911 Telephone Emergency Access

Emergency situations are very stressful. Having your emergency number available instantly may help avert a dangerous delay to those in need. Note: Do not dial 9-1-1 to report non-emergency situations! Non-emergency calls can contribute to delays in the timely dispatch of a response to an emergency. While calling 9-1-1 is the best option, Michiganders can try texting 9-1-1 for emergency services.

Emergencies do not usually allow time to search for the correct telephone numbers to call for help. What number should you dial to reach help in an emergency? Is it 9-1-1? Or perhaps 7-9-1-1? Or something else?

Every Michigan resident should have direct telephone access to 9-1-1 emergency services.

Some businesses, office buildings, or school districts, however, have a private branch telephone network (Centrex, for example). Telephone users at these sites must often dial a "7" "8" or "9" to get an outside line before dialing the number they want. In these situations, a caller would first dial the assigned digit followed by 9-1-1 to connect to an emergency service.

Some tips for residents and businesses to put into place to protect themselves in an emergency include:

- Determine the emergency help numbers you must dial to reach emergency services from each telephone that you regularly use, and post those numbers on or near each telephone for quick referral.

- In offices or other areas with telephone systems that require users to dial an extra digit to reach an outside line, post the full set of numbers on or near each telephone, for example 7-9-1-1.

You will see three 9-1-1 fees on your telephone bill. These fees finance the county's 9-1-1 program and services. The Operational fee goes to the county. The Technical fee goes to the local phone company and the State fee goes to the Michigan Department of Treasury. Some 9-1-1 charges may also be incorporated in your local millage.

If you have any questions or comments regarding your county's 9-1-1 service, please contact your County Commissioners.

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