

## **Placing a 9-1-1 Phone Call for an Emergency within Plumas County**

When you dial 9-1-1 from a landline (home or business) telephone, your 9-1-1 call will go to the Plumas County Sheriff's Office Dispatch Center in Quincy. When you dial 9-1-1 from a cellular phone it will go to the closest California Highway Patrol Dispatch Center.

The following are recommendations when dialing 9-1-1 to report an emergency:

- Be calm!
- Identify yourself
- Nature of call, type of incident (medical, fire, vehicle accident, crime, etc...)
- Location of incident – street address, cross street, landmarks, community, County. If the call is for fire or medical emergencies, let the Dispatcher know which Emergency Response Agency has jurisdiction (if known).
- Give the Dispatch Center your call back phone number, including your area code
- Answer any questions asked by the Dispatcher
- If you get disconnected from the 9-1-1 Dispatch Center, dial it again
- You do **NOT** need money if you dial 9-1-1 from a pay phone. Wait for the tone and then dial 9-1-1.

Remember that unlike landline 9-1-1 calls, the Dispatcher cannot identify the cellular phone number or the address location of a caller who is using a cellular phone. Be prepared to provide the Dispatcher with your physical location and the exact location of the emergency. When using a cellular phone to call 9-1-1, this call should be received by the closest California Highway Patrol (C.H.P.) Dispatch Center. The Center that receives the cell phone call may not be familiar with your area. It is advisable to give them as much information as possible.