

# Your County's 911 Service



Since 1968, the digits 9-1-1 have become a universal resource in the United States for all emergency calls. Your County 911 Center is ready to help you 24 hours a day, 365 days of the year.

We are proud of our 911 dispatchers and the staff who support them. They work round the clock every day of the year ready to assist you.

Our dispatchers are highly trained and capable of linking you to the proper agency to take care of your emergency.

In 2016, our County 911 Dispatch Center answered 58,549 emergency calls, dispatched 15,572 EMS runs and 3,843 fire runs.

## Contact Us:

270-765-2350  
info@hcky.org  
150 N. Provident Way  
 Elizabethtown,  
 Kentucky

Receiving a 911 call is only the beginning of the dispatcher's role in your emergency response. Once the nature of the emergency and location is determined, your information is dispatched via radio to the appropriate responding agency, such as fire, ambulance, coroner, animal control, emergency management, sheriff, and police.

Our 911 dispatchers serve as a vital part of our response system. They must be a special person, good at listening, relaying information between the center and the responders, and able to handle stress.



**Dispatchers Are a Vital Link in Our Emergency System**

## More about 9-1-1



*Dispatch calls to twelve volunteer fire departments as well as two full-time city fire departments across Hardin County.*



*The majority of our emergency calls are for medical assistance. Prior to the ambulance's arrival, our dispatchers are certified to give verbal instructions on CPR, controlling bleeding and other medical advice.*



*Transfer Law Enforcement calls to Elizabethtown, Radcliff, and Vine Grove Police, County Sheriff, and State Police*



**We promoted Mike Leo to Director of the 911 Dispatch Center.** Mike has been employed in our 911 Dispatch Center for 6½ years. He held several positions within the Dispatch Center from Dispatcher to Supervisor, and most recently as Training Officer. Mike is married with two children. The family resides in Vine Grove. Mike is a former Deputy Sheriff and served as a full time fireman in North Carolina prior to his move to Kentucky.

**Equipment:** We moved the 911 Dispatch Center into our Government Center in November 2016. At that time, we replaced all the equipment with state-of-the art

**Budget:** In Fiscal Year 2016/2017, your county budgeted \$961,890 for E-911 personnel costs and \$661,712 for operational costs for a total budget of \$1,623,602.

**Future Plans:** Plans are underway to update communication towers and repeaters for our transmission systems.