



Getting to Know Carver County's 911 Dispatch Center

Presented by Carver County Sheriff's Office PSAP Division

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Where is the dispatch center located?

- 911 dispatchers work out of the Carver County Sheriff's Office located in downtown Chaska.





**911 telecommunicators dispatch
for 11 cities, 10 townships and
11 Fire Departments within
Carver County.**

**We dispatch for Police, Fire and
Medical 24 hours a day 7 days a
week 365 days a year.**



What are the 11 cities in Carver County?

- Carver
- Chanhassen
- Chaska
- Cologne
- Hamburg
- Mayer
- New Germany
- Norwood Young America
- Victoria
- Waconia
- Watertown



What are the 10 townships in Carver County?

- Benton Township
- Camden Township
- Dahlgren Township
- Hancock Township
- Hollywood Township
- Laketown Township
- San Francisco Township
- Waconia Township
- Watertown Township
- Young America Township



What are the 11 Fire Departments in Carver County?

- Carver
- Chaska
- Chanhassen
- Cologne
- Hamburg
- Mayer
- New Germany
- Norwood Young America
- Victoria
- Waconia
- Watertown

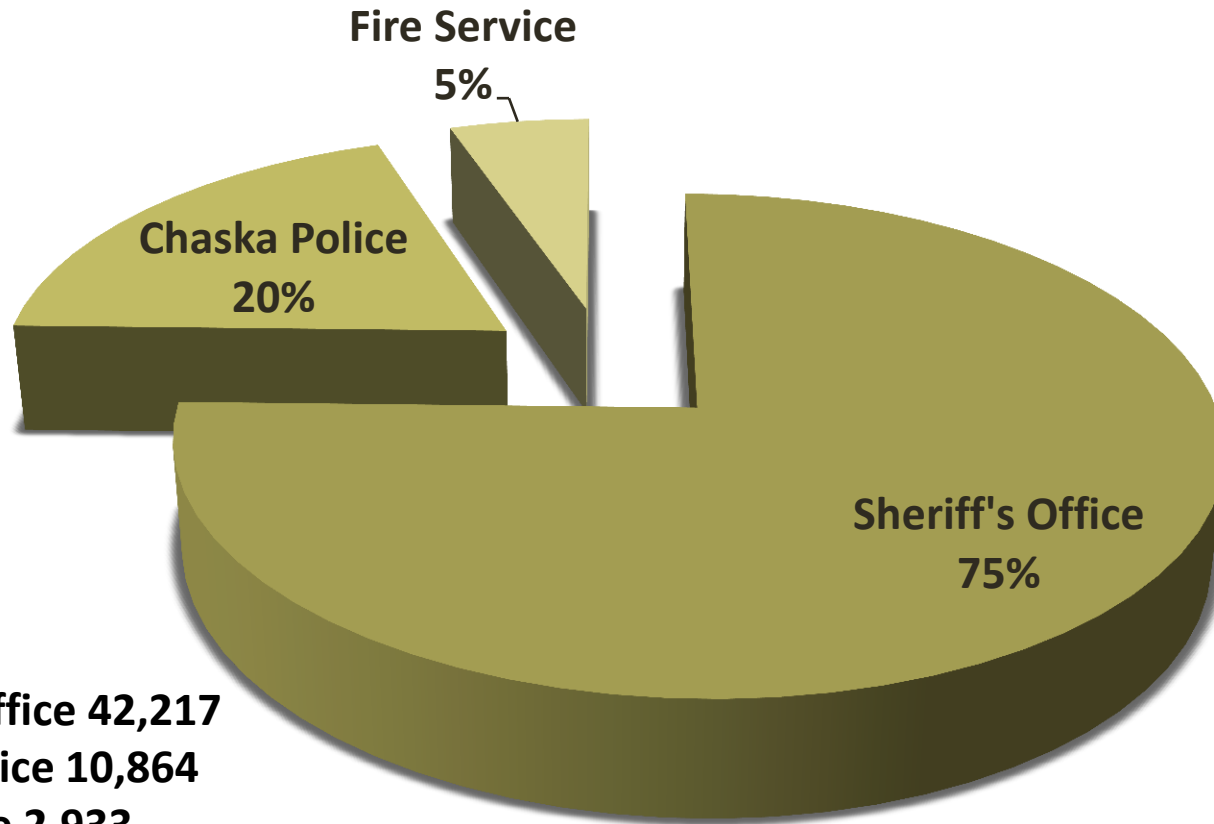




**911 Dispatchers handle
both Emergency and Non
Emergency Calls for
Carver County.**



2015 Calls For Service



Sheriff's Office 42,217

Chaska Police 10,864

Fire Service 2,933

2015 Total Calls For Service 56,014

Do I call 911 or the Non Emergency Number?



“Does the situation require immediate assistance from the police, fire department or ambulance?”

Non Emergency Calls

**Sheriff's Office can be reached at
952.361.1231**

Examples of Non Emergencies:

- “I have questions for an officer.”
- “Can I park on the street tonight?”
- “My neighbors dog has been barking for an hour.”
- “There is a strange vehicle parked on my street.”
- “There is loud music coming from next door.”

Emergency Calls - 911



An emergency is **any** situation that requires immediate assistance from the police, fire department, or ambulance.

Examples of 911 emergency calls:

- A house fire.
- A crime in progress. Such as burglary or theft.
- Domestic violence.
- A car crash with or without injuries.
- A medical Emergency.



What to do when I accidentally call or dial 911?

Don't panic and do not hang up!



If you hang up we need to call you back and ensure there is no emergency. Stay on the line to confirm that assistance is not needed from police, fire or ambulance.

Accidental calls to 911 can **delay** help for real emergencies by unnecessarily tying up our 911 lines and dispatchers.

9-1-1 Hang-ups

- In 2015 we had **2,391**



- This averages out to about **200** per month.

What to expect when calling 911



First Thing: Be **prepared** to give your address or current location.

- If you are unsure or unfamiliar of the address find a piece of mail to verify.



- If there is an entry code or location of a spare key to access the residence, be prepared to give to the dispatcher.



What to expect when calling 911...

If you are driving and an emergency arises

Tips to remember:



- Know what street, highway or county road you are traveling on.
- Are there any landmarks around you?
- Is there a mile marker near you to reference?
- What direction are/were you traveling?

What to expect when calling 911

Gathering Details Phase:

- **What –**
 - What is going on?
- **Who –**
 - Who is involved?
 - Who is the suspect? Description?
 - Who is the victim?
- **When –**
 - Time frame?
- **Weapons –**
 - Who has the weapons?
 - What type of weapon?
 - Where is the weapon?
- **Drugs/Alcohol –**
 - Details regarding usage, how much, when, etc.



What to expect when calling 911

What tools/resources do 911 dispatchers have to find me or my location?

- Prior History
- Search Name
- Search Phone Number
- Ping Cellphone
- Latitude and Longitude



Landline 911 Calls



A phone that uses a metal wire or fiber optic telephone line for transmission.

Information Provided:

- ✓ Phone Number
- ✓ Address
- ✓ Last and first name

*** The address is verified by the telephone service provider and 9-1-1.**

VoIP 911 Calls

(Voice Over Internet Protocol)

Provides communication services over the internet.



Information Provided:

- ✓ When you register the address given is used as the initial 911 response location.
 - ✓ Note: Not always the actual location of caller.
 - ✓ Note: Not verified through 9-1-1.
 - ✓ Note: Some VoIP providers 911 service will not work if your internet connection is down or if your power has failed.
- ✓ Shows last and first name of account holder.
- ✓ Phone number.

Cellphone 911 Calls

Provides communication services over corresponding up and down patterns of electrical signals, turned into numbers, then packed up into a radio wave signal.

Information Provided:

- ✓ Phone number
- ✓ WPH1/WPH2
 - ✓ WP stands for Wireless Phase
 - ✓ Phase 1 = Cell tower location
 - ✓ Phase 2 = GPS location of device
- ✓ Latitude and Longitude
- ✓ Meters within



Resources

Carver County Community Website



<http://www.co.carver.mn.us>

Resources



<http://www.co.carver.mn.us/government/public-safety/citizen-alert-system>

Purpose: To communicate with citizens and businesses during emergencies and other critical events.



Types of alerts that will be sent:

1. Emergency Alerts

- Missing Children
- Events (human made or natural disasters) that would require evacuation or shelter in place due to imminent threats to health, safety or property and would require immediate action to ensure public safety.
- Any other imminent threats to health, safety or property that would require immediate action to ensure safety.



2. **Weather and other General Alerts** – Residents and businesses would need to opt-in for these alerts.

- Severe Weather Watches and Warnings
- Tornado Watches and Warnings
- Fire Weather Watches and Warnings
- City Sewer and Water Emergencies
- Unplanned Road Closures

Resources

Carver County Sheriff's Office



Offers community updates and other informational posts regarding Carver County.



Resources

Carver County Sheriff's Office



<https://twitter.com/CarverSheriff>





THANK
YOU!