

The E-911 Dispatcher's of Lamar County are the first of the first responders. We are the centralized voice that bridges the gap between citizens and service providers. As telecommunicators, we are committed to answering all 9-1-1 and non-emergency calls with professionalism, courtesy, and integrity.

Customer service is essential to our success; therefore, it is our goal to provide services in a timely, precise, and skilled manner to each caller with empathy and respect. Lamar County E-911 is always there; always ready.

The Lamar County E911 Dispatch Center is located within the Lamar County Sheriff's Office and dispatches for its deputies, as well as the cities of Lumberton, Purvis, and Sumrall, and 12 volunteer fire departments.

The Lamar County E911 Dispatch Center employs 10 telecommunicators, a TAC Officer, and a Director of Communications. Within our comm center we have three workstations that are manned 24/7 for emergency and non-emergency calls.

Members of the Lamar County E911 Dispatch Center's main objective is to support citizens, officers, and firefighters by demonstrating professional conduct and compassion with a desire to serve.

Dispatchers recognize they are public servants with a duty to serve giving the most efficient and impartial service of which they are capable of at all times.

They have the responsibility to retain emotional control, courage, and mental toughness, even when under pressure in the most challenging situations.

To request an application for employment with Lamar County E911 Dispatch please contact: rezell@lamarcountyms.gov

THINGS TO REMEMBER ABOUT REPORTING A CRIME

- Remain calm and speak clearly. Let the dispatcher ask you questions. Your answers should be brief and responsive. If you are not in a position to give full answers to the call-taker (the suspect is nearby), stay on the phone and the dispatcher will ask you questions that can be answered "yes" or "no."

- Briefly describe the type of incident you are reporting. For example, "I'm reporting an auto fire," or "I'm reporting an unconscious person." 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 or to obtain on-going information.

- Be prepared to describe your location and the location of the emergency. Although an Enhanced 9-1-1 system will display your telephone number and location, the dispatcher must confirm the displayed address or may ask you for more specific location information about the victim or suspects. If you are a cellular caller, your telephone number and location will not be displayed for the dispatcher's reference. You must be able to describe your location so emergency units can respond. Be aware of your current city or town, address, highway and direction, nearby cross-streets or interchanges, or other geographic points of reference. Cellular 9-1-1 calls are frequently routed to a central PSAP that could be many miles from your location. Be prepared to give the dispatcher your complete location---city or town, address or location, inside or outside, what floor or room, etc.

- Be prepared to describe the persons involved in any incident. This includes their race, sex, age, height and weight, color of hair, description of clothing, and presence of a hat, glasses or facial hair.

- Be prepared to describe any vehicles involved in the incident. This includes the color, year, make, model and type of vehicle (sedan, pick-up, sport utility, van, tanker truck, flatbed, etc.) and tag number. If the vehicle is parked the dispatcher will need to know the direction it's facing. If the vehicle is moving or has left, the dispatcher will need to know the last direction.

- If you are in danger and can't stay on the line with the 9-1-1 dispatcher, do not hang up, lay the phone down where the dispatcher can monitor the call until the emergency response unit arrives.

Have you ever thought about:

- Posting a list of your medications and relative contacts on your refrigerator for quick reference?
- Calling 911 Addressing every time you move to get your new location in the database?
- Making sure your house number is on your mailbox or house?
- Calling your alarm company before the repair service sets off your alarm to avoid deputies being dispatched to your residence?
- Making a copy of your vehicle registration to keep in a safe place other than your cars glove box?