WHAT TO DO IN AN EMERGENCY

REMAIN CALM!!
Call 9-1-1 immediately!
• If using a TTY pressing the space bar will help your call to be recognized faster
• Be prepared to tell the operator how the emergency personnel will get in to assist you (i.e. will you be outside, or wave the police down).
• When the operator answers, state WHERE the incident is HAPPENING...WHAT is HAPPENING.... FOR EXAMPLE: "I am at 1020 Market St. and I’ve just been robbed"..."I am having a heart attack I need an ambulance at 1234 5th Street"...The building on the corner of Market and Second Street is on fire."
• As long as it is safe, stay on the telephone and answer the operator’s questions.
• Be brief, clear and accurate
• When answering questions, describe one suspect at a time.
• DESCRIBE THE SUSPECT from the head down to the feet (see information below). If you wish to report an emergency and remain anonymous call the 9-1-1 center at 553-8090

NON-EMERGENCY INFORMATION
For non-emergency police business telephone 553-0123 or 626-4357 (TTY)
You may experience a delay on the non-emergency line if the operators are busy with 9-1-1 calls. When using a TTY, press the space bar or using the auto ID feature will assist the operator to recognize your call as a TTY. If you are using a cellular phone in San Francisco only and want to reach the 9-1-1, dial 553-8090.

DESCRIPTION INFORMATION
Race _______ Sex _______ Age _______ Height _______
Weight _______ Hair _______ Eyes _______ Complexion _______

Physical Characteristics (Describe whether slight or heavy build, scars marks tattoos, manner of walk, mustache, glasses)

Clothing (type and color, logos or brand names, use picture as guide)

Weapons (What kind of weapon, rifle, shotgun, automatic, revolver, knife etc used by the suspect)

Remarks (note anything the suspects say, accent, any names used)

Means of Escape - Vehicle or Foot (license number, year, make, model, color, what direction traveling)