

Below please find an explanation of what happens when a person calls 9-1-1 and receives a recorded message. We ask that you publish this article in your newsletters and on your website. We want the general public to be sure that even if they get the recorded message, not to hang up, that their call will be answered by a person. Thank You.

Receiving a Recording when Calling 9-1-1 – Do Not Hang Up

Occasionally, usually during severe storms with wide-spread power outages, more 9-1-1 calls are made than can be answered. During these times, after a few rings the caller will receive a recorded message letting the caller know that they have dialed 9-1-1 and all telecommunicators are busy. The recording will instruct the caller to stay on the line, except if they are calling to report a power outage. If this is the case, the caller will be instructed to call their electric provider.

Even during these busy times, callers should not hang up once they have dialed 9-1-1. Even with a hang up, we still receive your phone information, and have to call back and verify that you do not need assistance; this COULD DELAY HELP FOR SOMEONE ELSE WHO NEEDS IT.

If you dial 9-1-1 by error, simply let the call-taker know when they answer the call. The call-taker may ask some questions to verify that the call was dialed in error and that you truly do not need help.

If you have questions about calling 9-1-1, feel free to contact us at 610-344-5000 and ask to speak with someone in the 9-1-1 Operations Division or Public Information Officer.

Thank You,

Chester County
Department of Emergency Services