

MORE RESOURCES:

Help may be available at a different number too. Below are some community numbers you may find helpful when looking for assistance:

Neighborhood Resolution

(360) 619-1140

Animal Control

(360) 397-2488

Crisis Line

(360) 696-9560

Code Enforcement

(360) 487-7810 (Vancouver)

(360) 397-2375 (Clark County)

Public Works

(360) 342-5352 (Battle Ground)

(360) 576-0304 (Clark County)

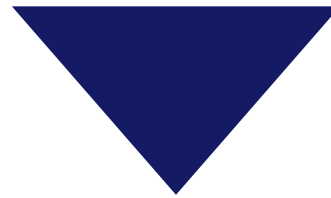
(360) 696-8002 (Vancouver)

Report Power Outage

(360) 992-8000

Alternate 311 Number

(360) 693-3111



CRESA

Always Here, Always Ready

CONTACT US

**Clark Regional Emergency
Services Agency (CRESA)**

710 West 13th Street
Vancouver WA 98660-2810

Admin Office: 360-737-1911

General Email: cresa@clark.wa.gov

Website: cresa911.org

RSS: feeds.feedburner.com/cresa911

Facebook: facebook.com/CRESA.911

Twitter:

twitter.com/cresa (emergency info only)

twitter.com/cresatalk (everything else)

Blog: www.cresa911.blogspot.com/

YouTube: youtube.com/user/CRESA911

NEW



**NON-EMERGENCY
LAW ENFORCEMENT**





CRESA is excited to bring 3-1-1 to our community

WHAT IS 311? Non-emergency calls

311 is a new, alternate number to call when you need law enforcement for routine complaints. This number is answered by the same highly trained professional staff that answers 911, but when you dial 311 they will know that you aren't calling about an emergency. This allows them to prioritize their work and answer 911 calls first.

By implementing 311 we hope to shift non-emergency calls from 911 so that callers experiencing in-progress emergencies can get through to us and receive priority service. If you call 911 but change your mind, **DON'T HANG UP!** Our phone system knows when you hang up on a 911 line and our already busy call takers will have to call you back. Instead, stay on the phone and let us know what happened.

311 or 911

We want to make it as simple as possible to decide between 311 and 911. The first thing to always remember is use **911 for any and all fire and medical calls**. Never call 311 for an ambulance, no matter how minor of a medical complaint you have.

Call 911 if your police complaint involves a gun, is a crime in progress (happening now), or a situation that needs police to prevent or stop an injury. Some specific examples are below, but **if you are in doubt, call us at 911 just to be safe.**

Reasons to call 311

- To request a police report
- Abandoned vehicles
- Noise complaints
- Parking issues
- Stolen property
- Civil issues

Reasons to call 911

- Any fire complaint
- Any medical complaint
- In progress (happening now) crimes or situations that need police to prevent or stop:
 - Injury
 - Property damage
- Examples include:
 - Suspicious persons or activities
 - Traffic accidents
 - Traffic hazards
 - Fights (verbal or physical)
 - Reckless or drunk drivers
- Involves a gun

* If you're unable to use 311 non-emergency, call (360) 693-3111 or 911

CALL 911

✓ **Any and all fire & medical calls**

✓ **Crimes in progress (happening now)**

✓ **Needs police to prevent or stop an injury**

