

**Beginning August 10<sup>th</sup>** the City of Timpson's Volunteer Fire Department will be dispatched by Shelby County 9-1-1. The City will phase out the use of the emergency phone line 936-254-2323 which will be turned over to the Timpson Volunteer Ambulance Service to use exclusively for ambulance calls. The City of Timpson "after hours" calls during utility outages – both power and water will be handled by cell phones. Non emergency service issues should be reported to City Hall during regular office hours. ANY emergency; fire, ambulance, police, or utility that is life threatening or a public health or safety issue **should be reported using 9-1-1** to ensure there is a record of the call and that the proper agency is notified.

**What does 9-1-1 needs from each caller:** Nature/Type of the emergency, parties involved (if known), name of caller, phone number in case more information is needed, street address/location of emergency and clear directions to the location if possible. Be Calm! Be Clear!

**Who will 9-1-1 send?** The Shelby County 9-1-1 operator is charged with sending the closest, best equipped agency or agencies to handle your emergency. For motor vehicle accidents 9-1-1 will notify law enforcement and other agencies as needed. For fires in the Timpson area the Timpson Volunteer Fire Dept. will be dispatched via 9-1-1. For medical emergencies in the Timpson area the 9-1-1 operator will possibly contact both Timpson Volunteer Ambulance Service and ACE ambulance service out of Center. This is due to the fact that our local ambulance service, being staffed by volunteers, must acquire a crew prior to making the call. If time is critical and the volunteers have not responded within a specified amount of time, it is the operator's duty to send an ambulance that can meet the needs of the caller. Callers have the option of calling for ambulance services directly; however, the **City of Timpson recommends calling 9-1-1**. Direct numbers for TVAS 936-254-2323 and ACE Ambulance Service 936-591-9990.