

### **EMERGENCY: Who Do You Call? Calling 911**

First and most important, Sea Ranch Security is NOT an emergency service provider. The primary role of our Security officers is to observe and report problems to appropriate agencies and to assist where they can be helpful within their scope of training.

If a fire, medical, or law enforcement problem presents itself, even if it seems minor, only a public safety agency has jurisdiction. Fires (no matter how small), medical emergencies, lost or missing persons, traffic accidents, and suspected crimes in progress should be reported to 9-1-1.

**EMERGENCY CALLS MUST BE DIRECTED TO 9-1-1, NOT TO SECURITY.**

However, there may be occasions, for various reasons, when you are not able to reach a 9-1-1 operator on your residence phone. Here are your options, in order of priority:

- **FROM YOUR RESIDENCE (HARD-WIRED) LAND LINE:**  
Sonoma County Sheriff Dispatch for Safety and Medical Emergencies: 565-2121
- **FROM YOUR CELL PHONE:**  
Sonoma County Sheriff Dispatch for Safety and Medical Emergencies: 565-2121

Please note: If you call 9-1-1 from your cell phone, the call is directed to the California Highway Patrol (CHP). This may result in a delay in response time. For faster response, Sonoma County Sheriff Dispatch for Safety and Medical Emergencies (565-2121) is the best contact when calling from your cell phone.

- **IF YOUR RESIDENCE LAND LINE IS OUT AND YOU HAVE NO CELL PHONE:**  
Go directly to one of the six emergency call-boxes located on Highway One (mile markers 58.30 – 56.25 – 54.41 – 53.96 – 52.29 – 50.83) where your call will be transmitted directly to an emergency operator. In the event that these call boxes are also affected by a telephone outage, Sea Ranch amateur radio operators, if available, will staff each of these locations.

We know that nothing can replace the ability to call 9-1-1 from your home telephone; however, when your home phone doesn't work, the plan described above may save you many precious minutes in receiving help in an emergency.

*Chris Howard  
Director of Safety & Security Services*

