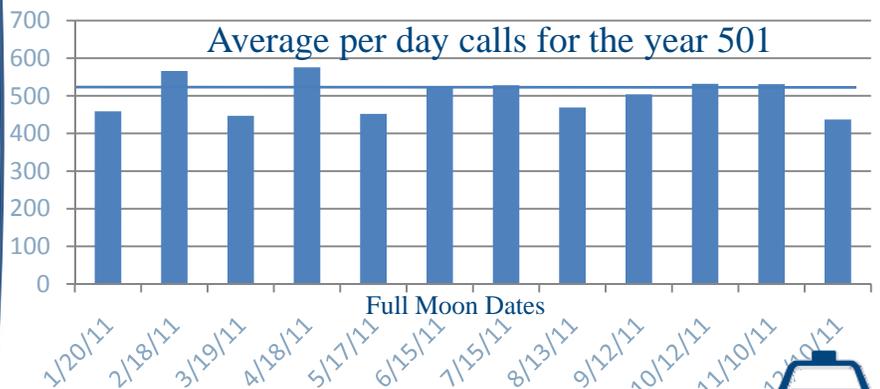
Sheriff's units responded to 1,117 of
these calls with 2,301 units.

You would be amazed at what we
hear sometimes.

Most hangups, July and August



Does the Full Moon Affect Calls?



Each car icon represents 20,000 dispatches in 2011



The State of North Carolina funds 911 from a \$.60 per month charge on every telephone account.