

How to Use 9-1-1 and Sheriffs Dispatch

When you need emergency assistance dial 9-1-1

The Public Safety operator will answer, “9-1-1, what is your emergency?”

When you need deputy assistance dial 707-565-2121

The Sheriff’s Dispatcher will answer, “Sonoma County Sheriff’s Department how can I help you?”

- Tell the dispatcher what the problem is
- Give the location
- Give your name and phone number
- Stay on the line to provide further information:

For Law Enforcement:

- Suspect/vehicle description
- Direction of travel
- Any weapons?
- Additional information as requested by the dispatcher.

For Fire:

- What kind of fire?
- Are their people involved in the fire?
- Additional information as requested by the dispatcher.

For Medical:

- What is the problem/symptoms?
- What is the location of the person needing help
- Additional information as requested by the dispatcher.

When speaking to a dispatcher always remember to stay calm, stay on the line and listen to the questions and instructions given to you by the dispatcher. Remember they are highly trained and experienced at their job and will do their best to get you, assistance as soon as possible.

SONOMA COUNTY SHERIFF’S OFFICE

Sheriff-Coroner Eddie Engram



707-565-2650



2796 Ventura Ave
Santa Rosa, CA 95403



sonomasheriff.org



Important Phone Numbers

Emergency.....	9-1-1
Dispatch (Non-Emergency).....	565-2121
Business Line (Non-Emergency).....	565-2650
River Sub-Station.....	869-0202
Sonoma Valley Sub.....	996-9495



SONOMA COUNTY SHERIFF’S OFFICE

How to Report Suspicious Activities and Persons



In partnership with our communities, we commit to provide professional, firm, fair, and compassionate public safety services with integrity and respect.

SONOMASHERIFF.ORG

Reporting Suspicious Activity and Crime

Law enforcement cannot overcome crime without the support of citizens individually and as a community. When you help the Sheriff's Department, you are also helping yourself to keep from becoming a victim of crime. It's a community responsibility!

Your Help is Needed

If you see a crime being committed, report it immediately and accurately. If you are a victim of crime, report it as soon as possible. Even a five minute delay in reporting can significantly reduce the likelihood of catching the suspect.

Don't hesitate to call if you think something may be wrong, and don't worry about being embarrassed if your suspicions turn out to be unfounded. Think about what could happen if you don't act.

If it is suspicious, call law enforcement. Never try to apprehend a suspect yourself.



Be Alert for Suspicious Activity, Such As:

- Someone running from a car or home.
- Someone screaming. Even if you cannot determine what the screams are or exactly from where they are originating, call the Sheriff's Office and report it.
- A person who seems to have no purpose wandering in the neighborhood.
- Any unusual or suspicious noise that you cannot explain, such as breaking glass, pounding, the sound of gunfire, or an aggressively barking dog.
- Offers of merchandise or services at ridiculously low prices. Remember, if it sounds too good to be true, it probably is.
- Strangers carrying property from residences or closed businesses.
- Strangers going into the side or backyard of neighbor's home, especially when the neighbor isn't home. Also report strangers entering a neighbor's home in an unusual manner: through a window, breaking a window, kicking a door down.
- A stranger in a car stopping to beckon a child or a child resisting the advances of an adult.
- Abandoned vehicles that could possibly be stolen cars.
- Individuals attempting to forcibly enter a locked vehicle, especially at night or in a parking lot.
- A burglar alarm sounding.
- Excessive traffic to and from a residence, especially during unusual hours.

Write It Down

- As soon as possible, write down everything you can remember. Don't rely on your memory. It's very easy to get things mixed up or forget details – especially if you were the victim. Be as exact as you can and try to avoid guessing.



Description of Person

Sex _____ Race _____
 Age _____ Height _____
 Weight _____ Hair _____
 Eyes _____ Build _____
 Scars, tattoos, etc. _____
 Clothing _____
 Weapon _____
 Direction of travel _____
 Unusual Characteristics _____

Description of Vehicle

License Number _____
 Make _____ Model _____
 Year _____ Color _____
 Body type _____
 Direction of travel _____
 Unusual Characteristics _____