



# San Francisco SAFE, Inc.

850 Bryant St., Room. 135, San Francisco CA 94103

Phone: (415) 553-1984 Fax: (415) 553-1967

www.sfsafe.org

## Effective Emergency Observing, Reporting and Accessing Emergency Services

**EMERGENCY TELEPHONE NUMBERS: 9-1-1, 553-8090 (anonymous reporting number with slightly lower priority than 9-1-1)**

**What is an Emergency? Immediate Threat to Life or Major Property.** (Like a Home or Car as a result of a crime, fire or medical emergency.)

**Three priorities of an Emergency Call for Service:**

**A. Priority: Immediate, happening right now** (Dispatch message is ideally sent within two minutes from receiving the call.

**B. Priority: Just about to happen at any moment** (Dispatch message is ideally sent within five minutes from receiving the call)

**C. Priority: Just happened, and could happen again, there is still danger or safety needs** like abating danger or injury, taking control of weapons, preserving evidence, etc.

**NON-EMERGENCY NUMBER: 553-0123 (There is no emergency).**

For Wireless and Cell Phone calls: be ready to answer twice the two questions:

1. What is your cell phone number?
2. Where are you?

Program 9-1-1 into your cell phone. Transfers to East Bay CHP Dispatchers are now reduced to less than 1%.

While making an emergency or non-emergency call, get the CAD Number (Computer Assisted Dispatch). It is the last four digits of a tracing number to quickly recover all calls made on that particular incident.

After every call always say "yes" when asked if you want the officer to contact you personally or by phone if time permits. It is your chance to provide additional, new or corrected information that will may prove helpful to the police.

If you do have a problem with the dispatcher, ask to speak to the supervisor. Always note the date, time and initiating telephone number and location relating to each call.

### **DESCRIPTIONS:**

Describe each subject one at a time, separately describing first non-changeable items, (height, weight, age, race, scars, tattoos, features and then changeable items: jewelry, shoes, outer clothing).

Describe first, the subjects, and then the following: Were they on foot or in a car? Car color, make, model, year and plate number? Which way did they go? On foot or by car? Do they have weapons? What kind?

### **CALLS FOR SERVICE:**

**Four elements of a report or call for service: 1. Who? 2. What? 3. Where? & When?**

Concentrate on Who and What, since Where and When are usually being recorded during the call for service.

**What are you reporting in addition to fire and medical emergencies?**

1. **Suspicious Activity** – preparation to commit the criminal act.
2. **Criminal Activity** – commission of the criminal act.
3. **Weird Activity** – not suspicious, not criminal, but strange, weird or unexplained activity.

**AFTER EVERY EMERGENCY CALL, WHO DO YOU CALL NEXT?**

**YOUR NEIGHBORHOOD WATCH TELEPHONE TREE!!! EVERY TIME!!!**