

CALLING THE POLICE TO REPORT A NON-EMERGENCY

FOR EMERGENCIES ALWAYS CALL 911

FOR NON-EMERGENCIES CALL 619-531-2000

- Post the Police phone number for non-emergencies by your home.
- Answer all the questions the Police Dispatcher asks when making a report. This helps the Dispatcher know how to prioritize the call and how many Police are needed to respond.
- After reporting the incident, ask the Dispatcher for the INCIDENT NUMBER and write it down in a permanent log by your phone with the date and time.

Why? If you need or want to call the Police about this incident, you will have the reference number. The Incident Number is the only way they can look up your call.

Obtaining an Incident Number is also important when you call 911 for emergencies.

FREQUENTLY ASKED QUESTIONS ABOUT NON-EMERGENCY CALLS

- DO MULTIPLE CALLS CREATE A HIGHER PRIORITY OR FASTER RESPONSE? No, but different callers might have different details for the Dispatcher that could be helpful for the responding Officers.
- WILL YOUR NAME AND PHONE NUMBER BE KEPT PRIVATE? Yes!
- WHY SHOULD YOU GIVE YOUR NAME AND NUMBER? The Officers responding might want to call you for further details that will be helpful to them.
- IF YOUR CALL IS ABOUT LOUD NOISE THAT IS DISTURBING YOU IN YOUR HOME, WHEN SHOULD YOU CALL? You can call any time of the day or night. If a noise such as a loud music, people, or a party is disturbing your peace, you can call! Don't wait until late at night to call if it has been going on a long time. The later it gets in the day, the busier the Police become, and may not be able to get there as quickly.

After 1 ½ hours, if the noise continues and the Police have not arrived call back to tell the Dispatcher you called before, refer to the incident # you wrote down before, and report it again. (If you don't call back, your call will be dropped from the list.)

- CAN YOU ASK THE DISPATCHER TO HAVE THE POLICE WHO ARRIVED AT THE SCENE TO CALL YOU AND LET YOU KNOW WHAT HAPPENED? Yes you can. Sometimes the Dispatcher may say no, but you absolutely can request this. The only thing to remember is that the Police may not have time to call you back. However, sometimes they will be able to call you, so it is worth asking!