



## **Vacaville Police Department**

660 Merchant Street

Vacaville, California 95688

Communications Center: 707.449.5200

Internet: <http://www.cityofvacaville.com/departments/police/pressrelease.php>

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## *Press Release*

### **VACAVILLE POLICE CELEBRATE 9-1-1 PUBLIC SAFETY EDUCATION MONTH**

Taking a quick glance at Vacaville by the numbers you will find a 28.5 square mile city split by a major interstate, home to a near 97,000 residents in three zip codes, a K-12 student attendance at 25 schools served by two school districts, 37 city parks and facilities, more than 50 churches, two hospital emergency rooms, four fire stations (with a fifth on the way), and a sworn police force of 98 officers. While all of these numbers may not intersect with each other, there is one number that does and it belongs to everyone in Vacaville. That number is 9-1-1.

April of each year is designated as 9-1-1 Public Safety Education Month. This year, we would like to take the opportunity to introduce your Vacaville Public Safety Communications Center and provide some helpful instructions for reporting an emergency.

We are located downtown at the Vacaville Police Department and we are staffed 24 hours a day, seven days a week, and 365 days a year by a tenured roster of 14 full-time Public Safety dispatchers. We handle all emergencies in the city limits of incorporated Vacaville, all fire and medical calls along Interstate 80 from North Texas Avenue to Dixon Avenue, and provide ambulance service for unincorporated Vacaville. Last year in 2015, the Vacaville Communications Center received and dispatched:

- 113,258 non-Emergency phone calls
- 24,321 911 phone calls
- 1,627 abandoned 911 calls
- 32,116 outbound calls
- 64,449 generated police calls for service
- 10,646 generated fire and medical calls for service

We have deep ties to our community and we are proud to provide an exceptional service to all of our callers. There are a few things that make our dispatchers unique to Vacaville. Nearly all of our dispatchers are not only full-time employees, we are full-time

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Criminal activity can be reported at [www.cityofvacaville.com/departments/police](http://www.cityofvacaville.com/departments/police), or you can call "Crime Stoppers" and leave an anonymous tip at 707-644-STOP (7867). Crime Stoppers may pay up to \$1,000 for information that leads to an arrest.



residents who call this City our home. We remember the old Nut Tree and the years when the Fiesta Days parade was still small enough to fit on Main Street. We are graduates of Vacaville High School, Will C Wood, and Buckingham Charter School and for many of us, our children now attend all of the same schools we attended as kids. This lifelong investment in our City carries over into our careers. In an industry that sees a two- to three-year turnover rate, the City of Vacaville regularly sees the retirement of career veteran Public Safety dispatchers.

Under the umbrella of the Vacaville Fire Department and Solano County Emergency Medical Services, all of our dispatchers are trained Emergency Medical Dispatchers which allows us to provide medical pre-arrival instructions for life threatening emergencies such as seizures, choking, CPR or childbirth. Our dispatchers work as a team. While one is taking the 9-1-1 call another is dispatching police or fire units. We know that during medical emergencies, it is frightening and minutes can seem like hours, but our questions are to support you as the caller and to provide important information to responding emergency units.

Whether you call 9-1-1 or our non-emergency line at 449-5200, you will not be faced with a phone tree. Every single phone call is answered by a live operator. During peak call times and in midst of emergencies we are trained to quickly triage and extract information so that we can get to all of the incoming phone lines. Time is of the essence and seconds truly make a difference.

With that, in the event that you have to call 9-1-1, be prepared.

- Be ready to first tell us your location and confirm your telephone number.
- Briefly state your emergency and if you need police, fire, or medical assistance.
- Stay calm and expect to answer several questions quickly in the order that they are asked.
- Observe your surroundings: describe your location and get to know the layout of your house and immediate neighborhood
- Describe involved vehicles by color, year, make, model, and whenever you can, copy down the license plate
- Describe people from top to bottom: race, age, height, weight, hair, eyes, and do not forget the clothing description
- If you accidentally dial 9-1-1, do not hang up, stay on the line and let the operator know everything is ok.

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- Stay on the line until you are told it is safe to disconnect.
- If your emergency is not in the city limits of Vacaville, we will transfer you or provide the emergency number for the agency that you need.

Teach everyone in your house how to properly call 9-1-1. If you have young children, define emergencies and talk about what to do when emergencies occur. Teach them how to properly use the telephone and help them memorize the following:

- Child's own first and last name
- Child's home address and telephone number
- The first and last name of parents, guardians, or trusted family members

Only call 9-1-1 for true life or death emergencies such as:

- Any medical emergencies
- Traffic collisions and roadway hazards
- Drunk drivers
- Fires
- Prowlers
- Assaults

*Article written by Lauren Coughlan, Lead Public Safety dispatcher, Vacaville Police Department.*

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