



## **WHEN SHOULD I CALL 9-1-1?**

9-1-1 is for **emergencies, potential emergencies**, or when **an emergency is imminent**.

- Ask yourself, "What is the level of urgency?"
- Is there a danger to life or property?
- Is the caller or someone else the victim of a crime?
- Do you have a police emergency?
- Does the caller or someone else have a medical emergency?
- Does the caller need the fire department?

If the public safety situation seems **urgent** and has the **potential of escalating** by not making the telephone call, **call 9-1-1**. The 9-1-1 professional will determine whether the call should be processed via 9-1-1, or whether the caller should be referred to another number or agency as appropriate.

**\*\*If you call 9-1-1 by accident, do not hang up. Stay on the line and tell the dispatcher that everything is all right. If you don't, the dispatcher may think that something is wrong and send a police officer. \*\***

## **WHAT SHOULD I DO WHEN I CALL 9-1-1? WHAT WILL THE DISPATCHER WANT TO KNOW?**

The person answering 9-1-1 is a trained dispatcher. They have been trained as to what questions to ask (e.g. WHAT is happening, WHERE the situation is occurring, WHEN did the incident occur, WHO is involved, WEAPON involvement, INJURIES, etc.) Once initial information is obtained additional questions may be asked depending on the type of call. Be prepared to state the nature of the emergency. This information will assist the dispatcher more quickly identify the most appropriate assistance.

**Be prepared to follow the dispatcher's line of questioning** (e.g. WHAT is happening, WHERE the situation is occurring, WHEN did the incident occur, WHO is involved, WEAPON involvement, INJURIES, etc.).

## **WHAT IF I NEED HELP BUT IT'S NOT AN EMERGENCY?**

Use these seven digit numbers for Police, Fire, or CHP in Benicia.

**POLICE: 745-3411 (voice/TTY)**

**FIRE: 745-3411 or 746-4275 (voice/TTY)**

**California Highway Patrol: (707) 551-4100**

## **WHAT HAPPENS WHEN I CALL 911 FROM A CELLULAR PHONE?**

**If you are in Benicia and call 9-1-1 from a cellular phone, your call will go directly to Benicia's dispatch center.** This is not the case in every city. Your cellular calls will still be answered but will go directly to the California Highway Patrol (CHP) nearest dispatch center. CHP personnel may provide assistance, but generally will connect you with the appropriate geographical jurisdiction where your incident is occurring.

**Many citizens are choosing to use a cellular phone as their primary residential phone.**

**\*\* It is very important to make sure you have the seven digit local Police department phone number stored in your cellular phone for non-emergency calls. \*\***