



**CITY OF SAN DIEGO
OFFICE OF COUNCIL PRESIDENT GEORGETTE GÓMEZ
NINTH DISTRICT**

February 28, 2019

Jon E. Ragatz, Foreperson Pro Tempore
Grand Jury, County of San Diego
550 Corporate Center
550 W. C Street, Suite 860
San Diego, CA 92101-3513

Dear Mr. Ragatz:

This letter is in response to your January 7, 2019 letter requesting status information on two recommendations contained in the 2013/2014 Grand Jury report titled "Emergency Response Times: Does Your Zip Code Dictate Your Chance of Survival?" The following information concerning the implementation status of these recommendations was obtained from Police Department staff.

Recommendation 14-33:

[That the San Diego City Council c]ontinue its efforts to equip all San Diego Police patrol cars with AEDs since quite often a police officer is the first responder on the scene.

Status Update: As of February 1, 2019, the San Diego Police Department has 106 AEDs in police patrol vehicles. The Department currently has 525 police patrol vehicles. The Department acquired the devices primarily through Community Projects, Programs, and Services funding and funding from the San Diego Police Foundation.

The cost of equipping each patrol vehicle with an AED is approximately \$1,507. The total cost to equip the remaining 419 police patrol vehicles is estimated to be \$631,000.

Additionally, there would be costs for maintenance, which include replacement of electrode pads annually and battery replacement every four years. If all patrol vehicles were equipped, the annual cost for maintenance would be approximately \$50,000.

The San Diego Police Department will continue requesting funding from various sources for the placement of additional AEDs in patrol vehicles and maintenance of AEDs, along with other high priority equipment needs.

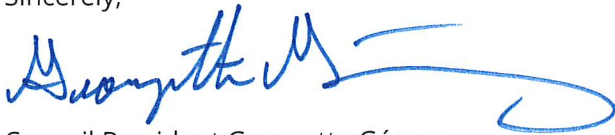
Recommendation 14-34:

[That the San Diego Police and Fire-Rescue Departments i]mplement a vigorous campaign to educate the public on the correct use of 9-1-1.

Status Update: The attached 911 education pamphlet was developed in response to the Grand Jury recommendation. The Police and Fire-Rescue Departments use this pamphlet to educate at recruiting events and open houses. Fire-Rescue also distributes this pamphlet to residential care centers, while providing classes on what the public should know about calling 911. In addition, the Police Department distributes dispatch recruitment and calling 911 handouts at recruiting events as well as Speaker's Bureau events.

In addition to my response, I am including here a recommendation that future inquiries pertaining to departments not in the direct purview of the Council be directed to the Mayor's Office, with copies provided to the City's Chief Operating Officer, the Office of the Independent Budget Analyst and the Council President's Office. Please let me know if you have any questions or need further assistance.

Sincerely,

A handwritten signature in blue ink, appearing to read "Georgette Gómez", with a long, sweeping horizontal flourish extending to the right.

Council President Georgette Gómez
City of San Diego
Ninth Council District

Attachments: Help 911 Help You Pamphlet
Police Dispatch Handout
911: What to Expect When Calling for Help Handout

cc: Honorable Councilmembers
Jessica Lawrence, Director of Finance Policy & Council Affairs, Mayor's Office
Andrea Tevlin, Independent Budget Analyst
David Nisleit, Chief of Police

YOU CAN SAVE A LIFE!

The more you know about what to expect when you call 9-1-1, the faster help can get there.

Follow the instructions the dispatcher gives you and remember, even while they are talking to you, help is already being sent.

- Stay Calm
- Listen Carefully
- Give Information
- Follow Instructions

Everyone should know the numbers. Train your entire family. Even a very young child can learn to recognize an emergency and know to call 9-1-1.

24 hours a day, every day of the year, from any working telephone. Even a cellular phone with no active service can still call 9-1-1.

9-1-1 is always there — and always free.



- Don't call 9-1-1 for general information such as:
 - Road conditions
 - Licenses
 - Permits
 - Billing Information
 - Public Utilities
- If you have a power outage, call SDG&E, NOT 9-1-1.
- During a natural disaster, do not call 9-1-1 to ask questions about what to do or where to go. Tune to your local news or go online to ReadySanDiego.org
- 2-1-1 is San Diego's number for health and disaster services.

San Diego Police

24-hour non-emergency calls:
(619) 531-2000 or (858) 484-3154

San Diego Fire-Rescue

24-hour non-emergency calls:
(858) 974-9891

HELP 9-1-1 HELP YOU

Call 9-1-1 to:

Save a Life
Stop a Crime
Report a Fire
or Other Emergency



SPONSORED BY:  SAN DIEGO
FIRE RESCUE
FOUNDATION

When you are faced with an emergency, seconds matter. The more you can do to save time, the better. That's why you should always call 9-1-1 when you need emergency help.

THREE QUICK EASY DIGITS:

9-1-1



BEING KNOWLEDGEABLE AND PREPARED CAN MAKE ALL THE DIFFERENCE.

- The dispatcher may ask you a lot of questions. 9-1-1 needs to know what kind of emergency you have to send the appropriate emergency responders.
- *The questions are not delaying the response. Help is on the way.*
- If you're calling from a cell phone, your location may not be available to the dispatcher.
- Be ready to give the complete address or to describe landmarks like nearby businesses or cross streets.



9-1-1 NEEDS TO KNOW WHERE TO GO.

When you call 9-1-1 one of the first things you will be asked is the location of the emergency you are reporting. The dispatcher may not automatically know your location and they will ask you to confirm it. Be prepared to give as much detail on your location as possible. Providing an accurate address is critically important, especially when making a wireless 9-1-1 call.

REMAIN CALM, BE PREPARED.

Try to stay calm, answer the questions and follow all instructions. Professional dispatchers are trained to get information from you. Listen carefully and answer as concisely as possible.

"THEY ASK SO MANY QUESTIONS. I JUST WANT TO HANG UP."

Dispatchers are highly-trained to evaluate every situation and inform the police or first responders so they are well-prepared when they arrive. They can also give you instructions that can help save a life, even before the emergency help arrives. Don't hang up.



"I'M NOT SURE IF THIS IS A BIG ENOUGH PROBLEM TO BOTHER 9-1-1?"

9-1-1 is for emergencies, not information. But if you have any doubt, call 9-1-1. It's best to err on the side of safety. The dispatcher can decide and help you.

"WHAT IF I AM PUT ON HOLD?"

Calls are answered in the order they are received so if you hang up and call back, your call will go to the end of the queue which can result in a slower response.

9-1-1 dispatchers receive instant notification any time a caller is holding and will do everything they can to get to your call as quickly as possible.

"WHAT IF I ACCIDENTALLY CALL 9-1-1? WILL I GET IN TROUBLE?"

If you misdial 9-1-1, don't hang up! Instead, stay on the line and tell the dispatcher you misdialled; otherwise, they will have to call you back. If they can't reach you, a police officer may be sent to your location to be sure you are OK. This ties up valuable resources from true emergencies.

Dispatch Job Realities

There will be times that you will be unable to leave your work station for long periods during your shift. Therefore, you must be able to work in a confined area for your entire shift. You will be required to wear a headset.

Typically, Police Departments have been described as “paramilitary” work environments. Individuals hired to work in these departments will be required to work through a structured “chain of command”.

You may be required to change your work shift (includes weekends, nights and holidays) and/or cancel days off or holiday plans on short notice. There may be times you will be required to work overtime and receive overtime pay.

Dispatch Job Requirements

Minimum Requirements:

17 years old with a high school diploma or 18 years old with either a high school diploma or GED. Also must have the legal right to work in the U.S.

Application Process

Step 1: Complete Online Application at:
www.sandiego.gov/empopp/

Step 2: After applying the city will send you a link to self-schedule a date and time for the CitiCall Exam. The test takes about 2 ½ hours to complete and must be successfully completed.

The CitiCall Exam is a computerized, simulated dispatcher test. It is given at the City Concourse building located at 1200 3rd Ave, San Diego or 1401 Broadway, San Diego California 92101.

The following is a summary of what is tested.

- Data Entry including audio
- Call Summarization:
- Cross Referencing including audio
- Character Comparison
- Memory Recall
- Memory Recall-Numeric (Audio)
- Prioritization
- Map Reading (using maps)
- Spelling
- Sentence Clarity
- Reading Comprehension
- Decision Making

Step 3: After successful completion of CitiCall; applicants will be asked to return to complete a Pre-Investigative Questionnaire (PIQ). This is beginning of the background investigation process which will include personal and professional references as well as criminal history and credit checks.

Step 4: Successful applicants will be offered the opportunity to interview for the available positions.

You can request additional information from the Dispatch Recruiting Unit by emailing or calling:

SDPDDispatchjobs@pd.sandiego.gov
619-533-5721



The City of San Diego has an active Equal Opportunity Program and vigorously supports workplace diversity. Applicants who require special testing accommodations may call (619) 236-6358.

October 1, 2018



**SAN DIEGO POLICE
DEPARTMENT
COMMUNICATIONS
DIVISION
1401 Broadway, MS 701
San Diego, California 92101**

Police Dispatch

The following information is contained in this brochure.

- **About Law Enforcement Dispatching**
- **Dispatcher Comments**
- **Dispatcher Benefits and Pay**
- **Realities and Requirements**
- **Application Process Steps**

About Law Enforcement
Dispatching

911 Dispatchers work on a Computer-Aided Dispatch (CAD) system and are the primary answering point for all 911 and non-emergency phone calls from within the City of San Diego.

911 Dispatchers elicit essential incident information from callers; determine the nature and extent of the request, the priority of the problem and the need for dispatching police.

Police dispatchers dispatch units by radio voice communication. Each Police Dispatcher is responsible to monitor an average of 35 units daily and up to 100 for special events.

The communication center operates 24 hours a day, seven days a week, with day, evening, and night shifts.

A career as a Dispatcher offers many satisfying and rewarding opportunities to help others and make a contribution to public safety.

Dispatcher Comments

“You get to help people of the community and every day is different”
Gloria B

“Exciting and Diverse Calls”
Joseph S

“Being part of a team and working with people who are willing to help you”
Bryan E

“I get to help officers and support them as they doing their job.” “The four day 10 hour schedule is great.”
Ann C

“I like being part of a team, feeling as if my job is truly making a difference in people’s lives and my awesome coworkers.”
Stephanie J



Dispatcher Benefits

- **Very competitive wages**
- **Overtime periodically available**
- **Four-Day Work Week**
- **3-5 Weeks Paid Annual Leave Per Year**
- **Flexible Benefits Plan**
- **Training (Communications Training Officer) Pay**
- **Bilingual Pay**
- **Shift Differential**
- **Friendly and safe team working environment**
- **POST Certification Pay**
- **Tuition Reimbursement**

Advancement Opportunities

- **Dispatcher II**
- **Police Dispatcher**
- **Lead Dispatcher**
- **Dispatch Supervisor**
- **Dispatch Administrator**

Dispatcher Pay Guidelines

Police 911 Emergency Dispatcher
(Phone) Dispatcher I
\$19.54.*/Hour Starting
\$1,563.20 - \$1,711.20*/Bi-Weekly
\$40,643.20—\$44,491.13*/Annually

*Salary figures do not reflect the 5% Shift Differential pay or the 5% 911 pay or the 20% POST Certification pay (30% total), or Bilingual pay is \$.70/hour. Dispatcher II after 6 months.

Police Dispatcher
(Radio)
\$25.82*/Hour Starting
\$2,065.60—\$2,275.20*/Bi-Weekly
\$53,705.60—\$59,155.20*/Annually

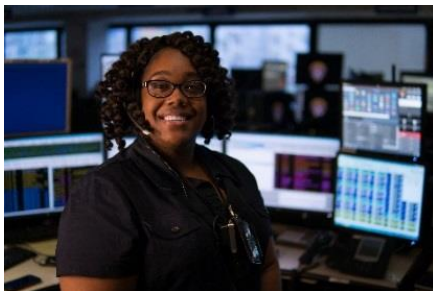
*Salary figures do not reflect the 5% Shift Differential or the 20% POST Certification pay. Bilingual pay is \$0.70 per hour.

OUR DISPATCHERS

Our dispatchers understand citizens calling for help are under stress. Sometimes dispatchers are meticulous and might need to repeat questions or sound stern. Please understand that the dispatcher is attempting to maintain control and provide you with prompt service to ensure your safety.

PLEASE NOTE:

No matter the situation, you must provide the Dispatcher with your location at the beginning of the call in order for help to be sent.



DO NOT ATTEMPT TO CONFRONT VIOLENT INDIVIDUALS, CALL 911 IMMEDIATELY!

Refer to this checklist when describing a suspicious person or suspect in a crime.

- Sex
- Height
- Race
- Weight
- Age
- Hat
- Glasses
- Hair
- Facial Hair
- Coat
- Shirt
- Pants
- Shoes
- Weapons

When reporting a crime involving a vehicle:

- Color
- Make/model,
- License plate,
- Direction of travel,
- Unusual characteristics (e.g., large dents, bumper stickers, graphics, wheels, tinted windows, lifted/lowered),
- Number of persons, etc.

INTERESTED IN A CAREER AS A DISPATCHER?

Apply online now:

www.sandiego.gov/empopp/current

DISPATCHER I POLICE DISPATCHER

A challenging and rewarding career with competitive pay & benefits



The City of San Diego has an active Equal Opportunity Program and vigorously supports workplace diversity. Applicants who require special testing accommodations may call (619) 236-6358.

December 19, 2018

The City of
SAN DIEGO



SAN DIEGO POLICE DEPARTMENT COMMUNICATIONS DIVISION

1401 Broadway, MS 701
San Diego, California 92101

911

**WHAT TO EXPECT WHEN
CALLING FOR HELP**

When Should I Call 911? When Should I Use the Non-Emergency Number?

It is important to understand when you should call 911 and when you would be better served by using the Police Department's non-emergency number of 619-531-2000.

You **should** call **911**:

- When any life threatening situation arises that requires a response from the police, fire department or Emergency Medical Services.
- When a crime is in progress and the suspect is still on the scene or has just left.
- There is an intruder in your home or business or if you suspect an intruder could be inside your home or business.
- For in progress violent crimes including homicides, robberies, assaults, domestic assaults and sexual assaults.
- For car accidents when: there are people injured and/or there is significant property damage and/or there is danger to other motorists and/or there are significant traffic problems as a result of the accident.

WHAT TO EXPECT DURING A 911 CALL

When a 911 call is received, it is answered by a dispatcher. The dispatcher is trained to get as much information as possible in a timely manner. Callers should answer the dispatcher's questions and follow instructions to prevent a delay in emergency response.

There are a number of questions dispatchers may ask including:

- What is the address or location?
- What is your name and telephone number?
- Why do you need assistance?
- When did the incident occur?
- Was there a weapon involved?
- Who committed the crime?
- Can you provide a description?
- Are they still at the scene?
- Which direction did the suspect go towards?
- Did they leave on foot or in a vehicle?

MOST REPORT CALLS CAN BE HANDLED ONLINE

NON-EMERGENCY 619-531-2000

When you should call the non-emergency number:

- In the **event you do not have an emergency** but need to ask a question or speak to police.
- **For property crimes** when there is no known suspect at or near the scene and it is believed the incident occurred some time ago.

Examples include:

- A burglary discovered after you've returned from out of town
- Preservation of Peace
- Vandalism
- Vehicles blocking driveways
- Missing Vehicle. (Only call 911 when you see the suspect and it just occurred.)

****It is important to note that regardless of the situation, if you feel there is immediate danger, call 911.****

DISPATCHERS WILL DO THEIR BEST TO POINT YOU IN THE RIGHT DIRECTION. PLEASE NOTE, HOWEVER, NO LEGAL ADVICE OR RECOMMENDATIONS CAN BE GIVEN

HOW LONG WILL IT TAKE TO ANSWER MY CALL?

The San Diego Police Department takes around **600,000 911 calls per year and 580,000 non-emergency calls per year**. Call Volume fluctuates depending on the time of day, day of the week, and time of year.

DO NOT HANG UP, even if you accidentally call. Dispatchers are required to call you back to ensure there is no emergency.

NON EMERGENCY CALLS

Did you know most non-emergency report calls can be handled online? Before you call, save time and check online to see if your report qualifies. If you report it online you are able to print out a copy and an officer will contact you.

REPORT ONLINE AT:

WWW.SANDIEGO.GOV/POLICE/CRIMEREPORTS/STARTACCESS