

Frequently Requested Numbers...

University Place Animal Control

(8-5PM, Monday—Saturday)

798-3133 or 798-3135

Tacoma/ Pierce County Humane Society

383-2733

University Place Police Office

(8-4:30 Mon-Thursday, 8-4:00 Friday)

798-4058

Public Safety

798-3141

University Place Fire Department

564-1623

University Place Records

Report copies, gun permits, record checks

798-7441

University Place City Hall

566-5656

University Place Public Works

460-6493

No Call Too Small

When you have an uneasy feeling about something occurring in your neighborhood and you choose NOT to report that information by dialing 911 or non-emergency, you refuse to give us the opportunity to investigate and as a consequence you or your neighbor may be victimized. If it turns out to be nothing, we continue about our business responding to other such calls around this great City. You are the eyes and ears of this City. You know what is normal for your neighborhood. Report ALL suspicious activity without hesitation!

911 for crimes in progress or just occurred
253-798-4722 for all other activity
or questions

University Place Police
3609 Mareki Pl W Suite 201
University Place, WA 98466

Phone: 253-798-3141
Fax: 253-798-4867
Email: jhales@co.pierce.wa.us

Reporting
crime in
University
Place



*24 hour non-emergency
253-798-4722*

Reporting crime in University Place

911 is here for you...

- 911 is for emergency use only. An emergency is defined as “an immediate threat to life or property, or a crime in progress.” If a speedy response will solve the problem and prevent further injury or damage, call 911. **Please report ANYTHING else by dialing the 24 hour non-emergency number: 253-798-4722.** The non-emergency number may ring for several minutes if there is a high volume of emergency 911 calls.
- 911 communications officers are trained to gather “key” information and sometimes they have to interrupt their callers in order to achieve this. You may also hear them use a variety of techniques in an effort to control the conversation and collect this information quickly. For many calls, the communications officer will continue to ask questions and supplement the call while help is already on the way.
- Medical aid, fire and State Patrol calls are transferred to different dispatch centers.
- Communications officers verify the accuracy of the information they see on the 911 screen with every caller because occasionally the information displayed is incorrect.
- Accurate and coherent information is the key to a quick response. It is difficult to understand a caller who screams, yells, or use profanity. And it may impede the communications officer’s ability to quickly enter a call for dispatch.

So, when you call, be prepared...

- The minimum a communications officer needs to know to enter a call for dispatch is the location and nature of the problem. Post your address and phone number next to every telephone in your home in case a non-resident needs to call for help.
- Have all pertinent information ready when you call to avoid delays.
- Whenever possible, give a physical address, not an intersection or PO Box.
- Know where you are at all times, especially if calling from a cellular phone. “Up”, “down”, “left” or “right” mean nothing over the phone because the communications officer cannot see you.
- Know your cell phone number. Carry it in your wallet or affix it to your phone because you may not remember it during an emergency.
- Know the license number of any vehicle for which you are responsible. Carry it on your person, not in the vehicle. Your license number is the most valuable piece of information needed should you ever have to report the vehicle stolen, it can also help determine if you have been the victim of license plate theft or switching.
- When asked for descriptions of people or vehicles, please answer as concisely as possible. The answers you provide will assist the officers who respond, and they will be looking for those involved based on the information of you provide.

And please remember...

- Police response time depends upon call volume and the priority of the situation you are reporting. Public safety is our primary concern, and officers are dispatched to in-progress situations first.
- There are no police officers at the 911 dispatch center.

Don’t expect Nordstrom customer service when you call the emergency dispatch center. Expect a highly trained communications professional to quickly, courteously and accurately gather the information they need from you in order to send appropriate help.

Parents...

Do not allow your children to “play” on any phone. Many 911 hang-up calls are from juveniles “crank calling.” This not only ties up an incoming emergency line, but also requires an officer respond to check the scene. While the communications officer is tied up on the crank call, a legitimate emergency may have to wait.