

How to Report a Crime or Incident

9-1-1 IN AN EMERGENCY

What you should know before calling the Buxton Public Safety Department?

In order to provide quality service that will insure the safety of the public as well as the responding, police, fire and medical units, dispatchers need to ascertain certain information. These questions are important. They do not delay response time and are critical in assisting the units in the performance of their duties.

The following information is needed for each incident or call for service:

- Where did the incident occur?
- What type of incident are you reporting? (Police, Fire or Medical)
- When did the incident occur?
- Who is reporting the incident?
- Description of the person(s) involved if applicable.
- Description of any vehicles involved if applicable.
- Are there any weapons involved?

You may be asked to stay on the phone with the dispatcher. This allows the responding units to receive updated information when enroute to the location of the incident. The dispatcher can speak with you on the phone and relay information to the field units at the same time.

When giving the description of a person, try to provide:

- Sex
- Race
- Age
- Height
- Weight
- Hair and Eye color
- Clothing
- Facial Hair
- Tattoos or other distinguishing characteristics

When giving the description of a vehicle, try to provide:

- Color
- Year
- Make
- Model
- License Plate
- Direction of travel

When to Call the Emergency Line at 9-1-1:

- Police Emergencies
- Fires
- Medical Emergencies
- Crimes in progress or just occurred
- Life or death emergencies

When to Call the Non-Emergency line at 929-6612 or 929-5151 for police or (fire & medical information):

- General information questions
- Directions
- Burning permit information
- Road conditions

Remember by calling the Emergency line for Non-emergency information you could be preventing someone in need from obtaining the proper assistance they require. Emergency lines must be kept available for genuine emergency calls.