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NEWS

SEDGWICK COUNTY COMMUNICATIONS AND COMMUNITY INITIATIVES
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FOR IMMEDIATE RELEASE

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FOURTH OF JULY NON-EMERGENCY LINE RESULTS

(Sedgwick County, Kan.) – In order to prevent an influx of nuisance calls that could block emergency calls from reaching a call taker, Sedgwick County Emergency Communications activated a non-emergency line during the Fourth of July holiday.

Extra call takers were on hand for the emergency and non-emergency lines. Emergency Communications, which typically averages 1,400 911 calls a day, received the following number of calls over the holiday:

Nuisance complaints to the non-emergency line:

- 6:30 p.m., July 3, to 3 a.m., July 4 – 143 calls, compared to 96 in 2014
- 6:30 p.m., July 4, to 3 a.m., July 5 – 398 calls, compared to 359 in 2014

911 calls:

- July 3 – 1,805 calls, compared to 2,702 in 2014
- July 4 – 2,081 calls, compared to 3,053 in 2014
- July 5 – 1,840 calls, compared to 2,874 in 2014

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“The goal of the non-emergency line is to ease the burden on the emergency lines and ensure they are available in case of an emergency,” said Kim Pennington, Sedgwick County Emergency Communications and Management director. “This year, we saw a significant increase in the number calls to the non-emergency line and a decrease in 911 calls compared to the same time frame in 2014, which tells us citizens are beginning to understand the value and importance of the hotline. I would call that a success.”

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