

CALLING 9-1-1

to report something that's **HAPPENING NOW**

These are questions the 911 operator may ask you when you report an incident "in progress" (happening at the time you call). Providing this information to the operator may reduce the number of questions that need to be asked and speed up the Police or Fire response.

Remember, help is already on the way as you speak with the operator. The operator may need additional or more specific information for the responding units; be patient to help ensure the appropriate response can be sent.

In response to "911, What are you reporting?"

I am calling from...	Where you are now - the address
To report a...	Type of incident i.e., burglary, shoplift, etc.)
That is happening at	Where this is occurring
My name is	Your name, and job title (if at work)
The person(s) doing this are	Where they are exactly
The suspect(s) description is (for each person involved)	<ul style="list-style-type: none"> ☛ Race (white, black, Asian, Indian, etc.) ☛ Sex (male, female) ☛ Age (best guess) ☛ Height and weight (best guess) ☛ Hair (color and style) ☛ Eyes (color/glasses) ☛ Clothes (from top to bottom)
The suspect(s) is associated with a car described as	<ul style="list-style-type: none"> ☛ Color ☛ Make ☛ Model ☛ Year ☛ License number
I / We [CAN or CANNOT] stall them until Police arrive.	

Be patient, answer the questions, and remember... help is on the way!

If you do not speak English, there is a language line available. Say what language you speak when the operator answers.



TUKWILA POLICE DEPARTMENT
Crime Prevention Resource Team
 Community Policing Office: 206-431-2197
 Email: CrimePrevention@TukwilaWA.gov

to report something that's **ALREADY HAPPENED**

These are questions the 911 operator may ask you when you report an incident that is "cold" (took place some time before you call). Providing this information to the operator may reduce the number of questions that need to be asked and speed up the Police or Fire response.

Be patient; the operator may need additional or more specific information, to pass on to the responding units and to help prioritize the call. Your patience helps ensure the appropriate response can be sent.

In response to "911, What are you reporting?"

I am calling from...	Where you are now; the address
To report a...	Type of incident i.e., burglary, shoplift, etc.
That happened at	Where this occurred and how long ago
My name is	Your name, and job title (if at work)
The person(s) doing this are	Where did they go; the direction
The suspect(s) description is (for each person involved)	<ul style="list-style-type: none"> ☛ Race (white, black, Asian, Indian, etc.) ☛ Sex (male, female) ☛ Age (best guess) ☛ Height and weight (best guess) ☛ Hair (color and style) ☛ Eyes (color/glasses) ☛ Clothes (from top to bottom)
The suspect(s) is associated with a car described as	<ul style="list-style-type: none"> ☛ Color ☛ Make ☛ Model ☛ Year ☛ License number

Be patient with the operator, answer the questions, and remember... your call has been sent to dispatch for an available Police or Fire unit to respond!

If you do not speak English, there is a language line available. Say what language you speak when the operator answers.



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