

REQUESTING POLICE SERVICES

In order to provide better customer service and accessibility to police services, the following FAQs, answers, web links and other information is provided. If you cannot find the information you need below, please contact us at (626) 744-4501.

What Are The Business Hours Of The Police Department?

The Pasadena Police Department operates 24 hours a day. The Records Section, the Front Lobby and the Property Management are available to the public on a walk-in basis at our headquarters, 207 N. Garfield Avenue.

The Records Section is open from 7 a.m. to 9 p.m., Monday through Friday, and on weekends from 10 a.m. to 6 p.m.

The Property Management Section's public window hours for the return of property are 12 p.m. to 5 p.m., Tuesday through Thursday only.

The Front Lobby is staffed by our volunteers, and is generally open from 10 a.m. to 2:00 p.m., Monday through Friday. The public counters are closed for all major holidays.

All of our Contact Information is available online at www.cityofpasadena.net/Police/Contact_Us/

When Should I Use 911?

Call 911 for any life-threatening or emergency situations when immediate police or fire response is necessary to save lives, protect property or apprehend suspects. Calls for medical emergencies, fires, crimes in progress, imminent crimes and serious auto accidents should also be made to 911.

Non-emergency incidents, minor complaints or situations that require a police response, but are not life-threatening, should be made to the Department's Communications Center at (626) 744-4241.

Should I Call Police About Suspicious Activity?

Yes. If you see something suspicious, say something and call us. Our experienced phone operators will help determine if a police response is needed. Please be prepared to provide us with as much detailed information as possible about the suspicious activity.

You may also report activity through the following link: http://www.ci.pasadena.ca.us/Police/Report_A_Crime_Online/

When I Call The Police, What Information Should I Have Ready To Give Them?

Our call takers are trained to know that when citizen call us, many of these calls are made during times of emergencies, traumatic situations or other highly emotion events. In order for us to help you as quickly as possible, it is important for you, the caller, to remain calm, speak slowly and clearly, and be prepared to provide us with as much detail as possible. Examples of what we will want to know are:

- Why you are calling and what do you want to report?
- Are you reporting something that already happened & when it occurred, or is it an incident happening right now?
- Your name and phone number (although anonymous calls are accepted).
- Your location and the specific location of the incident you are calling about.
- Injuries, number of injuries and type(s) of injuries
- Are any weapons involved?
- How many people are involved?
- Detailed descriptions of people involved, including gender, race, hair color, eye color, height, weight, scars/tattoos, especially clothing.
- Describe any vehicles involved, including license plate, color, make, model, year
- Direction of travel for anyone leaving the scene on foot or in a vehicle?
- Any animals involved?

If I Call For A Police Response, How Soon Can I Expect Them To Arrive?

Response times vary depending on the priority of the call, with life-threatening situations being the highest priority and property crimes with no immediate public safety issues being lower in priority. The average response time for high-priority crimes is approximately 5 minutes.

How Are Calls For Police Service Prioritized?

Priority One: Caller indicates a situation is in-progress, where personal safety is at risk, including armed crimes, assaults, major injury auto crash, missing child or missing person with health or mental issues.

Priority Two: Calls indicating property at immediate risk, and/or the chance of apprehending a suspect is high.

- Department Home
- About the Department
- Departments/Sections
- Employment Opportunities
- Crime Statistics/Resources
- Report a Crime Online
- Safety Tips
- Wanted Persons
- Volunteer Services
- Contact Info and Forms
- Useful Links
- Frequently Asked Questions

CITY LINKS

- Most Requested
- Departments & Agencies
- Mayor, Council & Commissions

CITY SERVICES

- City Services & Payments
- Forms & Permits

also missing person calls.

Priority Three: Calls involving all other active incidents.

Priority Four: Calls about a previous incident requiring an officer for a report.

Priority Five: Calls that a civilian employee may handle.

Where Do I Find Crime Statistics For The City Of Pasadena?

Statistical information is available at the following link: http://www.ci.pasadena.ca.us/Police/Crime_Statistics/

How Many Police Officers Does The City Of Pasadena Employ?

The Pasadena Police Department employs approximately 240 sworn peace officers and 168 civilian employees.

How Can I Commend A Pasadena Police Department Employee?

There are several ways, including:

Send the Chief of Police a letter to 207 N. Garfield Ave., Pasadena, CA 91101.

Come to the Department's Records Section during the stated business hours to fill out a "Positive Contact" form or to speak with the employee's supervisor.

Send an email the Chief of Police, or one of the Command Staff, listed on the following website page www.cityofpasadena.net/Police/Command_Staff/

Call us at (626) 744-4241.

Can A Police Department Speaker Be Requested For A Local Group Meeting Or Event?

Yes. Call Community Services Section at (626) 744-4551.

Can A Civic Or Youth Group Tour The Pasadena Police Station?

Yes. Call Community Services Section at (626) 744-4551.

Can The Pasadena Police Department Do A Vacation Check On Our House?

Yes. Call us at (626) 744-4241. The extra service request will be conducted based on the availability of officers and calls for service.

What Is The Difference Between A Police Officer, Highway Patrol Officer And A Sheriff's Deputy?

Police Officers, California Highway Patrol Officers (CHP) and Sheriff's Deputies are all California Peace Officers and have statewide police powers. Police Officers work for their respective City. Sheriff's Deputies usually work for the County and the CHP works for the State of California. Police Officers usually oversee law enforcement duties within their city limits; the CHP oversees state highways, freeways and county roads outside city boundaries and Sheriff's deputies provide law enforcement for the unincorporated areas of a county and for cities that contract for their services. During emergencies, activation of mutual aid requests, and for crimes in progress observed by an outside jurisdiction, any "peace officer" regardless of customary jurisdiction, has the ability to exercise law enforcement powers.

What Is Racial Profiling?

Racial profiling is defined as the use of specific characteristics or behavior patterns to determine whether a person may be engaged in illegal activity. Peace officers are prohibited from detaining persons based solely on their race. All officers in the Pasadena Police Department receive on-going training that encompasses laws related to racial profiling and the detrimental effects of race-based profiling on individuals, the community and the potential for discriminatory behavior.

How Do I Retrieve Items Stored In The Department's Property Room?

The Pasadena Police Department's Property Management Section's public window hours for the return of property are 12 p.m. to 5 p.m., Tuesday through Thursday only. Money is released by appointment ONLY during the public window hours. Please call (626) 744-4618 to make an appointment for the return of money.

For more information about the Property Management Section, please visit http://www.ci.pasadena.ca.us/police/property_management/

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- Closed Friday Schedule

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- Online Resident Services
- Employment & Volunteering
- City News & Media

VISITORS

- Pasadena Facts
- Climate
- Annual Events
- Calendar Of Events

BUSINESS

- Online Business Services
- Broadband Services For Business
- Business Assistance
- Business Seminars

GOVERNMENT

- E-Pay Services
- City Government
- Departments
- Mayor & City Council