



BEDFORD COUNTY 9-1-1 COMMUNICATIONS CENTER

The Bedford County 9-1-1 Center is staffed 24/7/365 with trained Telecommunicators who handle emergency calls from Bedford and Fulton Counties in Pennsylvania.

Every 9-1-1 call is answered by a Telecommunicator who has received both classroom and on the job training including; a 40 hour APCO class, 24 hour Emergency Medical Dispatch class, CPR/AED, Commonwealth Law Enforcement Assistance Network and National Incident Management System classes. Continuing education is a large part of the day to day job as well.

What Will the Call Taker Ask Me?

- What is the address of your emergency?
- What is your emergency?
- What is your name?
- What is your phone number?
- Is everyone out of the building?
- Is anyone hurt?
- Are there any weapons?



Public Safety Answering Point (PSAP)

9-1-1 never stops working, even on holidays. This number is used across the entire United States. It automatically connects the caller to their designated communications center. Cell

phone calls to 9-1-1 are transmitted to the nearest cell tower and connect to the center to which that tower has been assigned.

The PSAP receives the call and begins to process the information given by the caller.

The proper emergency personnel are alerted and given the address of the incident as well as any specific information germane to the call.

WHAT IF I DON'T SPEAK ENGLISH

Bedford County 9-1-1 subscribes to Language Line, a service which provides interpreters who speak more than 140 languages. It is available 24 hours a day. PSAP staff will connect a non-english speaking caller to Language Line and Help is on its way.

Bedford County 9-1-1 suscribe a un servicio que



IMPORTANT NUMBERS TO KEEP

- Electric Company
- Water Company
- Gas Company
- Phone Company

IN CASE OF EMERGENCY NUMBERS

- Name
- Employer
- Work Address
- Work Phone
- Cell Phone

- Name
- Employer
- Work Address
- Work Phone
- Cell Phone

What is the person's age?
Is the person bleeding, have any pain, awake?
Just to name a few

Proporciona interpretes que hablan mas de 140
Idiomas, esta disponible las 24 horas del dia.

WHAT SHOULD I NOT CALL 9-1-1 ABOUT

Utility Outages, such as Power, Water, Cable
Traffic Jams and Delays
To Inquire About Government Services
Times of Parades, Fireworks Displays and
Community Events

You should call 9-1-1 anytime you believe
there is an actual emergency.

CONTROLLED BURNS

If you are going to burn brush or any
amount greater than a campfire, call
the non-emergency number to report
before you burn at 814-623-1105.

These questions and others will give 9-1-1
staff the ability to create an accurate picture
for Emergency Services responding to the incident.
Telecommunicators are able to begin dispatching
needed resources while the original caller is still
speaking with the Call Taker. Additional information
may be requested by requested by responders.
THERE IS NO DELAY BY ANSWERING QUESTIONS



Bedford County Department of Emergency Services 200 South Juliana Street Bedford, Pa. 15522 (814) 623-1105

Know WHEN to call 9-1-1. 9-1-1 is for emergencies only. You should only be dialing 9-1-1 if someone is hurt or in danger, or if you are in immediate need of police, fire, or medical assistance. If you aren't sure if your situation is an emergency, you should err on the side of safety and call 9-1-1 and let the expert who answers your call make the decision whether to send help or not.

Know WHEN NOT to call 9-1-1. Don't call 9-1-1 just because you burned dinner and your guests are arriving any minute, or because you are late for a meeting and need help finding an address. While those situations may count as emergencies for you, they aren't for public safety. Inappropriate use of the 9-1-1 system wastes resources and ties up the lines at the 9-1-1 center, and nobody wants to be on hold when they are in the middle of a real crisis. Not to mention that in most states harassing or making prank calls to 9-1-1 is a crime, and you don't want law enforcement showing up at your door.

Know the capabilities of the device you are using. 9-1-1 can be contacted from pretty much every device that can make phone calls (traditional landline, cell, VoIP), but the callback and location information that accompanies your call to the 9-1-1 center can vary drastically amongst technologies and between geographic regions. 9-1-1 and telecommunications professionals are hard at work to make sure 9-1-1 works the same on all devices in the future, but until then it is your job to be knowledgeable about benefits and limitations associated with various technologies. Contact your service provider(s) for more information.

Know where you are. This is probably the most important information you can provide as a 9-1-1 caller, so try to be aware of your surroundings. Make a real effort to be as detailed as possible. If you are outside and don't know the street address, take a look around and try to find landmarks or cross streets. If you are inside a large building or one with multiple levels, you can help emergency services by letting them know which floor you are on, which apartment you are in, etc.

Stay calm. When you are on the phone with 9-1-1, you are their eyes and ears. Even though you may want to, try not to panic. If you are crying or yelling, it can be hard for the 9-1-1 operator to understand you. If you are able to stay strong, pull yourself together, and answer all of the 9-1-1 operator's questions, the faster they can get the right services to your location.

Never hang up. You may have called 9-1-1 by accident, or your situation may have resolved itself, but it is important to let the 9-1-1 operator know this. If you end the call abruptly, the folks at the 9-1-1 center are going to assume that something has gone very wrong and will either call you back or send help anyway. This will take away from the 9-1-1 center's ability to take calls and dispatch services to on-going emergencies, so make sure the 9-1-1 call taker tells you it is ok to disconnect before you hang up. And keep in mind that the call taker can dispatch responders to your location without disconnecting from the call, so, until you are instructed to do otherwise, make sure to hold the line so that you can provide any necessary information or assistance to the 9-1-1 operator.



Bedford County Amateur Radio Society
Bedford County, PA

Bedford County Amateur Radio Society (BCARS)

The Amateur Radio Emergency Service® (ARES) consists of licensed amateurs who have voluntarily registered their qualifications and equipment for communications duty in the public service when disaster strikes. Amateur Radio operators can also sign up for the Radio Amateur Civil Emergency Service (RACES), administered by local, county and state emergency management agencies, and supported by the Federal Emergency Management Agency (FEMA) of the United States government.

The Emergency Point of Contact is Lloyd B. Roach K3qnt