



## **CALLING YOUR SHERIFF'S DEPARTMENT**

### ***How should you call us for service?***

When you call 9-1-1 or the Sheriff's Station regarding a situation requiring law enforcement or fire department response, it is the Los Angeles County Sheriff's Department's goal to provide the citizens of Los Angeles County with the highest quality and most efficient service possible. To help serve you better, here are some guidelines to use when calling the Sheriff's Department.



*First and foremost, try to remain calm and answer the operator's questions to the best of your ability.*

#### **What is considered an "emergency"?**

An emergency is a life-threatening medical emergency, fire, crime in progress, or an injury traffic collision. If you're unsure if your situation is an emergency, call 9-1-1 anyway.

#### **What is a "non-emergency" and what number do I dial?**

A non-emergency could be a loud music complaint, a barking dog, a parking complaint, a suspicious person, etc. The number to dial in the San Dimas Station area is **(909) 450-2700**.

#### **What will I be asked?**

Dispatchers are professionals, and expert at gathering important details with appropriate priority. You may be asked any of the following:

- Where is the problem located, and/or where are you calling from?
- Why are you calling?
- What is going on and why do you need the police?
- What is your name and general information about you?
- When did the incident occur?
- What is the suspect's description, including race, sex, clothing, hair color, facial hair, eyeglasses, hat, height, weight, etc.?
- What is the suspect's vehicle's description, including make, model, color, and license plate number?

- What is the suspect's direction of travel? If you don't know compass directions, pick out landmarks in the direction the suspect headed.
- Provide as much detail as possible.
- If you're calling about suspicious activity, please describe specific actions or circumstances that caused you concern. This may provide additional basis for us to act.
- Do you want the Deputies to contact you?



By answering these questions, emergency response will not be delayed. Deputies are usually dispatched while you are still on the phone. Your answers help dispatchers relay important information to the deputies while en route.

### **What if I dial 9-1-1 by mistake?**

Do not hang up! Before you hang up, tell the dispatcher you have dialed 9-1-1 by mistake. If you hang up and dispatch can't confirm there is an emergency, a deputy will be sent to your home or business to verify whether there is a problem. While the deputies are confirming the "mistake," someone involved in a real emergency could have needed emergency aid.

### **Are pay phones different?**

You may dial 9-1-1 or an emergency at any pay phone without needing any coins. The phone number and location of the pay phone will show up on the 9-1-1 dispatch monitor.

### **What about calling 9-1-1 from my cell phone?**

Technology is rapidly changing, and your call may go either to the California Highway Patrol or to the city you are calling from. Either way, dispatchers will not know your exact location, only the location of the nearest cell phone tower. If you do get the highway patrol and you need a particular city, they will transfer you. It is recommended that you program into your cell phone the non-emergency police numbers for cities you frequently travel through.

### **Social Media and requests for service**

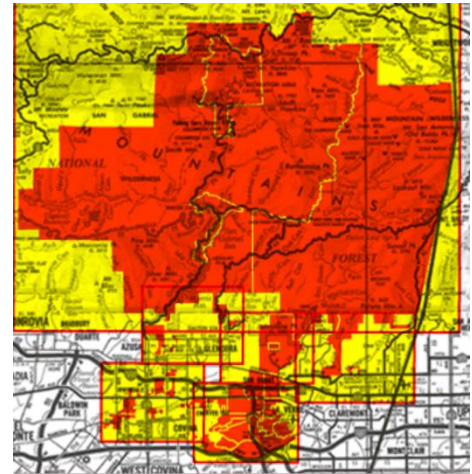
Social media accounts such as Nextdoor, Facebook, and Twitter are not monitored 24/7. If you would like a deputy to respond to an incident, or to report a crime, please call your local station to make the request. Messages via social media are important to us, and will be answered when trained social media personnel are on duty.



The Los Angeles County Sheriff's Department would like to thank you in advance for your assistance and being the "eyes and ears" for your public safety officers!

## **SAN DIMAS STATION**

San Dimas Sheriff's Station is one of six stations within the East Patrol Division of the Los Angeles County Sheriff's Department. The Station's jurisdiction encompasses approximately 276 square miles. In addition to serving the City of San Dimas, the station serves unincorporated communities of Azusa, Covina, Glendora, La Verne, Claremont, Pomona, the Los Angeles County portion of Mt. Baldy, a large portion of the Angeles National Forest (State Route 39), and portions of Angeles Crest Highway (Highway 2). The population for these areas is approximately one hundred and five thousand (105,000), nearly sixty-six thousand (69,000) in the unincorporated areas and more than thirty-six thousand (36,000) in the City of San Dimas.



San Dimas Sheriff's Station  
Los Angeles County Sheriff's Department  
270 S. Walnut Avenue  
San Dimas, CA 91773  
(909) 450-2700

### **PATROL STATION DIRECTORY – LOS ANGELES COUNTY SHERIFF**

#### **LASD – FREQUENTLY ASKED QUESTIONS**

Nextdoor: <https://nextdoor.com/>

Flickr photos for San Dimas Station: <https://www.flickr.com/photos/sdmlasd>

Twitter: <https://twitter.com/SDMLASD> <https://twitter.com/LASDAndy>

Facebook: <https://www.facebook.com/SanDimasSheriffsStation>

Website: <http://www.SanDimas.lasd.org>

LASD Text & Email (Register at <http://www.Nixle.com> :

<http://local.nixle.com/lasd---san-dimas-station-los-angeles-county-sheriff/>

And/or, in the [City of San Dimas, Code Red](#) <http://bit.ly/130HiGY>

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#### **LASD HEADQUARTERS:**

Sheriff's Information Bureau - Newsroom  
Los Angeles County Sheriff's Department  
213-229-1700

Email: [SHBNewsroom@lasd.org](mailto:SHBNewsroom@lasd.org)

Website: <http://www.lasd.org>

Follow us at: Text and Emails, LASD HQ: <http://www.Nixle.com>  
<http://nixle.com/lasd---hq-newsroom-shb-los-angeles-county-sheriff/>

Twitter: @LASDHQ <http://twitter.com/LASDHQ>

Twitter: @LASDTalk <https://twitter.com/LASDTalk>

Twitter: @LASDvideos <https://twitter.com/LASDvideos>

Twitter: @LASDespanol <https://twitter.com/LASDespanol>

Facebook LASD HQ: <http://www.facebook.com/LosAngelesCountySheriffsDepartment>

Instagram LASD Photos: <http://instagram.com/LASDHQ>

Pinterest LASD Photos: <http://pinterest.com/lacountysheriff/>

YouTube LASD Videos: <http://www.youtube.com/user/LACountySheriff/videos?view=0>

Alert LA County: Telephone emergency mass notification system

<http://www.lacounty.gov/wps/portal/alertla>

SNAP LA County: Specific Needs Disaster Voluntary Registry <http://snap.lacounty.gov/>

Text & Email, Register for LASD Nixle messages: To receive more detailed, up-to-date information via E-MAIL and/or TEXT directly from the Los Angeles County Sheriff's Department (LASD), sign up for "Nixle" alerts at <http://www.Nixle.com> and register for "LASD – Headquarters Newsroom (SHB), Los Angeles County Sheriff" AND your local LASD station area. Or, to receive URGENT TEXT ALERTS ONLY, text your zip code to 888777. Standard text messaging rates may apply depending on your calling plan.

"If You See Something, Say Something"

LA Crime Stoppers: Partner to prevent or report crime by contacting your local Sheriff's station. Or if you wish to remain Anonymous, call "LA Crime Stoppers" by dialing 800-222-TIPS (8477), texting the letters TIPLA plus your tip to CRIMES (274637), or using the website <http://lacrimestoppers.org>

**Jim McDonnell, Sheriff**  
**Los Angeles County Sheriff's Department**