



Port Gamble S'Klallam Police Department

Domingo Almirol, Chief of Police

About the Tribe's 9-1-1 Service

The Port Gamble S'Klallam Tribe and its Police Department use Kitsap County's 9-1-1 dispatch center ("Kitsap 9-1-1") for all emergency and non-emergency incident reporting.

Kitsap 9-1-1 does not have a non-emergency line, like some other communities do. All incidents, even non-emergencies, should be reported by calling **9-1-1**.

If you are not located in Kitsap County, but need to report an incident occurring in Kitsap County or on the Port Gamble S'Klallam Indian Reservation, please call **(360) 307-5844**.

When to Call 9-1-1

- You have a Police, Fire, or Medical Emergency.
- There is a situation that could pose danger to life, property, or both.
- There is suspicious activity.
- To report crimes which are not in progress.
- You want to report a noise nuisance or parking complaint.
- You have questions about something suspicious and you are not sure if it is criminal activity.

Please remain calm and patient while the 9-1-1 call taker asks you questions. 9-1-1 call takers are trained to ask specific questions to quickly determine what is wrong, and what type of assistance to send.

Please stay on the line until the call taker tells you to hang up.

What should I tell the call taker?

Call takers are trained to gather information as quickly as possible to understand the situation and how to help:

- Let them lead the conversation and answer their questions.
- The questions may seem repetitive or unrelated, but this is to help clarify the situation.
- Call takers are trained to remain calm and unemotional; this is just to get your information as quickly as possible.

Stay as calm as you can

- Remain calm and patient.
Take a deep breath before speaking. Time seems to slow down when you are in an emergency. Your cooperation is essential to quickly getting help started.
- Briefly state the nature of the call.
“I need to report a fire...” Or “I need to report a break-in at my home.”

Be prepared to answer the following questions

- WHERE did this occur? Did it happen in the street, inside, outside, or in the front or in the back, etc.?
- WHAT happened?
- WHEN did this occur? Is the event still in progress?

Try to describe the location of the emergency

- An exact street address is best. Look at the numbers on the buildings or mailboxes around you. View the street signs to provide intersections.

- If you are driving, be aware of the road you are driving on. Look for landmarks that are near your location.

Stay on the line as long as you can

- Stay on the line until the call taker tells you to hang-up. In some cases, the call taker will ask you to stay on the line until officers arrive. This is to gather information if the situation changes before officers get there.
- **If it is not safe for you to stay on the phone, let the call taker know this immediately.**

If you call 9-1-1 by accident – don't hang-up

- If you misdial and call 9-1-1 accidentally, **DO NOT HANG UP!** Wait until your call is answered and explain that you misdialed.

Teach your children about 9-1-1

- Teach your children about 9-1-1 and when it is okay to call 9-1-1.
- Let them know that playing on the phone and calling 9-1-1 is a bad idea because it can prevent people who are in trouble to get help quickly.

When **not to call 9-1-1**

- To report power outages. Please call Puget Sound Energy at **1-888-225-5773**.
- To ask about traffic backups. Call **5-1-1** for the Washington travel information line.
- To get medical advice. Please call your physician. The Port Gamble S'Klallam medical clinic's phone number is **(360) 297-2840**.
- To request social service assistance. Call **2-1-1** for access to community services. The Port Gamble S'Klallam Child and Family Services department's phone number is **(360) 297-9662**.

Can I text 9-1-1?

- Verizon Wireless, T-Mobile, AT&T, and Sprint customers in Kitsap County can send a text message to 9-1-1 in an **emergency**.
- *Call if you can, text if you can't.*

How to text 9-1-1

- Open your phone's text messaging program.
- Enter the numbers "911" in the "To" field (No dashes).
- Type a message including the following:
 - WHERE is the incident occurring? Provide an address or street and nearby landmark.
 - WHAT is the emergency?
 - WHEN did this occur? Is it still in-progress?
- Press the send button.
- Stay with your phone. Be prepared to answer questions from the call taker.

A few things to know about texting 9-1-1

- Photos and videos cannot be sent to 9-1-1 at this time.
- A group text will cause the 9-1-1 texts to **not** go through. **Do not** send your 9-1-1 text to anyone else.
- Text to 9-1-1 is not available if you're roaming.
- Interpreters are not available for text to 9-1-1 at this time. Please send all 9-1-1 texts in English.
- Please be aware of autocorrect, which may change names or locations.
- Do not send *test* messages to 9-1-1.
- As with any text messages, messages to or from 9-1-1 may have a delay, may get out of order, or may not be received at all. *Always call 9-1-1 if you can.*