

2013-14 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 three full time ECC dispatchers, one full time CEC dispatcher and 4 part time on call sub-dispatchers, all supervised by one Sergeant. The function of the Communication Center is implemented via staggered 12 hour work shifts employing the use of a dedicated call taking position and a dedicated dispatcher during peak periods servicing both campuses, 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 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 (with text to 9-1-1 services coming in the next year). The dispatchers are also responsible for 9 general information phone lines, as well as monitoring 6 PD public safety radio frequencies and 14 campus radio frequencies. In addition to monitoring and taking all these phone calls and radio calls the dispatchers monitor and keep track of all field personal activities, send units to emergency and non-emergency calls & prepare, correct, and file case reports, citations, & court documents.

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”.

During FY 2013/2014 budget cycle, plans were submitted via plan builder for the purchase of a campus police data infrastructure update that would meet the current California Law Enforcement Telecommunications System (CLETS) and FBI Criminal Justice Information System (CJIS) compliance regulations. This also involved the purchase of a new firewall. The budget proposal was approved; equipment servers purchased and are currently in the process of being installed. Within six months, the system will be ready for an evaluation.

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"

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 2013, overall the Communications Center handled 38,373 phone calls, of these calls 34,602 stemmed from the ECC campus and only 3,771 were from the CEC campus. During the same time 38,289 total incidents were logged with another 1036 case reports taken. Dispatchers also monitored 123,429 radio communications from the ECC campus and an additional 52,647 radio communications from the CEC campus. Plus over 190,358 radio communications from other frequencies.

Communications Center									
	2013 (ECC Only)	2013 (CEC Only)	Totals	2012 (ECC Only)	2012 (CEC Only)	2011 Totals	% Change (ECC Only)	% Change (CEC Only)	% Change Total
Telephone Calls									
9-1-1 (Emergency)	6210	401	6611	8540	358	8898	-27.28%	12.01%	-25.70%
3100 (Admin)*	28392	3370	31762	31844	5109	36953	-10.84%	-34.04%	-14.05%
Total Number of Calls	34602	3771	38373	40384	5467	45851	-14.32%	-31.02%	-16.31%
Incidents									
Calls for Service	12762	4390	17152	11619	4848	16467	9.84%	-9.45%	4.16%
Self-Initiated	16617	4520	21137	15940	6906	22846	4.25%	-34.55%	-7.48%
Total Incidents	29379	8910	38289	27559	11754	39313	6.60%	-24.20%	-2.60%
Total Reports Taken	776	260	1036	638	349	987	21.63%	-25.50%	4.96%

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.
- “Psap” Public Safety Answering Point.

Non-Emergency Lines

	PSAP		County Average		Size Average	
	Total Calls	Percent Answered Within 10 Secs	Total Calls	Percent Answered Within 10 Secs	Total Calls	Percent Answered Within 10 Secs
January	1,944	88.12 %	96	94.08 %	203	96.25 %
February	2,494	90.18 %	94	94.08 %	204	96.26 %
March	2,540	91.14 %	97	94.50 %	209	96.28 %
April	2,304	91.58 %	112	94.56 %	226	96.31 %
May	2,416	92.67 %	100	94.78 %	222	96.22 %
June	1,767	91.62 %	74	95.69 %	182	96.61 %
July	2,044	90.85 %	71	94.70 %	167	96.43 %
August	1,989	90.35 %	78	94.26 %	187	95.90 %
September	2,536	91.13 %	102	94.13 %	224	95.57 %
October	2,429	91.60 %	109	94.78 %	254	95.93 %
November	1,996	91.38 %	87	94.50 %	203	96.30 %
December	1,652	92.37 %	68	95.07 %	175	96.15 %
Total	26,111	91.09 %	1,088	94.57 %	2,456	96.17 %

9-1-1 Emergency Calls

	PSAP		County Average		Size Average	
	Total Calls	Percent Answered Within 10 Secs	Total Calls	Percent Answered Within 10 Secs	Total Calls	Percent Answered Within 10 Secs
January	426	93.19 %	17	95.61 %	49	95.97 %
February	647	93.35 %	22	91.59 %	53	95.35 %
March	604	94.54 %	22	97.72 %	53	95.98 %
April	603	93.37 %	20	96.33 %	54	95.82 %
May	591	96.62 %	18	97.24 %	54	95.63 %
June	366	95.08 %	16	97.75 %	50	95.32 %
July	388	93.30 %	17	95.24 %	45	94.03 %
August	393	92.11 %	17	96.03 %	51	94.29 %
September	579	96.37 %	22	97.37 %	56	94.82 %
October	805	94.04 %	24	96.32 %	63	94.79 %
November	676	95.71 %	21	97.29 %	52	94.76 %
December	532	94.55 %	20	97.14 %	44	94.86 %
Total	6,610	94.45 %	236	96.28 %	624	95.14 %

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

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

Conclusions and Recommendations

Currently, the Communications Center is seeing a decrease in the number of phone calls, however we are seeing an overall increase in the number for requests for services, radio frequency usage, and increases in general number of personnel in the field. 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, and campus directions. These continue to tax the Communication Center and its staff as even though they are not emergencies they take time to process, enter and finalize. As the College continues to add responsibilities to the Communication Center such as fire, intrusion, and panic alarm monitoring, camera systems, as well as access control monitoring the overall call ring times, staff response times and overall effectiveness of the center is reduced.

As the center continues to struggle with second position dispatcher shifts going unfiled due to reductions in deployable part time staff because of the 25hr limitation, the center needs to hire at least two more part time dispatchers to cover the time slots and have sufficient personnel to cover shifts when vacations and/or sick time is taken. The ideal environment is to have two dispatchers on duty most of the time particularly when classes are in session.

Additionally, more integrated technology should be sought to increase the amount of interfaces into the center so that phone, window traffic and other distractions can be reduced. Additionally, campus alarm systems need to be addressed to reduce the number of false alarms resulting in unnecessary phone calls and dispatching of resources calls (example the CEC campus generated over 480 burglar alarm calls vs ECC's 65 for 2013). This will aid the center in concentrating more on field operations and speed the relaying of call information to units.

Finally, dispatchers do not have a specific dispatcher's policy and procedures manual. They currently use the general department "Lexipol" manual which provides extremely limited generic guidelines. It is recommended that a formal dispatch training program & policy manual be created and implemented that covers not only call taking & dispatching operations but also records & general operations to ensure the dispatchers stay abreast of the latest technology and regulations effecting the Communication Center and reducing liability to the department and college.