

# Vacaville Police Department

660 Merchant Street  
Vacaville, CA 95686



## Placing Emergency Calls

911 is for emergencies only. Call 911 when there is an immediate threat to life or property and an immediate response from fire, paramedics and/or officers is needed.

Emergency assistance calls made from a cellular phone should be placed by dialing (707) 449-5200. 911 cellular phone calls have to be re-routed from either California Highway Patrol or the Solano Sheriff's Department to our Communication Center.

## What to Do When Calling 911

Please briefly state the following information:

- Nature of the emergency
- Address where it is occurring
- Your name
- Address where you are calling from
- Phone number

Please stay on line with the dispatcher. The responding police and/or fire units will normally be en route already however; the dispatcher will continue to ask you questions. The dispatcher may also provide you with medical instructions for patient care until medical assistance is on scene.

You should also expect to hear the following questions:

- Where are you?
- What is going on?
- Who is involved?
- When did this happen?

While you are providing information the dispatcher may ask additional description details regarding any **vehicles** involved? You may be asked to describe:

- License
- Color
- Make
- Model
- Body Style
- Stickers, dents, damage, racks, custom paint
- Direction of travel

If the incident that you are reporting involves an **individual(s)**, try and pay special attention to what they look like and a clothing description. We will ask you to start at the top of their head and go down to the feet. You may be asked to describe the individual(s)':

- Sex
- Race
- Age
- Height
- Weight
- Hair color
- Facial hair
- Eye color
- Distinctive physical characteristic scars, marks, tattoos, skin tone, or acne
- Hats or caps, head coverings
- Clothing, including shoes

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We are very concerned with officer and community safety. We will ask you if there are any **weapons** involved. We will ask the following questions:

- Are there weapons involved?
- Where are the weapons located? with a person? in the residence? in the car?
- What kind of weapon?
- Who has them?
- Where is the weapon on the person's body?
- If it was a firearm, was it a rifle, shotgun, or handgun?
- Is the handgun automatic or a revolver?
- What color is the gun?

## **PLEASE REMEMBER TO ACT CAREFULLY AND SAFELY**

We appreciate your assistance when reporting a crime. Please try to remain calm when you call our communication center. Tell us what you know, however do not put yourself in harm's way and become another victim.