

When to Call 9-1-1

Dial 9-1-1 when there is a medical, fire or police emergency, such as

- Life or lives are in danger
- A fire
- Serious injury
- Serious medical condition
- A serious crime in progress

Dial 9-1-1 only when an immediate response is necessary, such as

- Immediate help from law enforcement
- Immediate help from fire department
- Immediate help from paramedics

Dial 9-1-1 if in doubt about the seriousness of a situation, such as

- Any possible situation that you believe may be serious and that may result in injury, death, loss of property, apprehension of a suspected criminal or prevention of a crime that is about to occur
- When in doubt, dial 9 -1-1

Assistance is always dispatched to the most critical incidents first.

Who Will Come Help Me

The Orange County Sheriff's Department provides law enforcement services to all unincorporated areas of Orange County and the following contract partners: The cities of Aliso Viejo, Dana Point, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Mission Viejo, Rancho Santa Margarita, San Clemente, San Juan Capistrano, Stanton and Villa Park, as well as the Department of Harbors, Beaches and Parks, John Wayne Airport, Orange County Transit Authority and Superior Court.

If you place a 9-1-1 call from a telephone in one of the above listed locations, you will be connected to the Orange County Sheriff's Department's Emergency Communications Bureau*. If you require the services of the Orange County Fire Authority or paramedics, you will be immediately connected to their dispatch center. If you require immediate assistance from the Orange County Sheriff's Department, the call-taker will obtain all pertinent information from you and route the appropriate resources to handle the situation.

*If you place a 9-1-1 call from a cellular phone, you will be either connected to the California Highway Patrol (CHP) dispatch center or the Orange County Sheriff's Department (OCSD) dispatch center, whom will either immediately route your call to the agency or jurisdiction that would best serve your needs, or respond CHP and/or fire and/or paramedic resources to you if within their jurisdiction.

When Not to Call 9-1-1

Do Not dial 9-1-1 unless you are reporting a medical, fire or police EMERGENCY, or one of the other situations described above.

Do Not dial 9-1-1 to report a crime that occurred so long ago that danger is no longer present.

Do Not dial 9-1-1 to report property crimes (such as thefts, vandalism, hit and runs, etc.), where no danger is present and no chance of immediate apprehension of suspects is possible.

Do Not dial 9-1-1 to ask for directory assistance; cellular phone technical assistance; to ask for directions; to report any non-emergency situation.

Who do I Call When it's Not an Emergency

If you reside in, work in or are visiting one of those areas listed above, you may call the following toll-free telephone numbers to summon the non-emergency assistance of the Orange County Sheriff's Department:

South Orange County: 770-6011 (do not dial an area code)
North Orange County: 647-7000 (do not dial an area code)

You may also call one of these numbers in order to reach a particular department member or unit, or to conduct any other business with your Orange County Sheriff's Department.