

C.C.E. 9-1-1

Fun Facts

- C.C.E. is an acronym for Charlevoix, Cheboygan & Emmet counties
- The CCE region covers 1,730 square miles and 4,500 miles of roadway
- CCE services the residents of three counties, which according to the 2000 census was over 77,200 people. This number triples in the summer months
- CCE is the communications center for 13 law enforcement agencies (including city/township police, Sheriff's Departments, and 2 Michigan State Police Posts), 28 fire departments, 8 EMS agencies, and 9 first responder squads
- CCE 9-1-1 receives, on average, over 400 9-1-1 calls per day

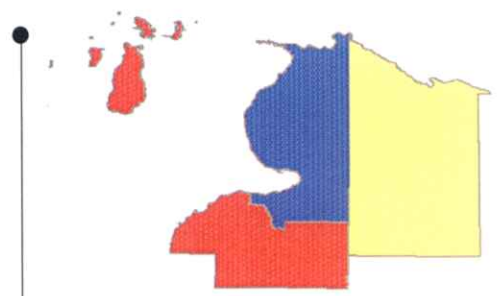
CCE CENTRAL DISPATCH

Proudly serving the citizens, law enforcement, fire, and EMS agencies in the counties of Charlevoix, Cheboygan, and Emmet since 1996



9-1-1: America's First—First Responders

For additional information, you may contact our administrative offices at (231) 439-3300 between the hours of 9:00 a.m. to 5:00 p.m., Monday through Friday



“When you need help, we answer the call”



Did you know

9-1-1

Isn't just for Emergencies?

Examples of when to call 9-1-1

- Breaking and Entering of a home or business
- Acts of Vandalism
- Traffic accidents
- Medical Emergencies
- Fire, or activation of a smoke detector or carbon monoxide alarm
- Suspicious individuals
- Barking dog
- Loud party
- Dangerous situations on the roadway; tree or power line down, water main break, etc.



HOW 9-1-1 WORKS

In Charlevoix, Cheboygan, or Emmet County, 9-1-1 is the number to call whenever you need assistance from the Police, Fire Department, or Ambulance.

9-1-1 dispatches for all of these responders in both emergency and non-emergency situations.

If you do need to call for assistance, please remember these instructions:

1. **When the dispatcher answers**, please remain calm. Tell the dispatcher who you are, where you are, and the situation.
2. **The dispatcher** will ask you questions as they gather information in order to give the most accurate information to the responder(s). Do not hang up until the dispatcher has gathered the necessary information.
3. **The dispatcher** will then send the appropriate responder. For police incidents, we prioritize the nature of the calls to ensure that emergency situations receive precedence over non emergency calls.
4. **Important information:** If you witness an emergency situation, and call 9-1-1, the following items are pieces of information the dispatcher may need:
 - Phone number and location you are calling from, including your nearest intersection
 - What happened, or is happening
 - Is anyone injured
 - Weapons involved, alcohol, or drug use involved
 - Past medical conditions and/or medications for medical emergencies

HELPING RESPONDERS FIND YOU

When you call 9-1-1 from your regular telephone, your name, address and telephone number should automatically be displayed on a computer screen for the dispatcher. The dispatcher will ask you to verify these items as a safeguard. Be sure to give any other information the dispatcher requests such as your house color, etc.

DISPLAYING ADDRESS NUMBERS

One of the most important tools for a responder is the proper display of your address numbers. If they have trouble locating you, valuable time may be lost.



If you live outside the city, your numbers should be posted on your mailbox or on a post next to your driveway.



The numbers should be of a contrasting color to the background, and at least 3 inches in height. The numbers should be visible from both sides.

There are "kits" available at local stores that have a sign plate and a set of reflective numbers, or they can be ordered through the local Kiwanis (231)347-2135.

9-1-1 is NOT for directory assistance or information such as what time a parade starts.