



Hardin County Government

September 2015

Invests in Your Future

Very soon, Hardin County 9-1-1 will move from their current location in the Hardin County Detention Center to a larger facility in the new Hardin County Government Center on Provident Way. All the 9-1-1 call handling, reporting, and dispatching equipment will be state of the art and will be used by the center for years to come. This equipment is the very best available, making the Hardin County 9-1-1 Center one of the most modern facilities in the **nation**.

The new dispatch facility is designed to be operational during the worst situations. All radios and 9-1-1 systems in the center have backups which will automatically click into operation when a problem develops. Phone lines, internet service, and power all have backups. The building itself was designed to withstand an earthquake!

9-1-1 Facts

Since 1968, the digits 9-1-1 have become a universal resource in the United States for all emergency calls. Hardin County 9-1-1 Center not only receives your call, but also your location automatically, in most situations. By knowing your location, the 9-1-1 personnel can quickly determine which agency to send. They have a mapping/GIS system in place to provide exact directions to the location of the emergency.

Hardin County 9-1-1 Center receives all 9-1-1 calls for Hardin County's 14 fire departments, Hardin County EMS, the Coroner, Animal Control, Hardin County Sheriff, West Point Police, and Emergency Management. E-9-1-1 calls for Elizabethtown Police, Radcliff Police, and the Kentucky State Police are received at the 9-1-1 center and transferred to the appropriate agencies.

Hardin County 9-1-1 has 19 full time and two part time employees. Dispatch is operational 24/7/365, including all holidays.

"I Care" is the attitude all employees of Hardin County 9-1-1 strive to maintain and they treat every caller just as they would a family member.

During the 2014 calendar year, Hardin County 9-1-1 posted the following numbers:

- ✓ **66,332 emergency calls answered**
- ✓ **84,561 Computer Aided Dispatch (CAD) Reports Created**
- ✓ **15,862 administrative calls answered**
- ✓ **15,329 EMS runs dispatched**
- ✓ **3,619 fire runs dispatched**
- ✓ **18,942 handled "Attempt to Serve", Prisoner Transports, and Traffic Stop Calls**
- ✓ **104,000 NCIC/LINK Transactions for Law Enforcement (Warrants, Protective Orders, etc)**



Our Dispatchers are Special People

Our Dispatchers are the first emergency responders and are a vital part of Hardin County's emergency response system. A dispatcher must be a good listener and relay accurate information between the 9-1-1 center and the first responders. The information they provide must be accurate and detailed. While the job is not physically demanding, it can be very stressful. Callers are often distraught and the dispatchers must calm the caller while gaining quality information from them. It requires a certain type of person with certifications and many hours of special training.

Receiving the 9-1-1 call is only the beginning of the dispatcher's role in your emergency response. Once the dispatcher determines the nature of your emergency and your location, they then dispatch the information via radio to the appropriate responding agency, and stay in touch with the agency until the emergency is over. All phone calls and radio traffic are recorded and become an official record of the emergency response.

We recently introduced an Emergency Medical Dispatch System. It is a state-of-the-art medical guidance system, meeting all national and state emergency regulations. Our 9-1-1 dispatchers are now able to provide medical advice and detailed instructions to any caller regardless of whether or not the emergency requires assistance from emergency responders. While the dispatcher talks to the caller, the caller's information is entered into our new system. The system recognizes the nature of the medical emergency and automatically provides the 9-1-1 dispatcher with accurate and specific medical emergency information to relay to the caller. If a professional emergency response is required, this same system will relay the medical emergency information to the emergency responders. The 9-1-1 dispatcher remains on the line with the caller until the emergency first responders arrive at the scene. Our 9-1-1 dispatchers are re-certified every two years to remain proficient in the delivery of medical advice.

