

Benton County Sheriff's Office – Emergency Management

When to Call 911



| | Emergency Call 911 (Dispatch) | Non-Emergency Call Non-Emergency # | Other Agency Resources |
|--|--|---|---|
| | Any immediate danger to life, limb or property | Non-Emergency Events | No Crime or Emergency Involved |
| Examples | <ul style="list-style-type: none"> House or building fires Medical emergencies, i.e., chest pains, trauma injuries Someone is threatening or attacking you Crime in progress Aggressive animal attack You have heard gun shots in your area Vehicle accidents Impaired/unsafe driver | <p>Concerns or to report:</p> <ul style="list-style-type: none"> Unpermitted neighborhood burning – yard debris, etc. Lost or loose animals in your neighborhood Noise disturbances Vehicle break ins <p><i>*See the Non-Emergency Phone Numbers for Dispatch Centers serving Benton County Communities</i></p> | <ul style="list-style-type: none"> Non-emergency ambulance transfers Copies of police/fire reports Power Outages Driving directions or road closures (tripcheck.com) <p><i>*See the Benton County Public Safety Info Sheet for additional contact numbers</i></p> |
| When calling from landline or cell phone | <ul style="list-style-type: none"> Speak clearly, be calm – when a caller is upset, it is hard to understand what they are saying or to get vital information quickly State which emergency service is needed and why (e.g. Police, Fire, Ambulance) State your exact physical address (where you are at the time of the emergency) <ul style="list-style-type: none"> <i>Mobile (cell) Phone Calls:</i> If you do not know the exact address look for landmarks, i.e., mile markers addresses on mailboxes, street signs, highway signs, nearby parks, businesses, etc. Stay on the line until your Call Taker (dispatcher) tells you to disconnect <p><i>If calling from mobile (cell) phone and you are driving, pull to the side of the road and stop before calling</i></p> | | |
| If you can't speak or hear when calling 911 | <ul style="list-style-type: none"> After dialing, leave the phone off the hook and make noise to let the Call Taker (dispatcher) know you have an emergency Calling from a landline (hard wired phone): Your address will appear on the Call Taker's screen Calling from a mobile (cell) phone: The Call Taker may get latitude/longitude close to your location Text-to-911: Give clear identifiers to where you are located and what your emergency is | | |
| Public Safety Tips | <ul style="list-style-type: none"> Make sure your address is: <ul style="list-style-type: none"> Visible on the outside of your house or at roadway, especially at night Posted in your home for guests or babysitters to use if they are calling from a mobile phone Teach children when to call 911, when not to and their home address; be sure a phone is within reach and they know where to find it Keep mobile phones secure so they don't accidentally call 911; but if that happens do not hang up, stay on the line and explain the situation to the Call Taker | | |
| Other Information | <p>Non-Emergency Dispatch Center Phone Numbers (Benton County) Located on the next page State Highway Information - ODOT: www.tripcheck.com or "511" on your mobile or landline phone</p> | | |

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| Community Areas | Non-Emergency Number to Dispatch |
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| Adair Village, Alsea, Blodgett, Corvallis, Kings Valley, Monroe | |
| Police: Benton County Sheriff's Office | (541) 766-6858 and/or (541) 766-6911 |
| Police: Corvallis Police Department | (541) 766-6911 |
| Police: Junction City Police Department (Monroe) | (541) 998-1245 |
| Oregon State University: Public Safety | (541) 737-3010 |
| Fire: Adair Village Rural Fire Rescue | (541) 745-7212 |
| Fire: Alsea Rural Fire Protection District | (541) 487-8701 |
| Fire: Blodgett-Summit Rural Fire Protection District | (541) 453-4406 |
| Fire: Corvallis Fire Department | (541) 766-6961 |
| Fire: Hoskins-Kings Valley Rural Fire Department | (541) 929-2111 |
| Fire: Monroe Rural Fire Protection District | (541) 847-5170 |
| Philomath | |
| Police: Philomath Police Department | (541) 929-6911 |
| Fire: Philomath Fire & Rescue | (541) 360-0030 |
| Other & State Agencies | |
| Oregon Department of Forestry | (541) 929-3266 |
| Reach Air Medical Services | (541) 257-2600 |
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