

Be ready to tell us if you need police, fire and/or medical aid...



and **DO NOT HANG UP!**

- Remain calm and answer questions concisely and coherently.
- The call taker may need to interrupt you to gather key information.
- Aid may be dispatched while you are on the line. Answering the call taker's questions does not delay the response.
- The call taker may keep you on the line until help arrives.

South Sound 911 answers more than a **MILLION** calls annually!

## OTHER RESOURCES

**False Alarm?** Contact your alarm company. We cannot turn off sounding alarms.

**Weather Info?** Tune to your local news media for information during inclement weather. News outlets will have information regarding school closures, road conditions, and other public hazards.

**Power Outage?** Notify your power company. Keep your utilities' contact information near your phone, along with a flashlight. Call 911 to report downed power lines, injuries, fire, or other safety hazards.

**Legal Advice?** Please consult an attorney or legal service; we cannot provide legal advice.

**Domestic Animal Problem?** Contact animal control for lost, found, nuisance (e.g., barking complaints), or deceased animals, or for licensing and emergency veterinary information. Call 911 if it involves criminal activity, an immediate threat or serious human injury. For information about local animal control visit [piercecountypets.org](http://piercecountypets.org).



# 911 IS FOR EMERGENCIES ONLY

An emergency is an immediate threat to life or property, or an in-progress crime. If a speedy response will help solve the problem and prevent further injury or damage, call 911. Response times depend upon call volume, available officers or firefighters/medics, and the priority of the situation reported.

**We have these 24-hour non-emergency phone numbers:**

**253-287-4455**

or

**800-562-9800**

*Toll-Free*

The same call takers answer 911 and non-emergency lines. If you do not have a true emergency, the call taker may place you on hold in order to answer incoming 911 calls.

If your medical or fire-related call is transferred, the initial call taker may stay on the line to determine if a police response is also needed. If it is unsafe for medical or fire responders to arrive first, they may wait for police to arrive and secure the scene.

Some non-emergency crimes may also be reported online at [southsound911.org/report](http://southsound911.org/report)



## TIPS FOR USING 911

Find us on

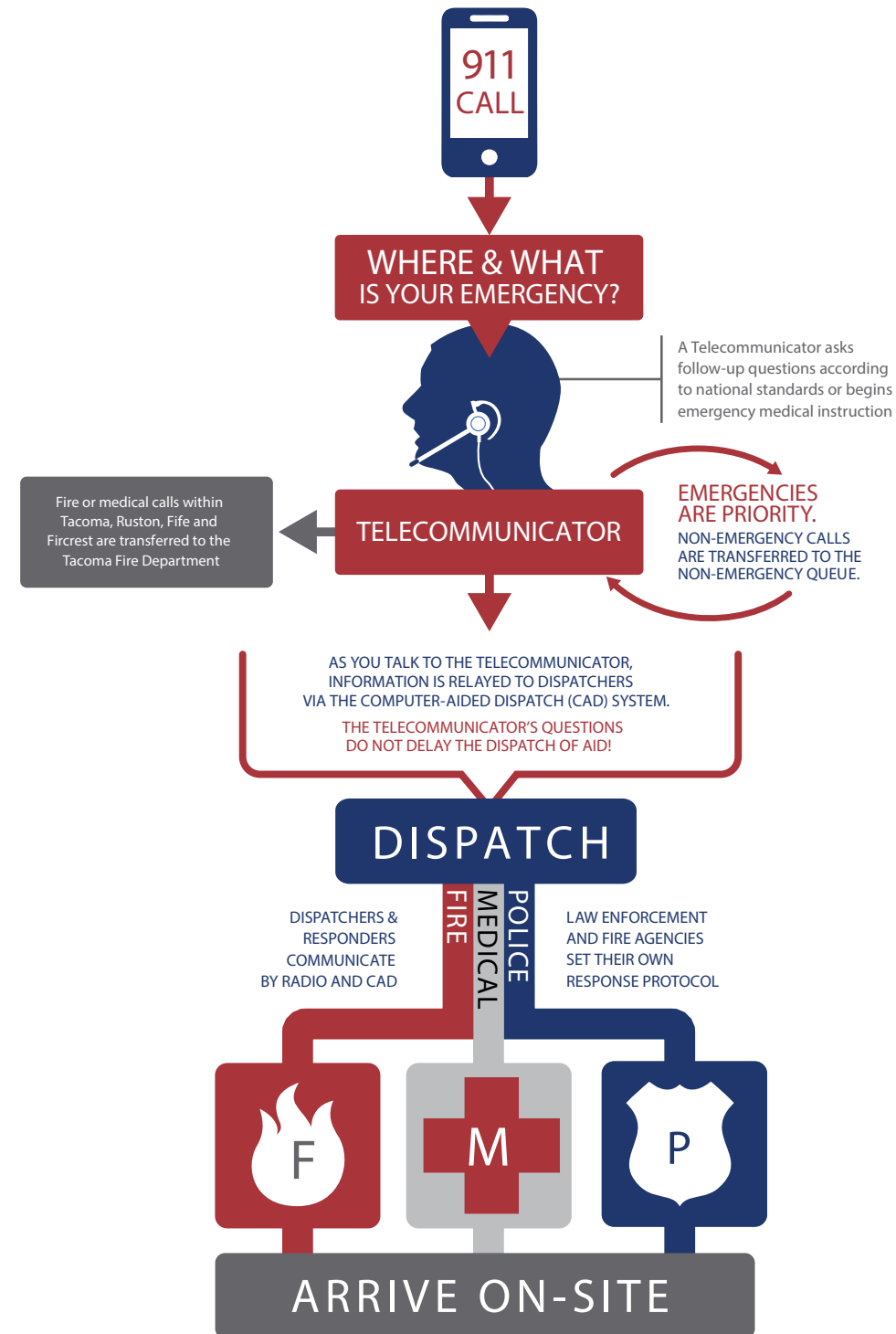
[southsound911.org](http://southsound911.org)



## YOU CAN BE PREPARED

To enter a call for dispatch, we must know **WHERE** (the address) and **WHAT** (the problem).

- ✓ Post your address and phone number in your home so that anyone in the house can provide the address quickly. State the address and phone number as single digits, not "twelve-fourteen-one" for 12141.
  - ✓ Even if the 911 system provides your approximate location, it is still important for you to provide an exact address or location — including apartment number, lot, building, floor, unit, suite, or mile marker. We cannot use P.O. Box mailing addresses!
  - ✓ Know where you are at all times, especially when calling from a cellular phone. Up, down, left or right do not help since we cannot see you.
  - ✓ Know your cellular phone number. Keep the number in your wallet or affix it to your phone in case you need to reference it.
- To avoid delays, have any other information you might need, which may include:
- ✓ License plate numbers and vehicle descriptions. A license plate number is important should you need to report your vehicle (or a loved one) missing. Note your vehicle information and carry it with you, not just in the vehicle.
  - ✓ Names and descriptions of people. Descriptions include gender, race, clothing and approximate age, height and weight.



## EMERGENCY?

**CALL IF YOU CAN, TEXT IF YOU CAN'T.**

**TEXT 911 IF YOU NEED EMERGENCY POLICE, FIRE OR MEDICAL AID**

**AND** You are Deaf, hard of hearing, or speech disabled

**OR** You cannot speak due to a medical emergency

**OR** A voice call might endanger your life or escalate the situation

Text the nature of the emergency and your exact location, including city.

Keep messages brief and do not include acronyms, abbreviations, emojis, photos or video.

Stay with your phone to answer questions and receive instructions.

