

---

---

**CALL 911 on  
your land-line  
phone  
for:**

- ✓ **Life-threatening emergencies**
- ✓ **Crimes in progress**
- ✓ **Immediate life-threatening violence**



**911 is for  
emergencies Only!**

**Don't call 911 from  
your cell phone!  
Instead, call  
(510) 777-3211**

City of Oakland  
Neighborhood Services Division  
July, 2009  
(510) 238-6372



**Making  
Police  
Emergency  
Calls**

**NEIGHBORHOOD WATCH**



**WE LOOK OUT  
FOR EACH OTHER!**



## Using a Cell Phone?

Calling 911 from a cell phone is problematic. Almost all California cities route 911 cell phone calls to regional dispatch centers.

In Oakland, a 911 call from your cell phone is routed to the California Highway Patrol dispatch center in Vallejo, causing a delay in getting to Oakland's dispatch center.

**Call (510) 777-3211**

---

---

---

---

## Program Your Cell Phone

Program your cell phone to call the correct '911' number for cell phones.

Below is the list numbers you'll need to reach local city dispatch centers from your cell phone:

Oakland: 510-777-3211  
Berkeley: 510-981-5911  
San Leandro: 510-638-2123  
Hayward: 510-293-7000  
Orinda: 925-284-5010  
Lafayette: 925-284-5010  
Walnut Creek: 925-935-6400

All cell phone calls are received as non-emergency calls.

Be sure to tell the dispatcher that this is an emergency call!

---

---

---

---

## Note for Specific Hill Areas

Oakland's dispatch center uses US Postal Service ZIP codes to identify the location of a caller. Dispatchers see a Piedmont or Berkeley address on their screens when a call comes from parts of the Montclair, Hiller Highlands, and Panoramic neighborhoods.

To prevent your call from being transferred to another city's dispatch center, you must clearly identify that your location is in Oakland.

