

911 – Interrupted Service

Call before you dig to prevent a cable being accidentally cut. If a phone line is cut, it can isolate a telephone exchange from 911 service. When this occurs, alternate means for emergency services are implemented. In the instance where phone service outside an exchange is not available, but there is still service within an exchange, an alternate number will be provided for callers to use in an emergency. We do not have full time, manned stations. Most of our Fire and EMS agencies are volunteers who work outside the community. Therefore someone must be sent to stand by at the Fire Station or Ambulance Shed in case of an emergency call. If 911 services are interrupted, the National Weather Service will broadcast the appropriate information on the emergency weather radio system and a broadcast will be made on KNEI radio in Waukon; KDEC radio in Decorah; and KOEL radio in Oelwein. So, tune into any of these stations for broadcast of alternate phone numbers as well as notification of when service is restored.