

Memo

California State University
Channel Islands
Police Department



To: University Glen Residents
From: John M. Reid – Chief of Police
and Director of Public Safety
Re: Emergency Telephone Routing

The CSU Channel Islands Police Department would like to welcome you as a new resident of University Glen.

Immediately upon move-in, PLEASE DIAL “911” FROM YOUR HOME PHONE, whether you use a landline or VOIP service. This will allow us to confirm that your phone is correctly routed for emergency services. It is only necessary to perform this test ONCE, with the initial connection of your telephone service.

Should you find yourself connected to the Ventura County Sheriff’s Department (or CHP) upon dialing - DO NOT HANG UP. Simply explain that there is no emergency but, as a new resident of University Glen on the CSUCI Campus, you were instructed to test the routing of your “911” call. Then, to notify us of the routing error, dial “437-8888”. This is the 24-hour direct line for the CSU-Channel Islands Police Department and the number to call when you would like to request Police assistance without requiring emergency service.

It is not necessary to perform this test if you use cell phone service only in your home – cell phone 911 calls are always routed to California Highway Patrol.

Thank you very much for your cooperation – we look forward to serving you as a member of our growing community!

(LFD)