



QUARTERLY COMMUNITY NEWSLETTER



450 E. Latham Ave., Hemet, CA 92543 Phone: (951) 765-2400 www.hemetpolice.org August, 2015

Welcome!

Today, Hemet faces significant challenges as we provide law enforcement services to an ever changing community, with fewer resources and reduced manpower.

There is much talk about “community based policing” across America. The reality is that the Hemet Police Department has always been a true community police department. Our ranks are comprised of mostly Valley residents who have a personal stake in keeping our community safe. As such, our strong commitment to addressing quality-of-life issues will continue to drive our decisions and deployment of resources.

Please enjoy our newsletter, and let us know if there is anything we can do to improve it! We strive to provide excellent customer service.



“I am proud to represent the fine men and women; sworn, civilian and volunteer, who make up this great department....”

- Chief David M. Brown

Calling 911 - The Do's and Don'ts

Which of these is an emergency?

- I was at Wal-Mart yesterday and someone stole my bike.
- How long do I cook a frozen turkey?
- My stepfather keeps nagging me to do the laundry.
- Send an officer over here to tell Johnny he's going to jail if he doesn't make his bed right this minute.
- There's loud music in the neighborhood somewhere and I can't hear my TV.
- I ordered chicken nuggets but now they're out of nuggets?!?
- Is it snowing in Idyllwild? Is it raining? Was that thunder?
- There is still loud music in my neighborhood. Send somebody out here NOW.
- There's a helicopter flying over head. Should I lock my doors?
- My neighbor is cleaning his driveway with a water hose.
- How stupid are you people? Send somebody out here RIGHT NOW ! That darn music is still going on !

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- Teaching Kids to Call 911
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911 Do's & Don'ts

If you think any of those prior examples were emergencies, you have got to re-think your use of our 911 system! Those weren't jokes. Those are actual calls [911 dispatchers](#) receive on a regular basis. Seriously!

Do:

- Briefly & Clearly state your Emergency.
- Give exact location of the problem.
- Be sure to give your phone number and any extension.
- Answer ALL questions asked by dispatcher. Speak clearly and calmly.
 - Description of Suspect (if any).
 - Whether a weapon was involved and, if so, what type.
 - A description and direction of travel of a vehicle if one was involved.
- If you are on a TDD system, the 911 system detects this and opens a TDD display for the dispatcher.

Don't:

- Don't be rude, aggressive or foul-mouthed. You are speaking to someone who wants to help you in a life-threatening situation.
- Although your call-taker may be asking several questions, **KNOW THAT YOUR CALL IS BEING (OR HAS ALREADY BEEN) ROUTED & PRIORITIZED.** They ask lots of questions for good reason; things you may not think is important at the time, but is. Your answers may, in fact, change the priority level. Keep in mind, a different dispatcher is updating officers with your answers to these questions and all this is happening at the same time. Try not to get frustrated; it won't help and can potentially delay officer response.



951-765-2400

Hemet Police

Non-Emergency Number

Please Learn & Use this Number!

Crime Reports

The Hemet Police Department is dedicated to providing up-to-date crime statistics to the community we serve.

The quickest way to gather this information is to utilize a web-based program called [CrimeReports.com](#). Simply follow the link and enter the information you are looking for.

If you would like additional information, not contained within the website, please contact us at **951-765-2410** during normal business hours.



- **Any Medical Emergency.**
- **"In-progress" or "Just - Occurred" crimes.**
- **Crimes involving weapons (guns, knives, clubs, broken bottles, etc.).**
- **Domestic Violence, "In-Progress" or threatened.**
- **Traffic Collisions with injuries.**
- **When crime suspect is still in or near the area.**



Since 2004, Cell Phones for Soldiers...

- Have provided more than 213 million minutes of free talk time
- Mails approximately 3,000 calling cards each week
- Recycled more than 11.6 million cell phones, reducing the impact on landfills
- July 2012 launched Helping Heroes Home, to provide emergency funds for returning veterans to alleviate communication challenges as well as physical, emotional and assimilation hardships.
- Since July 2012, Helping Heroes Home has assisted more than 2,700 veterans and their families with emergency funding.
- Has remained a family-run, nonprofit organization.

For more information on this great program, to donate gently used cell phones, or to set-up a drop-off site, please contact their website.

www.cellphonesforsoldiers.com



THEY ARE CONSIDERED “OLD” TECHNOLOGY

...residents of your junk drawer. But those old, seemingly irrelevant cell phones are handed down to little ones, as a toy.

What you may not know is an inactivated cell phone, when charged, is most-likely capable of making emergency calls to 911—whether or not it's an emergency.

The frustrating part is when dispatch receives a lot of these calls in one day or in one period of time and they know there are real emergencies going on, not unanswered, but taking longer to be answered because of response to these calls.

Meaning, the so-called inactive 911 calls can potentially halt emergency responders from tending to real emergencies. In a three hour period during one shift at Hemet Dispatch, 3 of these calls were received from the SAME NUMBER! Until the dispatcher is sure that it's not an actual emergency, they can not hang up the phone. They listen for back ground noises, sounds of danger or threats. Eventually they disconnect. Then their time is taken up reporting a hang-up on a 911 call. A real waste of a dispatcher and officer time.

We hope parents will take note and take the battery out of their old phones.





Have A Smart Phone? Why 911 might have trouble finding you in an emergency.

Occasionally, it can take some time for 911 operators to find you when you dial 911 from a cell phone.

When you call 911 from a landline, emergency responders can normally find you - even if you don't know where you are or can't communicate. That's because calling 911 from a landline (a telephone connected to the lines on the poles) immediately sends location & line information to computers located in dispatch centers.

Cell Phones Don't Work the Same Way and Utilize Different Technology

When you make a 911 call on a cell phone, you are sending signals through the air—wirelessly. The tower that picks up your phone's signal may not necessarily be the closest to you; hampering efforts to “triangulate” your location. Oftentimes it can be like playing "Marco Polo" in a pool. Thousands of signals simultaneously bouncing from Cell Tower to Cell Tower. About 30% of all 911 calls are now made this way.

Location, Location, Location

When you call 911 from a cell phone, there are two pieces of information the dispatch needs to know *immediately*:

1. Tell the dispatcher the ***type of life-threatening emergency***

and
2. Tell the dispatcher ***what address or area*** you're calling from.



IF YOU HAVE TO USE A DEACTIVATED PHONE TO CALL 911— usually there isn't a phone number assigned to it any longer; it has been reassigned to an 'active' phone. That means, if you're disconnected from the dispatch center, you must call 911 back. They will not have a way to call you.
GIVE YOUR LOCATION TO THE DISPATCH OPERATOR!

Stay Calm. Be Clear.

Our dispatchers are trained to get information from you; lots of it. They're staring at a computer screen that has all the relevant questions. Listen carefully, and answer as concisely as possible. Remember, responders can only respond if they know where they're going. Make sure you get the location as detailed as possible.

California Penal Code on the use and mis-use of the 911 system.
<http://helpnowapp.com/penalties-for-calling-911-with-a-non-emergency/>

Keep It Simple

Use basic concepts like when an adult can't wake up, any fire that happens without an adult, or an intruder in the home. Kids get the number down (it's only three digits after all), but they sometimes get confused with when to call.

Don't be discouraged if your child can't explain the right situations to you. They often understand intuitively even when they can't explain it. Encourage them to trust their "gut" feelings, and if in doubt, to call.



Teach them to react as quickly as possible!



Teach Kids How to Call 911

Teaching kids to call 911 is similar to teaching adults. The basic tenets are the same: Know when to call, make sure the dispatcher knows where you are located, and don't hang up. Teaching kids HOW & WHEN to call 911 should start as soon as they can play with the phone and communicate.

- When possible, instruct kids to call 911 from the house phone and to use the cell phone only when the house phone is not available. Once a 911 call from a house phone is made, the dispatcher already has a head-start on needed information. Of course, the more detailed the information available to emergency crews, the better the response will be.
- Tell your child not to hang up until told to do so. In most cases, dispatchers will keep kids on the line until responders arrive. Children want to know someone is there and someone is coming.
- Kids have a tendency to mumble when they're nervous. Stress the importance of being heard and understood. The recording equipment and computers make it difficult to hear at some 911 centers. Speak clearly & firmly, but do not scream into the phone.
- Make sure your child can say his or her first and last name to the call-taker. He or she will use the child's name repeatedly.
- Stress the absolute importance not to make things up. Kids may see the call-taker's questions as a sort of quiz, and feel they let someone down if they don't know the answer. That can lead to some creative answers. It's much better for them to just say they're not sure and move on the next question.
- Have your child practice on an **unplugged** phone. They can dial 911 and you can be the call-taker. Ask them questions about the pretend incident. Do this kind of role-playing repeatedly. Kids like make-believe and repetition.



- The older the child gets, the more detailed discussions you can have about the appropriate use of 911. It's extremely important that kids not use 911 as a joke. In most jurisdictions, calling 911 for any reason other than an emergency is grounds for a citation and a fine.

Courtesy of Verizon Wireless

Teaching Kids to Call 911 With a Cell Phone

Locate the phone first. It used to be that there was always a phone on the wall or on a table somewhere in the house. And it stayed there right!? Remember that? Well, nowadays just locating a smartphone can be a challenge for kids. *Is it in mom's purse? Dad's pocket? Thrown around on the bed somewhere? Or is little Timmy playing Temple Run on it somewhere? You get the point.* It's certainly not as easy as it used to be. As parents we are going to have to spend a little more time teaching kids how to stay safe and be prepared in case of emergencies. Here's some help

For a step-by-step visual walkthrough on calling 911, Verizon offers a Teach Your Children to Call 911 Simulator for newer phones. Go to: <http://www.verizonwireless.com/support/simulators/>

Select your phone from the list, and check the Phone Calls section to see if instructions are available for your specific phone. Interactive simulators provide a visual guide and a "hands-on" walkthrough of advanced Smartphone and Tablet functions. There's no narration, so you can learn at your own pace.

1. If you have a security lock on your phone's Home Screen, teach your child how to unlock it.
2. Go over your mobile phone's keypad several times to help your child become familiar with making a call. Have your child practice making a phone call from your mobile phone by calling a family member or friend. **Remember not to actually call 911 with your child, unless it's an emergency.**
3. Practice, Practice, Practice.

The more repetition you provide, the easier it will be for your child to recall the steps, even in a stressful emergency situation.



Teach your children
how and when to call 911.

911TM

THE NUMBER TO KNOW

Phones are not a toy
and calling 911 is not a joke.

Your Child Could Save a Life!

Our Renovations Are Nearly Complete!

Our main lobby has been re-opened! LiveScan fingerprinting is available again, so please call 765-2400 to schedule an appointment.

[Requests for Police Reports](#) can be handled through the lobby or by calling 951-765-2410. Records staff will review your request and make an appointment for you to pick up the report if you are legally entitled to a copy. Certain fees will apply if your request is granted.

Calling All Future HPD Volunteers

The Fall Academy for HPD Volunteers will be upon us shortly. Please go to our website to download an application. Interviews are being done now so please get your completed application in NOW! If you have 16 hours of month you'd like to donate, we'd love to have you!

951-765-2400

Hemet Police **Non-Emergency Number**



Stay Connected With Us!

To START/CANCEL or EDIT your e-mail subscription:

Send e-mail to nmiller@cityofhemet.org with "Subscribe to Newsletter" "Cancel Newsletter" or "Edit E-Mail" in subject line. Please include your new e-mail address in the e-mail.

To DOWNLOAD and/or view Newsletter from our Website:

Go to www.hemetpolice.org then click on [Community Services](#) then [Quarterly Newsletter](#).

To RECEIVE TEXT and/or E-MAIL ALERTS from the Hemet Police Web-site:

Go to www.cityofhemet.org/list.aspx then follow the "NOTIFY ME" instructions. Select POLICE under the News Flash Heading.

To follow us on FACEBOOK:

Go to <http://www.facebook.com/pages/Hemet-Police-Department> and LIKE US!

We will NEVER sell, loan, rent or otherwise share your personal information!



Volunteer with Us!

The Hemet Police Department Volunteer Program was created in 1993 as a way for citizens to supplement the Hemet Police Department's sworn officers.

The intention of the program is for volunteers to perform certain tasks that otherwise would be performed by sworn police officers and thereby allowing the police officer to spend more time on the streets. The volunteers operate a wide variety of services for the police department such as:

- Alzheimer Registration
- Crime Scene Call Outs
- LiveScan Fingerprinting
- Parking Enforcement
- Traffic Control
- Vacation Property Checks
- Child / Adult Care
- Special Events (such as Parades, Ramona Outdoor Play)
- Much, much more

Stop by our Main Office or sub-stations to pick up your [application](#) today!