

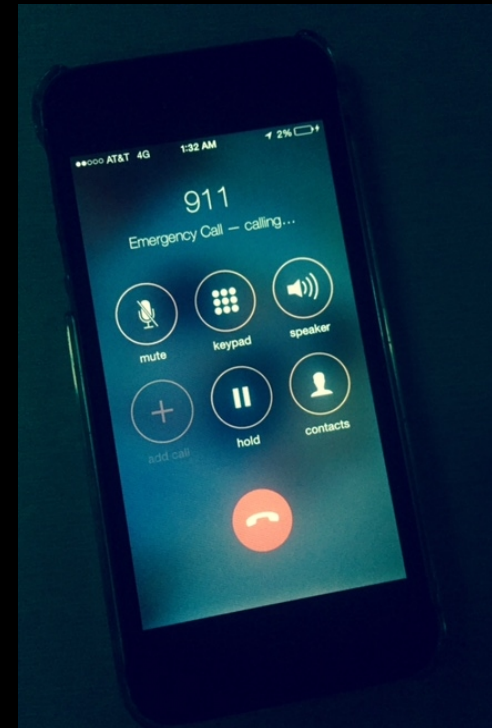


*Monterey Park*  
**POLICE**



Monterey Park Police Dept.  
For Non-Emergency calls

(626) 573-1311



**9-1-1**  
AND  
WIRELESS PHONES

Do you know what happens when you call 9-1-1 from a wireless phone? Where does your call go? Is the dispatcher going to know where you are calling from? Today most people have wireless phones, and many households do not even have a landline. Do you know what to do if you have to call 9-1-1 from a wireless phone? Here are a few important facts that you need to know in case you ever need to call 9-1-1 to report an emergency.

### **What happens when I call 9-1-1 from a wireless phone?**

When you dial 9-1-1 from a wireless phone, the call will go to the nearest law enforcement agency's 9-1-1 center. If you are near the border of another city, or near a freeway, then your call may go to the neighboring law enforcement agency, or the CHP. The destination of your call depends on the cell tower that your call is received by.

### **My phone has GPS. Will the Dispatcher know my location?**

When the Dispatcher receives your wireless 9-1-1 call, the 9-1-1 screen will show an address, and GPS coordinates. The address shown is the address to the cell phone tower that is receiving your call. It is not the address to your location. A map that is linked to the phone system will provide a general area of where you may be calling from based on the GPS coordinates on the screen. This area can be from several hundred feet to several hundred meters of where you may actually be. So if you were having

an emergency inside a structure and you did not know your location, there could be several structures in the area of where the map is plotting your possible location, making it very difficult to locate you. The dispatcher will only have a general area of where you may be calling from. Without an address, it may take first responders several minutes before they locate you. **It is always important to know where you are** when dialing 9-1-1 from a cell phone so that help can be sent to you as quickly as possible. It is also important for you to know your location so that if your call goes to a neighboring jurisdiction, the 9-1-1 operator can connect you to the correct public safety agency.

### **My wireless phone has been deactivated. Can I still use it to call 9-1-1?**

Yes, you can still make a call to 9-1-1 from a deactivated cell phone. No phone number will be displayed on the 9-1-1 screen, but the dispatcher will still receive a general area of where your call is coming from. With this in mind, it is **very important** not to give your children your old cell phone to play with if it still has power. We receive many calls from deactivated wireless phones with children playing on the phone. Refrain from giving your children your old wireless phones to play with.

### **Can I send a text message to 9-1-1?**

Yes you can text message to 9-1-1. As of December 1, 2017 most dispatch centers in Los Angeles County can now receive 9-1-1 calls via text

message. You will still need to know your location when texting to 9-1-1. Texting to 9-1-1 is also only for reporting a life or death emergency in progress.

### **Other things to remember**

Remember to always secure your wireless phone when it is not in use, especially when in your pocket. Dispatchers receive several calls a day from pocket dialers. This not only ties up the 9-1-1 lines, but it also ties up the dispatcher as they need to determine if there is an emergency or if 9-1-1 was just dialed in error.

### **9-1-1 is only to report life or death police/fire and medical emergencies, including crimes that are in progress or just occurred, injury car accidents, fires, and any type of medical emergency.**

Please refrain from calling 9-1-1 to report minor car accidents, crime reports where no suspects were seen, noise complaints, illegal parking complaints, and any other calls where there is no immediate threat to life or property. If you do not know the phone number for your local police or fire department please dial 4-1-1 to obtain the non emergency phone number. Do not call 9-1-1 to ask for the non emergency phone number; this ties up the 9-1-1 lines for callers with real life and death emergencies.

To report a non-emergency incident in Monterey Park, the business phone number is (626) 573-1311.