




## National City Police Department Citizen Connect Webpage FAQ's

### **Do I need to create an account to view calls for service?**

No, you do not need to create an account to view calls for service.

### **How often is the information updated?**

The information is updated four times an hour in 15 minute intervals. You will need to hit the browser refresh icon, , to update the call information.

### **Why do I see calls outside of National City?**

The website displays calls that have National City Police Officers assigned to them. Occasionally, they may need to go outside of the City of National City to complete their calls.

### **How do I receive alerts for calls in my area?**

To receive alerts, you must have a Citizen Connect account. You can create an account by clicking the **Sign In** tab at the top of the screen and selecting the **Sign Up** option in the window. Once you have your account, you can create alerts. There is a How to Create Alerts document on the Police Department webpage.

### **Can I print or download information on the website?**

Yes, you can download or print the information you are currently viewing in the **DATA** tab. Click the printer icon or download icon at the top of the **DATA** column to get the information.

### **I see officers in my neighborhood. How come I don't see a call on the map?**

Wait 15 minutes and refresh the map. If the call still does not appear, the call type has been removed to protect the safety and privacy of the officers and citizens.

### **What do the numbers mean on the call type?**

Some of the call types contain numbers. These numbers reflect the vehicle, penal, or radio code used by law enforcement. A glossary of what these codes mean is available on the Police Department webpage.

### **Why are there numbers on the map icons?**

The numbers represent multiple calls in close proximity. You can zoom in on the location to view the individual calls.

### **Why can't I zoom in more?**

The zoom level is restricted at a certain level for the safety and privacy of those involved.

### **Why are the calls two different colors?**

The red calls are open calls for service that are currently being handled by NCPD or are awaiting an officer response. The blue calls are calls that have already been handled by NCPD.