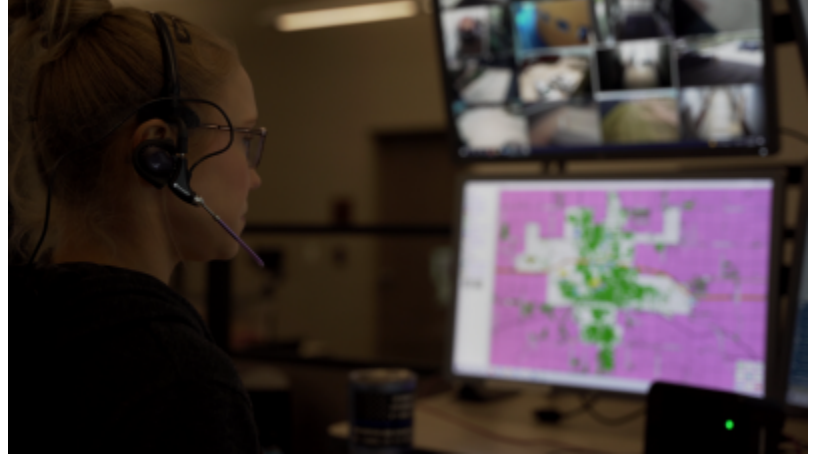


# Dispatch

The Stark-Dickinson Communications Center is one of the most modern communications centers in North Dakota. Along with modern telecommunications technology, the center is equipped with Enhanced 911 capability. With the recent integration of RapidSOS, wireless callers are better able to provide their location, send text messages, and even send photos and videos to the dispatch center as crimes are occurring. The center operates 24 hours a day, usually with at least two dispatchers on staff.



The center provides both emergency and non-emergency dispatch services for 22 surrounding entities. Dispatchers are responsible for dispatching police, fire, rescue, and ambulance services within those areas.

The dispatchers work a combination of ten and twelve-hour shifts. They are highly trained and dedicated professionals. Each dispatcher must complete a training period working with an experienced dispatcher. They are also required to complete the APCO Basic Telecommunicator course, which is nationally accredited. They also complete APCO's Emergency Medical Dispatching (EMD) course.

## 9-1-1 Police Fire EMS

### When to use 9-1-1

- Fire
- Medical Emergencies
- Vehicle Accident-injury or on public property
- Crimes in Progress
  - Theft
  - Prowler
  - Burglary
  - Robbery
  - Assault
  - Kidnapping
  - Erratic Driving

- Blocked highways or roadways
- Downed powerlines

## **Text to 9-1-1 Available Statewide**

- Text messaging to 9-1-1 is available on cell phones in North Dakota.
- Texting should only be used when you are unable to make a voice call.
- Pictures and videos can not be accepted at this time.
- Text to 9-1-1 messages do not automatically provide a location like a voice call.
- Texting to 9-1-1 near a state border may not go through.



### **How Do I Text to 9-1-1?**

- Enter the numbers “911” in the “To” field.
- Text message should be brief and include:
  - Location
  - Type of emergency
- “Send” message.
- Be prepared to answer questions and follow instructions from the 9-1-1 personnel.
- Text in simple words – do not use abbreviations.

### **Why Would I Want to Text 9-1-1?**

- It gives deaf, hard of hearing or speech impaired communities direct access to 9-1-1 services.
- Text to 9-1-1 is ideal if you are in a situation where speaking could compromise your safety for example: active shooter, domestic violence, home invasion or abduction.
- A text or data plan is required to place a text to 9-1-1 message.
- Text to 9-1-1 is for emergencies only. It is a crime to text 9-1-1 with a false report.
- Do not text and drive!

#### **Common Mis-dials (911)**

- Road or weather conditions

#### **Number to Call Instead**

- 511 (In-state)

- Business calls for the Police department or Sheriff's department (business hours)
- States Attorney's Office
- Southwest Multi-County Correctional Center (SWMCCC - jail)
- Report a power outage
- 701-456-7759 (Police)
- 701-456-7610 (Sheriff)
- 701-456-7647
- 701-456-7790
- 1-800-638-3278 (MDU)
- 1-800-627-8470 (West Plains)

## Siren Information

### Do Not Dial 911!!!!

Tune in to a local radio or television station for why the sirens are sounding. Please help us keep the 911 lines open for emergencies!



### Outdoor Warning Siren Activation Policy:

We will activate the outdoor warning sirens whenever:

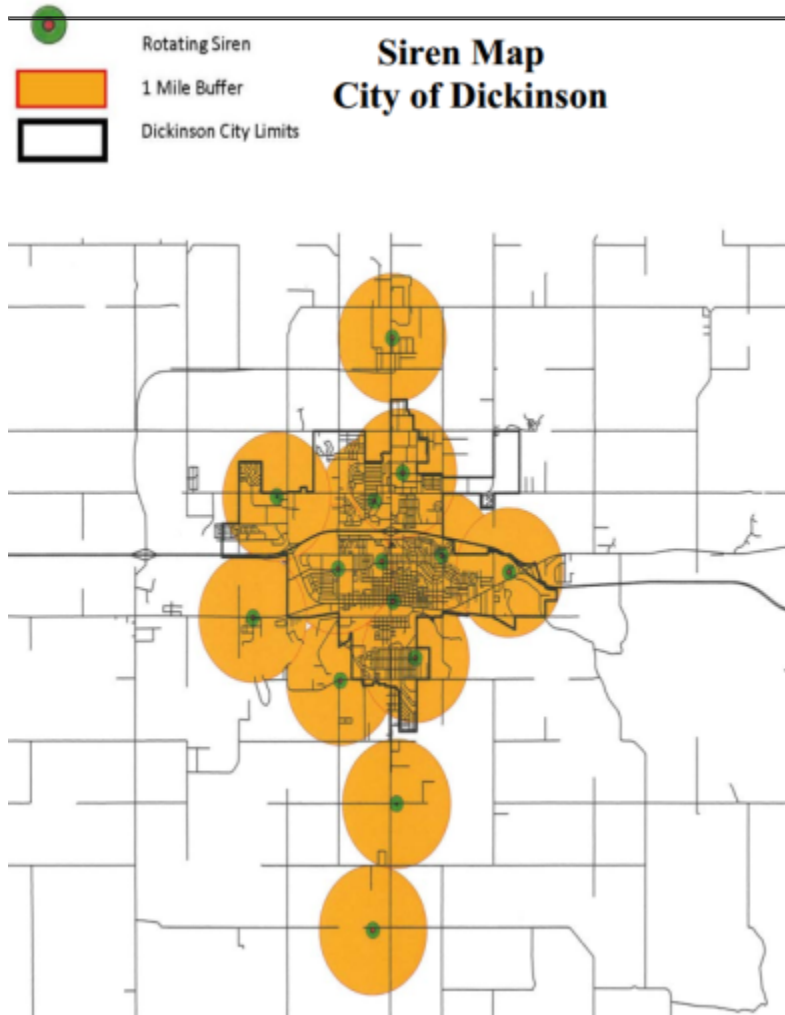
- The National Weather Service has issued a tornado warning for any community located in Stark County;
- A funnel or tornado is reported within 15 miles of any city within Stark County and the funnel or tornado is on a direct path to hit any city within Stark County;
- Wind speeds of 70 mph or greater are reported to be approaching or within any city in Stark County;
- A hazardous materials or other life-threatening on-scene Incident Commander has requested activation of the sirens to alert the public;
- Testing and maintenance operations.

The outdoor warning sirens will be activated once for each Warning, but may be activated again if necessary throughout the duration of the Warning. The outdoor warning sirens will not be activated for a weather watch.

The Stark County Emergency Management office tests the sirens every Wednesday at 11:00 A.M during the non-winter months. They sound for about 10-15 seconds to ensure all sites are functioning correctly.

*Reminder - these are Outdoor warning sirens. If you hear them, seek shelter immediately. Many companies sell NOAA weather radios that will alert you to a storm warning if you are already indoors. Lightning kills more people every year than tornadoes! Heed the warning - get indoors when the sirens activate!*

[Stark County Emergency Services / E 9-1-1](#)



## Common Forms

[Business Keyholder Form](#)

[Apartment Complex Form](#)