

When Calling 9-1-1

Know your location. If you don't know an exact location, a cross-street or even a prominent landmark can assist the Dispatcher in figuring out your location. 9-1-1 calls placed from cell phones only provide general locations, therefore specific information relayed by the caller is critical.

Remain calm.

Allow the Dispatcher to lead the conversation. Dispatchers are trained to know what types of questions are needed to be asked.

There are specific public safety questions that the dispatcher might ask you that might not relate to your situation, but these questions must be asked. Answer the question to the best of your knowledge.

Stay on the phone as long as you feel safe to, until help arrives, or you are told to disconnect.

EVER WONDER WHERE 9-1-1 CALLS GO

- 9-1-1 and non-emergency phone calls in San Diego Sheriff's Department jurisdiction are routed to one centralized call center called the Communications Center.
- The Communications Center is staffed 24 hours a day, 365 days a year.



NON-EMERGENCY NUMBERS FOR OTHER LOCAL SAN DIEGO COUNTY LAW ENFORCEMENT AGENCIES

CALIFORNIA HIGHWAY PATROL	(858) 637-3800
CARLSBAD POLICE DEPARTMENT	(760) 931-2197
CHULA VISTA POLICE DEPARTMENT	(619) 691-5151
CORONADO POLICE DEPARTMENT	(619) 522-7350
EL CAJON POLICE DEPARTMENT	(619) 579-3311
ESCONDIDO POLICE DEPARTMENT	(760) 839-4722
LA MESA POLICE DEPARTMENT	(619) 667-1400
NATIONAL CITY POLICE DEPARTMENT	(619) 336-4411
OCEANSIDE POLICE DEPARTMENT	(760) 435-4900
SAN DIEGO POLICE DEPARTMENT	(619) 531-2000

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SAN DIEGO COUNTY
SHERIFF'S DEPARTMENT

WHEN TO CALL 9-1-1
AND THE SHERIFF'S
NON-EMERGENCY
LINE

SHERIFF'S DEPARTMENT
NON-EMERGENCY NUMBER
(858) 565-5200

When To Call 9-1-1

CALL 9-1-1 WHEN THERE IS AN **IMMEDIATE** THREAT TO A PERSON OR PROPERTY. REMEMBER TO PROVIDE AS MUCH DETAIL AS POSSIBLE.

Example of When to Call 9-1-1:



You hear screaming, an attack, or gunshots; or see a fire, a car accident with injuries, or any other medical emergency.



When to Call the Sheriff's Department Non-Emergency

Call the "non-emergency" phone number when there is concern about noise disturbances, parking, general information, or suspicious people or activity in the neighborhood.

Examples of Non-Emergency Calls (858) 565-5200



Reporting a crime with no suspect



Reporting a serious crime with suspect, but with a lengthy delay



An in-progress event that does not involve an immediate threat to a person or property



On-going crime issues or crimes that are not in-progress

Call Prioritization

- All calls are categorized into various levels of urgency, and calls are responded to from highest priority to lowest priority.
- Emergency 9-1-1 calls are prioritized to be answered first by dispatchers, calls to the non-emergency line are answered following 9-1-1 calls.
- Noise complaints and crimes that are not in-progress are examples of lower priority calls.
- Calls involving bodily injury, crimes in progress, and medical emergencies are some examples of higher priority calls.



TRANSLATION SERVICES

Sheriff's Dispatchers utilize a translation service to communicate with callers in over 100 different languages.

REPORT, BUT NOT ON SOCIAL MEDIA

If you are a victim of a crime or notice suspicious activity, no matter how minor you think it might be, report it to law enforcement first. Do not use social media as your sole outlet to report a crime. The San Diego Sheriff's Department does not regularly monitor social media sites.

ACCIDENTAL CALLS

Make sure to lock your cell phone when in your purse or pocket to prevent unnecessary 9-1-1 calls. If you accidentally call 9-1-1, remain on the line and let the dispatcher know.