

Calling 9-1-1

9-1-1 is a nationally recognized, easy to remember, free method of contacting law enforcement, fire and emergency medical service agencies.

Since 9-1-1 is for emergencies, it's common to wonder if making the call is the right thing to do. Emergencies are any situation where law enforcement, firefighters or medical help is needed. If you are unsure, call 9-1-1 and a call taker will talk you through your situation and get the appropriate help.

Calling 9-1-1 is stressful but call takers are trained to help you. Knowing what to expect can make calling go smoothly and get you any needed help.



**For emergencies,
call 9-1-1**

When Calling 9-1-1

1 Remain Calm

Speak slowly and clearly.

2 Explain Why You Are Calling

Explain what you are reporting. Describe if the situation is still happening or not. 9-1-1 operators will ask questions about the "who, what, where, when, why & how" of the incident.

3 Give the Address

Give the exact location/address of the situation. Include street or apartment numbers, floor, and any information that will help emergency responders find the correct location.

4 Give Your Name and Your Current Location

While not required, giving your name helps with any investigations that occur.

5 Give the Telephone Number From Where You Are Calling

Provide this information in case more information is later needed.

6 Stay On the Line; Do Not Hang Up

Do not hang up until the 9-1-1 operator releases your call. Provide all the information you have. Situations change constantly and updated information may be needed.



Emergency Calls

- Crimes in progress
- Offender at the scene of the crime
- Witnesses at the scene of the crime
- Any incident involving injuries
- Suspicious activity

Remember this . . .

- Remain CALM!
- Explain your situation.
- Answer all questions and follow directions as instructed.



Snohomish County Sheriff's Office | Neighborhood Watch/Crime Prevention
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