

## HOW TO REPORT A CRIME OR AN EMERGENCY TO 9-1-1:

- 1. Stay Calm.** Excited callers are hard to understand. Expect us to repeat and/or confirm your information. We want to be as accurate as possible! **Don't panic.**
- 2. Clearly State the Problem.** Don't call, say you need police, and hang up. We need to know what is going on so we can send the right kind of help. When we have to call back to find out what is happening, it wastes valuable time. **Don't hang up.**
- 3. Know your address/location.** Know your house/apartment number, complex/business name, street name/type (lane, drive street, avenue) and directional (NE, SE, NW, S). This is *extremely* important for cell phone callers. **Cell phones do not provide address information and we don't know where you are unless you tell us.**
- 4. Let the 911 Call Taker control the conversation.** We *know* this is an urgent, scary situation. Using profanity or screaming does not help. Don't interrupt or talk over the Call Taker. If you do, we must repeat our questions. The Call Taker may interrupt *you* to get things back on track or get important information. Stick to the facts. **Help us to help you.**
- 5. We ask a lot of questions.** They help get the right assistance to you as quickly as possible. They do not delay response; they enhance it by ensuring your safety and the safety of the people responding. On medical emergencies, we provide medical instructions while the ambulance is coming. **These instructions may help you save a loved-one's life!**
- 6. Answer the questions as truthfully and completely as possible.** If you don't know, we might prompt you with "dark or light colored clothing?" or "shorts or long pants?" Don't ever tell us "they have guns!" when there aren't any, just to get us there "faster." **If you don't know the answers, don't guess or assume.**
- 7. Don't hang up until told to do so.** Sometimes we keep you on the phone until help arrives. Other times, we let you go with instructions to call back if something changes. **Wait until we tell you it is okay to hang up.**

**USE 9-1-1 WHEN SECONDS COUNT!**

## NON-EMERGENCY/USEFUL PHONE NUMBERS

Lincoln County Sheriff's Office: ..... 541-265-4277  
Lincoln County Jail: ..... 541-265-4277  
Lincoln County Sheriff Records: ..... 541-265-4912  
..... *To obtain a police report or a vehicle release*  
Lincoln Co. Non-Emergency Dispatch: .... 541-265-4231  
Lincoln County Sheriff Civil: ..... 541-265-4915  
Lincoln County Sheriff TIPS Line: ..... 541-265-0669  
Lincoln County Animal Shelter: ..... 541-265-6610  
Lincoln County Mental Health: ..... 541-265-4179  
Toll Free Number: ..... 888-232-7192  
Lincoln County Parole & Probation: ..... 541-265-8851  
Lincoln County Environmental Services: ..... 541-265-4157  
..... *Garbage, abandoned vehicles on private property*  
Lincoln County Public Works: ..... 541-265-5747  
Lincoln City Police Department: ..... 541-994-3636  
North Lincoln Fire & Rescue: ..... 541-994-3100  
Newport Police Department: ..... 541-574-3348  
Newport Police Records: ..... 541-574-3348  
..... *To obtain a police report or a vehicle release*  
Newport Police Non-Emergency Dispatch: 541-265-4231  
Newport Police Parking Enforcement: .... 541-574-2828  
..... *To report parking violations via TCB Security*  
Newport Police TIPS Line: ..... 541-574-5455  
Newport Public Works: ..... 541-574-3366  
Central Coast Fire & Rescue: ..... 541-563-3121  
Depoe Bay Fire: ..... 541-765-2202  
Pacific West Ambulance: ..... 541-265-3175  
Seal Rock Fire: ..... 541-563-4441  
Toledo Police Department: ..... 541-336-5555  
Toledo Fire Department: ..... 541-336-3311  
Siletz Fire: ..... 541-444-2043  
Cascades West Ride Line: ..... 541-924-8738  
..... *To request non-emergency medical transport*  
Yachats Fire: ..... 541-547-4257  
Central Lincoln Public Utilities: ..... 866-484-3783  
*To report power outages in Depoe Bay, Newport, Toledo, Waldport, Siletz & Yachats. Street light out? Fill out the form at <http://clpud.org/report-a-street-light-outage/>*  
Oregon State Police: ..... 503-375-3555  
*To report incidents on state highways, including Hw 101, Hw 18 & Hw 34*

**Remember Call 9-1-1 to:  
Stop a Crime – Report a Fire – Save a Life**

# CRIME REPORTING

**Call 9-1-1 for Police,  
Fire or Medical Emergencies**



**Call 9-1-1 to  
Stop a Crime – Report a Fire – Save a Life**

**Willamette Valley Communications Center** serves the citizens and police/fire personnel for the following agencies/areas in Lincoln, Marion and Polk counties:

Central Coast Fire & Rescue  
Dallas Police and Dallas Fire Departments  
Depoe Bay RFPD  
Falck Northwest Ambulance  
Falls City Fire Department  
Gervais Police Department  
Grand Ronde Tribal Police Department  
Independence Police Department  
Keizer Police and Keizer Fire Departments  
Lincoln County Sheriff's Office  
Marion County Sheriff's Office  
Marion County Fire District #1  
Monmouth Police Department  
Newport Police and Newport Fire Departments  
Pacific West Ambulance  
Polk County Sheriff's Office  
Polk County Fire District #1  
Salem Police and Salem Fire Departments  
Salem Suburban RFPD  
Seal Rock RFPD  
Siletz RFPD  
Spring Valley RFPD  
Southwest Polk RFPD  
South Lincoln Ambulance  
Yachats Fire & Rescue

Courtesy of the Salem Police Department &  
Willamette Valley Communications Center

## DESCRIPTION OF SUSPECT

Call Takers ask for **Head-to-Toe** descriptions:

**Any weapons?** \_\_\_\_\_

*Gun, knife, bat, stick, brick, club*

**Name** (if known): \_\_\_\_\_

**Age/Date of Birth** (if known): \_\_\_\_\_

**Race:** \_\_\_\_\_ **Gender:** \_\_\_\_\_

**Height:** \_\_\_\_\_ **Weight:** \_\_\_\_\_

**Hair** (color/length/style): \_\_\_\_\_

*Shoulder, shaved head, curly, ponytail*

**Facial Hair:** \_\_\_\_\_

*Beard, mustache, goatee, sideburns, etc*

**Hat** (color/style): \_\_\_\_\_

*Cowboy, baseball, stocking cap, bandana*

**Glasses:** \_\_\_\_\_

*Wire-rimmed, plastic frames, sunglasses*

**Shirt/Jacket** (color/style): \_\_\_\_\_

*Flannel, parka, button down, t-shirt, tank top*

**Pants** (color/style): \_\_\_\_\_

*Jeans: blue/faded, shorts, khakis, dress pants, skirt*

**Shoes** (color/style): \_\_\_\_\_

*Sneakers, cowboy/combat boots, flip-flops, barefoot*

**Carrying anything** (color/description): \_\_\_\_\_

*Possible weapon, gloves, purse, backpack, bag*

**Is suspect still there?** \_\_\_\_\_

**If yes, where?** \_\_\_\_\_

*Inside/outside, back/front yard, hiding in bushes*

**If gone, how long ago?** \_\_\_\_\_

**Which direction?** \_\_\_\_\_

**On foot? On a bike? In a car?** \_\_\_\_\_



## AUTO DESCRIPTION GUIDE



**Color:** \_\_\_\_\_

**Year:** \_\_\_\_\_

*If unknown, is it newer or older?*

**Make:** \_\_\_\_\_

**Body Style:** \_\_\_\_\_

*Pickup, hatchback, SUV, crew-cab, 2-door, 4-door*

**Accessories/Other:** \_\_\_\_\_

*Bumper sticker, dents, broken window, ski rack*

**License/State:** \_\_\_\_\_

**Tip:** Standard Oregon plates don't have "O" or "I."

Think "D" or "Q" or "1".

**Is vehicle still there?** \_\_\_\_\_

**If not, which direction did it go?** \_\_\_\_\_

**How long ago?** \_\_\_\_\_

**Know your directions!** Call takers can't see "that way," "to my right," or "up the street."

**Hints for Directions:**

Portland is North

Eugene is South

Cascade Mountains are East

Pacific Ocean is West



## CELL PHONES AND 911

When you call 911 on a cell phone, we don't receive any address information. Even if you don't know the address, cross streets and landmarks can help us figure out where you are. Pay attention to your surroundings.

1. Know where you are.
2. Keep the keypad locked on your phone.
3. Keep your cell phone in a safe place.

We receive thousands of false 911 cell phone calls each year. While we are trying to confirm if there is a problem, it may cause a delay for someone calling 911 with a true emergency.

## USE 9-1-1 WHEN:

Life or property are in danger or could become endangered if the situation continues. Any crime that happened within the last 15 minutes or where the suspect(s) is/are still in the area:

- Someone breaking into a house or car
- Person armed with a weapon
- Physical or verbal fight/argument
- Something is on fire
- Medical emergencies
- Small child wandering alone in/near the street
- Traffic accident with someone hurt
- Intoxicated or reckless drivers
- Prowler/strange noises around house
- Suspicious persons/vehicles:
  - Loitering near schools/playgrounds
  - "Flashing" or exposing him/herself
  - Going in backyards/looking in windows

## USE NON-EMERGENCY WHEN:

Crime happened at least 15 minutes ago (or longer). The victim is safe and the suspect is gone. No lives or property are in immediate danger.

- Car broken into/stolen during the night
- Noise: Loud music, barking dogs, fireworks
- Abandoned vehicles or parking complaints
- Nuisance burning complaints
- Power outages (call your power company)
- Runaway juveniles
- Telephone harassment. Even if the suspect just called, the victim is not in immediate danger because the threat was not in person. If the suspect shows up at the door, call 911.
- Questions about crimes/violations
- Checking the status of a call you already reported or to leave a message for an officer.

These examples are not all-inclusive.  
When in doubt, call 911.

**9-1-1 \* Stay Calm \* Stay on the Telephone \* Don't Hang Up**