



MICHAEL ALBANESE
CHIEF OF POLICE

BURBANK POLICE DEPARTMENT

200 North Third Street, Burbank, CA 91502

COMMUNITY BULLETIN

USE AND MISUSE OF 911

March 9, 2022

911 and emergency communication lines are critical components of public safety. 911 is used when there is a life-or-death emergency that requires the immediate response of emergency service personnel, such as police, fire, or paramedics.

When there is a non-emergency need for police services, the Burbank Police Department has a 7-digit phone number available 24 hours per day. Dial (818) 238-3000 for non-emergency police services in the City of Burbank.

Occasionally, the Burbank Police Department receives fake emergency calls involving reports of a shooting, stabbing, or bomb threat, which are commonly referred to as "swatting." These types of calls involve the action of making a prank call to emergency services to bring about the dispatch of a large number of armed police officers, or Special Weapons and Tactics teams (SWAT), to a particular address. This type of false reporting of an emergency is illegal and extremely dangerous. Fake or prank emergency calls place first responders and members of the public at-risk and tie-up emergency resources. False emergency calls and hoaxes have resulted in serious injury and even death in the United States.

The Burbank Police Department would like to remind the community that it is a misdemeanor under the California Penal Code for any person to willfully use the 911 system for any purpose other than the reporting of an actual emergency. Furthermore, it is a felony if someone is injured or dies because of emergency service response to a false or fake call.

The Burbank Police Department takes this issue very seriously and will investigate all false reports of emergencies. Anyone suspected of reporting a false emergency or false crime will be held liable, both criminally and civilly for any costs associated with the response of public safety personnel.

Remember – 911 is for real emergencies only.

QUESTIONS REGARDING THIS STATEMENT SHOULD BE DIRECTED TO:
SERGEANT BRENT FEKETY | 818-238-3240 | BFEKETY@BURBANKCA.GOV

24-HOUR: 818-238-3000

PUBLIC INFORMATION OFFICE: 818-238-3240

DETECTIVE BUREAU: 818-238-3210

@BURBANKPD

www.BURBANKPD.org

FACEBOOK.COM/BURBANKPD



@burbankpolice

CRIME STOPPERS: 800-222-TIPS (8477) | LACRIMESTOPPERS.ORG

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