

# How to use 9-1-1 Services

**Briefly state the nature of the emergency**

**Let the dispatcher ask the questions**

**Be prepared with the address where help is needed**

**Stay on the line until advised to hang-up**

## Priority Codes

**0 = Critical**

Any incident which poses danger to life of an officer.

**1 = Immediate**

Other crimes appearing imminent, in progress or which have just occurred. MAJOR disturbances including those with weapons, serious injury accidents, silent alarms and prowlers.

**2 = Urgent**

Altercations or actions which if not policed quickly would or could develop into more serious or major proportions; incidents where-in there is a threat of violence, injury or damage to property

**3 = Prompt**

Investigations or minor incident type complaints in which response time is not a critical issue

**4 = As available**

Mischief or nuisance type complaints such as snow-balling, fireworks, etc. Dispatched after all other higher priority calls have been assigned.

## What happens after you call 9-1-1???

**An event is typed up by the call-taker and sent to the dispatcher**

**The dispatcher takes into consideration:**

**Precedence**

**Type Code**

**Extenuating Factors**

**Other waiting calls**

**Dispatcher sends the next available unit**

**As soon as an event is sent to the dispatcher, there is a record of your call. You may ask for this record by asking the call-taker for the "event number"**

# Phone numbers for Seattle Police Department

**911 – Emergency**

**Urgent police or Fire response is needed**

**ANI/ALI Display**

**206-583-2111 – Emergency**

**When calling from outside city limits**

**NO ANI/ALI Display**

**206-625-5011 – Non-Emergency**

**Routine requests or telephone reports**

**NO ANI/ALI Display**

## Reporting Suspicious Circumstances

Definition of a suspicious circumstance: those circumstances in which there is an indication that a criminal activity has occurred or is about to occur, but in which the caller him/herself has not observed enough to factually verify.

1. What does the police department need to know when you call?
  - a. Your EXACT location. This may not always be the same location as where the activity is occurring. If you would like contact from an officer regarding this activity, you must be within the city limits.
  - b. Time lapse. Our response can be based on whether this crime happened 5 minutes ago or 5 hours ago.
  - c. What EXACTLY is the suspicious activity? Any suspect information you can provide will be helpful to the responding officer.
  - d. Weapon information