Mary Solis, Verdemont Neighborhood Association (VNA) president called the members meeting to order at 19:00. Mary then lead those in attendance in the Pledge of Allegiance.

Mary acknowledged and welcomed civic leaders in attendance, Debbie Alvilar our Community Services Officer, Paul Guillen, the Communication’s Manager, Jim Bare, Dispatcher for the city.

Mary introduced Jim Bare as the evening’s speaker.

Jim began his remarks by indicating he had come to the city of San Bernardino’s Police Department (SBPD) from Disneyland, and is in charge of communications with the Mobile Command Center as well. Jim also provided his e-mail address in the event someone didn’t want to ask their question during the meeting.

Jim said that the SBPD covers 62 square miles of city with 40,681 calls into the dispatch center, 134,000 9-1-1 calls, 95,280 calls for service, and 13,689 calls answered per dispatcher. This year shows that each dispatcher is handling just over 1,500 calls.

Member question: How do we compare to other cities of similar size? Jim indicated there is no study or data available.

Jim then said that each dispatcher is assigned to cover 60 officers. They use Computer Aided Dispatchers (CAD). This system will list the units that are on calls, list available units, and list the calls waiting to be dispatched. (Approximately 1,000 calls each day.) The C A D also has map overlays on the screens. The CAD records the officers’ updates from their squad cars in real time. While cell phones do show on the CAD system, it in geographic coordinate form, not by pinpoint location as with hard line phones. Dispatchers also use the CAD to type in officers’ comments that are attached to the Incident Report in real time.

The SBPD Dispatch center has a40 line computer based system and it reports geographic information directly to the CAD screens. It also has built-in TDDY services (for those who are unable to speak or hear).

The SBPD Dispatch department also contracts Translation Services to ensure that each caller’s concern is addressed.

There are Crime camera’s throughout the city and the camera’s images are sent to the SBPD Dispatch Center as well. Dispatchers have watched crimes (drug sales, etc.) as they were happening. The use of the crime cameras has resulted in some felony convictions.

Training for Dispatcher must meet the Peace Officers Standards of Training (POST) which includes 120 hours of class, 1.1/3 years to be trained, 24 hours of continuous learning each 2 years as well.

Jim then discussed what happens when a citizen calls 9-1-1. Police dispatchers answer all calls (Fire/medical/police, etc.). If the call needs to be re-routed to the fire department or the medical services, the SBPD Dispatcher will connect the call to the correct organization.

If it is a call for the police, the dispatcher will ask a set of questions to set the proper priority for the call. It’s important to know that if it is an urgent call, the police have been dispatched while speaking with the caller during the initial call.

Hank Mitchell asked, “should a caller wait to be asked questions or just start offering information?”. Jim said it’s better to let the dispatcher ask the questions to help in setting the priority of the call. Another member asked about cell phone calls going to the highway patrol instead of the SBPD Dispatch center. Jim indicated that cell calls come to SBPD Dispatch at this time.

Jim asked the assembled, “When is a good time to call 9-1-1?” The answers included, “Domestic disturbances, crime in progress, crime just happened.”

Calls are prioritized as:

E: highest priority; (shootings, robberies in progress, etc.)

1: second highest priority; (bodily injury, fights, felony property theft, hit and run incidents)

2: third highest priority; (verbal domestic disputes, 9-1-1 hang up, misdemeanor vandalism, non-injury hit and run)

3: fourth highest priority; (vehicle thefts, nuisance calls)

4: fifth and lowest priority; (vandalism and keeping the peace)

The general philosophy in dispatch is “life over property”.

The fire department is part of the SBPD dispatch center as well.

Cell phones are triangulated from cell towers by the location information is not reliable/precise.

Jim completed his presentation and gave the floor to Mary.

Mary introduced Lt. Dan Kyle of the North West district of SBPD. Lt. Kyle indicated that he has 27 years with the SBPD and also indicated the boundaries of the N/W district. At present there are 350 sworn officers and they are reducing to 298 of which 130 are in patrol for the city. Lt. Kyle also stated that the dispatchers do not receive all the recognition they deserve for their multi-tasking skills. Lt. Kyle turned the floor back to Mary.

Mary then introduced Claudia Doyle of San Bernardino County Department of Health and Ms. Doyle asked us to complete a survey on behalf of her organization.

Mary then introduced Jackie Weiss of the PAL program. Ms Weiss gave an over view of the PAL program and its work with young people who are attempting success despite their backgrounds. There is a community fair scheduled (missed the day/date) and all are invited.

Mary closed the meeting at 20:30.