

Daniel J. Minzey, Sheriff



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## Important Telephone Numbers

### POLICE/FIRE/EMS

#### Emergencies

911

#### Non-Emergency Police Response

(734) 973-4911

#### General Information

(734) 971-8400

### FAMILY COUNSELING

#### Huron Valley Child Guidance

(734) 971-9605

24hr emergencies (734) 996-4747

#### Ozone House (Children 10-17yoa)

(734) 662-2222

#### Family Dispute Resolution Center

(734) 222-3745

### ANIMAL CONTROL

#### Humane Society

(734) 662-5585

### YPSILANTI TWP

#### Ypsilanti Twp. Fire

(734) 544-4224

#### Ypsilanti Twp. Ordinance

(734) 485-4393

#### Graffiti Hotline

(734) 483-8244

# 911 Awareness

Washtenaw County Sheriff's Office  
2201 Hogback Rd.  
Ann Arbor, MI 48105



Jeff Fulton, Director of Communications

## Tips on How to Call the Police.

The Washtenaw County Sheriff's Office operates a central dispatch center which services the Washtenaw County deputies, Ypsilanti State Police Post, Northfield Township Police Department and Metro Parks.

In this area, when you need police response for any reason at all call the dispatch center. The non-emergency number is 734-973-4911, however, if you cannot easily locate this number or if it is an emergency, dial **911**.

### When you see suspicious activity, CALL THE POLICE!

The operators are trained to decide whether or not your situation warrants police response. It does not do anyone any good to find out after a burglary has occurred that a neighbor saw a suspicious car backed into the victim's driveway. When in doubt, call the police!

When you call, the first thing the operator will usually ask you is if you have an emergency. Emergencies are situations in which someone's life or property is threatened or for crimes in progress. Try to answer all of the operator's questions as thoroughly as possible.

As Director of the Washtenaw County Sheriff's Office 911 Center, I am tasked with the responsibility of seeing to it that each and every citizen that calls in for service is provided professional and courteous service. The 911 center staff and I are constantly working on ways in which to improve service. One of the most important ways is the formation of The 911 Community Awareness Program. Several of the 911 staff have taken on the task of going out into the community and educating adults and children about 911.

As a result of their efforts, citizens are beginning to understand police response better and the kinds of services that are available to them through the Sheriff's Office.

Should any of you have any problems with the service that you receive when calling the 911 center for service, please feel comfortable in emailing myself at [fultonj@ewashtenaw.org](mailto:fultonj@ewashtenaw.org).

Depending on the seriousness of the complaint, complaints will be handled by me or a designee.

# 911 Tips

If you have found yourself in a situation where you need to contact Central Dispatch the following tips will assist in getting the appropriate information to responding officers and may speed up response time.

## STAY CALM

This is essential to make sure that the information given is accurate. We understand that in high stress situations this can be very difficult but if you can maintain a calm demeanor it will assist our operators in getting the information needed to dispatch police units.

## TRY TO ANSWER ALL OF THE DISPATCHERS QUESTIONS TO THE BEST OF YOUR ABILITY

Our dispatchers are trained to ask questions that are required for police response. These questions give the deputies the necessary information for them to complete their duties on each call for service. Questions a dispatcher may ask include location, suspect information and weapons that may be on the scene.

*Remember: Deputies can be dispatched, for in-progress emergencies, while you are answering these questions.*

## KNOW YOUR LOCATION

Try to stay aware of your surroundings at all times. Delays in police response are often attributed to a caller not knowing their exact location, address, etc.

# Services Provided by the Sheriff's Department

## Sheriff's Department

- Police Services
- Animal Control
- Civil Process
- SWAT
- Detective Bureau
- Marine Division
- Correctional Services
- Traffic Enforcement
- School Liaisons
- Records Division

## Central Dispatch

- 911 Emergency Response
- Non-Emergency Police Response
- Dispatch Police Units for Multiple Jurisdictions and Townships

*The Sheriff's Department does not respond on vehicle lockouts. However if you have locked yourself out of your vehicle our dispatch center can redirect your call to a local towing agency that can unlock your vehicle for a fee.*



# Community Involvement

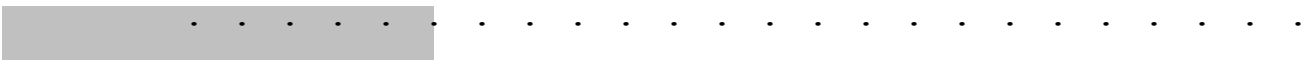
The Washtenaw County Sheriff's Department provides several programs with the goal of informing and educating the public.

These programs include:

- 911 Community Awareness Team
- Neighborhood Watch Liaison
- T.E.A.M. Officer (Formerly D.A.R.E.)
- Drug Prevention
- C.O.P.S. Officer

The deputies and dispatchers that make up these groups share a common goal of educating the community in matters involving public safety, police services, and crime & narcotics prevention.

These groups make frequent visits to the various area schools, our local colleges, neighborhood watch meetings, senior citizen communities and many other community groups





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