

## WHAT IS 911?

Dialing 911 is an IMMEDIATE way to contact local emergency services (law enforcement, fire or medical) during an emergency. The 911 system is intended to become a nationwide emergency telephone number as a public service with the primary objective of preserving life and property. Ideally, nearly every American citizen, and visitor to this country, who has access to a telephone, may summon aid by dialing this simple three-digit number, regardless of location, familiarity with an area, time of day or type of emergency. The 911 system is a "TEAM" of professional men and women who are on call 24 hours-a-day, 7 days-a-week, 365 days-a-year. These people are trained to assist in getting emergency help to you as quickly as possible.

In the City of Oakland all 911 calls are sent to the Oakland Police Departments Communications Center. The Oakland Housing Authority does not receive 911 calls which originate from Authority-owned property and encourages all citizens of Oakland to use the 911 system for all valid calls for emergency service.

## BENEFITS OF 911

- There is only one number to remember, so in an emergency you won't have to look up the number for police, fire or EMS (Emergency Medical Service).
- Using 911 eliminates the need to determine which emergency response agency to call.
- Enhanced 911 technology displays your calling location so you don't have to speak in order for the dispatcher to know your address.

All emergency agencies have devices called a TDD (Telecommunications Device for the Deaf) to communicate with hearing impaired callers.

## HOW 911 WORKS

The emergency number 911 can be dialed from any telephone and will go directly to the Public Safety Answering Point, which for the City of Oakland is the Oakland Police Department. Special computers and monitors display the location and phone number where the 911 call originated, as well as the phone number, address, apartment, or lot number (if necessary) and the name of the telephone service subscriber.

The 911 call taker will ask questions about your emergency and determine what type of emergency response agency will best meet your needs. You may be asked to "stay on the line" while you are transferred to the appropriate response agency.

**IT IS IMPORTANT TO REMEMBER THAT THESE QUESTIONS ARE NOT DELAYING THE EMERGENCY RESPONSE!** Help is being sent even while you are talking to us. In order for us to help you, you must help us obtain all the necessary information to process the call. From this point the dispatcher may ask a series of questions directed to the status of the patient and offer medical intervention as to how you as the caller can aid the patient. Always attempt to be as calm as possible, you are an important part of providing help to those in need.

## AVOID PROGRAMMING 9-1-1 INTO YOUR AUTODIAL

Do not program 9-1-1 into your home or cellular phones and be sure to LOCK YOUR CELLULAR PHONE KEYPAD. Experience has proven this to be the cause of unintended calls that burden the 9-1-1 system unnecessarily. No significant time is saved by programming 9-1-1 into your autodial. In fact, there is greater potential for dialing error.

# USING 911



Oakland Housing Authority  
Police Department  
1180 25<sup>th</sup> Avenue  
Oakland, CA 94601

(510) 535-3100

## WHEN TO CALL 911

Dial 911 in any "EMERGENCY". An emergency is any serious situation where a police officer, fire fighter, or emergency medical help is needed right away. If you are calling from an Authority Facility PBX it is necessary to dial 9-911 (dialing 9 to get an outside line).

For Police related situations it is important to remember that the Oakland Housing Authority Police Department is not vested with 911 responsibility, it is the sole responsibility of the City of Oakland Police.

Dial 911 for **EMERGENCIES** such as:

- Serious crimes in progress.
- poisoning.
- drowning.
- stabbing.
- choking.
- unconsciousness.
- life threatening situations.
- shooting or display of weapons.
- fires.
  
- motor vehicle accidents or major traffic and street obstructions.
- injuries requiring emergency medical attention.
- hazardous chemical spills.
- fire alarms, smoke detectors or carbon monoxide alarms that are sounding.
- sparking electrical hazards.
- smoke in a building.
- ...or any other emergency.

## DO NOT DIAL 911 for **GENERAL INFORMATION** or **NON-EMERGENCY** purposes such as:

- power outages during a storm.
- barking dogs.
- lost pets.
- finding a towed vehicle.
- asking directions.
- inquiring about school openings and closures.
- reporting a blocked driveway, obstructed hydrant, etc.
- reporting a noise complaint.
- asking about traffic tickets.
- seeking information from a police or fire office. asking about a late school bus.
- checking the weather.
- reporting garbage problems or littering.
- reporting street lights out.
- reporting found hypodermic needles.
- reporting suspected drug dealing.
- reporting suspected child abuse **not in progress**.
- reporting public health problems (non-medical)

## QUESTIONS THE 911 DISPATCHER MAY ASK

- What is your emergency?
- What is the location of the emergency? (address, street name, house/apartment number)
- When did this happen?
- What is your name?
- What is the phone number you are calling from?
- How many patients?
- What is on fire?

- Do you need a law enforcement officer?
- Is the patient conscious?
- Can you get out of the house?
- Are you in immediate danger?
- Is the patient breathing? Normally?
- Are there any other problems with the patient?
- Suspect description?
- Vehicle description?
- License number?
- Suspect's direction of travel?
- Did you see any weapons?  
How many suspects?

## WHAT TO DO IF YOU CAN'T SPEAK

Stay calm. Dial 911. Either leave the phone hanging or make some sort of noise to let the dispatcher know there is a real emergency. Your address is provided to the call taker and they can go ahead and dispatch police, fire or medical assistance to your location even if they do not hear you speak.

## DIALING 911 ON A CELLULAR PHONE

- If you are in your vehicle, pull off to the side of the road.
- Dial 911. CHP receives all 911 calls from Cellular phones.
- Tell the call-taker the location of the emergency and your call-back number. Some cellular phones may not have the ability to inform the 911 dispatcher of your identity or location or (in some cases) your cell phone number.
- Be patient. Cellular/wireless calls are not always automatically routed to the nearest CHP Station. Often times you may need to be transferred outside your service area.
- Cellular 911 calls are **FREE!**