

Walla Walla County Emergency Services Communications
(WESCOM)

When to Call 9-1-1



	Emergency Call 9-1-1 (Dispatch)	Non-Emergency Call Non-Emergency # 509-527-1960	Other Agency Resources
Examples	Any immediate danger to life, limb or property	Non-Emergency Events	No Crime or Emergency Involved
	<ul style="list-style-type: none"> • House or building fires • Medical emergencies, i.e., chest pains, trauma injuries • Someone is threatening or attacking you • Crime in progress • Aggressive dog attack • You have heard gun shots in your area • Vehicle accidents • Impaired/unsafe driver • Downed power line 	<p>Concerns or to report:</p> <ul style="list-style-type: none"> • Unpermitted neighborhood burning – yard debris, etc. • Lost or loose animals in your neighborhood • Noise disturbances • Vehicle break ins • Non-emergency ambulance transfers 	<ul style="list-style-type: none"> • Power outages <ul style="list-style-type: none"> ○ Pacific Power: 1-877-508-5088 ○ Columbia REA: 509-526-4041 • Driving directions or road closures
When calling from landline or cell phone	<ul style="list-style-type: none"> • Speak clearly, be calm – when a caller is upset, it is hard to understand what they are saying or to get vital information quickly • State which emergency service is needed and why (e.g. Fire, Police, Ambulance) • State your exact <i>physical</i> address (where you are at the time of the emergency) <ul style="list-style-type: none"> ○ <i>Mobile (cell) Phone Calls:</i> If you do not know the exact address look for landmarks, i.e., mile markers, addresses on mailboxes, street signs, highway signs, nearby parks, businesses, etc. • Stay on the line until your Call Taker tells you to disconnect <p><i>If calling from mobile (cell) phone and you are driving, pull to the side of the road and stop before calling</i></p>		
If you can't speak or hear when calling 9-1-1	<ul style="list-style-type: none"> • After dialing, leave the phone off the hook and make noise to let the Call Taker (Dispatcher) know you have an emergency • Calling from a landline (hard wired phone): Your address will appear on the call taker's screen • Calling from a mobile (cell) phone: The Call Taker may get latitude/longitude <i>close</i> to your location • Text-to- 9-1-1: Give clear identifiers to where you are located and what your emergency is 		
Public Safety Tips	<ul style="list-style-type: none"> • Make sure your address is: <ul style="list-style-type: none"> ○ Visible on the outside of your house or at roadway, especially at night ○ Posted in your home for guests or babysitters to use if they are calling from a mobile phone • Teach children when to call 9-1-1, when not to and their home address; be sure a phone is within reach and they know where to find it • Keep mobile phones secure so they don't accidentally call 9-1-1; but if that happens do not hang up, stay on the line and explain the situation to the Call Taker 		
Other Information	<p>WA State Travel Information - WSDOT: https://www.wsdot.com/traffic/ or dial "511" on your mobile or landline phone. If you have trouble accessing 5-1-1, you may still access travel conditions using your phone by dialing toll free 800.695.7623 (Road).</p>		

Disclaimer: This list is not all inclusive and should be seen only as a representation of call types/circumstances.

Source: Walla Walla County Emergency Services Communications (WESCOM)/Walla Walla County Emergency Management with a special thank you to the Lincoln County Oregon Sheriff's Office – Emergency Management