

## **911 Education**



### **Abandoned 9-1-1 Calls**

Ogemaw County Central Dispatch receives a number of 9-1-1 calls where the caller realizes that they dialed 9-1-1 by accident. The normal reaction for the caller is to hang up hoping that the 9-1-1 Center will not be disrupted by the accidental call. Our policy is to immediately call back the telephone that made the 9-1-1 call and try to talk to a responsible person. If we can determine that everything is ok, we will not send emergency responders.

### **Calling 9-1-1 During Severe Weather Conditions**

Ogemaw County Central Dispatch, Ogemaw County's 9-1-1 Center, is equipped to handle all emergency 9-1-1 calls during severe weather conditions. Normally, Ogemaw County residents do not call 9-1-1 for information or other non-emergency reasons. These types of calls stress available resources and distract 911 personnel from managing real emergencies. Citizens should plan in advance for severe weather. Local television and radio stations are a very good source for severe weather updates.

Ogemaw County residents should call 989-345-9911 for non-urgent situations. These lines are answered after all 9-1-1 calls are handled. Nine-One-One (9-1-1) is for reporting emergencies, not for asking questions or for information. Please help us to serve you better by making sure that you and your families are not dialing 9-1-1 for information, weather reports, road conditions, or to report situations which are clearly not of an urgent nature. It is OK to dial 9-1-1 to report any situation when you are unsure if it is an emergency or not. It is only the clearly non-emergency or informational calls that should not be made by dialing 9-1-1.

### **Calling 9-1-1 From Cellular Phones**

In Michigan, you can dial 9-1-1 free of charge from your cellular telephone to report emergencies, potential emergencies or suspicious situations. When a 911 call is received from a cellular phone, dispatchers are able to determine an approximate location of the call based upon

the line of questioning and cell-tower data sent with the call. In the near future, this technology will advance to allow dispatchers to track cell-callers to within 50 yards of their location, even if the caller is moving in a vehicle.

### **Children Calling 9-1-1**

If you are injured in your home and can't get to your phone, does your child know how to call 9-1-1? With a little training and guidance, it's amazing how good a job they can do. They just need to understand when it's okay to call 9-1-1 and what they should know.

### **Medical Alert or Special Needs Assistance**

One of the many benefits of having a countywide enhanced 9-1-1 and Computer Aided Dispatch system is the ability to enter an emergency response plan for any location or address in the county. Citizens with special needs can visit our website and printout the Medical Alert form, or contact our administrative office 345-9911, and we will be glad to mail one to you. By doing so, your address will be flagged within our system to inform responders of special medical needs, or contact information to be used during an emergency situation.

### **What is an Emergency?**

What is an emergency? When should you call 9-1-1? When should you dial a non emergency number? Most people know a real emergency when they see it. Most people know when something is clearly not an emergency. Generally, you should dial 9-1-1 for any fire, medical, or police emergency. Serious medical problems like heart attacks, difficulty breathing, unconsciousness, are obvious emergencies. House fires, car fires, smoke coming from a building, and grass/brush fires burning out of control should all be reported by dialing 9-1-1. Crimes in progress are obvious emergencies too. When in doubt - dial 9-1-1! For non-emergency calls, dial 345-9911

A 911 system is only as good as the citizens who use it. Educating our citizens in the proper use of 911 will enhance the effectiveness of our system and create a positive perception of our entire emergency network. Ogemaw County Central Dispatch is recognized as the single-point of contact for all public safety response throughout our county. In an effort to better inform our citizens as to the use of 911, we offer programs that are both educational and informative. These programs are presented at schools, civic groups, church groups, safety fairs, and other requested functions.

## **History of 911**

World's First 9-1-1 Call

Haleyville, AL - February 16, 1968

[Alabama Chapter of NENA Home Page](#) - More info about 9-1-1

The following is a brief recount of the events surrounding the placing of the nation's first 9-1-1 call.

[History of 911 \(adobe PDF\)](#)



## **CAR-DEER CRASHES**

Each year in Michigan, thousands of car-deer crashes cause millions of dollars worth of damage, hundreds of serious injuries and even take the lives of drivers or their passengers. The state's 1.8 million-strong deer herd is most active in autumn, and it is autumn when the largest percentage of crashes occur. Still, this is a year- 'round problem that deserves the attention of the motoring public.

Deer-vehicle crashes -usually serious- cost Michigan residents more than \$100 million annually. The average deer-vehicle crash causes about \$1700 damage, often to the front end, leaving the vehicle undrivable, or shattering the entire windshield. In 2001 there were more than 65,000 car-deer crashes in Michigan.

What is worse, motorists die and thousands are injured. A driver who sees a deer on the highway ahead sometimes only has a brief moment to react. And no matter what you do, the deer may not cooperate. Striking the deer is frequently the safest action to take. Motorists making evasive maneuvers may be involved in a more serious crash.

## **DEER CRASH FACTS**

- About 80 percent of all car-deer crashes occur on 55 mph two-lane roads between 6 PM and midnight.
- Attempting to dodge a deer at any speed is risky. Many serious accidents occur when motorists swerve to avoid a deer and hit a stationary object, another vehicle, or roll over.

- Deer are unpredictable when faced with headlights, blowing horns and fast moving vehicles. They dart into traffic and often move in groups running zigzag courses across roadways.
- In Michigan, about 15% of all reported crashes involve deer. One-third of all crashes on rural two lane roads are deer vehicle crashes.
- Though deer-vehicle crashes occur all year in Michigan, they are especially prevalent during the fall rutting (mating) season and during the spring.
- More than half of the states deer-vehicle crashes occur in Southern Michigan, many near cities and on main highways where traffic is heaviest.
- Michigan motorists experience an average of 179 deer-vehicle crashes a day.
- Due to increased motorist activity, deer-vehicle crashes are most likely to occur on Friday or Saturday night between the hours of 6 PM and midnight

## **WHAT YOU CAN DO**

- Stay aware, alert, awake, and sober.
- Wear your seatbelts.
- Heed deer crossing and speed limit signs. Deer crossing signs are an excellent reminder for driving cautiously in areas where the deer population is heaviest.
- Drive at moderate speeds through posted deer areas at all times of the day and night.
- Deliberately look for deer and if you see them, slow down.
- Don't rely on deer whistles or high-beam headlights to deter deer. Drive cautiously at all times.
- When possible, adjust travel times during peak evening crash periods, especially in October, November and December.

## **IF YOU HIT A DEER**

- Report the crash to local police authorities.
- Police authorities or officers of the Michigan Department of Natural Resources may issue you a permit to keep the deer.
- Report the crash to your insurance company.