

BUTTE COUNTY FACTS

- The County of Butte is 1,639 square miles. The Butte County Sheriff's Office handles calls for service for 1,610 of those square miles.
- Per the 2012 census there are 221,539 residents of Butte County.

BUTTE COUNTY SHERIFF'S OFFICE STATISTICAL INFORMATION

In 2012 the Butte County Sheriff's Office Dispatch Center processed 205,341 telephone calls.

- 25,758 calls were 9-1-1 calls
- Deputies responded to 67,140 calls for service.
- 3,318 of those were 9-1-1 hang-ups.
- All phones, cell or landline, that are charged or plugged in can & will dial out to 9-1-1 even if there is no service to the phone. Please do not allow your children to play with any phone, even one you no longer use.

9-1-1 SERVICE ADVISEMENT

DO NOT TRY TO REPORT EMERGENCIES VIA THE FOLLOWING NETWORKS AS WE DO NOT MONITOR THESE NETWORKS OR 9-1-1 FUNCTIONALITY IS NOT CURRENTLY SUPPORTED

DO NOT USE: Social Networks such as Facebook, My Space, and Twitter Text Messaging or E-mail

NON-EMERGENCY NUMBERS FOR BUTTE COUNTY

Butte County Sheriff's Office.....(530) 538-7321
Cal Fire Emergency.....(530) 533-6364
Cal Fire Non-Emergency.....(530) 538-7888

CHP
Oroville.....(530) 538-2700
Chico.....(530) 879-1900

Oroville Police Department.....(530) 538-2448
Chico Police Department.....(530) 895-4911
Paradise Police Department:.....(530) 872-6241
Gridley Police Department..... (530) 846-5670
Chico State University Police.....(530) 898-5372
Butte College Campus Police.....(530) 895-2351
Butte County Animal Control
Oroville.....(530) 538-7409
Chico.....(530) 891-2907
Code Enforcement.....(530) 538-7601

BUTTE COUNTY SHERIFF'S OFFICE

33 County Center Dr
Oroville, CA 95965

Website: www.buttecounty.net/sheriffs/

BUTTE COUNTY SHERIFF'S OFFICE



**9-1-1 Emergency
& Non-Emergency
Services For
The Citizen's
Of
Butte County**

When To Call 9-1-1

Only call 9-1-1 during a **EMERGENCY**. An emergency is a life-threatening situation, crime in-progress, or serious crime that has just occurred. Obviously, there are other situations that require Law Enforcement, Fire or medical response but are not really appropriate for 9-1-1. In situations such as these locate the non-emergency phone number for the appropriate agency/ jurisdiction where the situation is or has occurred.

When You call 9-1-1

Be ready to answer the following questions:

- **WHERE** is the incident occurring?
- **WHAT** is happening?
- **PROVIDE** vehicle, suspect descriptions, and weapon information.

Please answer the questions as calmly, directly and accurately as possible and be patient; just because you are being asked questions by a dispatcher it does not mean that help is not on its way. Often your information is being taken by a call-taker and the radio dispatcher has already started the help you need. The call-taker will continue to ask questions and the radio dispatcher will update the responding personnel with the information you are providing.

Accidental Dialing of 9-1-1

If you misdial 9-1-1 **DO NOT HANG UP**, stay on the line and tell the dispatcher what happened.

The dispatcher will ask some clarification questions to insure that the information on the 9-1-1 screen is correct. If the information is not correct we will generate a trouble ticket to fix the problem.

If you do hang up then the dispatcher has to call you back or send an officer to your location to conduct a welfare check. This ties up resources that could be being sent to real emergencies.

Calling 9-1-1 from a Landline

Landline phones in the county jurisdiction of Butte will be routed to the Butte County Sheriff's Office 9-1-1 Dispatch Center. The dispatcher will determine the nature of the emergency and start law enforcement or transfer you to the appropriate allied dispatch center. Your address should show up on our 9-1-1 screen, however be ready to confirm it as we want to be sure that help is being sent to the correct address/location.

Calling 9-1-1 from a Cellular Phone

Cellular phones do not work the same as landline phones. Dispatchers have to rely on the location data provided by the cell tower your call hits. You must assume that the dispatcher does not know where you are when you call. The dispatcher may receive a general area based on geographical coordinates provided by the cell tower. Usually the location is not specific enough for patrol units to do more than an area check for someone in distress. It is highly important that you stay on the line and provide your location.

Calling from a VOIP (Broadband) Phone

VOIP service may have many cost saving advantages and may give you the mobility to take your phone service via laptop or desktop anywhere, however this can cause major problems for 9-1-1 services. Typically the address provided on our 9-1-1 screen by the carrier is the billing address registered with your service provider; **NOT** your actual location. So, with VOIP you could dialing 9-1-1 from New York City, NY but your call will be sent to the 9-1-1 dispatch center for the jurisdiction where your service is registered. This **WILL** at best delay emergency response and it **could** make it impossible to get you the help you need. Again, it is highly important that you stay on the line and provide your location and keep your VOIP carrier updated with your current address should you move or are traveling using VOIP.

Customer Service

The Butte County Sheriff's Office 9-1-1 Dispatch Team is committed to helping protect and serve our community. We work hand-in-hand with the patrol teams responding in the field. We are highly trained members of the department, some of us are Hostage Negotiators, SWAT Tactical Dispatchers, and Communications Training Officers and for us, the dispatcher, time is always of the essence.

With this in mind, there may be times when you have contact with a dispatcher and you wonder why they are being blunt or direct and interrupting your story. We do this because we are asking questions, clarifying information and focusing on the essential facts of a situation. By doing this we can better prioritize and supply real time information to field units. Please do not confuse our directness with rudeness.

The dispatch center is an intense multi-tasking environment with a very dynamic roll in law enforcement. The safety of the public and law enforcement personnel is our first priority. We ask that you take into consideration that often there are more 9-1-1 and non-emergency phone calls coming into the dispatch center than there are dispatchers to answer the calls. When this happens, you can expect to be placed on hold multiple times so the dispatcher can evaluate other incoming calls to ensure they do not require immediate assistance as there are times when emergencies are reported on non-emergency lines.

Remember, the dispatchers that are answering non-emergency calls are also the 9-1-1 dispatchers answering the life and death calls for service.

Here to help you 24/7/365...

“9-1-1, what is your emergency.....”

