



# News Release

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## Charleston County Observes April as National 9-1-1 Education Month; Targets Pocket Dialing

April is National 9-1-1 Education Month and [Charleston County Government](#) is calling on local leaders, schools and public safety agencies to help educate our citizens about the importance and appropriate use of 9-1-1 services.

This year, Charleston County will place an emphasis on educating the public on how to avoid un-intentional 9-1-1 calls. Cell phones are the primary source for 9-1-1 calls and if the phone isn't properly locked, citizens may unknowingly call 9-1-1. It's a situation commonly referred to as pocket dialing. During this year's National 9-1-1 Education Month, we are reminding citizens to Lock it before you Pocket It.

"Our 9-1-1 public educators continue to do an amazing job in raising the awareness of how 9-1-1 works," said Consolidated Dispatch Director Jim Lake. "This year's focus on pocket dials will help reduce the number of unintentional calls received in our 9-1-1 Center so that we are available to answer the true emergency calls that come in."

During the month of April, our public educators will reach out to the community through various events. Beginning at the start of the month, Charleston County Consolidated 9-1-1 Center's Public Education team will visit the following events and locations:

- North Charleston Citizens Public Safety Academy, April 12
- Mount Pleasant Police Academy, April 14
- Carolina Voyager Charter School, April 19
- Charleston County Earth Day Festival, April 23
- 3rd Annual Operation Military Child, April 23
- Smart911 Sign Up Day, April 30 – details and locations [here](#)

**Media Opportunity – Telecommunicator Awards on April 15, 3:00 p.m. at North Charleston City Hall**

The National Telecommunicator Week will take place April 10-16 and County dispatchers and call-takers will be honored April 15 during the annual award ceremony at North Charleston City Hall at 3:00 p.m. In addition to the traditional awards, we will honor a local 5-year-old who called 9-1-1 when his mother needed help.

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- Visit our website: [www.charlestoncounty.org](http://www.charlestoncounty.org)



- Prepared by the Public Information Office -

