

**Paul Koretz**

COUNCILMEMBER • 5TH DISTRICT • CITY OF LOS ANGELES



# CD 5 HOA COALITION MEETING

**JUNE 12, 2021**

**CD 5 EMERGENCY  
CONTACT  
INFORMATION**

**LA FOR ALL: ANTI-HATE  
CAMPAIGN**

# IN CASE OF AN EMERGENCY

## 9-1-1

When dialing 911, Councilmember Koretz recommends the following steps. With these few simple steps, you will be better prepared to initiate “follow up” after the call has been completed.

### Step 1:

If you are in danger, there is an immediate threat to bodily harm, or are witnessing a “crime in progress” dial 911.

### Step 2:

When the Dispatch Operator answers, provide as many details as possible. Including location (address, cross streets, landmarks), description of the suspect(s), description of the victim(s), what occurred or is occurring.

### Step 3:

The Dispatch Operator will ask you to provide your name. You can opt to remain anonymous.

### Step 4 (Recommended):

If you believe that you want to follow up on the incident in the days or weeks to come, ask the Dispatch Operator for the “Incident Number” assigned to the “Call for Service”. This way, you have an identification number for the call that can be referred to in the future.

### Step 5 (Recommended):

Before hanging up, if you chose to not stay anonymous, provide the Dispatch Operator with your number and name. Ask the Operator to have the responding LAPD Officers contact you after they have resolved the incident. This will allow you to meet with Officers and find out how the issue was brought to resolution.

## 877-ASK-LAPD

### WHAT IS AN EMERGENCY VERSUS A NON-EMERGENCY?

Here are just a few examples of emergencies versus non-emergencies:

#### EMERGENCY

- Anyone requiring medical attention
- Fires
- Crimes in progress
- Domestic violence in progress

#### NON-EMERGENCY

- Disturbances including a loud radio or party
- Drinking in public
- Property or business dispute involving a landlord, property or business
- Trespassing /loitering

# BE PREPARED.

Know when and who to call in case of emergencies.

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## WHY SHOULD I DIAL 877-ASK-LAPD INSTEAD OF 9-1-1?

It is important to keep the **9-1-1** lines and operators available for emergency situations like a person reporting a fire, someone experiencing a heart attack, or someone witnessing a violent crime in progress.

When someone calls 9-1-1 with a non-emergency call such as a loud party, it ties up both the incoming 9-1-1 line and the 9-1-1 operator.

Los Angeles is a large city with limited resources. It is important that we keep all emergency lines and operators available to handle the next incoming emergency. Remember to dial 877-ASK-LAPD when you need the police, but don't have an emergency.

When you call 9-1-1 for an emergency, it is important that you remain calm and are 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. You can help by providing brief accurate answers. Patience will help us to process your call and get help to you as quickly as possible.

## HOW DOES 877-ASK-LAPD WORK?

It's simple. Just dial **1-877-275-5273**. It's toll-free so there is no charge to the caller. You will receive a non-emergency operator who will provide assistance to you. If all of the non-emergency operators are busy with other callers, you will receive the ASK-LAPD Interactive Voice Response (IVR) system. The IVR allows you to bypass a non-emergency operator and locate the best source of information or assistance for your needs through a series of questions and caller selections. While you are in the IVR system, you may at any time choose to speak to a live operator by pressing "0" (zero).

### WHAT TYPE OF INFORMATION CAN I OBTAIN FROM USING 877-ASK-LAPD?

- Telephone numbers to all police stations and some specialized units.
- Arrestee, court and restraining order information.
- Listings of crime reports that can be taken over the phone.
- Directions on how to report stolen, abandoned and illegally parked vehicles.
- Information on parking citations and boot devices.
- Listings for non-LAPD service providers such as the Department of Animal Regulations and the Department of Water and Power.

All of these services and more are available without waiting to speak to a live operator when you call 877 -ASK-LAPD.

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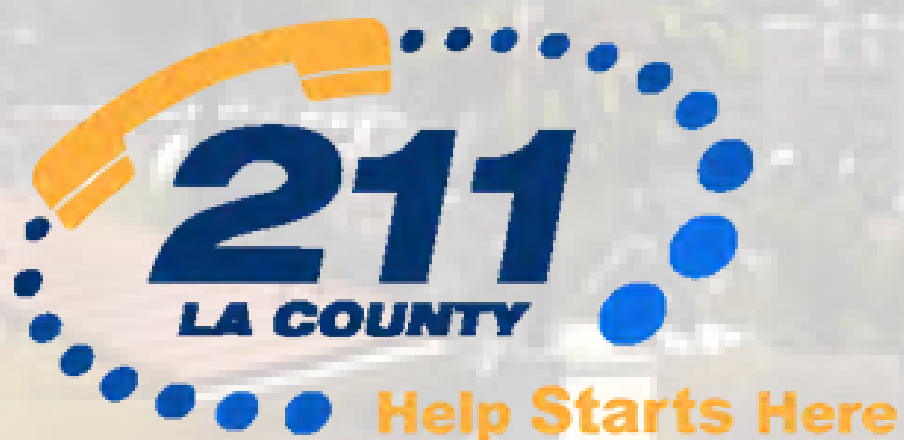


## WHAT IS 311?

**MyLA311** is your connection to more than 1,500 City services.

Popular services include:

- Reporting dumping or trash collection issues
- Requesting bulky item pick-up appointments
- Reporting potholes, graffiti, street light problems
- Parking Enforcement
- Animal Services
- General City and government information



## WHAT IS 211?

**211 LA** is the hub for community members and community organizations looking for all types of health, human, and social services in Los Angeles County.

211 provides information and referrals to the services that best meet individual needs, through our 24 hour 2-1-1 call line, or through their [website](#) and chat.

The online community calendar connects people to local events that offer services and community connections.

211 special programs provide outreach and education, service navigation, or care coordination to assist people with accessing and obtaining services.

211 technology services allow community organizations to refer, track, and collaborate on their clients' care.

211 maintains and updates Los Angeles County's official comprehensive database of over 50,000 health and human services.

A 501(c)(3) nonprofit organization, 211 LA has served the people of Los Angeles County since 1981, when it was formed under the name of The Information and Referral Federation of Los Angeles (also formerly known as InfoLine).

211 LA's services are funded through partnerships with the LA County Board of Supervisors, CEO and Departments; with contracts with the State of California, LAHSA, SoCal Gas, Southern California Edison, AARP, and others; and with grants from foundations including the National Institute of Health (NIH).

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LA



IS FOR



EVERYONE

**SEE OR EXPERIENCE A HATE CRIME OR INCIDENT? REPORT IT.**

Call **2-1-1** or **3-1-1** to report a hate incident.  
Call **9-1-1** to report a crime in progress.  
Assistance available in multiple languages.  
Find resources at  
[CivilAndHumanRights.LACity.org/LAforALL](https://CivilAndHumanRights.LACity.org/LAforALL)



scan me



**#LAforall**