



PARTNERS IN CRIME PREVENTION

JULY/AUGUST 2018

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SNOHOMISH COUNTY 911- HELP STARTS HERE

Snohomish County is unusual in that it has always had two or three 911 agencies. When Marysville combined with SNOPAC, there were only two 911 agencies, SNOPAC and SNOCOM. Each agency contracted with different cities, fire districts and the county to provide 911 service.

One benefit is not needing to transfer calls when a call comes in that should go to a different jurisdiction. Compare that with King County which has 12 911 agencies. So if you have a fire at your house, in unincorporated King County, you call 911, you will get the Sheriff's Office 911.

They will transfer you to the nearest fire 911 call center to your home. That takes time, and you need to repeat to a new call taker that you have a fire at your house.

With SNOPAC and SNOCOM, transferring calls was not as big of a problem, a call taker takes your information and forwards it to the appropriate dispatcher, fire or police. Except, there was a kind of no man's land between Everett, Muk-

ilteo, Lynnwood, and Mill Creek where calls would need to be transferred between call centers, delaying responses, potentially endangering lives.

SNOPAC and SNOCOM completed a merger in May. With the merger, there is no more need to transfer calls within



jurisdictions of Snohomish County, an estimated 21 second savings in time. This also means that all dispatchers and call takers are located at the SNOPAC facility in Everett, helping to smooth coordination in some situations.

The old SNOCOM facility in Mountlake

Terrace is being kept as a backup facility in case of an emergency that takes out the Everett facility.

The new agency, Snohomish County 911, serves 47 police and fire agencies for a population of over 800,000. Dispatchers expect to handle over 750,000 calls per year.

If you have an in progress emergency, call 911. For non-emergency reporting call (425) 407-3999.



**Ty Trenary- Sheriff
Snohomish County
Sheriff's Office**

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M/S 606
Everett, WA 98201
425-388-3393
<http://sheriff.snoco.org>

SNOHOMISH COUNTY 911- CALL CHECKLIST

- ✓ *Stay calm, take a deep breath.*
- ✓ *Speak clearly.*
- ✓ *State the problem.*
- ✓ *Let the call taker control the conversation.*
- ✓ *Be prepared to give*
 - ✓ *Your location*
 - ✓ *Your name*
 - ✓ *Your phone number*
- ✓ *You may be asked the following about your situation*
 - ✓ *Where*
 - ✓ *What*
 - ✓ *When*
 - ✓ *Who*
- ✓ *Stay on the phone until released by the call taker or on scene fire or police responders.*

SNOHOMISH COUNTY 911- HELPING TO BRING RESPONSE

The average person calls 911 only 2 times in their lifetimes. The circumstances causing someone to call 911 are often stressful. They can be an auto crash, an assault, fire, or a burglary in progress.

Try to keep calm when you make the call. Take a few deep breaths, this will help you to maintain your calmness.

The call taker has protocols that he or she will use to gather the necessary information that they need to

summon the right resources to respond to your call.

One of the first things the call taker will want to know is the location of where help is needed. Often that is where you are located. With the Enhanced 911 system, your address shows up on the screen if you are calling from a landline phone. The call taker will confirm your location to make sure they have correctly captured it.

Now, 80% of 911 calls are made from cell phones. As consumers, we are used to fairly accurate GPS location information on a map on our

smartphone. However, 911 does not receive the same location information from cell phone providers as of yet. If you are calling from a cell phone, know your location.

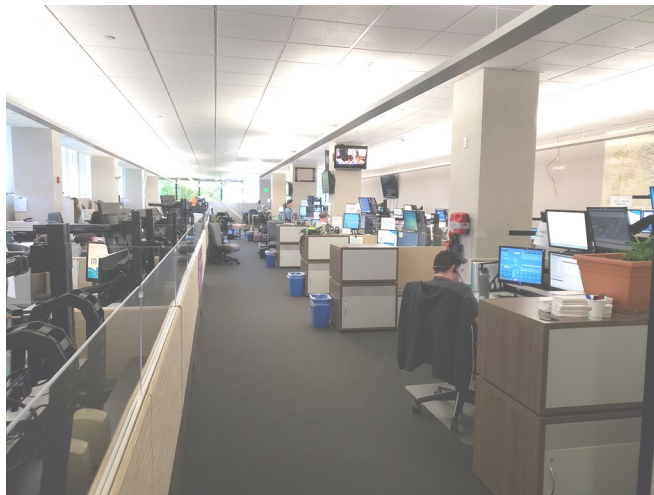
The call taker may ask questions about your situation. This gathering of information does not necessarily slow

down response. As soon as the call taker has basic minimal information, they will pass it on to the appropriate dispatcher who then

contacts the closest police or fire agency. As you provide more information, the information is automatically passed to the dispatcher and first responders.

Depending on the type of call, you may be kept on the line for additional information, or to receive instructions.

Early in the history of 911 there was a concern about inappropriate calls. However, inappropriate calls have reduced dramatically over the last 20 years. The majority of inappropriate calls 911 receives now come before or after school from kids.



Snohomish County 911 center in Everett, WA

SNOHOMISH COUNTY 911- KEEPING UP WITH TECHNOLOGY

911 is intended for reporting situations involving imminent danger to people or property. As Kurt Mills, Executive Director of Snohomish County 911 puts it, “if you have an emergency or think you have an emergency, call 911.”

There are cases when you need to report a crime, suspicious activity, or other potential harmful situation that does not have an immediate danger. You can report non-emergency situations through the non-emergency number or online.

“if you have an emergency or think you have an emergency, call 911.”

Non-emergency number. The non-emergency number for Snohomish County is **(425) 407-3999**. Use this number to report fireworks, animal complaints, noise complaints, traffic complaints, or requests for information. Calls to the non-emergency number go to the 911 center.

MyCrimeReport. To make a report online go to www.mycrimereport.us. Online crime reporting is for non-emergency situations where you do not have a known suspect, and there were lost, stolen, or damaged items under \$5,000. You need to have a valid email address.

Information reported to MyCrimeReport will be distributed to the appropriate local police department or the Sheriff’s Office.

Information submitted to MyCrimeReport is not monitored in real time. You may not receive a response to your submission. The Sheriff’s Office and local police departments do review submissions of infor-

mation that can help them with investigations and to allocate resources.

Texting 911. There may be times when it is dangerous to make a phone call, or you may be incapable of making a voice call.

Some examples include, a person in a domestic violence situation who cannot call 911, or if you have a speech or hearing disability.

Texting 911 is not for convenience but for when it is dangerous to talk or you cannot talk.

Snohomish County 911 does not receive many texts. However, 90% of texts should have been a voice call. 911 prefers voice calls because they can process calls much more quickly than through a text message. They can also listen to you and to noises in the background for clues about what is going on.

Call if you can, text if you can’t.

Community Crime Map. Being aware of crime around you can help you to keep your family and home safe. Snohomish County 911 offers crime mapping online through www.communitycrimemap.com. You can enter your address and you will see the recent crimes around you that have been reported through 911. You can also receive alerts in your email.

GETTING HELP- OTHER RESOURCES

PUD-

To report a power outage, call the Snohomish County PUD at (425) 783-1001. Call 911 if power lines are down on a street or road or otherwise causing a danger.

You can also report an outage at

<https://www.snopud.com/?p=1180>

211-

Call 211 for access to mental health services, help with rent assistance, job training, food, shelter, or support groups.

You can also get help online at

<https://win211.org/>

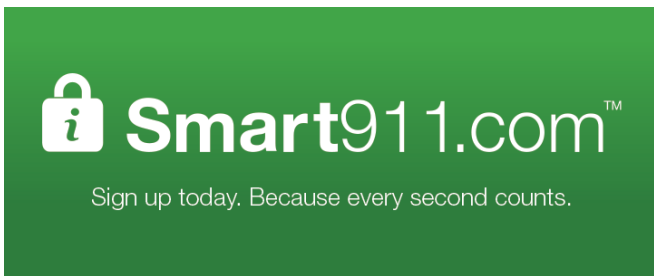
SMART911-

Many times first responders will receive calls and not have much information available about emergencies until they arrive at the scene. Then they have to figure out what is wrong. At best the person calling 911 can give information about the situation to the 911 call taker. But, responders can also encounter an unconscious person who cannot tell them what is wrong.

The idea of Smart911 is for citizens to voluntarily provide information that might be important to first responders in an emergency. This could include medications, medical conditions such as asthma, heart conditions, mental conditions, Alzheimer's/dementia or medications. Information about access to your property, pictures of your house, descriptions of your family, where utility shut offs are located, vehicle descriptions, and emergency contacts can also be provided.

With Smart911, you set up an account with a "Safety Profile" that contains the emergency information that you would want to provide to 911 during an emergency. When you call 911, the system rec-

ognizes your phone number then displays your emergency information automatically on the call taker's screen. Smart911 points out that this can be especially helpful in situations when you are unable to communicate or the situation makes it unwise to communicate.



Through Smart911, Snohomish County 911 has the capability to send and receive text mes-

sages. Also, through Smart911, you can give 911 permission to ping your cell phone. This can be important if you cannot communicate, or if you are not sure exactly where you are. This capability is often limited to a few emergency circumstances that are governed by strict protocols.

The information that you provide is secure. It is maintained in a national database that is not shared except when you call 911.

To sign up, go to:

<https://www.smart911.com/>

OFFICE OF NEIGHBORHOODS

MAKING OUR NEIGHBORHOODS SAFER

Homeless Outreach-

Sgt. Ryan Boyer
Phone: (425) 308-0037
Email: neighborhood-watch@snoco.org

Community Outreach-

Sgt. Nathan Alanis
Phone: (425) 388-5250
Email: Nathan.Alanis@snoco.org

SHERIFF'S OFFICE CRIME PREVENTION WEB PAGE:

<http://www.snohomishcountywa.gov/289/Crime-Prevention>

NEWSLETTER INFO

EDITOR

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If you have questions regarding this newsletter or any articles that appear in it, please contact the editor at neighborhoodwatch@snoco.org



Snohomish County Sheriff's Office: 425-388-3845

<http://snohomishcountywa.gov/303/Anonymous-Tips>

Crime Stoppers of Puget Sound: 1-800-222-8477