

When to Call 9-1-1

Dial 9-1-1 when there is a medical, fire or police emergency, such as

- Life or lives are in danger
- A fire
- Serious injury
- Serious medical condition
- A serious crime in progress

Dial 9-1-1 only when an immediate response is necessary, such as

- Immediate help from law enforcement
- Immediate help from fire department
- Immediate help from paramedics

Dial 9-1-1 if in doubt about the seriousness of a situation, such as

- Any possible situation that you believe may be serious and that may result in injury, death, loss of property, apprehension of a suspected criminal or prevention of a crime that is about to occur
- When in doubt, dial 9 -1-1

Assistance is always dispatched to the most critical incidents first.

Who Will Come To Help Me

The Shepherdsville Police Department provides law enforcement services within the incorporated areas of the City of Shepherdsville. Shepherdsville Police possess county-wide jurisdiction, however, depending upon your location you may be assisted by police agencies within other municipalities or by the Bullitt County Sheriff's Office if you are within an unincorporated area of Bullitt County.

If you place a 9-1-1 call from a telephone in Bullitt County, you will be connected to the Bullitt County E-911 Center. The telecommunicator will obtain all pertinent information from you and route the appropriate resources (police, fire, or EMS) to handle the situation.

If you place a 9-1-1 call from a cellular phone, you will be either connected to the Kentucky State Police (KSP) dispatch center or the Bullitt County E-911 dispatch center, whom will either immediately route your call to the agency or jurisdiction that would best serve your needs, or respond KSP and/or fire and/or paramedic resources to you if within their jurisdiction.

When Not to Call 9-1-1

Do Not dial 9-1-1 unless you are reporting a medical, fire or police EMERGENCY, or one of the other situations described above.

Do Not dial 9-1-1 to report a crime that occurred so long ago that danger is no longer present.

Do Not dial 9-1-1 to report property crimes (such as thefts, vandalism, hit and runs, etc.), where no danger is present and no chance of immediate apprehension of suspects is possible.

Do Not dial 9-1-1 to ask for directory assistance; cellular phone technical assistance; to ask for directions; to report any non-emergency situation.

Who do I Call When it's Not an Emergency

If you reside in, work in or are visiting one of those areas listed above, you may call the following numbers to summon the non-emergency assistance of the Shepherdsville Police Department:

Shepherdsville Police Department: (502) 921-1000

Bullitt County E-911 Center Non-Emergency Line: (502) 543-7074

You may also call one of these numbers in order to reach a particular department member or unit, or to conduct any other business with your Shepherdsville Police Department.