

## 9-1-1 Street Smarts

9-1-1 is the number to call anywhere in the nation for emergency police, fire or medical response. 9-1-1 was designed to reduce confusion in phone numbers, put you in direct contact with a dispatcher, and reduce response time.

If you call 9-1-1 from a fixed location (home, business, payphone), the dispatcher receives the phone number and address you are calling from. That information will always be verified to ensure it is accurate. The dispatcher will also verify where you need help sent. For example, if you are calling from home to report an accident on the corner, you want help sent to the accident, not your home.

If you call 9-1-1 from a cellular telephone, your may go to the California Highway Patrol. If it is determined you need to speak to a local dispatch center, you will be transferred. **Do not hang up!** When you call on a cellular telephone, dispatchers do not get your phone number and location like they do from a residence or business. If you hang up, we cannot call you back.

### Why Do Dispatchers Ask Sooo Many Questions?

The answer is simple. The Dispatcher cannot see what is going on and relies on the caller to be their eyes and ears, to verbally paint a picture of what is happening. This requires the dispatcher to ask very specific questions. Depending on the nature of the call, they may ask:

- \* What are you reporting?
- \* Where did this occur?
- \* When did this occur?
- \* What is the phone number you are calling from?
- \* Where are you now?
- \* Are any weapons involved?
- \* How many people are involved? Additional questions will be asked to get the description.
- \* Has this happened before?
- \* Is alcohol or drugs involved?
- \* (If the call is in progress) What is happening now?

We've always been taught never to interrupt someone when they are speaking, but a dispatcher has to get this information and get it fast. Sometimes it is necessary to interrupt. It doesn't mean we aren't sending help. In fact, dispatchers frequently coordinate their efforts to start a response while continuing to question the caller.

### OOPS, I DIDN'T MEAN TO CALL 9-1-1

It is not unusual for people to dial 9-1-1 when they meant to dial another number or to find your children have dialed 9-1-1 while playing on the telephone. When this happens, just stay on the line

and when the dispatcher answers, just tell them you misdialed. If you hang up, a dispatcher will call you back to make sure there is not an emergency at your location. If this dispatcher is unable to make contact with anyone by telephone to verify there is not an emergency at the location, they will dispatch an officer. For us, it's standard procedure. We want to be sure everyone is safe.

### PROPER DESCRIPTION FORMAT



PROPER VEHICLE DESCRIPTION

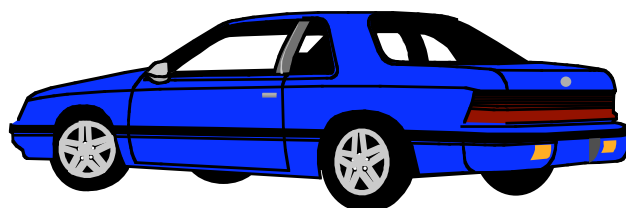
**C**olor

**Y**ear

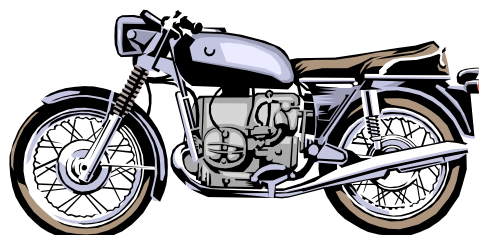


**M**ake

**B**ody



**A**dditional



# License

## What Do CSO's Do?

### Basic Function:

The function of the Community Service Officer (CSO) is to relieve sworn police officers those duties that do not necessarily require a sworn officer. This keeps the sworn officer available for higher priority calls. This is a field position functioning under the supervision of a patrol sergeant. The types of calls handled by CSO's may vary slightly from agency to agency.



### Typical Calls:

- Non injury collision reports
- Found bicycle reports
- Enforce ordinances and issue appropriate citations
- Abandoned vehicle abatement
- Illegal dumping report
- Cold auto burglaries with no evidence
- Vandalism reports with no suspects or evidence only
- Counter reports
- Fingerprinting
- Citation sign-offs
- Crime prevention
- Court liaison work
- Record duties
- Vehicle lockouts
- Deliver and pick up papers as needed