

**DO'S AND DON'TS FOR 9-1-1**

- 1. **Do** use 9-1-1- for the dispatch of Police, Fire or Medical help.
- 2. **Do** teach your children or grandchildren how to use 9-1-1 wisely in case of an emergency. If a parent or relative is sick or unconscious. If the child is lost and can find a telephone or pay telephone, If a strange person is bothering the child or friends. If the child or another child is injured.
- 3. **Do** use pay telephones or cell phones to report crimes in progress. **(The 9-1-1 call is free)**
- 4. **Don't** call 9-1-1 when the power goes off or the weather is threatening. Call the utility company or monitor television or radio for weather and emergency information.
- 5. **Don't** call 9-1-1 in an emergency and hang up before it is answered. If the call is disconnected we will have no information and will not be able to send help.
- 6. **Don't** let your cordless phone battery run down away from the charger. Some cordless phones send out a false 9-1-1 signal when they are in a discharged state.
- 7. **Don't** call 9-1-1 to test it. One of our dispatchers will have to take time to verify if you have an emergency. This wastes valuable time he/she could be using to answer a real emergency call.
- 8 **Don't** call 9-1-1 to get information on special events such as concerts, parades, fairs etc. Please use administrative telephone numbers or watch local media.
- 9. **Don't** call 9-1-1 to check on school closings or event cancellations due to weather. Monitor radio or television as they have access to the most recent information.
- 10 **Don't** play with 9-1-1 or make false calls. It is a violation of the law, punishable by fine or

imprisonment.

**11. Don't give inactive cell phones to children as toys unless the battery has been removed. These phones can still call 9-1-1 and tie up the emergency lines.**

**Non Emergency or Administrative Numbers**

**In the event you need to speak to a specific agency concerning administrative or non-emergency matters. Please call the office numbers listed below.**

Ashland Police Dept	327-2020
Boyd Co Sheriff	739-5135
Catlettsburg Police	739-5126
Ashland Fire Dept	327-2035
Big Sandy Fire Dept	739-6424
Cannonsburg Fire Dept.	928-6495
Catlettsburg Fire Dept	739-4444
East Fork Fire Dept.	928-6530
England Hill Fire Dept.	739-8229
Norton Branch Fire Dept	474-8174
Summitt-Ironville Fire Dept	928-5353
Westwood Fire Dept	324-3820
Boyd County Ambulance	325-9702
Emergency Management	928-3130
Boyd County Coroner	388-2153

**Thank You!**  
**From all who serve at**  
**Boyd County**  
**9-1-1**

*911 saves time...saves lives!*

# Boyd County 9-1-1

## HOW TO USE IT



***HELP US***

***HELP YOU***

Prepared by  
 Regional Public Safety  
 Communication Center  
 2041 Winchester Avenue  
 Ashland, KY 41101  
 (606) 329-2191

email: [director@boydcounty911.com](mailto:director@boydcounty911.com)  
[WWW.BOYDCOUNTY911.COM](http://WWW.BOYDCOUNTY911.COM)

*UPDATE 08/17/2015*

**HOW TO USE 9-1-1 OR CALL FOR POLICE, FIRE OR MEDICAL HELP**

**THE FOLLOWING INFORMATION IS NOT TO BE TAKEN AS ALL INCLUSIVE, BUT A GENERAL GUIDELINE FOR SUMMONING ASSISTANCE OR MAKING A REPORT OF AN INCIDENT WITHIN BOYD COUNTY.**

The Regional Public Safety Communication Center (Boyd County 911) answers 9-1-1 calls and dispatches Police, Fire Ambulance and Emergency service responses for all of Boyd County, including the incorporated Cities of Ashland and Catlettsburg. If Boyd County 9-1-1 is reached in error, the call will be transferred to the appropriate jurisdiction or the information will be taken and forwarded to the appropriate call center.

As a fully functional state certified Phase II wireless public safety answering point, cellular (wireless) phone calls received by our agency will also be handled in the same manner.

**WHEN TO USE 9-1-1**

The R.P.S.C.C. wants the Public to use 9-1-1 to report any incident that requires the assistance of police, fire or medical services.

Examples of such incidents would be:

- 1. Medical emergency, unconscious person.
- 2. Fire
- 3. All crimes in progress or just occurred
- 4. Motor vehicle accidents
- 5. To report incidences of burglary, rape, arson, assault, forgery, shoplifting, alarms, disturbances, robbery, shooting, prowler/peeping tom
- 6. Auto theft
- 7. To report a tornado, flooding or any other natural disaster

- 8. To report a hazardous situation such as a tree down over a roadway, electrical lines down or the smell of natural gas

**HOW TO USE 9-1-1**

- 1. Dial 9-1-1
- 2. Report the nature of you call Police, Fire or Ambulance.
- 3. Give the address where the incident occurred or is happening and directions if possible.
- 4. Give your name, address and telephone number.
- 5. Stay on the line until the Dispatcher tells you it is all right to hang up, additional information may be needed.

**Law Enforcement:**

For **Police** matters, if you are reporting a crime in progress, pay particular attention to the suspect’s physical characteristics and clothing. If there is a vehicle involved, get a good description by Color, Year, Make, Body Style and License number and State if at all possible. Get the direction of travel if the suspect(s) leave. Give the exact location of the incident and details of any injuries or deaths.

**Do not attempt to apprehend or detain suspects.**

**Fire Service:**

For reporting a **Fire**, tell what is on fire, give the exact address or location, if anyone is in danger or in the structure or if there is a danger of explosion from combustibles. **Get out of danger.**

**Ambulance Service:**

For **Medical** emergencies give the same name and address information as on other 9-1-1 calls. Describe the medical problem in some detail. Be prepared to answer certain questions from the dispatcher to help classify the call. Examples:

- 1. Are you with the patient?
- 2. Is the patient breathing normally?
- 3. Is the patient awake or conscious?
- 4. Patient’s age and current medical history such as heart problems or diabetes?

Emergency Medical Dispatch (EMD) Pre-arrival instructions will be offered to callers beginning fall of 2015

**Don’t call 9-1-1 for an ambulance to take someone home from the hospital or to and from a doctor’s appointment.**

**For Power Outages:**

**PLEASE DO NOT call 9-1-1 to report power outages unless there is imminent danger to human life or fire involved.**

**9-1-1 does not get faster service for non emergent situations than the public.**  
**AEP/Kentucky Power 1- 800-572-1113**

**EMERGENCY NOTIFICATIONS FROM 9-1-1**

***INTERNET SIGN UP PROCEDURE:***

Go to [www.nixle.com](http://www.nixle.com) and enter the appropriate zip code. Follow on screen instructions to sign up.

***MOBILE PHONE/ TEXT SIGN UP PROCEDURE:***

**From the mobile phone on which you want to receive the messages:**  
**Text the keyword “Boyd911” to the number 888777.**

**You will receive an automatic reply requesting your zip code to receive targeted messages. Reply to the text request with your home area zip code and you’re done!**

*\*\*Wireless Messaging and Data rates may apply depending on your wireless contract.\*\**