

Your local 9-1-1 Center:

The Grayson County E-911 Center is manned 24 hours a day, 365 days a year, providing dispatch service to non-profit public safety agencies servicing Grayson County. Presently, the Center employs (11) full-time dispatchers, including a Supervisor/Assistant Director, 9-1-1 Mapping Coordinator, a full-time TAC officer and (1) part-time dispatcher. The jailer is the dispatch center's director. Employees initially attend a (4) week Telecommunication's Academy at D.O.C.J.T. located at Eastern Kentucky University, Richmond, KY. Thereafter, annual training hours are required to maintain certification. Telecommunicators are C.P.R. and Emergency Medical Dispatch certified.

In May 1994, the Grayson County E-911 Center become Enhanced 911 dispatching for the county's emergency ambulance services, (7) volunteer fire departments, (4) local law enforcement agencies, after hours utilities/public works, emergency management and county/city animal control. In 2001, our communications center moved from the Leitchfield Police Department to our current location at 400 Shaw Station Rd., Leitchfield, KY., adjacent to the Grayson County Detention Center. In 2012, Grayson County E-911 received Phase II certification allowing our agency to take wireless calls and receive additional funding.

Mission Statement:

Dispatch the appropriate response with the least possible delay time;

Inspire the trust and confidence of the public and responding agencies;

Serve as a vital link between Grayson County citizens, visitors and Emergency Services;

Prepare to handle any situation through continuous education proactively;

Always strive to find ways to improve. Always here, always prepared;

Treat each individual with respect and dignity;

Consistently answer all calls with professionalism, courtesy and compassion;

Help responding agencies to serve our community by using reliable technology and accurate information.

*Between the thin red line and the thin blue line lies the thinnest gold line.
This gold line represents those who rarely are seen but mostly heard.
The calm voices in the dark night; the golden glue that holds it all together.*

Dispatchers.

Grayson County E-911



Informational Brochure

Grayson County E-911

400 Shaw Station Rd.

Leitchfield, KY. 42754

(270) 259-0303 (Non-Emergency)

(270) 259-2126 (911 Addressing)

((270) 259-2132 (Fax)

www.gce911.com (website)



HINTS AND TIPS FOR CALLING 9-1-1

Reasons for Dialing 9-1-1

- When:** a crime is in progress.
- When:** you or someone else is in danger.
- When:** you need an ambulance.
- When:** you need a fire truck.

Calling 9-1-1 is not for reasons such as:

- When:** there is a power outage.
- When:** you want to find out if someone has been arrested or is in jail.
- When:** you want to know what time it is.
- When:** you are looking for general information or a phone number.
- When:** you are curious why there is a police officer or ambulance at your neighbor's house or in your neighborhood.
- Those who are hard of hearing and/or speech impaired can call 9-1-1 using TDD.
 - If 9-1-1 is dialed by accident, stay on the line and advise the operator that the number has been dialed by mistake. Police officers are dispatched to all 9-1-1 calls until the operator can verify that there is not an emergency.
 - When teaching children to dial 9-1-1, do not refer to the number as 9-11 (nine eleven). There is no 11 (eleven) button on the dialing pad and this can cause confusion.
 - If possible, have a pen and paper ready when you dial 9-1-1. Your complaint might be one that must be referred to another department or agency.

When you call 9-1-1

- Allow the dispatcher to ask the necessary questions. 9-1-1 operators are trained to ask particular questions according to the nature of the incoming call. These questions will not delay the emergency personnel from being sent to your location. While the dispatcher is asking the caller questions, there is another dispatcher in the same room sending the appropriate emergency response when the incoming call is an emergency call.
- When you are calling 9-1-1 for crime or incident in-progress, if at all possible stay on the line with the operator, unless doing so will place you in danger. Do not say "send the police" and hang up. Staying on the line and answering questions as the crime/incident progresses will allow the dispatcher to give the responding emergency personnel updated information as they are enroute to the location.
- Be prepared to describe the persons involved in any incident. This includes their race, sex, age, height and weight, hair color, clothing description, and if they had a hat, glasses or facial hair. Be prepared to describe any vehicles involved in the incident. This includes the color, year, make, model and type of vehicle (sedan, pick-up, SUV, van, tanker truck, flatbed, etc.), and which way the vehicle is going.
- All 9-1-1 calls are prioritized and the most serious are dispatched first. Calls are not dispatched on a first-come/first-serve basis.



Cellular Phone Users and 9-1-1



- Cellular phone users should read your cell phone manual and learn how to lock your cell phone keypad. Locking the keypad will prevent the numbers on your cell phone from being depressed while in your pocket or purse. Most cell phones will dial 9-1-1 when any button on the keypad becomes depressed and held. Locking the keypad can prevent many unnecessary false calls to 9-1-1.
- When calling 9-1-1 from a cell phone, be prepared to give the operator your location. Enhanced 9-1-1 is capable of giving the location within 300 feet of where you are calling from but the caller will have to confirm this information. Visible landmarks, nearby businesses, and highway/interstate mile markers can be good tools for pinpointing your location.

The 6 W's To Remember When Calling 911

- Where** is this occurring? At your location or somewhere else?
- What** is happening?
- When** - is this occurring now?
- Who** is involved? (who is the suspect and/or victim)
- Why** is this happening?
- Weapons** - Are there any involved and what kind?