



What to  
expect when  
calling 911

Walnut Creek  
Police Department

# Today we will talk about:

Where does my 911 call go?

What do 911 Dispatchers do?

When to call 911

What to expect when calling 911

Cell Phones vs Land Lines

Important numbers to know

Online Reports

Scams





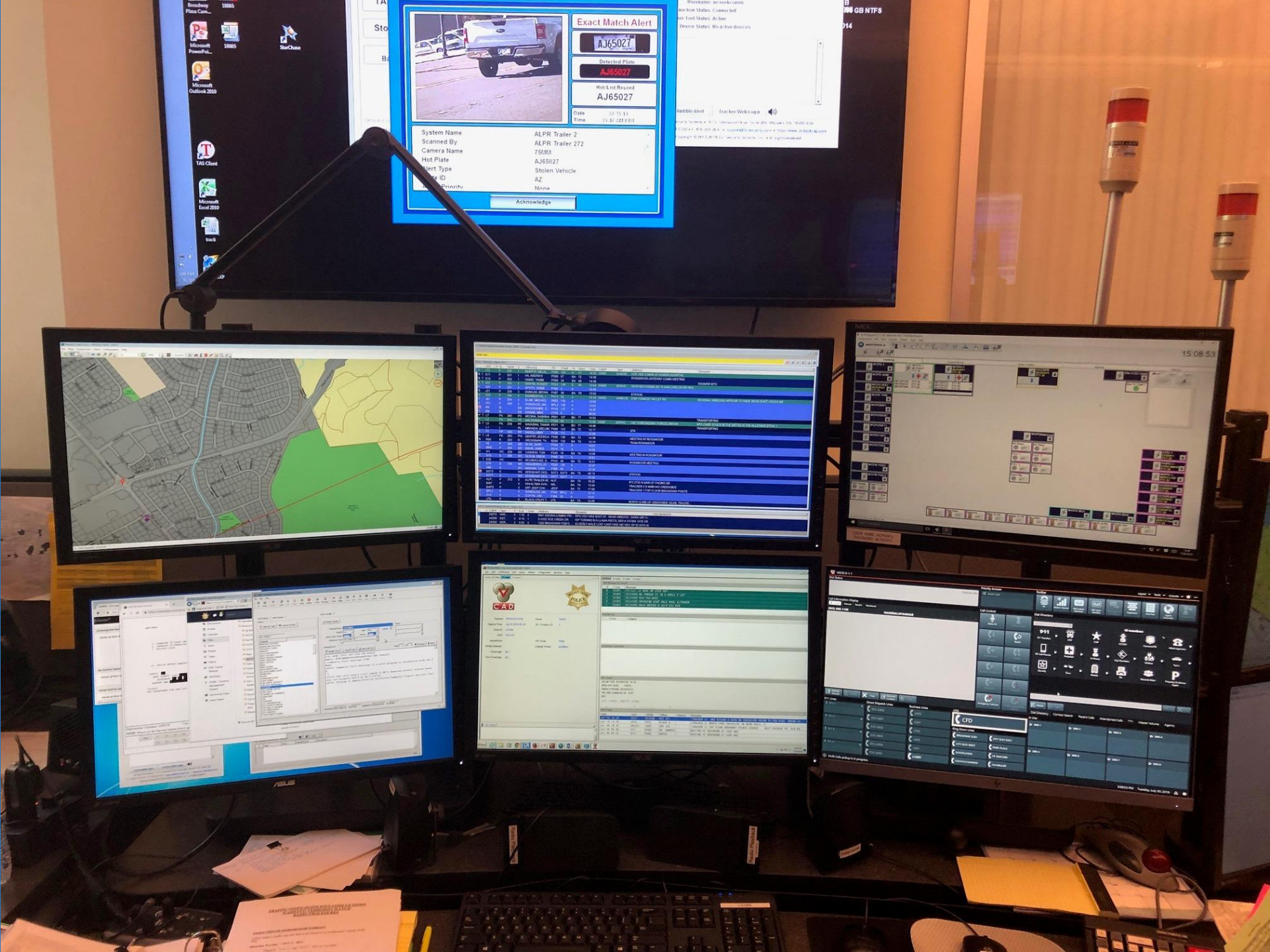
# What is the Dispatch Center?

**All 911 calls made within the city limits of Walnut Creek will route to the Walnut Creek Police Department Dispatch center.**



**1666 N. Main Street Walnut Creek**





Exact Match Alert

Detected Plate  
**AJ65027**

Hot List Record  
**AJ65027**

Date  
3/7/13

Time  
11:41:01

System Name  
ALPR Trailer 2

Scanned By  
ALPR Trailer 272

Camera Name  
750MA

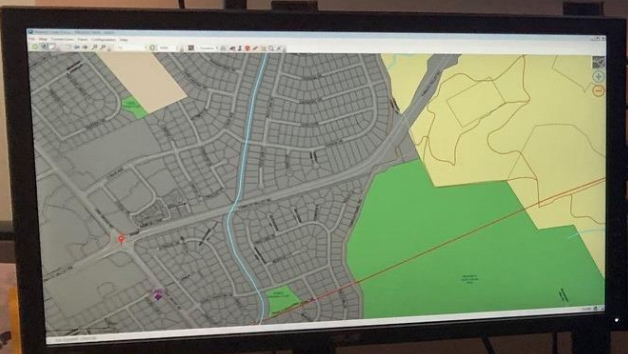
Hot Plate  
AJ65027

Alert Type  
Stolen Vehicle

Alert ID  
AZ

Priority  
None

Acknowledge



ID	PLATE	VEHICLE TYPE	VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE COLOR	VEHICLE STATUS	VEHICLE LOCATION	VEHICLE SPEED	VEHICLE DIRECTION	VEHICLE ALERT
1	AJ65027	Trailer	ALPR Trailer 2	ALPR Trailer 272	2013	White	Stolen Vehicle	ALPR Trailer 272	0	0	None
2	AJ65027	Trailer	ALPR Trailer 2	ALPR Trailer 272	2013	White	Stolen Vehicle	ALPR Trailer 272	0	0	None
3	AJ65027	Trailer	ALPR Trailer 2	ALPR Trailer 272	2013	White	Stolen Vehicle	ALPR Trailer 272	0	0	None
4	AJ65027	Trailer	ALPR Trailer 2	ALPR Trailer 272	2013	White	Stolen Vehicle	ALPR Trailer 272	0	0	None
5	AJ65027	Trailer	ALPR Trailer 2	ALPR Trailer 272	2013	White	Stolen Vehicle	ALPR Trailer 272	0	0	None
6	AJ65027	Trailer	ALPR Trailer 2	ALPR Trailer 272	2013	White	Stolen Vehicle	ALPR Trailer 272	0	0	None
7	AJ65027	Trailer	ALPR Trailer 2	ALPR Trailer 272	2013	White	Stolen Vehicle	ALPR Trailer 272	0	0	None
8	AJ65027	Trailer	ALPR Trailer 2	ALPR Trailer 272	2013	White	Stolen Vehicle	ALPR Trailer 272	0	0	None
9	AJ65027	Trailer	ALPR Trailer 2	ALPR Trailer 272	2013	White	Stolen Vehicle	ALPR Trailer 272	0	0	None
10	AJ65027	Trailer	ALPR Trailer 2	ALPR Trailer 272	2013	White	Stolen Vehicle	ALPR Trailer 272	0	0	None

15:08:53

Dashboard with various icons and charts.

Complex data entry form with multiple fields and tabs.

CAD interface showing a vehicle icon and a list of data.

Dashboard with a grid of icons and a search bar.





# Staffing

- **Dispatch is staffed at ALL times with 2 dispatchers**
- This means 24 hours a day, 7 days per week, 365 days a year.
- Current staffing is:
  - 8 Full-Time dispatchers
  - 7 Part-time dispatchers
  - The Dispatch Center has four 911 lines, six 10-digit emergency lines, and five incoming non-emergency lines.



# WHAT DO THE DISPATCHERS DO?

**ANSWER INCOMING EMERGENCY AND NON-EMERGENCY PHONE LINES**

FIELD INCOMING **REQUESTS** FROM POLICE OFFICERS ON PATROL VIA RADIO

OPERATE MULTIPLE DIFFERENT **COMPUTER** SYSTEMS SIMULTANEOUSLY

DETERMINE THE PROPER **ACTION** FOR INCOMING PHONE CALLS





# Police Department Phone Numbers

**911 is for LIFE or DEATH emergencies**

Emergency Line: 925-935-6400 : This number will get you directly to a dispatcher. This is the number you need to program into your cell phone, in case you ever need to reach the Walnut Creek Police Department urgently.

Non Emergency Number: 925-943-5844 – this line is for general information and questions. Or if you need to report an incident that is not occurring at this time.



# WHAT TO EXPECT

when you call 911

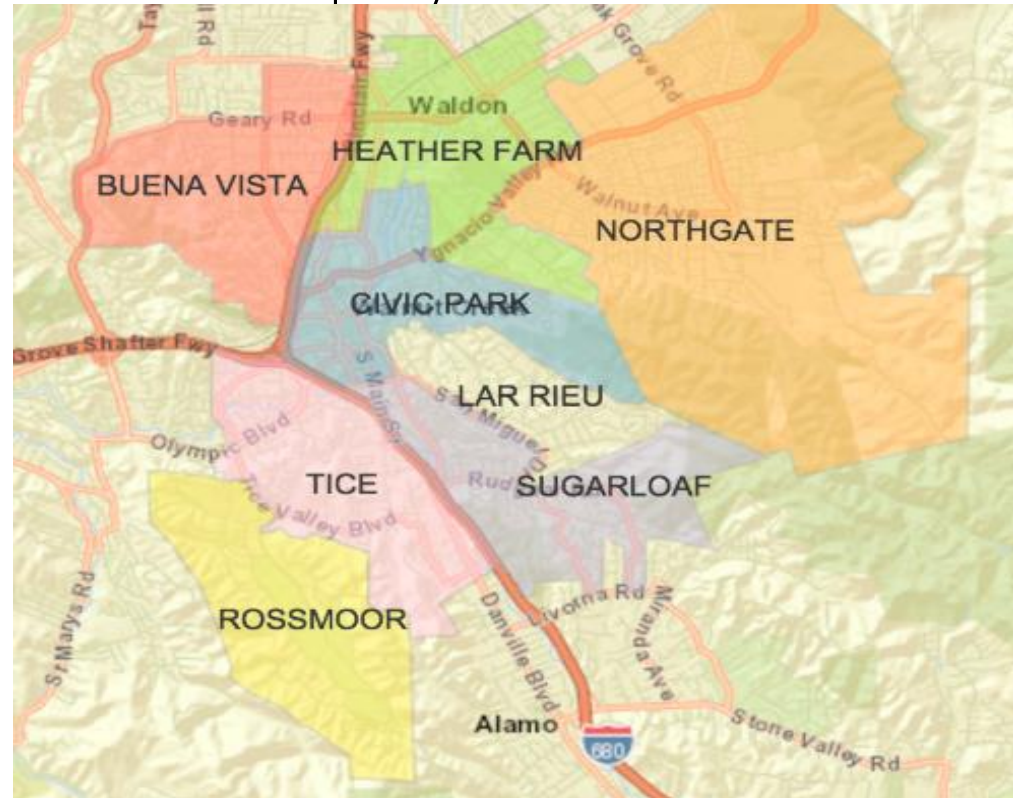


# LOCATION!

# LOCATION!!

# LOCATION!!!

The reason location is SO important is because we cannot send help to you if we do not know where you are.



Land lines (aka Home Phones) are already programmed to route 911 calls to the appropriate 911 answering center and automatically displays the callers phone number and address.



Cell Phones operate much differently. Cell phone 911 calls are routed to the nearest cell phone tower, which then bounces the 911 call to the nearest 911 answering center. Technology has gotten better at routing cell phone calls to the correct nearest 911 dispatch center, however, it is not 100% accurate and sometimes if the cell phone towers are busy, your call may get bounced to a farther tower, causing you to reach a farther dispatch center.

In addition to this, **cell phone 911 calls do not display your location to the 911 call center.**

Medical calls and Fire calls are transferred to the  
Contra Costa County Fire District



2012 Geary Rd. Pleasant Hill



# What questions will I be asked by the Police Department?

Address of the emergency

What is happening?

Who is involved?

Suspect/Vehicle Descriptions

Time element

Your name and phone number



What questions will I be asked by the Fire Department?

Address of the emergency

Phone # you are calling from

What is happening right now?

Age of patient?

Conscious? Breathing?

\*Pre-arrival Instructions



**DO YOU KNOW  
WHEN TO CALL 9-1-1?**



- **Any crime in-progress (robbery, burglary, prowler, fights, etc.)**
- **Any other life threatening situations (traffic accident with injuries, etc.)**
- **A serious medical emergency (chest pains, seizures, bleeding, etc.)**
- **Any type of fire (structure, vehicle, brush, etc.)**



Where else might my 911 call go?



# **DIALED 911 ACCIDENTALLY?**



**Don't hang  
up! Stay on  
the line so  
that we know  
you're ok.**









Lock your cell phone before putting your phone in your pocket or purse.

If you dial 911 in error, stay on the line and inform the Dispatcher.

WCPD receives approximately 25 accidental 911 calls per day.



Text to 911



Ability to send text asking for location (open space)



911 routing options (overflow)  
Location Accuracy  
What three words

\*Keep cell phone and software updated\*

# USEFUL CONTACT NUMBERS

- Information: 4-1-1
- Phone trouble: 6-1-1
- Power outage: You should call PG&E directly at  
1-800-743-5000
- Social services: 2-1-1 is available in California to help with health and human service needs.







## Reporting:

[www.WalnutCreekPD.com](http://www.WalnutCreekPD.com)

- Online reporting is a convenient way to report certain crimes.
- In order to use online reporting the crime must meet certain criteria:
  - ✓ Must have occurred in the city of Walnut Creek
  - ✓ Must not be an emergency or In Progress
  - ✓ Must not be a violent crime or involve any injuries
  - ✓ Cannot have any suspect information – if you possibly know who committed the crime, or have video surveillance or pictures then you will need to call the dispatch center to have an Officer investigate the crime.

\*You must have a valid email address to use the online crime reporting system

# TYPES OF SCAMS

Law Enforcement Scams

Social Security/Medicare

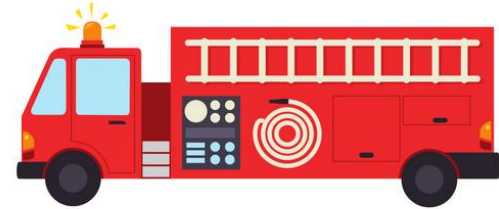
Faux Family Member

Lottery Scams

Utility Scams

Distraction Scams

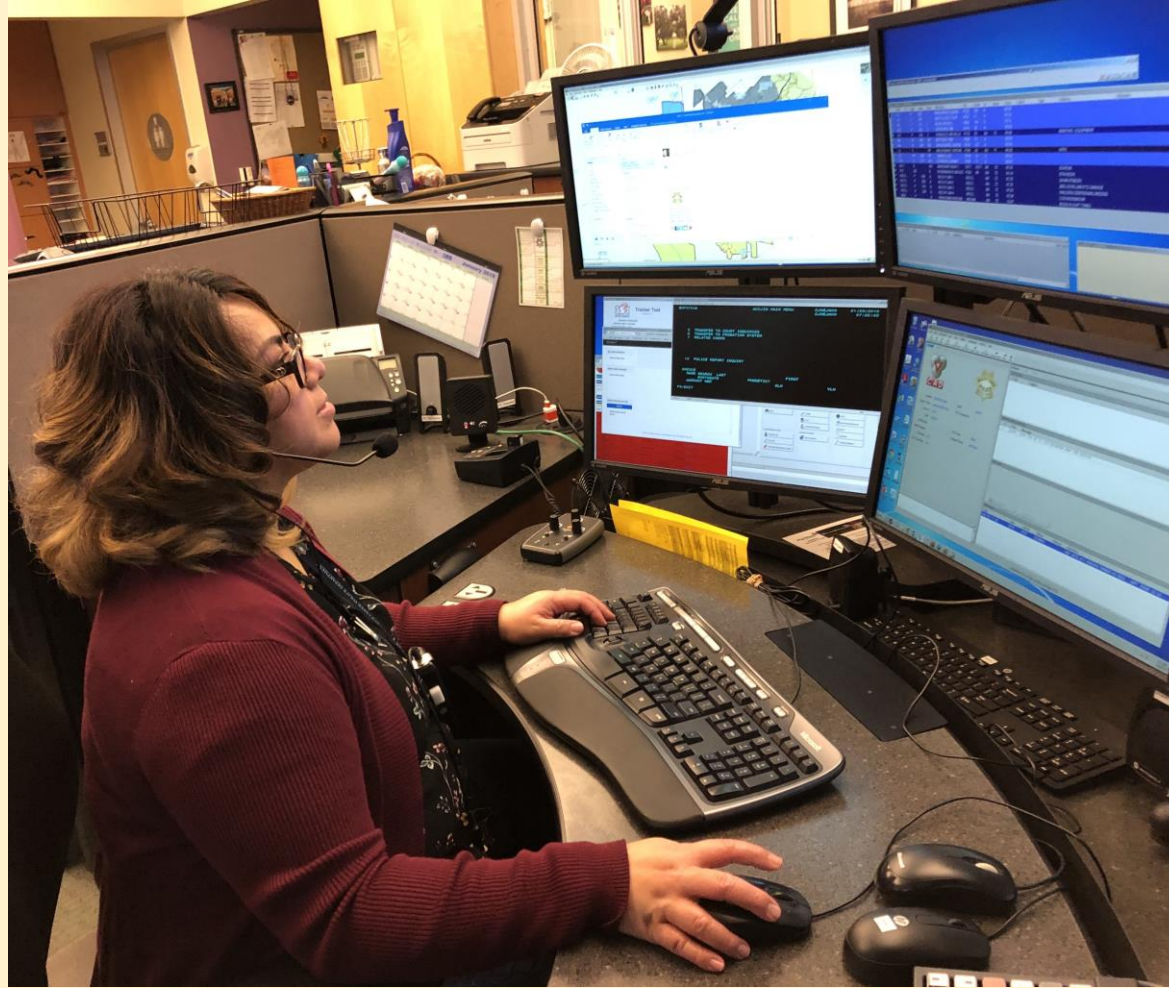




**Remember, when in doubt  
call 911 and let a Dispatcher help  
direct you**







Questions?



[www.WalnutCreekPD.com](http://www.WalnutCreekPD.com)

925.935.6400