

to determine the type of response your situation requires.

How to make a 9-1-1

- Dial 9-1-1 from any kind of phone, including pushbuttons, wireless, cordless, or pay phones. Do not program 9-1-1 into your speed dial.
- When the call taker answers, remain calm and speak clearly.
- Describe your emergency, and state your phone number and the address where you need help.
- Answer the call takers questions, and listen to all instructions.
- Do not hang up until the call taker tells you to unless it is not safe for you to stay on the phone. If you call 9-1-1 by mistake, tell the call taker what happened.
- Remember 9-1-1 calls are recorded and traceable. In most places, it is against the law to deliberately make false 9-1-1 calls.

Do Not Call 9-1-1

- To get information on local services.
- To find out about threatening weather or to get a weather report.
- To ask for directions or travel information.
- To complain about a noisy neighbor.
- To report your power or utility is off.
- To learn how to pay your parking ticket.
- To report a lost or found animal.
- To discuss any non-emergency situation.

Indio Police Department Phone Numbers

All Emergencies (Police, Fire or Ambulance) **911**

Animal Services

(760) 343-3644

Code Enforcement

(760) 391- 4123

Crime Free Multi-Housing Program

(760) 391-4037

Fire Department (Business)

(760) 347- 0756

Indio Police Dept Main Line (24-hours)

(760) 391- 4057

Indio Police Department Non-Emergency

(760) 391- 4051

Indio Water Authority (Business)

(760) 391- 4038

Graffiti Removal Hot Line

(760) 391- 4143

Neighborhood Watch

(760) 391-4037

Office of the Chief of Police

(760) 391- 4035

Coachella Valley Crime Stoppers (Anonymous Tips)

(760) 341-STOP



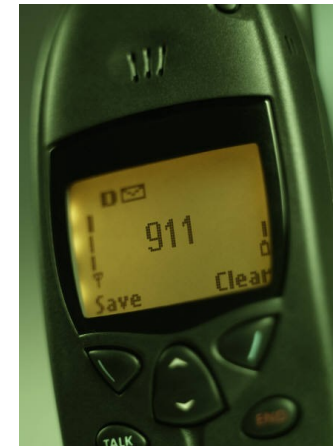
Crime Prevention Tips From

National Crime Prevention Council
1000 Connecticut Avenue, NW, 13th Floor
Washington, DC 20036
www.ncpc.org

and



No Time To Waste: Tips for Avoiding False Alarms and Frivolous Calls



“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

IT'S AN EPIDEMIC - False Alarms, Frivolous 9-1-1 calls, and pranks such as phony bomb threats are overwhelming the emergency response systems nation wide. These incidents are more than an inconvenience. The waste the time and energy of law enforcement and other emergency personnel who may be needed to respond to real life-or-death emergencies. Every year, police and fire departments waste a significant amount of time and money responding to nuisance complaints and false alarms.

Preventing False Alarms

Anti-theft alarms were designed to protect lives and property. When properly installed, used, and maintained, alarms can bring a sense of security and peace of mind. When misused, they are a liability. False alarms are usually accidental, most often caused by user error (using incorrect keypad codes, failing to train users, failing to secure doors and windows), poor installation, and faulty equipment.

There are many steps alarm owners can take to prevent false alarms.

Home or Business Alarms

- Lock doors and windows properly.
- Properly train all users (e.g., baby sitters, children, relatives, visitors, etc.).
- Know what to do if you accidentally set off the alarm system.
- Write down the procedures for activating and deactivating the system, and make available near the control panel.
- Place the alarm monitoring center's phone number near the phone or control panel.
- Do not leave codes or passwords with instructions or in unsecured places.
- Make sure your emergency contact names and phone numbers are updated with the alarm-monitoring center.

- If you have a local alarm (those without monitoring companies) post the emergency contact phone numbers near the front door of the premise.
- Before activating an alarm system, securely close and lock all windows and doors, and make sure pets, fans, plants, and balloons are away from the motion sensors.
- Service and Maintain the system (including batteries) properly.

Vehicle Alarms

- Lock doors, take keys, remove or hide valuables.
- Use an anti-ignition device or other engine-disabling device.
- Use secured parking.
- Use a steering-wheel lock.
- Set the sensitivity to a level where only an actual break-in will be detected. Loud or large trucks, buses, trains, or other vibrating noise should not set off your system.
- Adjust the amount of time the siren or horn sounds to the minimum. One or two minutes is more than sufficient.
- Employ an alarm system with a pager that notifies you if your alarm has been activated.
- Place an emergency number or pager number on the vehicle window. This will assist neighbors or the police in locating you if your system is repeatedly having false alarms or in the event of an actual crime.

False Alarms and the Law

The City of Indo requires a special alarm permit upon activation of the alarm system. The permit can be purchased from the City of Indio Finance Department at 100 Civic Center Mall (760) 391-4040. The permit can be down loaded at <http://www.indio.org/index.aspx?page=382>.

The City of Indio allows one false alarm per permit a year. All other false alarms incurs a \$93.00 False Alarm Assessment fee and an Administrative Citation. There will be a \$93.00 False Alarm Assessment at the first alarm if there is no valid permit for the system.

Using the 9-1-1 System

Ever since Congress passed legislation in 1968 making 9-1-1 a standard emergency number nationwide, countless lives have been saved due to faster response by police, fire, and medical personnel in emergency situations. Approximately 200 million calls are made to 9-1-1 in the United States each year, with about one-third made from wireless phones.

When you dial 9-1-1 from a landline, your call goes to the nearest 9-1-1 center where the call taker receives your information and dispatches emergency help. New technology allows many call takers to see your phone number and address on a computer display. When you call 9-1-1 from a wireless phone, your call may not be routed to the nearest 9-1-1 center, and the call taker may not receive your callback phone number or your location. It is important to clearly state your telephone number and location whenever you call 9-1-1.

Non-emergency, frivolous, and prank calls to 9-1-1 are reaching a dangerous level. Dispatchers responding to those calls are forced to place 9-1-1 callers with real emergencies on hold. When seconds count, this delay can mean someone with a real emergency may not be able to get help in time.

When to call 9-1-1

- You need to report a situation that threatens human life or property and requires immediate dispatch of police, fire, and emergency medical services, such as a crime in progress, a serious crime that has just occurred, a fire, a serious illness, or an injury.
- You aren't sure whether the situation is an emergency but you want the 9-1-1 call taker