



# The basics of calling 911

Walnut Creek Police Department

# Today we will talk about:

- What is the Dispatch Center?
- What do the Dispatchers do?
- Important numbers to know
- When to call 911
- What to expect when calling 911
- The difference between using Cell Phones and Landlines to call 911
- Online Reports
- Scams





# What is the Dispatch Center?

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

# WHAT DO THE DISPATCHERS DO?

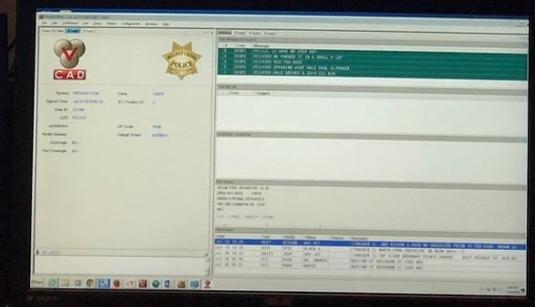
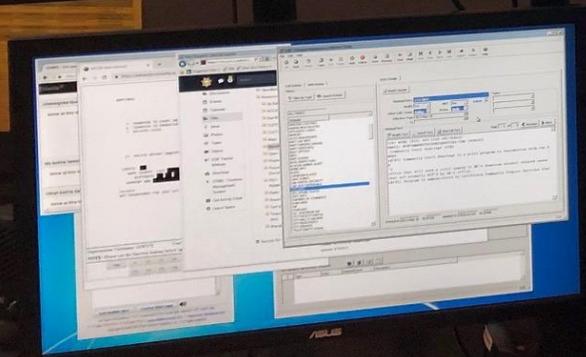
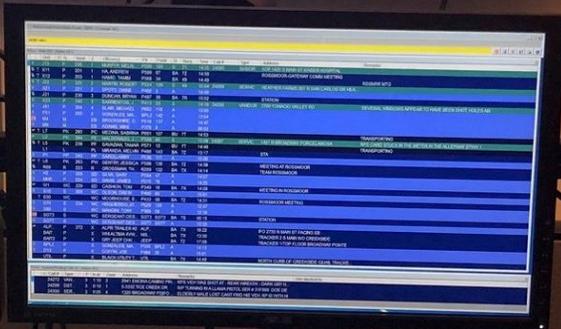
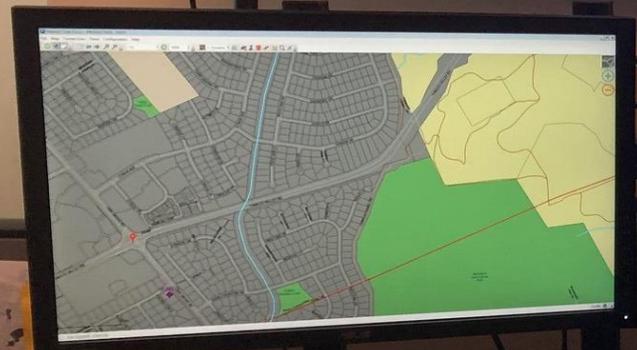
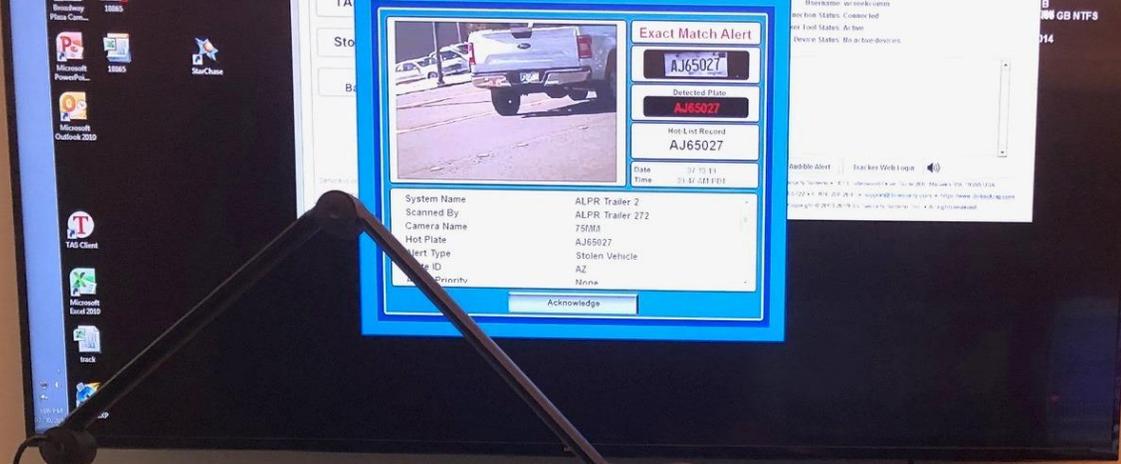
ANSWER INCOMING **EMERGENCY** AND **NON-EMERGENCY** PHONE LINES

FIELD INCOMING REQUESTS FROM POLICE OFFICERS ON PATROL VIA RADIO

DETERMINE THE PROPER ACTION FOR INCOMING PHONE CALLS

OPERATE MULTIPLE DIFFERENT COMPUTER SYSTEMS SIMULTANEOUSLY

KEEP IN MIND SOMETIMES THERE ARE ONLY 2 DISPATCHERS ON DUTY AT ONE TIME!  
BRIEF AND CONCISE RESPONSES HELP US HELP YOU!



Call Status Default Idle

Priority Answer  
Multi Calls

Toolbar

- TTY
- Master Volume
- IRR Instant Retrieval
- IRR Voice Monitor
- IRR Playback To Phone
- Keyboard
- Dial Pad
- Agent Accounts
- Social Media

Call Information Display

Current Manual **Call** Monitored

**(925) 817-5685**

**(925) 817-5685** **16:55** **07/16**  
**370** **LENNON LN**

**WC** **CA 113 PBXb**

**(925) 817-5685**

**LASSEN 2ND FLR**  
**PSA25**  
**WALNUT CREEK PD**

**CONTRA COSTA FIRE - CENT**  
**CONTRA COSTA FIRE - CENT**  
**LAT** **LON**  
**METERS** **PERCENT**

Manual Request Update Clear Incorrect Location Print

Call Control

- Mute All
- Systems Hold
- Release
- Redial
- Blind Transfer
- Transfer
- No Hold Conference
- Conference
- Drop Last
- Drop All
- Emergency Callback
- Priority Abandoned Callback

Dial Directory

18 members

- 9-1-1 911 Transfers
- CFD
- CHP
- CCCSO
- Concord PD
- Allied Agencies
- PD Cell Phones
- Hospitals
- In House
- City Numbers
- Utilities
- Taxi's
- Security
- Tows
- Motels
- PA
- Records Main
- Property-Evidence Appts

Details Flash

Dial Directory Contact Search Recent Calls Abandoned Calls TTY Master Volume Agents

911 Lines	Direct Dispatch Lines	Business Lines	CFD
911-1	935-6400	2300	<b>CFD</b>
911-2	935-6401	2301	
911-3	935-6402	2302	
911-4	935-6403	2400	
	935-6404	2401	
	935-6405	LOBBY	
			<b>Ring Down Lines</b>
			BROADWAY ELEV CITY ELEV EAST
			CITY ELEV WEST PARK PLACE
			SHADELANDS HF DAYCARE
			COUNCILCHAMBERS JohnMuirER

In Use

2811-1	2811-2	2811-3	2811-4
2811-5	2811-6	2811-7	2811-8



# 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.

**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.)**

# USEFUL CONTACT NUMBERS

- Information: 4-1-1 is a fee based directory assistance service
- Phone trouble: 6-1-1
- Power outage: You should call PG&E directly at 1-800-743-5000
- Traffic information: 5-1-1 is the number for traffic information in California.
- Social services: 2-1-1 is available in California to help with health and human service needs.





# 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 making sure cell phone callers reach the correct nearest 911 answering 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.** This is why it is very important to give your location when calling from a cell phone.





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 20 accidental 911 calls per day.

# Online 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

# Steps to make an Online Report

1. Go to: [www.WalnutCreekPD.com](http://www.WalnutCreekPD.com)
2. Click on ONLINE REPORTING near the top of the page.
3. You will then see a page that says **ONLINE CRIME REPORTING** (This page will have a lot of information to help you decide if an online report is the best option for you).
4. If you decided that you want to file a report you need to scroll down to the bottom of the page and you will see: [Click here to file a police report online](#)
5. After clicking you will see a page titled: **MAKE AN ONLINE REPORT**
6. On this page you will see all of your choices for making an online report, with descriptions and examples of each crime. (See list in box below)
7. Click on the crime you are reporting, and on the next page you will see a button that says **Start Report**

[Hit and Run Collision](#)

[Stolen Vehicle - Attempt](#)

[Non-Injury Collision](#)

[Theft](#)

[Auto Burglary](#)

[Theft from vehicle](#)

[Harassing phone calls/texts](#)

[Vandalism/Graffiti](#)

[Identity Theft](#)

[Vehicle Vandalism/Tampering](#)

[Lost Property](#)

[Violation of Child Custody Order](#)

[Mail theft](#)

[Abandoned Vehicles](#)



# TYPES OF SCAMS

Law Enforcement Scams

Social Security/Medicare

Faux Family Member

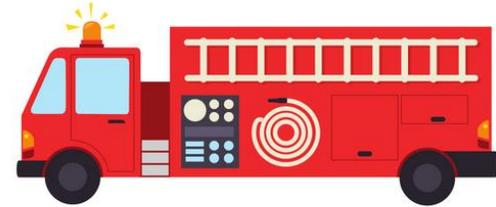
Lottery Scams

Fake Charities



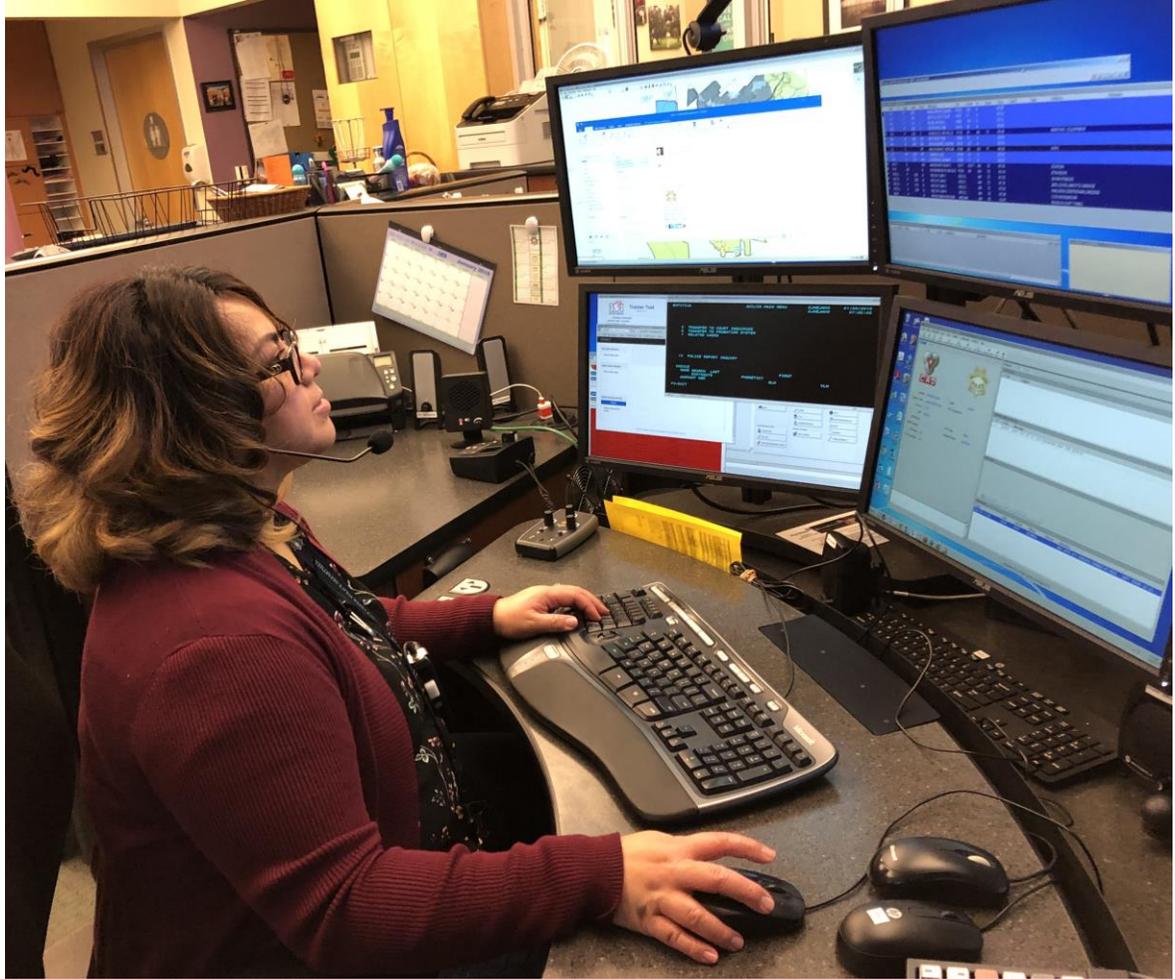
**FRAUD  
ALERT**

**SCAM!**  
**Alert!**



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





Questions?



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

*925.935.6400*