

Make sure your address is updated. For house numbering or to update your address for efficient 911 services for you

and your family please call:

873-3905/3906

Essex County Emergency Services

PO Box 30-702 Stowersville Road

Lewis, NY 12950

Emergency: 911

Phone: 518-873-3900

Fax: 518-873-3963



ESSEX COUNTY EMERGENCY SERVICES

Essex County Emergency Services

The Essex County 911 Center is staffed 24 hours a day, 365 days a year. The dispatch center consists of consolidated agencies with New York State Police, Essex County Emergency Services, and Essex County Sheriff Departments. We employ 11 dispatchers and the New York State Police employ 5 Communications Specialists that are all APCO and EMD trained. Each shift has a minimum of four dispatchers.

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ESSEX COUNTY



EMERGENCY SERVICES



Dial 911

To stop a crime

Report a fire

And to save a life!

A 911 system is considered either basic or enhanced. A basic 911 system provides three digit dialing, does not require a coin for pay telephones and consists of intelligent routing to public system answering point (PSAP) that handle the area from where the call is made. An enhanced 911 system adds the availability to display the caller's address and the telephone number at the PSAP for the dispatcher's reference. Essex County has the enhanced system.

WHAT TO EXPECT WHEN YOU CALL 911

- Know the address of where the help is needed.
- Know the phone number you are calling from.
- Know what the problem is.
- Try to answer the dispatcher's questions.
- Dispatchers will help you prior to the arrival of aid.
- Do not hang up until instructed to do so.
- 911 is free of charge from a payphone.

Dial 911 only for an emergency!

AN EMERGENCY IS

Any medical problem

(chest pain, seizure, bleeding, etc...)

Any type of fire

(car, building, etc...)

Any life – threatening situation

(fights, person with weapons, etc)

Any crime in progress

(whether or not a life is threatened)

If you dial 911 in error –

DO NOT HANG UP

Instead, stay on the phone and explain to the dispatcher that you dialed by mistake and that you do not have an emergency. If you hang up, the police will be dispatched to the address.

When the dispatcher answers, briefly describe the type of incident that you are reporting.

For example: "I am reporting a car fire" or "I am reporting a medical emergency." Then stay on the line with the dispatcher, do not hang up until the dispatcher tells you to. In some cases the dispatcher will keep you on the line while the emergency units are responding to ask additional questions and obtain additional information, and provide emergency medical dispatching.

Let the dispatcher ask you
questions!



Dispatchers have been trained to ask questions that will prioritize the incident, locate it, and dispatch an appropriate response. Your answers should be brief and responsive. Remain calm and speak clearly.

Misconception

Most people think that when they dial 911 that it goes to a "Nationwide 911 Center" in Omaha, Nebraska. In fact, when you dial 911, the call goes to your PSAP which is located at:

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