

## IMPORTANT NEWS FROM SNOCOM, OUR 9-1-1 DISPATCH CENTER!

“In an effort to better serve our community and to align our county with the national standard of reserving 9-1-1 for emergencies, SNOCOM is implementing a non-emergency number. The non-emergency line will continue to be answered at SNOCOM, by the same staff, but it will be configured so that 9-1-1 calls are answered first.

“As the county has grown, the approach of having everyone call 9-1-1 for emergencies and non-emergencies alike is no longer tenable. When people with non-emergencies call 9-1-1, those with true emergencies can potentially have their calls delayed because the dispatchers have to answer every call in order to determine if a caller has an emergency. Our intent is to take non-emergency calls off 9-1-1 to reduce possible delays and improve public safety service delivery.”

**If there is an immediate emergency threat to life or property, DIAL 9-1-1**

- ANY urgent/emergent medical or fire situation
- ANY in progress crime, suspicious activity, or anytime a person fears for their safety or the safety of others

**For Non-Emergencies, call 425-775-3000**

- A crime that occurred earlier and there is no suspect information
- Situations where emergency services personnel are needed but there is no immediate danger to life or property
- A found pet or property
- Illegal firework complaints

To report a power outage, call Snohomish County PUD at 425-783-1001

**If you are not sure if your situation is an emergency, you are encouraged to call 9-1-1.**

When you call 911, be prepared to answer the call-taker's questions, which may include:

- The location of the emergency, including the street address
- The phone number you are calling from
- The nature of the emergency
- Details about the emergency, such as a physical description of a person who may have committed a crime, a description of any fire that may be burning, or a description of injuries or symptoms being experienced by a person having a medical emergency

