



# When do I call 911?

## "Do" and "Don't"

**DO:** 911 is only to be used in an emergency situation. An emergency is any situation which requires immediate attention by police, medical or fire personnel. If you ever have a doubt, call 9-1-1. It is better to be safe than sorry; let the call-taker determine if the situation is an actual emergency.

### EXAMPLES:

- When you see smoke or fire
- When someone's life and/or property is in immediate danger.
- When a crime is being committed.
- When rescue or emergency medical assistance is needed.
- When you are not sure, call and let trained personnel decide the appropriate response.

### DON'T call regarding:

- Information (For General Information call 688-3000)
- Directions
- Directory assistance
- Paying tickets

### EXAMPLES:

- Your house or car was broken into a couple of days ago.
- To add additional items to your burglary report.
- Your car was stolen overnight.
- An abandoned vehicle on your street.

**WHO TO CALL:** Unless you need immediate response to a police, medical or fire emergency, call the non-emergency number at **561-688-3400**.

**IF YOU ACCIDENTALLY CALL 911, WHAT SHOULD YOU DO?** DO NOT HANG UP. Stay on the line until the dispatcher answers. Explain that you accidentally called 9-1-1 and that there is no emergency. An officer may be on the way already. You will not be in trouble if you accidentally call 9-1-1. To contact the Sheriff's Office for general information call 688-3000.

**WHAT WILL THE DISPATCHER ASK WHEN YOU CALL 9-1-1?** All callers are asked a standard set of questions which will help the dispatcher prioritize your call, and to provide responding personnel with information before their arrival. The following are just some of the questions:

**LOCATION OF THE PROBLEM:** Where are you, and where did the incident happen? It is important to give any building names, numbers, apartment or condominium names, and unit or suite number.

**NATURE OF THE PROBLEM:** Please use real language. Don't try to use lingo or slang, as it will only confuse the situation. Just tell us briefly what is happening, or what happened. Is anyone injured?

**TIME DELAY:** When did this occur? 2 minutes ago, 3 days ago, or has it been going on over a span of time (hours, days, weeks).

**PERSON DESCRIPTION:** How many people are involved? Race, sex, height, weight, clothing, hair color, facial hair, eyeglasses, hat, etc. DID THE PERSON HAVE A WEAPON? If so, what kind? Was the person carrying anything? Where did the person go?

**VEHICLE DESCRIPTION:** Color, make, model, license #, and # of doors. Direction of travel

## HOW TO FILE A POLICE REPORT / WHAT QUESTIONS WILL BE ASKED

### ACCIDENT

- *Is anyone hurt? If someone is hurt, Emergency Medical Services need to be notified immediately.*
- *What is the description of the vehicle( s) involved?*
- *Are the vehicles blocking other traffic?*

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### BURGLARY

“You just came home and discovered that your door is open. What should you do?”

- *Do not go inside. The person(s) who broke in may still be inside.*
- *Go to a safe place (neighbor's, etc.) where there is a phone.*
- *Call 9-1-1.*

The calltaker will ask for your location, if you saw anyone, and if so, what did he/she look like, what clothes were they wearing? Are the suspects still inside? Or did they leave? What was the direction and the mode of travel?

These questions are being asked by a calltaker, who is providing this information to a dispatcher, who is sending and updating police.

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### BURGLARY (DELAYED)

Call non-emergency, **561-688-3400**.

The calltaker will ask for your location, and when it happened.

While you are waiting for a deputy to arrive, please remember a few things: *don't touch anything, make a list of anything that is missing and include any serial numbers.*

Please be patient.

### THEFT

- *Where did the theft occur?*
- *What was taken?*
- *What is the time delay?*
- *Do you know who the suspect is?*

Note: If you do not have suspect information, and it is a delayed theft, you can use our online reporting system, COPLOGIC at

[www.pbso.org](http://www.pbso.org)

Click on the icon:

Read the directions carefully, and complete the form.



A temporary case number will be issued to you. You will be contacted by one of our Alternate Response Units with the permanent case number by email.

Reports that can be handled online are: Vandalism, Harassing phone calls, Graffiti, Lost property, etc.

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### SUSPICIOUS PERSON

- *Call 9-1-1*
- *Give the suspicious person's location.*
- *Why is the person suspicious? What are they doing that is suspicious?*
- *Description?*
- *Are they on foot or in a vehicle?*
- *If they are in a vehicle, give the vehicle description and direction of travel.*

Note: It is always important to give as much information as you can to the dispatcher, but you want to make sure you stay safe also.

**For Emergencies Dial 9-1-1 For Non-Emergencies Dial 688-3400**  
**For General Questions Dial 688-3000**