

About 911

As Lantz operates a 100% volunteer fire department with no staff at the station full time, you may be wondering what happens when you pick up the phone to call 911 in the Lantz Community

1. First your call is directed to the public safety answering point nearest your location.
2. The call taker will establish the nature of your emergency and whether you are at the location of the emergency or reporting an incident you may have witnessed.
3. The call taker may ask one or two quick questions to help decide which type of response (police, fire or ambulance) is needed.
4. You will then be connected to the emergency service that you need, in our case the dispatcher for the fire service.
5. The dispatcher will have been given your name, address and basic information regarding the emergency by the initial call taker. You may now be asked for additional information.
6. The 911 dispatcher contacts the Lantz Fire Department by activating the pagers that all of our firefighters carry, this lets them know that someone in their community needs help.
7. At this point, all department members begin making their way to the station in their own vehicles. Of course, they still have to follow all traffic rules and obey all posted speed limits.
8. As members arrive they gear up and get on the appropriate trucks. Once a full crew has arrived for the first out vehicle, that vehicle departs the station. Other required vehicles will leave the station as they reach adequate crews.
9. While en route the members will contact the 911 dispatcher by radio to confirm the address and get any additional information that the dispatcher may have received since the original call.
10. The firefighters arrive at the incident ready to help.



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"When Should I Call 911"

A 911 emergency happens when someone's health, safety or property is threatened and help is needed right away. If you aren't sure if your situation is a 911 emergency it is best to call and let the experts decide whether help needs to be sent or not.

"When Shouldn't I Call 911"

911 is for emergencies only. It is not to be used for general inquiries such as calls to police concerning ongoing investigations, or calls to fire departments about community events. Inappropriate use of 911 ties up valuable resources. Intentional abuse of the system can lead to charges.

You can help us speed up our response times by following these simple tips:

- When you call 911 try to stay calm. The dispatcher will have a number of questions for you. The quicker you answer them the quicker we can be dispatched.
- Post your address and telephone number by the phone for easy reference.
- Stay on the line until the dispatcher tells you to hang up.
- Ensure that your house number is clearly marked on your house and **VISIBLE BOTH DAY AND NIGHT FROM THE ROAD.**
- If you see an emergency vehicle approaching with flashing lights activated, **PULL TO THE RIGHT AND STOP.**

