

9-1-1 Emergency Response – General Information

POLICE, FIRE, EMERGENCY MEDICAL

The Enhanced 9-1-1 System has been operating in King County since September 4, 1985. All local telephones in King County, including coin phones, are included in the system. Approximately 2 million calls per year are routed through 9-1-1. The system provides many benefits to citizens who need an emergency response from police, fire, or emergency medical personnel.

WHAT ENHANCED 9-1-1 DOES FOR YOU

YOU ONLY NEED TO REMEMBER ONE NUMBER IN AN EMERGENCY: 9-1-1. In King County, there are 36 fire departments and 36 police departments. Before 9-1-1, callers had to know which district they were in and the correct seven-digit numbers to call.

SELECTIVELY ROUTES CALLS. The system is able to determine which police and fire departments respond to the caller's location, and routes the call to the communications center that dispatches for these departments.

AUTOMATIC NUMBER AND LOCATION IDENTIFICATION. When you call 9 1 1, the phone number and location you are calling from automatically display on a screen at the communications center. If you are unable to give your location, the call taker will know where you are and can send help.

NOTE: There are some phones that are unable to pass location information to the 9 1 1 system. These include wireless phones and phones served by certain types of private telephone systems. Please be prepared to provide your location if you are calling 9-1-1 from one of these types of phones.

WHEN SHOULD YOU CALL 9-1-1

Whenever you need an emergency RESPONSE from police, fire, or emergency medical personnel. If you are unsure you have an emergency, dial 9-1-1 and let the communications center decide what action to take.

DO NOT CALL 9-1-1 FOR INFORMATION. The business telephone numbers of your police and fire departments are listed in the front of your telephone directory for easy reference. Other general government telephone numbers are listed in the blue or white pages of your telephone directory. If you do not need an emergency RESPONSE, please take the time to look up these numbers.

HOW TO CALL 9-1-1

FROM A HOME PHONE OR A SIMPLE BUSINESS PHONE. Pick up the receiver and dial 9-1-1 (Nine-one-one). If you are calling from an apartment complex served by a private telephone system, Washington State law requires that the location information of your individual unit must display at the 9-1-1 communications center. If this does not occur, check with your building owner or your local fire department.

FROM A CENTREX OR PBX BUSINESS PHONE EXTENSION. Obtain an outside line (usually by dialing "9". Then dial 9-1-1. Remember, your location information may not accurately display from these phones.

FROM A WIRELESS PHONE. Dial 9-1-1 and press send. King County has implemented Phase II Wireless 9-1-1 service as specified by the Federal Communications Commission with all Wireless Carriers who provide service here. Your general location may display at the communications center. You must be able to give your specific location to the call taker before help can be sent.

FROM AN INTERNET/BROADBAND PHONE. During an emergency, **Internet/Broadband 9-1-1 Service may not work or may be limited. Your 9-1-1 call from an Internet/Broadband phone may not go to the correct 9-1-1 dispatch center and may not display your telephone number and location.** Before you sign up for Internet/Broadband phone service, read all 9-1-1 information so you clearly understand the 9-1-1 capabilities of Internet/Broadband phone. If you have questions, contact the carrier and ask if they provide access to **full Enhanced 9 1 1 service (your call going to the correct 9-1-1 dispatch center with the display of your telephone number and location).**

FROM A TTY (Teletypewriter). Dial 9-1-1. Each answering position at the communications centers is equipped with a TTY. Pressing a TTY key several times may help the call taker recognize your call

WHAT TO EXPECT WHEN YOU CALL 9-1-1

The system will route your call to your police department's communications center. The call taker will ask you what you are reporting. If your situation requires the fire department or emergency medical services, they may transfer your call. You may also be transferred to another operator within the same agency for assistance. You will be asked for your address, phone number, and name, and to describe the situation. Stay calm and answer the call taker's questions. The call taker will confirm your address and assess the situation to determine the appropriate response. They may continue to talk to you after responding emergency personnel have been dispatched. Be sure to stay on the line. Do not hang up until told to do so. Only hang up if your safety is threatened.

If the communications center has received multiple 9-1-1 calls at the same time, your call may be answered by an automated attendant. If this happens, **DO NOT HANG UP.** Your call will be routed to a call taker within a few seconds. If you hang up, the call taker will try to call you back, even though you may have already called 9-1-1 again. If the call taker is unable to contact you, they will dispatch a police officer to your location. This wastes valuable resources, and causes delays in their ability to respond to other emergency calls.

WHAT YOU CAN DO FOR 9-1-1

Kee your telephone company informed of any changes in your name and address. You will not receive the full benefits of the Enhanced 9-1-1 System if your records are not correct. Post your house number where it can be easily seen by responding emergency personnel.

Be aware of how your wireless phone works. Know how to prevent your phone from accidentally calling 9-1-1 if it gets bumped in your pocket or purse. Know how your phone will react after calling 9-1-1. Some phones will lock into an emergency mode, and you will be unable to use your phone until it is unlocked.

If a disaster situation, such as an earthquake, strikes your area, **DO NOT** use your telephone or your wireless phone for the first few hours after the event. Phone lines are limited and will be desperately needed for emergency use. You should only use your telephone if you have a life-threatening emergency and need to call 9-1-1. **DO NOT** call 9-1-1 unless you have a life-threatening emergency.

If you misdial a telephone number and call 9-1-1 in error, **DO NOT HANG UP.** Wait until your call is answered, and explain that you have misdialed and that you do not have an emergency. If you hang up, the call taker will try to call you back. If the call taker is unable to contact you, they will dispatch a police officer to your location. This wastes valuable resources, and causes delays in their ability to respond to emergency calls.

For additional information contact the King County E-911 Program Office at: (206)296-3911.

NON-EMERGENCY TELEPHONE NUMBERS

POLICE

Algona	253-833-2743	Newcastle	206-296-3311
Auburn	253-931-3080	Normandy Park	206-248-7600
Beaux Arts	425-454-8580	North Bend	425-888-4433
Bellevue	425-452-6917	Pacific	253-833-8486
Black Diamond	253-631-1012	Port of Seattle	206-431-3490
Bothell	425-486-1254	Redmond	425-556-2500
Burien	206-296-3311	Renton	425-430-7500
Carnation	425-333-4190	SeaTac	206-296-3311
Clyde Hill	425-454-7187	Seattle	206-625-5011
Covington	206-296-3311	Sheriff, King County	206-296-3311
Des Moines	206-878-3301	Shoreline	206-296-3311
Duvall	425-788-1519	Skykomish	206-296-3311
Enumclaw	360-825-3505	Snoqualmie	425-888-3333
Federal Way	253-661-4600	Tukwila	206-433-1808
Hunts Point	253-454-1332		
Issaquah	425-837-3200	Unincorp. King County	
Kenmore	206-296-3311	King County Police	206-296-3311

FIRE

Algona, Auburn	Snoqualmie & East Snoqualmie	425-888-1551
253-931-3060	Tukwila	206-575-4404
Bellevue, Beaux Arts,	KCFD 2/Burien, Normandy Park	206-242-2040
Clyde Hill, Hunts Point,	KCFD 4/Shoreline	206-533-6500
Medina, Newcastle,	KCFD 10/Carnation, Issaquah,	
Yarrow Point	North Bend, Sammamish,	
425-452-6892	Preston, May Valley, Tiger Mt.	425-392-3433
Black Diamond	KCFD 11/North Highline	206-243-0330
360-886-1229	KCFD 13/Vashon Island	206-463-2405
Bothell 425-486-1678	KCFD 16/Northshore, Kenmore,	
Enumclaw & Surrounding Area	Lake Forest Park	425-486-2784
360-825-5544	KCFD 20/ Skyway, Bryn Mawr,	
Kent, East Kent, Covington	Lakeridge	206-772-1430
253-856-4300	KCFD 25/Briarwood, East Renton,	
Kirkland, Juanita, Rose Hill	Hazelwood, Newport Hills	425-255-5151
425-587-3650	KCFD 26/Des Moines	206-878-2210
Mercer Island	KCFD 27/Fall City	425-222-5841
206-236-3600	KCFD 36/Woodinville	425-483-2131
Pacific 253-929-1120	KCFD 39/Federal Way	253-839-6234
Port of Seattle	KCFD 40/Cascade Vista,	
206-433-5327	Candlewood, Fairwood,	
Redmond & East Redmond	Spring Glen	425-255-0931
425-556-2200	KCFD 43/Maple Valley	425-432-0200
Renton 425-430-7000	KCFD 44/East & Southeast Auburn	253-735-0284
SeaTac 206-973-4500	KCFD 45/Duvall	425-788-1625
Seattle 206-386-1400	KCFD 47/Kangley, Kanaskat, Palmer	360-886-1915
	KCFD 50/Skykomish Stevens Pass	253-677-2686
	KCFD 51/Snoqualmie Pass	425-434-6333

EMERGENCY INFORMATION CARD

As an aid to anyone having to make an emergency call from your home, it is a good idea to have your personal information close to your telephone. You might not need it yourself, but a guest in your home may need the information in an emergency. Please fill out this Emergency Information Card, detach it, and place it near your telephone. Refer to the other side of this panel for the non-emergency telephone numbers of your police and fire department, and write these numbers in the space provided for easy reference.

EMERGENCY INFORMATION CARD **9-1-1**

Call if you need an emergency response from

POLICE, FIRE, EMERGENCY MEDICAL

BUSINESS NUMBERS

Call for information or non-emergency assistance.

POLICE _____

FIRE _____

ADDRESS _____

TELEPHONE NUMBER _____

NAME _____

SPECIAL MEDICAL PROBLEMS

PRESCRIPTION MEDICATIONS

EMERGENCY CONTACTS: Names & Phone Numbers



King County