

2012-2013 Program Review

Campus Police - Dispatch Services

Program Description:

Just as patrol is the backbone of the agency, Dispatch is the central nervous system that keeps the department moving and the life blood of information flowing to all of its parts. Currently, dispatch services are provided by two 100% full time ECC dispatchers, one 83% full time ECC dispatcher, one 100% full time CEC dispatcher and 4 part time on call sub-dispatchers, all supervised by one Sergeant which is an ancillary duty. . The program had employed a lead dispatcher to oversee operations however the incumbent resigned to seek employment at a municipality. The function of the Communication Center is implemented via staggered work shifts employing the use of a dedicated call taking position and a dedicated dispatcher during peak periods, and a single dispatcher handling phone calls and radio communications for both campuses during non-peak times. The dispatchers utilize a myriad of systems for entering, searching, relaying, and copying information to officers and staff of the department on campuses as well as faculty, staff, students and the general public on a 24 hour basis. Dispatchers are responsible for 9-1-1 calls from not only campus landlines but also cellular calls in the area of the ECC campus. The dispatchers are also responsible for 9 general information phone lines from both CEC and ECC campuses, as well as over 11 campus radio frequencies. In addition to monitoring and taking all these phone calls, dispatchers monitor and keep track of all field personal activities, send units to emergency and non-emergency calls prepare, correct, and file case reports

The Communications Center is in most cases the first contact that the public has with the campus police department, as such they are a vital part of creating the secure environment so that the learning and student success can be achieved in accordance with Strategic Initiative B: “Strengthen quality educational and support services to promote student success” and Strategic Initiative F: Support faculty and technology improvements to meet the needs of students, employees, and the community”.

Program Goals:

Through understanding, courtesy and respect, we greet those who call us for assistance whether it is for police, fire, emergency medical, or parking services, always keeping in mind that they are often under stress and completely unaware of what information we need from them, why we need it, and how busy we may be when they call.

To provide superior public safety communications in a timely, precise, and skilled manner, while maintaining calm, professional, and compassionate attitude. With continued education and commitment to excellence, we can help save lives, protect property, and proudly know that we made a difference, serving as that vital link to emergency services for not only the campuses but the areas that surround them.

All by utilizing superior technology and building experience, we will continue to grow to fulfill the needs of our expanding campus community and all who pass through its doors on their way to higher education.

Our mission is congruent with the following Strategic Initiatives

Strategic Initiative B: "Strengthen quality educational and support services to promote student success".

Strategic Initiative F: "Support facility and technology improvements to meet the needs of students, employees and the community"

Strategic Initiative G: "Promote processes and policies that move the College toward sustainable, environmentally sensitive practices."

Program Environment:

The operation of this unit is 24-7, 365 days a year, with additional shifts during peak campus hours or special events

Program Effectiveness:

During 2012, overall the Communications Center handled 45,851 phone calls; this is a 5.04% increase in call volume from 2011. Of these calls 40,384 stemmed from the ECC campus and 5,467 were from the CEC campus. During the same time 39,313 total incidents were logged with another 987 case reports taken. Dispatchers also monitored 71,015 radio communications from the ECC campus and an additional 23,732 radio communications from the CEC campus. Plus over 25,900 radio communications from other campus frequencies.

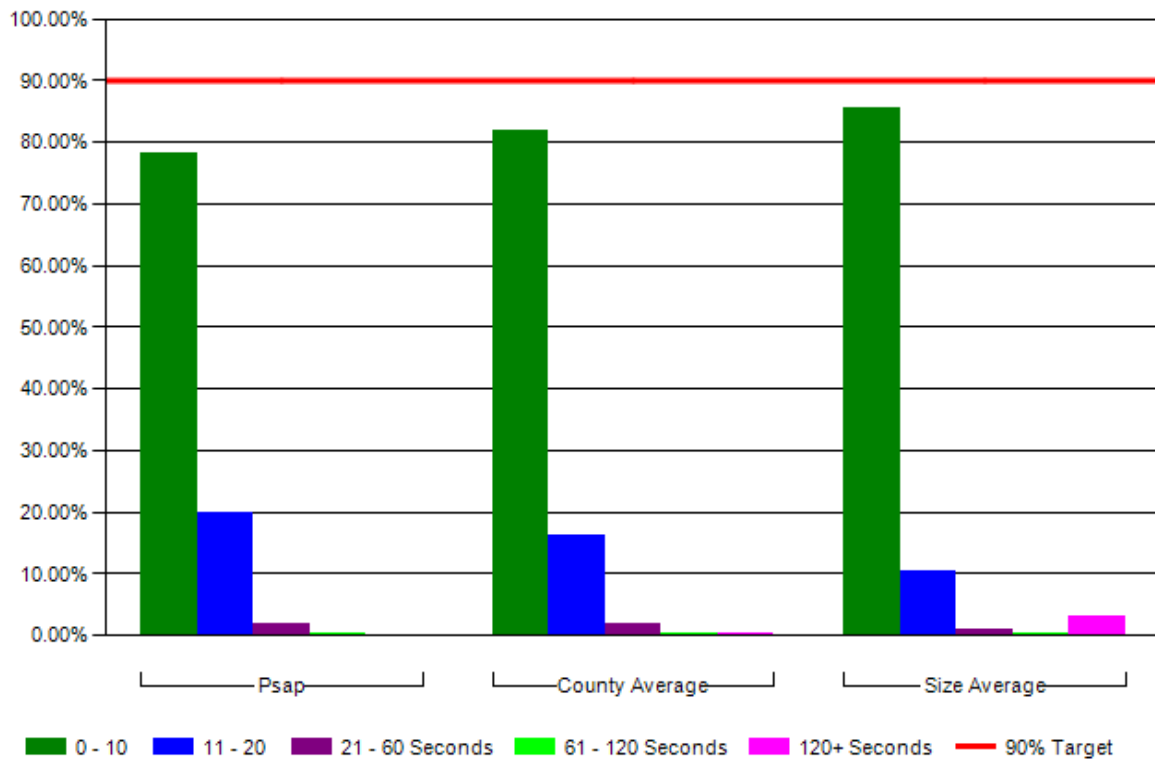
Communications Center									
	2012 (ECC Only)	2012 (CEC Only)	Totals	2011 (ECC Only)	2011 (CEC Only)	2010 Totals	% Change (ECC Only)	% Change (CEC Only)	% Change Total
Telephone Calls									
9-1-1 (Emergency)	8540	358	8898	7656	1114	8770	11.55%	-67.86%	1.46%
3100 (Admin)*	31844	5109	36953	30032	4849	34881	6.03%	5.36%	5.94%
Total Number of Calls	40384	5467	45851	37688	5963	43651	7.15%	-8.32%	5.04%
Incidents									
Calls for Service	11619	4848	16467	10677	5682	16359	8.82%	-14.68%	0.66%
Self-Initiated	15940	6906	22846	15206	8367	23573	4.83%	-17.46%	-3.08%
Total Incidents	27559	11754	39313	25883	14049	39932	6.48%	-16.34%	-1.55%
Total Reports Taken	638	349	987	783	354	1137	-18.52%	-1.41%	-13.19%

Call answer times and call ring times have stayed relatively consistent over the past several years; however, the Communications Center is behind the average answer time for the rest of LA County as shown below.

Call Answer Time is defined as: How long it takes the dispatcher to answer the telephone.
 Call Ring Time is defined: How many rings the telephone makes before the dispatcher answers.

911 – Answer Seconds	0-10	11-20	21-60	61-120	120+
	80.80%	16.97%	2.12%	0.07%	0.04%
All Calls - Answer Seconds	0-10	11-20	21-60	61-120	120+
	75.47%	21.05%	3.27%	0.17%	0.04%

Answer Time Comparison



The red bar located on the top of the bar graph indicates the State recommended answer times for zero to ten second calls.

“Psap” Public Safety Answering Point.

“County Average” about 100 plus public safety agencies in Los Angeles county.

“Size Average” Comparison of El Camino Police Department Dispatch (three positions) with other agencies of like size.

Conclusions and Recommendations

Even with the every looming State budget crisis, the reduction of revenues to community colleges, and enrollment decreases over the past few years, the Communications Center is seeing a rise in the number of calls, and overall increase in requests for services. An example of these increased calls for service included but are not limited to: medical aide, out of service elevators, general campus information, after hours campus access, campus escorts, campus directions just to name a few. These continue to tax the Communication Center and its staff. As the College continues to add responsibilities to the Communication Center such as fire, intrusion, and panic alarm monitoring, camera systems, call ring times, response times and overall effectiveness of the center is reduced because of only one dispatcher being on duty at one time. This lone dispatcher not only covers the radio, telephone, 911 systems for both campus's but also deals with front counter operations thus the dispatchers needs to be able to make priority decisions while multi-tasking. In addition, the present firewall and servers that store data and images are no longer California Law Enforcement Telecommunications Systems (CLETS) and FBI data base compliant.

It is recommended that the firewall and related server equipment be replaced.

It is recommended that 12 month dispatcher replacement positions be considered rather than 10 month positions due to the staffing shortages it creates for general and non-peak shifts. It is recommended that the current ten month position being occupied by one dispatcher be upgraded /transitioned to a 12 month position. The current ten month position creates scheduled overtime which is costing more than it is saving.

It is also recommended that a replacement lead dispatcher be hired in order to oversee operations of this program which is becoming more complex due to the increased technological increases and demands.

At present time, dispatchers do not have a specific dispatcher's policy and procedures manual. They currently use the police "Lexipol" manual which provide limited generic guidelines. It is recommended that a formal dispatch training program be created and implemented to ensure the dispatchers stay abreast of the latest technology and regulations affecting the Communication Center's operations. This includes a comprehensive policy and procedures manual specific for dispatchers and dispatch supervisors.