

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
neighborhoodwatch@snoco.org | 425-388-7375 | <http://sheriff.snoco.org>

Be a Good Witness

Pay attention to what is happening in your neighborhood!

- **Keep your curtains open.** Windows are the eyes into your neighborhood. Closed curtains tell the bad guys that nobody is paying attention.
- **Take walks through your neighborhood.** It's good for your health and will help deter crime. As you walk, say hello to those you pass. Bad guys don't want to be noticed. But never be confrontational. That's a job for deputies.
- **Keep a journal.** This is key. It doesn't have to be fancy, just a notepad where you can record dates, times and note events as they occur. Some neighborhoods are now using technology to set up blogs or networking sites to facilitate information sharing.
- **Take pictures or video** of suspicious activity, if you can.



A Journaling Success Story

An experienced Neighborhood Watch captain tells this story:

One night about 11 p.m., a neighbor spotted a couple of kids climbing into his car parked outside. They ripped out his stereo and ran away.

A second neighbor just around the corner saw two kids running fast through her neighborhood around 11 p.m. that night. She noted the event in her journal, including the time and description of the kids.

A bit further down the street, a neighbor was working at her computer late that evening. She looked out the window and saw two kids duck behind her shrubs.

She recognized one of the kids who lived just across the street. When she opened her window and asked what he was doing, he jumped up and ran home. She made a note in her journal.

At their next Neighborhood Watch meeting, the three neighbors compared notes and realized they had all witnessed small bits of the same crime. They reported what they had seen to the Sheriff's Office.

Because of the combined power of those three journals, a deputy went to the kid's house and knocked on the door. Long story short . . . they found a lot of stolen property in the kid's room. The kid and his friend were caught.

Neighborhood Watch Journal

Tues, Sept. 7 (11:15 pm)
Bobby Smith and another boy
were hiding in bush under den
window. Ran when I asked what
they were doing.