

Frequently Asked Cell Phone Questions

Q. Can I call 9-1-1 on my cell phone?

A. Yes you can, but be prepared to give the dispatcher all your information including address and phone numbers.

Q. Does it cost to call 9-1-1 from my cell phone?

A. No, it is a free service

Q. Does the 9-1-1 dispatcher know where I'm at when I call 9-1-1 on my cell phone?

A. No, calls from cell phones *do not* give us your location, they only provide an estimated area of location depending on which cell phone tower the call "bounces" off of. Do not depend on your cell phone to tell the 9-1-1 dispatcher where you are.

Q. Does the 9-1-1 dispatcher know my cell phone number when I call 9-1-1 on my cell phone?

A. Maybe or maybe not. It depends on whether your phone is currently activated.

Q. Should I program 9-1-1 or turn on my auto 9-1-1 feature on my cell phone?

A. No, please do not program 9-1-1 or turn the auto feature on. We receive numerous accidental calls to 9-1-1 from cell phones that have this feature. Many times callers do not realize that their phone has called 9-1-1. Help reduce accidental calls by only dialing when you have an emergency.

If you don't have an emergency, please call the non-emergency numbers for police and fire:

Police non-emergency 707-528-5222
Police business 707-543-3600
Fire or Medical non-emergency 707-528-5151