

## Police Divisions

My local Police Station  
phone number is:

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- |                     |              |
|---------------------|--------------|
| 1. Central          | 213-485-3294 |
| 2. Rampart          | 213-485-4061 |
| 3. SouthWest        | 213-485-2582 |
| 4. Hollenbeck       | 213-485-2942 |
| 5. Harbor           | 310-548-7605 |
| 6. Hollywood        | 213-485-4302 |
| 7. Wilshire         | 213-485-4022 |
| 8. West Los Angeles | 310-575-8404 |
| 9. Van Nuys         | 818-756-8343 |
| 10. West Valley     | 818-756-8543 |
| 11. NorthEast       | 213-485-2563 |
| 12. 77th Street     | 213-485-4164 |
| 13. Newton          | 323-846-6547 |
| 14. Pacific         | 310-202-4502 |
| 15. North Hollywood | 818-623-4016 |
| 16. Foothill        | 818-756-8861 |
| 17. Devonshire      | 818-756-8285 |
| 18. SouthEast       | 213-485-6929 |

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This information is presented to you by the Los Angeles Police Department, Communications Division, Community Relations Unit, in a continuing effort to educate the public on the appropriate use of **9-1-1**. This ongoing effort is in keeping with our mandate "To Protect and To Serve."

LOS ANGELES POLICE DEPARTMENT  
WILLIAM J. BRATTON, Chief of Police



Metropolitan Communications Dispatch Center

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### *Los Angeles Police Department*

Communications Division  
Community Relations Units  
P.O. Box 30158  
Los Angeles, California 90030



Phone: 213.978.6552  
Fax: 213.978.6595  
TDD: 877.275.5273

[www.LAPDline.org](http://www.LAPDline.org)



*What you need to know  
about Public Safety*

**9-1-1**  
&  
**You**



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*Los Angeles Police Department  
Communications Division  
Community Relations Unit*

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## 911 & You

The Los Angeles 91-1 emergency telephone system was implemented in order to provide quick and efficient help to those in need. The design is simply a 3digit telephone number that can be dialed from any telephone, regardless of area code. It can even be dialed from a disconnected phone, and the call is always free.

The Los Angeles 9-1-1 system receives approximately 3.3 million calls annually. However, 50% of these calls are not emergencies. This has caused the system to become critically overburdened which poses a threat to us all. You can help by following a few important guidelines.



911/Police Dispatcher answering an emergency call

### 9-1-1 is for *Emergencies*

9-1-1 should only be used for an emergency. An emergency is a crime in progress and/or a life threatening situation requiring the police, paramedics or Fire Department. Obviously, there are many other situations that require police response, but they may not warrant 9-1-1 calls. Direct dialing a 7-digit telephone number for non-emergency situations will ensure police response without overloading the 9-1-1 system. This non-emergency number is

1-877-275-5273.

### How 9-1-1 works

When you call 9-1-1, it is important that you remain on the line, even if you dial in error. When a 9-1-1 call is received, the address and phone number from where the call is originating automatically appears on the computer screen at the Communications Center. If you dial in error and do not remain on the line, the dispatcher is required to dispatch officers to the location provided by the computer to confirm that no emergency exists.

### How 9-1-1 can work better

When you call 9-1-1 for an emergency, it is important that you remain calm and be prepared to answer the dispatcher's questions. The "WHERE," "WHAT," "WHO," and "WHEN" of the situation you are reporting are extremely important. Sometimes it may seem the questions are unnecessary, or may not make sense to you, but there are good reasons why they are asked. Patience will help us process your call and get appropriate help to you as quickly as possible. Remember, we must be able to approach the situation with your safety, as well as the safety of the responding officers, being the utmost priority.

### Your Part

Dialing 9-1-1 for less than an emergency will not expedite your call. Instead, it will cause delays that could easily be avoided. This brochure contains several telephones numbers that will be of assistance to you. Keep them in a place where you can easily refer to them.

## Telephone Numbers

**1-877-ASK-LAPD  
(1-877-275-5273)**

For non-emergency police assistance

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Dial

**3-1-1**

or

**1-866-4LACITY  
(1-866-452-2489)**

**"One Call to City Hall"**

For routine City business and non-emergency services

[www.lacity.org](http://www.lacity.org)

- |  |                              |
|--|------------------------------|
| 1. Abandoned Vehicles  | 800-222-6366                 |
| 2. Animal Regulations  | 888-452-7381                 |
| 3. Anti Drug Hotline (anonymous)   | 800-662-2878                 |
| 4. Bureau of Street Services<br>(street lighting, pot holes, bulky item removal,<br>sewer, sidewalk & traffic signal repair) | 800-996-2489                 |
| 5. California Highway Patrol   | 323-906-3434                 |
| 6. Department of Water & Power   | 800-342-5397                 |
| 7. Graffiti Hotline  | 800-611-2489                 |
| 8. Jail Information (County)   | 213-473-6100                 |
| 9. L.A. County Information<br>(court, probation, DPSS, children services)  | 213-974-1234                 |
| 10. INFO LINE—L.A. County<br>Social Services TDD   | 800-339-6993<br>800-660-4026 |
| 11. Parking Violations<br>(Department of Transportation)   | 213-623-6533                 |
| 12. Spanish line<br>(non-emergency police services)  | 213-928-8215                 |
| 13. Traffic Violations   | 213-742-1884                 |