

CLINTON COUNTY CENTRAL DISPATCH

UNDERSTANDING

911

Serving Our Community

POLICE
FIRE
EMS



CLINTON COUNTY
EMERGENCY & NON-EMERGENCY
REQUEST FOR SERVICE:

9-1-1

ADMINISTRATIVE NUMBERS:

800-968-5121

OR

989-224-6792

CLINTON COUNTY CENTRAL DISPATCH **UNDERSTANDING 9-1-1**

The following guidelines should be followed when summoning assistance or making a report of an incident within the geographical boundaries of Clinton County (excluding the city of East Lansing). Other jurisdictions may have different policies.

WHEN TO USE 9-1-1

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

- 1. Medical emergency.**
- 2. Fire.**
- 3. Motor vehicle accidents.**
- 4. Suspicious vehicles or persons, including a prowler or “peeping Tom.”**
- 5. To report incidences of auto theft, burglary, rape, arson, assault, robbery, shoplifting, disturbances, theft, domestic violence, fights, missing persons, shootings, stabbings, destruction of property, etc.**

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 AND BUSINESS ALARMS

Alarm companies and monitoring services should be given the following number to report an alarm condition:

(989) 224-6792

It is a violation of the law to program an alarm system to dial the digits 9-1-1. Clinton County Central Dispatch **will not** accept direct-dial alarms.

WHEN TO CALL LOCAL POLICE – FIRE – EMS DIRECTLY

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

1. **Fire Department:** *Burning permits, inspections, educational presentations.*
2. **EMS:** *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, prisoner information, release of towed vehicles, obtaining copies of reports, traffic ticket information, follow-ups on reports, or to speak with a detective.*

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 arrives.

9-1-1 DOS AND DON'TS

1. **DO** use 9-1-1 for the dispatch of police, fire, or medical equipment.
2. **DO** teach your children or grandchildren how to use 9-1-1 wisely in case of an emergency...If a parent or relative is sick or unconscious, if a child is lost and can find a phone or pay phone, if a molester or suspicious person is bothering the child or friends, or if your child or another child is injured.
3. **DO** use a pay phone to report emergencies including accidents, crimes in progress, or crimes just occurring. (The 9-1-1 call is FREE.)
4. **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.
5. **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.
6. **DON'T** hang up when you dial 9-1-1 accidentally or our dispatchers will have to take time to call you back and verify if you have an emergency, taking them away from actual emergency calls.
7. **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.
8. **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.