



Hardin County, Kentucky

Judge/Executive
Harry L. Berry



We are Proud of Our 911 Dispatchers

During an emergency, sickness, or disaster, who do we turn to? We dial 911, expect our cry for help will be heard, and police, fire, and/or EMS will quickly respond to assist us. The person answering your emergency call is a highly trained, compassionate 911 Dispatcher. They are the link between you and the appropriate agency needed for your situation. The Hardin County 911 Center is staffed 24/7/365 and utilizes an extensive system of phones, radios, and computers to maintain situational awareness for all of Hardin County.

Since 1968, the digits 9-1-1 have become a universal resource in the United States for all emergency calls. Hardin County 911 Center not only receives your call, but also your location automatically, in most situations. By knowing your location, the 911 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 911 Center receives all 911 calls for Hardin County's 14 fire departments, EMS, Coroner, Animal Control, Sheriff, and Emergency Management. The 911 calls for Elizabethtown Police, Radcliff Police, and the Kentucky State Police are also received at the 911 Center and transferred to the appropriate agencies. In 2012, the Hardin County 911 Center answered 65,684 911 calls. This compares to 46,141 911 calls in 2008.

Receiving the 911 call is only the beginning of the dispatcher's role in your emergency response. Once they determine the nature of the emergency and 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.

**E-911 Dispatchers
are
Special People
with
Strong Characters**



In the next few months, 911 dispatchers will be able to perform another life-saving duty. The Hardin County 911 Center has received a grant to purchase, install, and become certified to provide Emergency Medical Dispatch (EMD) to assist callers. When in place, EMD will allow dispatchers to give verbal instructions to callers on CPR, controlling bleeding, and other medical advice. This will allow for life-saving treatment prior to arrival of emergency agencies.

911 Dispatchers are the first emergency responders and are a vital part of Hardin County's emergency response system. A dispatcher has to be good at listening and relaying information between the center and the responders. The information they provide must be accurate and detailed. The job is not physically demanding, but can be very stressful. Callers are often distraught and the dispatchers must calm the caller while extracting quality information from them. It requires a certain type of person with certifications and many hours of training.

In Fiscal Year 2012/2013, your county spent \$1,194,895 to fund the E-911 Dispatch Center and budgeted \$1,470,000 for Fiscal Year 2013/2014. We have set aside funding for several years to upgrade equipment in the future.

Most of us never think about our County Emergency Service personnel standing ready to help us. These professionals constantly train and plan for any emergency, to assure you the very best service they can give you.

Household Hazardous Waste Prescription Drug Disposal Day
September 7, 2013--8 am to 2 pm--Akebono Plant, Ring Road, Elizabethtown