



EMERGENCY CALLS

911 / Non-Emergency Calls

For POLICE, FIRE or MEDICAL EMERGENCIES, dial 911. Aspen / Pitkin County Communications will dispatch a Snowmass Village Police Officer to emergency calls. Non-Emergency calls for general information can be placed by calling 970.923.5330, Monday through Friday 8:00am to 5:pm. These calls go directly to the Snowmass Village Police Department. After 5:00 pm, these calls are forwarded to Aspen / Pitkin County Communications who will answer all other questions.

The 911 dispatcher will attempt to obtain the following information from you.

- ▼ You must stay CALM. It's easier to obtain vital information if you remain calm and listen to the questions asked?
- ▼ Where are you?
- ▼ What is the problem? Is it happening now?
- ▼ What is your name? (You may remain anonymous if you wish)
- ▼ What is your phone number?

The more information you are able to give the dispatcher, the better they will be able to serve you. Always hang up last. Make sure the dispatcher has all the needed information.

911 Tips

- ▼ Do not program 911 into your speed dial. Speed dial calls can malfunction and invite accidental dialing of the number.
- ▼ It's a good idea to have your home address and phone number displayed on all your phones. This can help young children and visitors to give accurate information in the case of an emergency. If you dialed 911 in error, do not hang up: stay on the line and explain to the dispatcher that you dialed 911 by mistake, if you hang up and do not answer, your phone upon call back, a police officer will be sent to your home.
- ▼ The non-emergency number for the Snowmass Village Police is 970.923.5330. The phones are manned 24 hours a day. If you need an officer to respond to your request within the Town of Snowmass Village, please call the above number.