



*Monterey Park*  
**POLICE**

How and when to use

**9-1-1**



Monterey Park Police Dept.  
For Non-Emergency calls

(626)573-1311



### **What is 9-1-1?**

9-1-1 is a three digit emergency telephone number for any police, fire, or medical emergency. When 9-1-1 is dialed, the caller's address and telephone number will be displayed to the dispatcher if calling from a landline. In most cases, 9-1-1 calls will be answered by the law enforcement agency for the area you are calling from.

### **9-1-1 calls from cell phones and text**

If you dial 9-1-1 from a cell phone the call will be answered by the agency that has jurisdiction of the cell phone tower that the call is received from. The dispatcher will receive only a close approximation of your location. It is important to know where you are when calling 9-1-1 from a cell phone. If you are near a freeway when calling, the call may go to the California Highway Patrol. You can now also report an emergency via text message by texting to 911. Texting to 911 was implemented for the deaf and hard of hearing community but can also be used by the general public.

### **When do I dial 9-1-1?**

Dial 9-1-1 only for an emergency. An emergency may be a crime in progress, a crime that has just occurred, a serious car accident, or any suspicious activity that may turn into a crime in progress. A fire or medical problem is also a 9-1-1 emergency.

Do not dial 9-1-1 for non-emergencies.

The 9-1-1 phone lines need to be available when a true emergency happens. If a 9-1-1 line is busy with a non-emergency call, then that phone line will not be available for the next emergency call. Examples of non-emergency calls are: non-injury traffic accidents, noise complaints--including barking dogs, parking problems, a crime report with a time delay, or any other non-urgent situation that may need a police response. In these instances you can call the police department's non-emergency number (626) 573-1311.

### **How do I report an emergency?**

When reporting an emergency it is important to stay on the line and answer all of the questions that the dispatcher asks you. Dispatchers are trained to ask questions that will help the police officers or firefighters assist you. Dispatchers also ask questions to help protect the officers and firefighters that are responding.

When reporting a crime that is in progress or just occurred, it is important to remain calm. Try to remember as much as you can about the suspects and any vehicles involved. Officers are dispatched as soon as possible. Even though the dispatcher may still be asking you questions, he or she is also relaying information to the responding officers. If you are not able to give full answers, stay on the line and the dispatcher will ask you questions that can be answered

by replying yes or no. Do not call 9-1-1 and just hang up. If there is a system failure (which rarely occurs) we will NOT have your information and will NOT be able to send you assistance. It is important that you remain on the phone until the dispatcher tells you it is okay to hang up.

### **What if I don't speak English?**

Do not be afraid to call 9-1-1 if you do not speak English. We can connect you to a 24-hour translator service. Share this information with your family and friends who do not speak English. If they ever have an emergency, they should use 9-1-1. We are here to help everyone. It is important to be able to at least state what language is needed to communicate.

### **What if I dial 9-1-1 by mistake?**

If you dial 9-1-1 in error, do not hang up. Stay on the line and let the dispatcher know the call was accidental. In many cases a police officer will still be dispatched to your location to verify that there is no emergency.