

## Calling 911

- 9-1-1 is the number to call for emergencies and non-emergencies in Jackson County.
- 9-1-1 emergencies should be called in situations that require immediate assistance from the police, fire or ambulance services in our area. Examples include:
  - Fire;
  - Crimes in progress;
  - Traffic accident, especially if someone is injured;
  - Medical emergencies;
  - Any potentially dangerous situation;
  - Potential harm to self or others.

Non-Emergencies are situations that are non-life threatening. Examples include:

- Reporting stolen items
- Occurrence of Fraud
- Animal complaints (loose dog)

You can call or text 911 to get emergency assistance.

**Jackson County Central Dispatch**  
1715 Lansing Avenue  
Jackson, MI 49202

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**911**  
**JACKSON**  
**COUNTY**  
**CENTRAL**  
**DISPATCH**

**CALL IF YOU CAN,  
TEXT IF YOU CAN'T**

# 911 Helpful Information

## Location:

When calling 911, one of the first questions will be to identify your location.

If you aren't home and don't know the address where you are, look around and try to find a street sign, a building with a name or address on it, a mailbox with an address, or a significant landmark so that the 911 operator can determine your exact location.

Landlines will give your exact location to dispatch, however, cell phones give us your Latitude and Longitude, which is an approximate location. Depending on your cell phone, we can gather information on your location, but it may not exact.

**As a result, give the Dispatcher as much detail on your location as possible.**

## NEVER HANG UP!

Even if you call 9-1-1 by accident, or if you think the problem is resolved, it is important that you stay on the phone until the Dispatcher tells you it is alright to hang up. It is the Dispatcher's job to make sure that you are safe, and that help has gotten to those in need of assistance. In situations where you aren't able to talk or you have to leave the call, keep the phone off the hook so that the Dispatcher can hear what is going on in the room. Most often, they will be able to use the computers at the 9-1-1 center to find your address.

## BE PREPARED!

Try to remain calm as information is obtained to provide assistance to you. Dispatchers are trained to obtain specific, important information, so do not get discouraged with questions that may be asked.

Dispatchers are trained to gather important information from you. Listen carefully and answer all questions asked precisely as possible.

Remember, even though a dispatcher is asking questions, emergency personnel are being sent by another dispatcher.

The more information you know when you call 9-1-1, the faster 9-1-1 can get you the needed assistance.

The information dispatchers gather is for the safety of the citizen as well as the First Responder(s).

An Informed 911 Caller is an effective 911 Caller, and being an effective 911 Caller can save lives.

## CALL 911 FOR EMERGENCIES

Posting your address correctly:

Posting your assigned address on your house, and at the end of your driveway will assist Emergency Services Personnel when looking for your house.



