

Important Phone Numbers:

My Local Police Station
Phone Number is:

My Local Fire Station
Phone Number is:

Phone Number	
Abandoned Vehicles	Local police
Animal Control	248-391-4103
Alcoholics Anonymous	248-332-3521
Narcotics Anonymous	248-543-7200
Children's Village	248-858-1150
Health Division	248-858-1280
Poison Control Center	800-222-1222
Oakland Schools	248-209-2000
Sheriff (information)	248-858-5000



L. Brooks Patterson, County Executive

Emergency Response
& Preparedness

1200 N. Telegraph Rd., Dept 410
Pontiac, MI 48341-0410
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Email: oakerp@oakgov.com

9-1-1 EMERGENCY

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A Guide to Understanding 9-1-1

Who can call 9-1-1?

Anyone can call the 9-1-1 system in the event of an emergency. Dialing 9-1-1 within Oakland County, will immediately contact emergency aid agencies within Oakland County.

9-1-1 is for emergencies.

Only dial 9-1-1 if you have an emergency. An emergency is a situation that poses an immediate threat to human life or serious damage to property requiring police, fire department and/or paramedics.

When reporting an emergency:

- Remain calm and speak slowly.
- To effectively help you, the dispatcher will need to acquire certain information such as your name, location, contact number, what is happening, who is involved, whether anyone is injured, etc.
- Let the dispatcher ask the questions.
- Stay on the line for any additional information or procedures until the dispatcher instructs you to hang up.

How can I get a hold of the police or fire station in non-emergencies?

Use the department's seven-digit phone number plus area code in non-emergencies. This number can be found in a local phone directory.

When every second counts

In an emergency there may not be time to hesitate. By calling 9-1-1 immediately, you may help save someone's life.

What is considered an emergency?

- Crimes in progress.
- Fires.
- Immediate life threatening situations (heart attack or other medical emergencies).
- Environmental hazards (hazardous material spill).
- Drug activity (overdose, poison).
- Robberies.
- Traffic accidents with serious injuries.
- Severe food allergies.
- Vandalism.
- Additional incidents where you or someone else needs the help of police, fire or EMS.

Can I call 9-1-1 from a...

- **Business?** Yes, you may need to dial an outside line such as 9 or 8 before dialing 9-1-1.
- **Home?** Yes.
- **Cell Phone?** Yes, however dispatchers do not receive the phone number and address from where the call originated. Make sure you know where you are and a contact number they can reach you at.
- **VOIP (Internet)?** Be aware of the type of 9-1-1 service you have by contacting your VOIP provider.
- **Pay Phone?** Yes, dialing 9-1-1 does not require any coins.

DO NOT...

If you dialed 9-1-1 by mistake, DO NOT hang up the telephone. Instead, wait on the line until you reach a dispatcher and explain that you accidentally dialed 9-1-1. If you hang up, the dispatcher will call back. If they can not reach you, they will dispatch a police officer to confirm that you are OK.

- Do not dial 9-1-1 to see if it works.
- Do not call 9-1-1 for directory assistance or non-emergencies. Instead, use the seven digit (plus the area code) number.
- Do not call 9-1-1 as a prank.
- Do not hang up if you do not immediately hear a dial tone. Sometimes the network has a delay in obtaining a line. Be patient. Do not hang up if you reach a recording. Wait on the line for the next available operator.
- Do not hang up until the dispatcher instructs you to.
- Do not call 9-1-1 for a pet.
- Do not panic. If you talk too fast, the operator may have trouble understanding you.
- Do not program 9-1-1 into speed dialing. This can lead to you accidentally calling 9-1-1.
- Do not call 9-1-1 to report a crime that took place yesterday.

