

Requesting records from SOUTH SOUND 911

South Sound 911 uses an online Records Request Portal to make requesting copies of police/incident reports, CAD logs, and 911 audio recordings, more efficient and transparent.

Using the online portal offers the convenience of receiving records electronically and allows you to check the status of your request at any time. However, if you prefer to submit a request via mail, please send to *ATTN: Records Custodian, South Sound 911, 3580 Pacific Ave., Tacoma WA 98418.*

1. Visit southsound911.org/prr to begin and to learn more about the types of records South Sound 911 provides, any fees which may be charged, and resources for you to find records not available from South Sound 911.
2. Click on the **Public Records Portal** button. (Ensure pop-ups are allowed on your browser.)

Please note the side menu. You can use this menu to return to the Main Menu, review frequently asked questions (FAQs), and logout.

3. Click on the **Submit a Record Request** button. You'll be brought to a login screen. If you do not already have an account, you will need to create one in order to submit a request using the Records Portal.

Create an Account

New User? Click below to create a new account.

Create Account

4. Complete the **Public Records Request Details** form. An incident number is the best piece of information used to locate a record, but it is not required. Be sure to provide as much information as possible so the relevant record(s) may be found. Click the **Submit** button when complete. *[Please note that only the listed types of records may be requested using the Records Portal. Investigative information, and video (including body and dash cam footage) is not available from South Sound 911 and must be requested from the law enforcement agency directly.]*

Retrieving Records

When your request has been approved by the relevant law enforcement agency, South Sound 911 will make the record available to you in your Records Portal account and you will receive an email notification that it is ready. You will return to the Records Portal, login, and click **View My Requests** to view and download the record.

Questions? Email info@southsound911.org or call South Sound 911's general business line: 253-287-4900.