

## 9-1-1 DO'S AND DON'TS

**DO** use 9-1-1 for the dispatch of police, fire, or medical equipment.

**DO** teach your children or grandchildren how to use 9-1-1 wisely in case of an emergency, such as: a parent or relative is sick or unconscious, a child is lost and can find a phone or pay phone, a molester or suspicious person is bothering the child or friends, or if your child or another child is injured.

**DO** use a pay phone to report emergencies including accidents, crimes in progress, or crimes that are just occurring. (The 9-1-1 call is FREE.)

**DON'T** call 9-1-1 to ask when power will be restored during an outage, how the road conditions are, or whether schools are open. Contact your utility company or monitor local radio and television for road, weather, and school information.

**DON'T** hang up when you dial 9-1-1 in an emergency; our dispatchers will need information from you in order to send the appropriate help.

**DON'T** hang up when you dial 9-1-1 accidentally or a dispatcher will have to take time to call you back and verify if you have an emergency; this takes 9-1-1 dispatchers away from actual emergency calls.

**DON'T** let your cordless phone battery run down away from the charger. Some cordless phones send out a false 9-1-1 signal when they are discharged.

**DON'T** play with 9-1-1 or make false calls. It is a violation of the law that is punishable by fine or imprisonment.

## VOIP PHONES

- ★ When calling 9-1-1 from a VoIP phone, be sure to give the 9-1-1 dispatcher your location and call-back number. Many VoIP providers do not provide this information.
- ★ If your electrical power is out, your VoIP service may also be out.
- ★ If you travel and want to be able to use your VoIP phone to report an emergency, be sure to give your destination address (hotel, resort, etc.) to your VoIP service provider.

## CELLULAR PHONES AND 9-1-1

Generally, cellular phones are not as reliable as landline phones. The cellular signal may become distorted, or the signal may be dropped resulting in a disconnection with the 9-1-1 dispatcher before you have given all your emergency information. Your cellular phone call-back number may not be displayed to the 9-1-1 dispatcher.

During long-term electrical outages, the tower that you relied on to receive your cell phone signal may lose power. This may result in loss of your cell phone coverage.

Cellular phone calls are subject to "signal bounce." Signal bounce occurs when a local cellular tower's equipment becomes busy due to a large call volume, resulting in the overflow call being sent to the next available tower. The receiving tower may not be in your area of the state. Clinton County routinely receives cellular calls from Detroit and other locations around the state.

When traveling, be aware of your physical location when calling 9-1-1 on your cellular phone. In many areas of the country, your location and cellular call-back number is not automatically given to the dispatch center. The dispatchers will need you to give the accurate location of the incident you are reporting, your name, and your call-back number. If you can do so safely, it helps if you can stop and ascertain if there are any injuries and the severity of any injuries.

Clinton County 9-1-1 Central Dispatch is Federal Communications Commission (FCC) Phase II. We have the advanced technology in our dispatch center to receive a cellular phone's location. FCC Phase II equipped cellular phones transmit the longitude and latitude of the cell phone's location, call-back number, and the name of the owner of the cellular phone to the dispatch center. The location is indicated on a map display for the 9-1-1 dispatcher.

Cellular phone coverage/system reliability varies from carrier to carrier. Just like landline calls, our advanced equipment is no guarantee that Central Dispatch will get the cellular caller's location and call-back information.

## UNDERSTANDING 9-1-1



For  
**EMERGENCY &  
NON-EMERGENCY**

Requests for Service in  
**CLINTON COUNTY,  
MICHIGAN**

Please Call

**9-1-1**

**ADMINISTRATIVE  
NUMBERS**

**989-224-6792**

OR

**800-968-5121**



## UNDERSTANDING 9-1-1

The following guidelines should be followed when summoning assistance or when making a report of an incident within the geographical boundaries of Clinton County, Michigan. Other jurisdictions may have different policies.

### WHEN TO USE 9-1-1

The citizens of Clinton County, Michigan should use 9-1-1 to report any incident (emergency or non-emergency) that is going to require the dispatch of police, fire, or an ambulance. Some examples include:

1. Medical emergency
2. Fire
3. Motor vehicle crash
4. Suspicious vehicles or persons, including a prowler or "peeping Tom"
5. To report incidents of auto theft, burglary, rape, arson, assault, robbery, shoplifting, disturbances, theft, domestic violence, fights, missing persons, shootings, stabbings, destruction of property, etc.
6. To report dangerous situations, such as road hazards, possible drunk or reckless drivers, live wires down, or tornado sightings

*If you are not sure whether your situation is appropriate for the uses of 9-1-1, call it! We would prefer that you are safe rather than sorry.*

### HOME/BUSINESS ALARMS

Alarm companies and monitoring services should be given the below number to report an alarm condition. It is a violation of the law to program an alarm system to dial the digits 9-1-1. Central Dispatch **will not** accept direct-dial alarms.

**(989) 224-6792**

## HOW TO USE 9-1-1

1. Dial the digits 9-1-1 from any residential or coin-operated phone. If your business or school is on a PBX or Centrex system that requires you to dial another digit (often "9") to reach an outside line), dial the digit and then dial 9-1-1 (e.g. 9-9-1-1).
2. Report the nature of your call (police, fire, medical). Give the location where the incident is happening, your name, and your phone number. Be prepared to answer the dispatcher's questions in detail. In life-threatening situations, even though the dispatcher continues to ask questions, assistance will have already been dispatched in most circumstances.
3. If you are reporting a crime, pay particular attention to the suspect's physical characteristics and clothing. If there is a vehicle involved, get a good description including the color, year, make, and direction of travel. Do not place yourself in danger!
4. If you are reporting a fire, tell what is on fire, whether anyone is in danger or inside the vehicle or structure, or if there is any danger of explosion. Get out of danger!
5. If you are reporting a medical emergency, be prepared to answer certain questions about the patient that will help the dispatcher send the right kind of units. In certain circumstances, you may be given first-aid instructions to help the patient until medical personnel arrive.

### WHEN TO DIRECTLY CALL LOCAL POLICE – FIRE – EMS



Residents should still contact their local public safety agencies at their regular numbers for informational or administrative calls. Examples include the following:

1. **Fire Department:** Inspections, burning permits, educational presentations.
2. **EMS/Ambulance:** Pre-scheduled transports for non-emergency procedures such as a transfer from a hospital or transport for a regular treatment.
3. **Police or Sheriff:** Gun permits, release of towed vehicles, prisoner information, obtaining copies of reports, traffic ticket information, follow-ups on reports, or to speak with a detective.

*To contact a specific public safety agency for follow-up information or to speak with an officer, please use the following administrative phone numbers during regular business hours.*

#### ADMINISTRATIVE POLICE DEPARTMENT NUMBERS

Bath Township PD	(517) 641-6271
Capital Region Airport Authority	(517) 321-8525
Clinton County Sheriff's Office	(989) 224-5200
DeWitt City PD	(517) 669-9131
DeWitt Township PD	(517) 669-6578
Elsie PD	(989) 862-4273
Maple Rapids PD	(989) 682-4901
Ovid PD	(989) 834-5335
St. Johns PD	(989) 224-6721

#### ADMINISTRATIVE FIRE DEPARTMENT NUMBERS

Bath Twp. Fire Dept.	(517) 641-7811
Clinton Area Fire Dept.	(989) 227-0833
Dallas Twp. (Fowler) Fire Dept.	(989) 593-3133
DeWitt Area Fire Dept.	(517) 669-5004
DeWitt Twp. Fire Dept.	(517) 669-0071
Elsie Fire Dept.	(989) 862-5513
Hubbardston Fire Dept.	(989) 981-6768
Looking Glass Regional Fire Dept.	(517) 627-9831
Maple Rapids Fire Dept.	(989) 682-4569
Ovid Fire Dept.	(989) 834-5550
Pewamo Fire Dept.	(989) 593-3193
St. Johns Fire Dept.	(989) 224-8944
Westphalia Fire Dept.	(989) 587-4751

#### ADMINISTRATIVE EMS (AMBULANCE) NUMBERS

Clinton Area Ambulance	(989) 227-5713
Elsie Ambulance	(989) 862-5281
Grand Ledge Ambulance	(517) 627-1157
Lansing Mercy Ambulance	(517) 482-1245
Ovid-Middlebury Ambulance	(989) 834-5550

**RAVE (Relief After Violent Encounter)  
DOMESTIC VIOLENCE CENTER  
Crisis Hot Line - (989) 224-7283  
24 Hours – 7 Day a Week**