

The Los Rios Police Communications Center

(LRPCC) is located at Sacramento City College . It is the central communications center of the Los Rios Community College District which is comprised of American River College, Cosumnes River College, Folsom Lake College and Sacramento City College. The LRPCC is staffed 24-hours a day, seven days a week. The Police Office hours at each campus are from 8:00AM -5:00PM, Mon-Fri. Some of the responsibilities of the LRPCC staff include dispatching officers to emergency and routine calls for service, contacting fire and emergency medical services as needed, monitoring fire and intrusion alarms, monitoring surveillance cameras, and handling requests for service regarding facilities and access issues after business hours.

Calling the LRPCC

When calling the LRPCC you will hear the following prompt: "You have reached the Los Rios Police Department. All calls to emergency lines are recorded. **If you have an emergency or you need a officer dispatched to your location for assistance,** press zero now." If you press zero, your call will be immediately routed to the LRPCC and a dispatcher will assist you.

If you do not press zero, the prompt will continue and you will hear: "If you need **non-emergency** assistance, please listen to the following options: For facilities or access issues **after business hours [8AM-5PM, M-F]**, press zero. For parking permit or citation information, lost and found inquiries or other general information, for American River College and its centers press (1), for Cosumnes River College press (2), for Folsom Lake College and its centers press (3), for Sacramento City College and its centers press (4)." If you press 1,2,3, or 4, your call will go to a clerk or dispatcher **at** the corresponding campus and he or she will assist you. **With the exception of facilities and access issues, Non-emergency calls will only be answered during business hours (8AM-5PM, M-F).**



Why is it set up this way?

Dividing the calls allows us to effectively handle high call volume, and only the LRPCC can **dispatch** officers because the radio system is located there (SCC). In addition, LRPCC staff cannot assist callers with information regarding citations, reports, lost and found information, etc. because that information is generally kept at the specific campuses. Finally, using the prompt allows callers to get **directly** to the service that they need.

What is considered an emergency?

- Medical need
- Fire
- Crime-in-progress
- Traffic accident
- Disruptive person/group

Why would I need an officer dispatched to my location if it is not an emergency?

- To take a police report for a crime that has already occurred
- To request a safety escort
- To request a funds escort
- To request jumpstart or unlock service
- Or for any other reason that would **require an officer to respond to a specific location.**

What are facilities or access issues?

- Heating and air conditioning problems in a classroom/ office
- Plumbing or electrical problems
- Lighting problems
- Faulty fire/intrusion alarms
- Safety hazards
- Classrooms/facilities that need to be locked/unlocked
- If you are a District employee who will be using a facility after **normal campus operating hours**
- Or any other problem related to facilities and access that would require a technician or maintenance person for resolution.

It is very important that you stay on the line during a call to the LRPCC. The dispatchers job is to extract information from you by asking questions. Answering the dispatcher's questions will help the responding officers or other emergency personnel to respond more effectively to the call. For example, if a robbery had just occurred and the suspect fled, officers would have a better chance at apprehension if they had a good description of the suspect, and knew his or her direction of travel. **Do not get discouraged by the questions! While one dispatcher is asking the questions, another dispatcher is on the radio dispatching the officer(s) to your location.** The following is an example of the type of information you should provide:

- I am calling from...(location you are at the time of the call)
- I am reporting a ...(type of incident; i.e., burglary, assault, etc.)
- That is happening at ... (where this is occurring)
- My name is (your name and job title if on the job)
- The person(s) doing this are, (where they are exactly)
- The suspects(s) is/are described as:

- Race (White, Black, Asian, Hispanic etc.)
- Sex (Male, Female)
- Age (Best estimate)
- Height
- Weight
- Hair
- Eyes
- Clothes (from top to bottom)
- Vehicle is described as:
 - Color
 - Year
 - Make
 - Model
 - License Number



Emergency Phones

Blue Emergency Phones



You will not get a prompt when you use an emergency phone. Emergency phones are linked directly to the LRPCC.

Emergency phones are located throughout all of the Los Rios campuses. Specific locations can be found on campus maps. Get to know the emergency phone locations closest to your classrooms and/or work locations.

Emergency phones can be used to report crimes in progress, to request safety escorts, jumpstart and unlock service, or for any other reason that requires a police response.

Important Numbers



Los Rios Police 24/7
916-558-2221
From Campus X 2221

911 Fire/Ambulance
Off Campus 911
From Campus X 9-911

College Health Centers
ARC
Off Campus 916-484-8383
From Campus X 8383

CRC
Off Campus 916-691-7254
From Campus X 7254

SCC
Off Campus 558-2367
From Campus X 2367

www.losrios.edu
www.crc.losrios.edu/~police

Making the Call



“Enhancing Education Through Service”

Los Rios Police
Communications Center