

HOW/WHEN TO CONTACT THE SHERIFF'S OFFICE



EMERGENCY SITUATIONS

Call 9-1-1 immediately:

- ✓ Whenever you feel **LIFE** or **PROPERTY** are **CURRENTLY** threatened
- ✓ When there is a **CRIME IN PROGRESS**
- ✓ To report anyone in your neighborhood acting suspicious
- ✓ To report any suspicious vehicle, circumstance, or situation
- ✓ Fire or Medical Emergency
- ✓ Traffic accidents

-Stay calm, listen carefully, and let the dispatcher ask questions and guide the conversation
-Speak clearly and be prepared to provide your name, telephone number, address or location
-Give a description of the incident/crime being reported, any weapons used and any damage or injuries
-Be prepared to provide a physical description if an emergency involves a criminal suspect
-Follow all directions given by the dispatcher

-Wireless telephones may not tell the call-taker exactly where you are instantaneously
-Use a landline to report an emergency whenever possible

Please provide a **description** of the person

If there is a **vehicle** involved, please provide as much information as you can:
Make, model, type, color, license plate and Direction of Travel

CALLING 9-1-1 FROM YOUR RESIDENCE

When you call 9-1-1 from your residence, your call is answered by the County Communications Center.
If you have to hang up or the line is disconnected after a County Communications dispatcher has answered your call, your address and phone number will be recorded on the computer screen.

CALLING 9-1-1 FROM A CELLULAR PHONE

When you call 9-1-1 from a cellular phone, your call will either be answered by the nearest California Highway Patrol (CHP) office OR the County Communications Center.
If you are routed to CHP they will dispatch your call to the appropriate agency if it is not a matter handled by the CHP.

If you are calling from your vehicle, please roll up your windows to minimize the exterior noise & turn off any music/radio to allow the dispatcher to hear you better.

Give your EXACT location: Street/Road name, Highway name, direction of travel, or address.

Cell/Smart Phones have GPS (Global Positioning Systems); however it can take time to triangulate your location due to cell tower locations and your carrier. **Always know where you are.**

DISCONNECTED LAND LINE Still has the capability of dialing **out** a 9-1-1 call

NON-EMERGENCY SITUATIONS


When you are reporting a **past tense** crime or have a situation where life and/or property are **NOT** currently threatened
Please use the non-emergency number for your area*: **Coastal Station: 647-7911 or 755-5111**
*Unincorporated areas of Carmel, Monterey Peninsula, Hwy 68/Hwy 1 Corridor's; Pebble Beach, Carmel Valley, Big Sur.

THE IMPORTANCE OF REPORTING CRIME

It is important to report any and all crimes and suspicious activity to the Sheriff's Office. If it is not reported, then the Sheriff's Office has no way of knowing that crime is occurring in your neighborhood.

DAILY REPORT LOG-WEBSITE

You can view the Daily Report Log that contains information on reports taken the past three days. Go to the Sheriff's Office website:

www.montereysheriff.org and click on  on the right hand side.

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