

PUBLIC SAFETY FREQUENTLY ASKED QUESTIONS

The Who and How of Public Safety in Elkins, W.Va.

What issues fall under public safety?

Public safety covers a broad spectrum of issues including criminal activity, fire, building and other structural integrity concerns and sanitation. In general, any issue that does or could potentially affect the general population of the citizens of Elkins.

How do I know who to call?

Below are examples of who to contact for particular public safety concerns. This list is not exclusive. If you are unsure of who to contact, please call Elkins City Hall at 304-636-1414 ext. 1110 and the Executive Secretary will be happy to direct you to the right department.

Dog Warden (636-2521): *This is a county, not a city, entity available to address concerns about loose or dangerous dogs.*

Code Enforcement (636-1414 ext. 1431): *vacant, unsecured buildings; dangerous trees; accumulated trash or debris.*

Operations (636-1414 ext. 1437): *water breaks; potholes; extinguished street lamps.*

Parks Department (636-3960): *non-emergency incidents within the parks; dangerous equipment; natural disasters; animal issues.*

Police Department (636-0678): *non-emergency questions or concerns; follow-up on an Elkins PD investigation; training or public education opportunities. Similar information may also be sent to the Elkins PD via email at elkinspolice@cityofelkinswv.com.*

Fire Department (636-3433): *non-emergency questions or concerns; fire safety information; training or public education opportunities.*

(911): *If you are the victim of or a witness to a crime, or other event such as a natural or man-made disaster, that places you or others in immediate danger.*

Who answers when I dial 911?

During regular business hours, 8:00 am – 4:30 pm, calls to 911 that come from within city limits are answered by the Elkins PD Dispatcher. If the office is closed for any reason (i.e. after hours, holidays, dispatcher not on duty) the calls are routed through the Randolph County 911 Center.

Can I report things anonymously?

Absolutely, you may report incidents or circumstances to a dispatcher or a city employee without providing any identifying information. The report will be treated no differently than any other report.

How quickly can I expect a response?

Emergency calls will receive an immediate response. For non-emergency calls, if not answered immediately, you should expect a call back within 48 hours. The remedies for each public safety issue will vary widely and therefore so will the timelines. An expected timeline should be provided by whichever department official you speak with.