



HOW TO CALL THE POLICE AND WHAT TO SAY



**EMERGENCY
9-1-1**

**GENERAL
BUSINESS
(714) 741-5704**

WHEN CALLING THE POLICE

When you call the police regarding a situation requiring police response, the Dispatcher will ask several questions similar to those listed below to ensure that the police will be able to respond to your call in an efficient manner. Remain calm and answer the Dispatcher's questions to the best of your ability.

CALL 9-1-1 for crimes in progress or life-threatening situations.

CALL (714) 741-5704 for suspicious activity, crimes that have already occurred and suspects are not present, or to give information concerning a past crime.

WHAT WILL BE ASKED

Q: Why are you calling?

- | | |
|--|---|
| ▶ Crime: <ul style="list-style-type: none">○ In Progress○ Happened Earlier | ▶ Disturbance: <ul style="list-style-type: none">○ Family Fight○ Street Fight |
| ▶ Accident: <ul style="list-style-type: none">○ Injuries○ No Injuries | ▶ Suspicious Activity: <ul style="list-style-type: none">○ Describe the Activity |

Remember, while you are talking to the Dispatcher on the emergency line, a police unit is being dispatched to the incident scene. Remain on the phone until the first police unit arrives or until the Dispatcher asks you to hang up.

Q: What is your name?

Q: What is the location of the incident?

- ▶ **Exact Address**
- ▶ **Hundred Block**
- ▶ **Cross Street**

Q: What telephone number are you calling from?

Q: Was a weapon used?

Q: Has anyone been drinking or using drugs?

Q: Was there a vehicle involved?

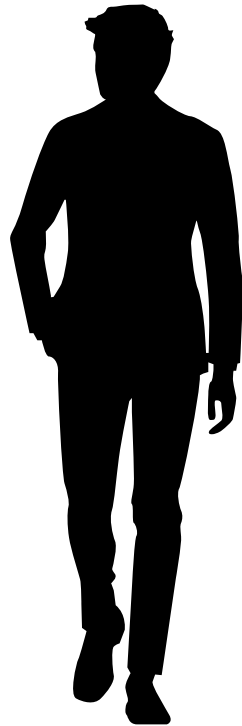
- ▶ **Description**
- ▶ **License Plate Number**
- ▶ **Direction of Travel**

Q: Are there suspects, and what are their descriptions?

▶ **Suspect Description**

- How Many?
- Direction of Travel
- Physical Description

- Sex
- Age
- Race
- Height
- Weight
- Hair
- Eyes
- Complexion
- Beard
- Hat
- Glasses
- Shirt: Type & Color
- Jacket: Type & Color
- Pants: Type & Color
- Special Markings (Tattoos, scars, etc.)





Text to 9-1-1 is a tool to send a text message to reach 9-1-1 Dispatchers. This service is provided to assist people who are hearing impaired, speech disabled, or may be in an emergency situation where calling 9-1-1 is not possible.

When Texting 9-1-1:

- ▶ **State your exact location.**
- ▶ **Type of service you need (police, fire, medical).**

Please Note:

- ▶ **Dispatchers cannot receive photos, videos, or texts sent to a group.**
- ▶ **Messages should be sent in plain language. Do not use acronyms, short code messages, or emojis.**
- ▶ **You must have a data plan to use Text to 9-1-1.**
- ▶ **Currently, language translation services are not available through the system.**

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