

Calling 9-1-1



Remember:

Stay calm, stay on the line - answer all questions as best as you can.

Anonymous emergency direct reporting line: 415-553-8090

Answering questions does not delay response times. Be sure to answer all questions asked by the dispatcher.

Non-emergency:

415-553-0123 or TTY 415-626-4357



Questions they will ask:

Where are you?

What happened?

What is your phone number?

Where shall we meet you?

Describe the suspect using race, gender, and age.

Be concise and remain calm

Tell us which language you are most comfortable with



SAN FRANCISCO DEPARTMENT
OF EMERGENCY MANAGEMENT

sfdem.org/911



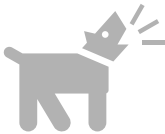
About 9-1-1



We answer over 3,500 calls per day, over 1.2 million per year. That is a lot of calls and we need your help! Explore careers: sfdem.org/911



Connecting you to police, fire, and emergency medical services



When to call the Non-emergency line?

When there is no present or potential danger to life or property.

Call 3-1-1 to access city services, reporting problems or service requests that do not involve the police, fire or ambulance.

Calling on a highway?

You will be connected to California Highway Patrol dispatch and possibly transferred to 9-1-1 in San Francisco or appropriate city.

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