

Always call 9-1-1 for:

Any situation where there is an immediate need for Law Enforcement, Fire Department, or EMS services. Remember all calls that are life threatening or crimes in progress are considered emergencies and you can call 9-1-1

Never call 9-1-1 :

- To see if 9-1-1 works
- For Information such as road conditions
- When your power or cable is out
- For directory assistance
- To report stray dogs
- To report loud parties
- For other non-emergency situations

To report non-emergency situations please dial (760) 391-4051

EMERGENCY

DIAL 9-1-1

When calling 9-1-1:

- Remain Calm
- Speak Clearly
- Give as much information about your emergency as possible

Based on the emergency you are calling about, our dispatcher will ask you a series of questions that are designed to help you get the assistance you need.

Please remember that while you are being asked questions, another dispatcher is starting emergency responders towards your location.

This brochure was developed by the Indio Police Department's C.H.I.P. program
(Citizens Helping Indio Police)

**INDIO
POLICE**
Est. 1980

9-1-1

Your Life Line



**“Our Community
Our Commitment”**

Indio Police Department

46-800 Jackson St.
Indio, CA 92201
Phone: 760-391-4057
Fax: 760-391-4036
www.indiopd.org

WHAT HAPPENS WHEN I DIAL 9-1-1

The Indio Police Department Communications Center provides 9-1-1 service for all City of Indio residents. Fire, Police, and Emergency services can be reached by dialing 9-1-1.

When you call 9-1-1 your call is answered by an emergency dispatcher whose first responsibility is to find out the nature of your call. Is someone injured, do you need an ambulance, is there a fire, etc. If the dispatcher feels it is not an emergency you will be referred to the police department's non-emergency phone number (760) 391-4051 or the fire department's non-emergency number 1-800-228-9645.

The major benefit in dialing 9-1-1 instead of the 7-digit non-emergency number is that your call is flagged as an emergency. In addition, for 9-1-1 calls, the phone company provides the dispatcher with the following information (even if your number is blocked):

- The phone number
- The address where the phone is located
- Who owns the phone
- Which emergency responders service the area.

It is important to know that even if this information is provided, the dispatcher must verify the information. You may have just moved or are using a cell phone. The Incident may be occurring across the street or in a home behind you. Confirming the location is important and can save time in an emergency.

WHY DO WE ASK YOU SO MANY QUESTIONS?

The dispatcher is required to ask you many questions in order to provide as much information to the responders as possible about your emergency.

It is important for you to understand that responders may already be on the way to your location. As the dispatcher updates the computer screen, the information is automatically passed along to the responding police officers.

Our dispatchers need to ask the basic 4 W's for every call (where, what, who and when):

Where? This includes more than the address. What floor, suite number, apartment number, or location on your property. Especially important is the nearest intersection or cross street. This makes it easier for the responders to find you.

What? What is happening is extremely important to know. It tells the dispatcher who and how many responders to send to your emergency. A long explanation is not important. Being to the point and precise is important. Are you in physical danger? Are you hurt? Are there weapons? Is there a fire? These questions are all important. Please remember to remain as calm as possible, it only makes the process longer if the dispatcher is trying to understand an excited or hysterical caller.

Who? This is needed to identify the suspects in crimes, especially if the suspect just left. Our responding officers do not want to drive by the suspects on the way to your emergency. This means clothing, physical descriptions, names (if known) and known location the suspect may be en-route to or his/her direction of travel.

When? It does make a difference if the incident is occurring now or happened an hour ago, so a time frame is important.

WHAT TYPE OF QUESTIONS WILL THEY ASK ME?

Depending on what your emergency is, the dispatcher will need to ask for specific types of information, such as:

POLICE CALLS

- The suspect and or vehicle description is important to responding officers.
- Information about weapons and intoxicated persons is important for yours and the officers safety.
- It is important to know if you want the officers to contact you.

FIRE CALLS

(The city of Indio contracts with the State of California (Cal-Fire) to provide fire and EMS Services. If you dial 9-1-1 you will be transferred to Cal-Fire dispatchers.)

- Exactly where the fire is located is important.
- What is burning, and whether or not flames are seen or if just smoke is visible is needed to determine the type of response required.
- If you are in the structure that is on fire, you will be told to leave it immediately. **Do not go back inside for any reason.**

EMS CALLS

- Age of Victim is important
- Is the victim conscious and breathing
- The chief complaint (difficulty breathing, bleeding, chest pains, general illness).