



Snohomish County
E911 Office

For Immediate Release

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Non-Emergency Numbers Now Available in Snohomish County

Snohomish County 911 Agencies Introduce Non-Emergency Numbers

EVERETT, Wash., June 1, 2016 – If you have an emergency where there is an immediate threat to life or property, you should contact 911. But what if you have a situation where emergency services personnel are needed but there is no immediate danger to life or property? To meet this need, SNOCOM and SNOPAC, the 911 call centers in Snohomish County, are introducing two non-emergency numbers.

“We want people to continue using 911 for urgent threats to life, limb, and property,” said Terry Peterson, Executive Director of SNOCOM. “These new phone numbers will empower you to help preserve 911 for emergencies. At the end of the day, our dispatchers will be in a better position to help you, if you find yourself in need of urgent assistance, because they won’t be fielding as many non-emergency calls on 911 lines.”

Examples of non-emergencies include:

- Illegal fireworks complaints
- A crime previously occurred, and there is no suspect information
- A found pet or property item
- Emergency services personnel are needed but there is no immediate danger to life or property

If you have a non-emergency, like the examples listed above, please use one of the numbers below:

In southwest Snohomish County, dial 425-775-3000

In the rest of Snohomish County, dial 425-407-3999

When calling a non-emergency number, please keep the following tips in mind:

- Know your location or the location of where the incident occurred.
- Dispatchers are trained to ask questions to prioritize your incident. Keep answers brief and to the point.

If you do not need an officer or firefighter to respond, please continue to contact your individual fire or police departments. We urge people to program the appropriate non-emergency number into their smart phones and ask family members to do the same. To use your address to look up the appropriate non-emergency number, please visit: <http://gismaps.snoco.org/non-emergency>

Remember, if you have an emergency with an immediate threat to life or property, always **Contact 911.**

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