

# Southeast Communications 911 Center

Southeast Communications 911 Center dispatches for 22 agencies in Gage County and the City of Crete, Crete Fire, and Crete Rescue. The Communications Center employs 10 full-time and 1 part-time dispatcher, staffing the center 24 hours a day, 7 days a week. The Communications Center answered over 145,000 phone calls in 2020 between emergency and non-emergency calls.



## When Should You Call 911?

9-1-1 should be called for emergencies, such as crimes in progress, to report a fire, or for a medical emergency. Here are a few helpful tips when calling 9-1-1:

- Remember to remain calm, speak clearly, and follow any instructions the dispatcher gives you.
- Be prepared to provide the location of the emergency. Always know your location and be ready to give directions to the dispatcher. Descriptive information such as cross streets, mile markers, landmarks, and business names are helpful.
- The dispatcher will verify your address and phone number.
- Do not hang up until the dispatcher tells you to. Even if you dialed by mistake, stay on the line and explain that you accidentally dialed.
- The dispatcher will ask you questions. Stay calm and answer the questions clearly. This questioning does not delay the response of Law Enforcement/Fire/EMS Personnel. It does provide the responders with more information as they are en-route so they can be better prepared when they arrive.
- When describing a vehicle the dispatcher may ask the color, year, make and model, body style, license plate and state, and any other distinguishing characteristics.

For non-emergencies, such as parking problems, non-injury car accidents, thefts, or vandalism call 402-223-4080.