

City of Spokane

SUN 911 – Crime Check to 311 Transition

FAQ: Why is this change happening?

A: Currently, Spokane Regional Emergency Communications (SREC) provides call-taking and dispatch services for 21 law enforcement and fire agencies across Spokane County, including the Spokane Fire Department. SREC answers and passes through calls for the Spokane Police Department, but handles all non-emergency calls via Crime Check.

In 2025, the SREC Board voted to separate the Spokane Fire Department. As a result, the City of Spokane is establishing its own emergency communications system and will be taking over operational milestones through a phased approach over the next two years.

The transition of non-emergency calls is the first operational milestone. Once this transition is complete, non-emergency calls within City of Spokane limits should be directed to Spokane 311 instead of Crime Check.

Q: When does this change take affect?

A: This change will take effect on October 27.

Q: What number should I call now?

A: Until the transition is complete, all non-emergency police calls should continue to be directed to Crime Check (509-456-2233). Once the change takes effect, people within City limits should call 311 for non-emergency police matters.

Q: What kinds of police issues should I call Spokane 311 about?

A: Call 311 for situations that do not require an immediate emergency response, including:

- Abandoned or stolen vehicles
- Theft/burglary
- Unlawful camping
- Fraud or identify theft
- Vandalism
- Vehicle prowling
- Suspicious person or vehicle
- 311 is the number to call when a crime has occurred in the past and there is no immediate threat to life or property.

Q: When should I call 911 instead?

A: Call 9-1-1 any time there is an emergency, including:

- Armed robbery
- Assault
- Breathing issues, chest pain, or other medical emergency
- Domestic violence in progress
- Drowning
- Fire
- Overdose
- Person with a weapon
- Suicide threats or attempt

9-1-1 is and will always be the number to call when a life-threatening situation is in progress or just occurred.

Q: Who should call Spokane 311 for non-emergency police services?

A: Anyone who needs assistance with a non-emergency police or fire matter that occurred within the Spokane city limits.

Q: What other services can I call Spokane 311 about?

A: Spokane 311 can help connect residents to a wide range of City services, including:

- Pothole and street maintenance
- Graffiti
- Code enforcement service requests
- Solid waste and recycling questions
- Park maintenance issues
- Utility bill payments
- General City information

Q: Can I submit requests online?

A: Yes. Residents will continue to have online options for submitting requests, including non-emergency police and fire calls and all other regular service requests.

Q: Will the Crime Check number still work?

A: Yes. For any request that occurs outside City of Spokane limits, callers will continue to call Crime Check for non-emergency matters. The City of Spokane and SREC will continue to transfer calls to the appropriate responding agency as this transition occurs and members of the public become familiar with the new reporting phone numbers.

Q: Is Spokane 311 available 24 hours a day?

A: Residents can dial 311 at any hour of the day. Non-emergency police and fire calls will be directed to SUN 24/7, while all other City-related service calls will be handled by 311 representatives during normal business hours (Monday-Friday, 7 am to 6 pm).