Department of Safety and Security

Handling Calls for Service

**Dispatchers:**

* The Dispatch Center is located at SCC.
* There is only one dispatcher on duty M-F 6 AM – 10PM
* Last Fiscal Year the Safety Department handled;
* 10,288 calls for service
* This included 6156 door lock / unlock; 647 reports, 202 escorts and 85 vehicle dead batteries.

Dispatchers are an integral and essential part of our communication with the campus community.

Dispatchers are typically the first campus safety employee any RSCCD community member encounters in an emergency.

The expediency and accuracy of the information they obtain from callers can mean the difference in how the call is handled.

The Dispatch Center coordinates resources, makes notifications, and summons appropriate help, including Fire and Police as needed.

Essentially, they are required to navigate the unseen to bring sense and order to a jumble of facts.

***Not many have been in a dispatcher’s shoes and truly know what it is to deal simultaneously with both sides of an invisible equation, hearing nothing but voices, reading nothing but text, having no facial or body expressions to go off of, and no situational awareness beyond what’s happening in their headsets. The stress level of our dispatchers can be tremendously overwhelming.***

After obtaining basic information, the dispatchers broadcast the information to the responding officer(s).

**How to Call Campus Safety:**

If you are having a life-threatening emergency, please call 911.

On all calls, please be prepared to give the location of the incident.

Please remember to carry your cell phone and save the Dispatch number in your address book. **714-564-6330**

If you don’t have a cell phone, look for the emergency Blue Phones or call 333 from a school landline.

When calling either 911 or the non-emergency number be prepared to answer questions!

It is the primary duty of the dispatcher to obtain specific information from callers in order to determine the appropriate response, maintain the safety of the people, and provide responding officers with essential information in a timely manner.

When speaking with the dispatcher, remain calm and answer their questions as clearly and concisely as possible. If you don’t know the answer to a question, simply tell them “I don’t know” – it is better to be clear about what you are observing rather than making assumptions or guesses. Stay on the line until you are told to disconnect by the dispatcher.

Typical questions you will be asked:

Where are YOU?

Where did this occur?

When or how long ago did this occur?

Descriptions of involved people (gender, race, age, height, weight, hair, clothing) or vehicles (color, make, model, license plate).

Any alcohol, drugs or weapons involved?

If the involved person(s) are no longer there, give the direction of travel.

**What to expect from responding officers:**

Qualifications – Our officers are not sworn law enforcement. They are certified by the State of California, Bureau of Security and Investigative Services (BSIS).

Many of our officers have retired from law enforcement.

All officers receive training on campus safety best practices.

They are trained to respond to both emergent and routine calls in a calm and measured fashion.

Response times may vary from mere seconds to several minutes.

If officers have more than one incident occurring simultaneously, they may have to prioritize their response.

One or more officers may respond depending on circumstances.

Be prepared to answer an officer’s questions.

You may get asked similar questions that were asked by the dispatcher.

Officers may ask clarifying questions. Very often the actual nature of a call is different than what was received from dispatch.

If the call comes out as unknown trouble, or if it concerns an incident in progress, officers may appear to be extra cautious.

For example, they may not enter a building without stopping to observe or wait for a backup officer.

This is because they are trying to determine WHAT HAVE I GOT?

When the officers contact a person, they try to determine WHO IS THIS PERSON? Are they a victim, witness or suspect?

If there was a crime alleged, they need to determine is this a misdemeanor or felony?

Based on what officers learn they also need to think about their authority and what they are allowed to do by law.

Are additional resources needed like police or fire departments?

Will notifications need to be made? To whom?

**After Action Activity:**

Officers will either log the event, or they may write an Incident Report and/or Maxient.

If appropriate, officers can assist a victim in filing a police report.

If appropriate a crime bulletin or safety alert may be disseminated .

If appropriate, a RAVE alert will be sent.

**The goal of alerts is aiding in the prevention of similar occurrences.**

**Timely warnings** are issued for certain crimes that represent a threat to the safety of students or employees. These alerts must be done in a manner that is timely and that will aid in the prevention of such crimes.

The Clery Act does not include a specific definition of “timely”. However, the intent of a timely warning is to enable people to protect themselves; therefore, warnings should be issued as soon as pertinent information is available.

**The decision to issue a timely warning should be made on a case-by-case basis, considering the nature of the crime, the danger to the campus community, and the possible risk of compromising law enforcement efforts i.e. active investigations.**

**Emergency notifications** are issued upon the confirmation of a significant emergency or dangerous situation occurring on the campus that involves an immediate threat to the health or safety of students or employees.

Other notifications may be made by the district or campus PIOs at their discretion.

**Conclusion:**

Sometimes things don’t go smoothly.

If you have complaints or concerns about campus safety and their handling of an incident, please feel free to contact me or one of the campus safety sergeants.

**714-564-6330**