



SOUTH SOUND 911
YOUR CONNECTION TO POLICE, FIRE AND MEDICAL AID



WE ARE THE FIRST
OF THE FIRST RESPONDERS

South Sound 911 is your connection to police, fire and medical aid when you call 911 or the non-emergency number:

(253) 798-4721

(844) 821-8911

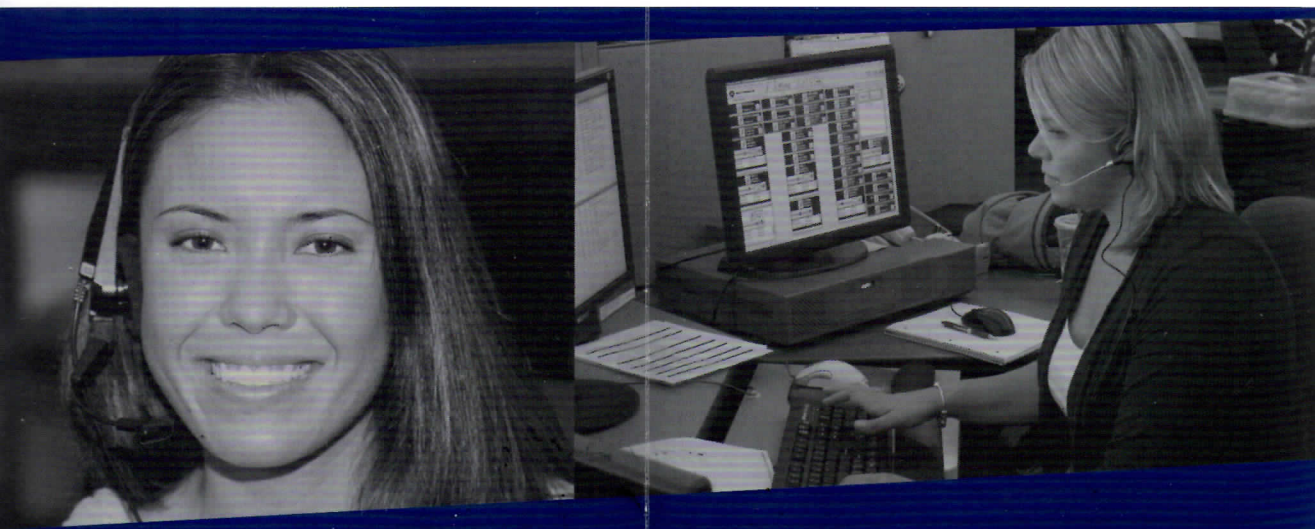
Within the city limits of Bonney Lake, Buckley, Fife, Milton, Orting, Puyallup & Sumner

South Sound 911 answers
nearly **1 million** calls
annually

TIPS FOR USING 911

www.southsound911.org

BE PREPARED WHEN YOU CALL 911



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



This will allow us to immediately begin an appropriate response.

DO NOT HANG UP!





If you dial 911 for any reason – even accidentally – stay on the line to explain the situation. Regardless of how many times the phone rings, we will answer it. Hanging up hinders our ability to answer other ringing 911 lines because we are required to enter all hang-ups for dispatch and then attempt a callback.

REMEMBER...



- Answer questions concisely, accurately and coherently; do not yell or use profanity.
- The call taker may need to interrupt you to gather key information.
- Aid may be dispatched while you are on the line.
- The call taker may keep you on the line and continue asking questions until help arrives.

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 by every phone in your home so that anyone in the house can provide the address quickly. Provide your address and phone number to the call taker as single digits, not "twelve-fourteen-one" for 12141.
-  Even though the 911 system usually provides the name, address and phone number for a caller who uses a land line, it is still important you help us by providing a physical address or location – including apartment, lot, building, space, unit, suite number, or mile marker. We cannot use P.O. Box numbers.
-  Know where you are at all times, especially when calling from a cellular phone. Up, down, left or right mean nothing over the phone since we cannot see you.
-  Know your cellular phone number. Carry it in your wallet or affix it to your phone because you may not remember it during an emergency.

To avoid delays, have any other information you might need, which may include:

-  License plate numbers and vehicle descriptions. For instance, a license plate number may be the most important information to have should you need to report your vehicle (or a loved one) missing. Write down vehicle information and carry it on your person, not in the vehicle.
-  Names and descriptions of people including race, gender, clothing, approximate age, height and weight.

OTHER RESOURCES

- **False Alarms:** Contact your alarm company. We cannot turn off sounding alarms.
- **Weather/Earthquake Info:** Tune to your local news media for information during inclement weather or after an earthquake. Media outlets will have information regarding school closures, road conditions, and other public hazards. Call 911 to report injuries, fire, or other safety hazards.
- **Power Outages:** Notify your power company. Keep your utilities' contact information near your phone, along with a flashlight.
- **Legal Advice:** Consult an attorney or legal service. We cannot provide legal advice.
- **Police Officer Scheduling:** Contact the relevant police/sheriff precinct to schedule appointments with officers.

A **911** call is **FREE** from any phone, including cellular phones and public payphones.

911 IS FOR EMERGENCIES ONLY

An emergency is an immediate threat to life or property, or a priority crime in progress. 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:**

253-798-4721 or 800-562-9800¹

844-821-8911²

*Within the city limits of Bonney Lake, Buckley,
Fife, Milton, Orting, Puyallup & Sumner*

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

Medical and fire-related calls are transferred to fire dispatchers, but 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.

Please do not allow children to play with any phone. A charged cell phone will still call 911 even if the keypad is locked or the phone doesn't have a service plan.

¹ Toll-free. Connects callers to South Sound 911's South 35th Street Communications Center.

² Toll-free. Connects callers to South Sound 911's Eastside Communications Center.

Domesticated animal problems

should be reported to local animal control; however, call 911 if it involves criminal activity, an immediate threat or serious human injury.

For current animal control resource information — including lost, nuisance, deceased, licensing and emergency veterinary information — please visit www.piercecountypets.org.

844-821-8911

For more information about South Sound 911 and its services, visit:

www.southsound911.org


SOUTH SOUND 911

Find us on 