Communications Center

San Diego County Sheriff's Department

Anthony Ray, Sheriff

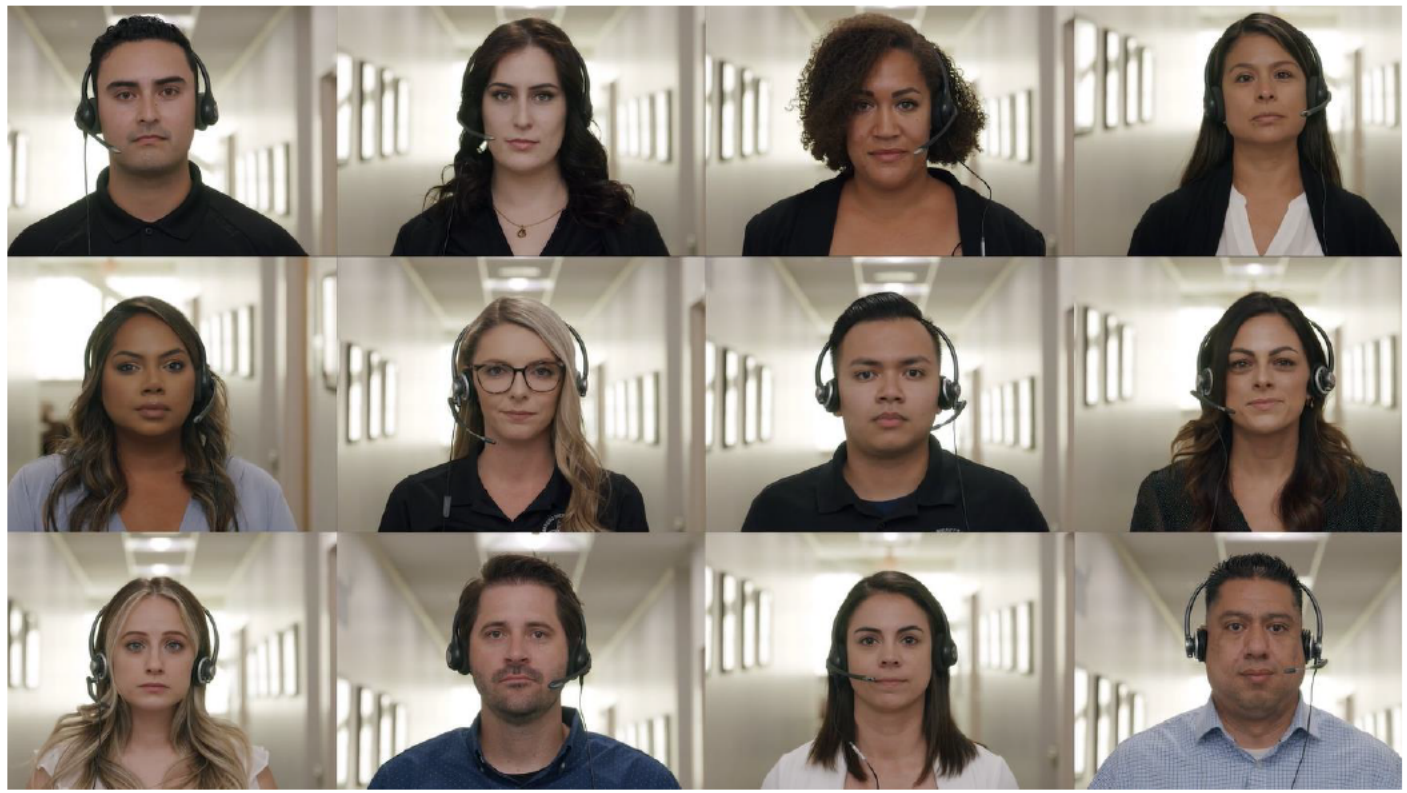
Operations Overview

Communications Center

Communications Center

Staffing:

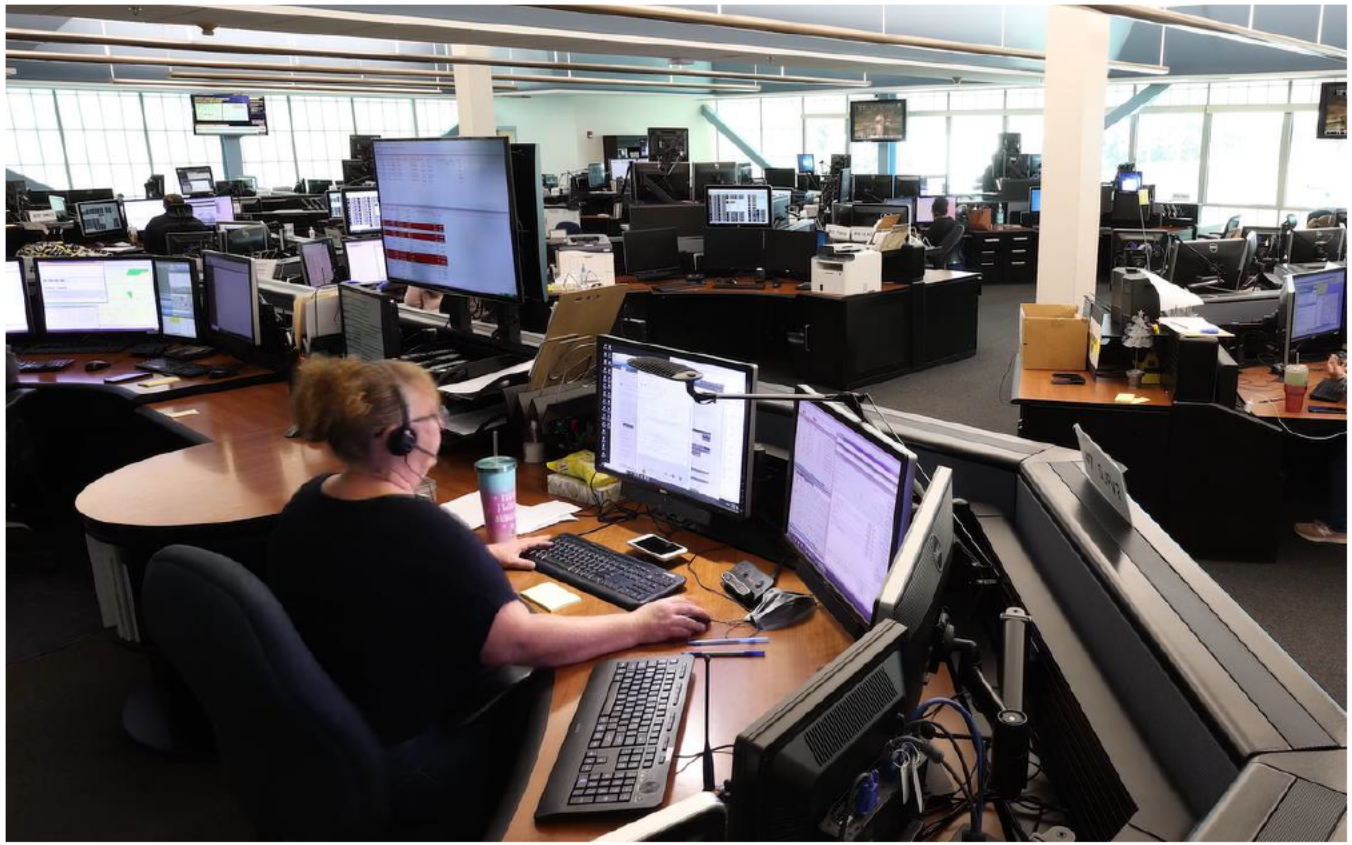
- 125 Dispatchers
- 15 Supervisors
- 4 Lieutenants
- 3 Communications Coordinators
- 1 Captain



Communications Center

Each shift:

- One to three Supervisors
- One to two Lead Dispatchers
- One Lieutenant



The "Bridge"

Contact Numbers

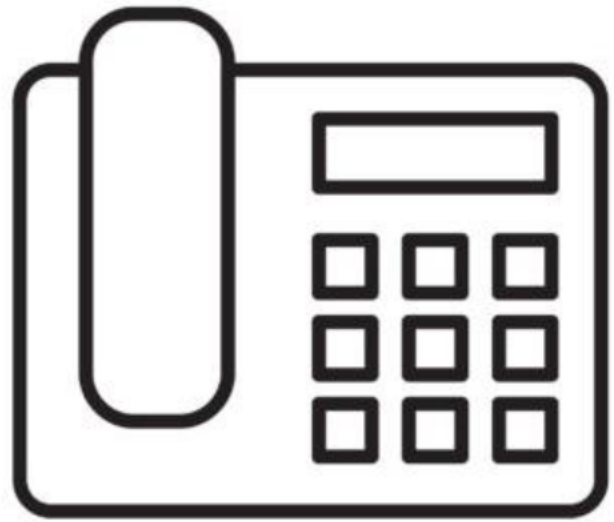
Communications Supervisor Line

[redacted]

Watch Commander Line

[redacted]

[redacted] *(not recorded)*



Critical Incident Hotline

[redacted]

(All numbers above are non-public)

Contact Numbers

Critical Incident Hotline

- Dedicated telephone number answered by Communications Supervisors, Lead Dispatchers, or Watch Commander
- For exclusive use by an Incident Commander (*or their designee*)

Policy and Procedure section 7.11

Field Supervisor Notifications

Communications Center

Field Supervisor Notifications

- Dispatchers are required by procedure to notify and obtain field supervisor acknowledgement for specific situations
- If unable to obtain a field supervisor acknowledgement, the dispatcher will advise the Watch Commander

Field Supervisor Notifications

Some examples include:

- Units responding Code 3
- Units leaving the beat
- Unusual or significant incidents
- 'In Progress' calls pending with no units to break or no units available

Cell Phone Pings

Communications Center

Cell Phone Pings

Penal Code § 1546 – § 1546.4

- Prohibits obtaining info from an "electronics device" or "service" without certain conditions being met
- Some conditions include pursuant to a warrant or court order, consent of the authorized *possessor* of the device, and emergency exceptions

Cell Phone Pings

Emergency Exception

- **PC § 1546.1(c)(5):** Obtaining info is permitted if the government ***"in good faith, believes that an emergency involving danger of death or serious physical injury to any person requires access to the electronic device information"***
- **PC § 1546.1(h):** For requests with emergency exception, the government ***"shall, within three court days after obtaining the electronic information, file with the appropriate court an application for a warrant or order…"***

Cell Phone Pings

Dispatchers will perform a 'ping' or subscriber information request if:

- The *device* called 9-1-1 and the dispatcher needs further info to process call for service, *or;*
- Upon request from a deputy assigned to a call for service

Cell Phone Pings

Dispatchers assume that when a request for a 'ping' or subscriber info comes from a deputy that:

- The deputy has evaluated the call and has determined circumstances meet the emergency exception under PC § 1546.1(c)(5), ***and*;**
- The deputy understands the need to follow up with filing for a warrant within three court days and the service requirements under PC § 1546.2

Radio Communications

Communications Center

Encrypted Radio Channels

- All Sheriff specific radio channels are now secured with ‘always on’ encryption (indicated by:)
- Encryption of radio communications was done to comply with CA DOJ requirement to protect information obtained from CLETS
- Encrypted channels are still recorded
- Mutual aid channels are not encrypted

Radio Mutual Aid Channels

When dispatchers advise units to switch to specific radio channels, they are doing so based on established procedures and best practices for communications

Some of these channels include:

- Regional LE command channels *(e.g., LE S CMD)*
- Regional LE tac channels *(e.g., LE N TAC1)*
- Countywide LE channels *(e.g., BLUE1)*
- Countywide call/hailing channel and tacs *(e.g., SD CoCALL, SD CoTAC1)*
- Statewide frequencies (*e.g., CALAW8*)

Radio Mutual Aid Channels

- Deputies need to be aware of where specific channels are in their radios, how to switch to them, and use only the channels designated for an incident
- Radio training is available, and all radio users are encouraged to attend (*www.rcs800mhz.org*)

Policy and Procedure Sections 7.1

Communications Planning

- Numerous options are available to facilitate radio communications with other agencies

- Dispatch supervisors can assist with developing communications plans to best support incidents/operations

Critical Incidents

Communications Center

Critical Incidents

- During critical incidents, field supervisors should be prepared to provide information to the Communication Center
- Dispatchers, communications supervisors and the Watch Commander will often seek out this information if not provided

Critical Incidents

Examples of information include:

- Command Post location
- Staging location (*if designated and needed*)
- Injuries to deputies, suspects, others
- Need for additional units/mutual aid
- Need for public emergency notifications (Alert San Diego, WEA)

Public Emergency Notifications

Communications Center

Public Emergency Notifications

- **Consider the need for public emergency notifications early**
  - *Time from request to initiation could take 10 or more minutes*
- All notifications are now done using both Wireless Emergency Alerts and Alert San Diego
- Be sure to have access to the Regional Public Safety Grid map to provide grid coordinated

AlertSanDiego
Get signed up. Get notified.

WIRELESS EMERGENCY ALERTS

Public Emergency Notifications

Regional Public Safety Grid Map

Contact Sheriff's Emergency Planning Detail for information about obtaining additional copies

Public Emergency Notifications

Methods for relaying public emergency notifications requests to the Communications Center (in order of preference)

1. Wildfire Alert Request Tool (ART) app
2. Phone call to Critical Incident Hotline
3. Relay over radio (*when unable to make a phone call*)

Public Emergency Notifications

- **Information about public emergency notifications is covered in department fire training videos**
- **It is recommended these videos be reviewed**

The training videos can be found on the V drive at the following location:
V:\VPU\Wildfire Training Project\Wildfire Video Edits\MP4s

Public Emergency Notifications

Use of WEA and Alert San Diego should augment other methods for communicating emergency information to the public

- Public Affairs/news media
- Door to door notifications
- PA announcements
- Social media

Audio Recording Requests

Communications Center

Audio Recordings

- **All radio traffic and telephone calls to and from the Comm Center are recorded**
  - –Recordings retained for 3 years
- **Supervisors can request copies of recordings for training or investigative purposes**

Audio Recordings

- **What we need to fulfill a recording request**:
  - Radio channel
  - Date and time frame (start and finish time)
  - For phone calls, CAD event number
- **To request recordings, send email to:**
  [redacted]**@sdsheriff.org**

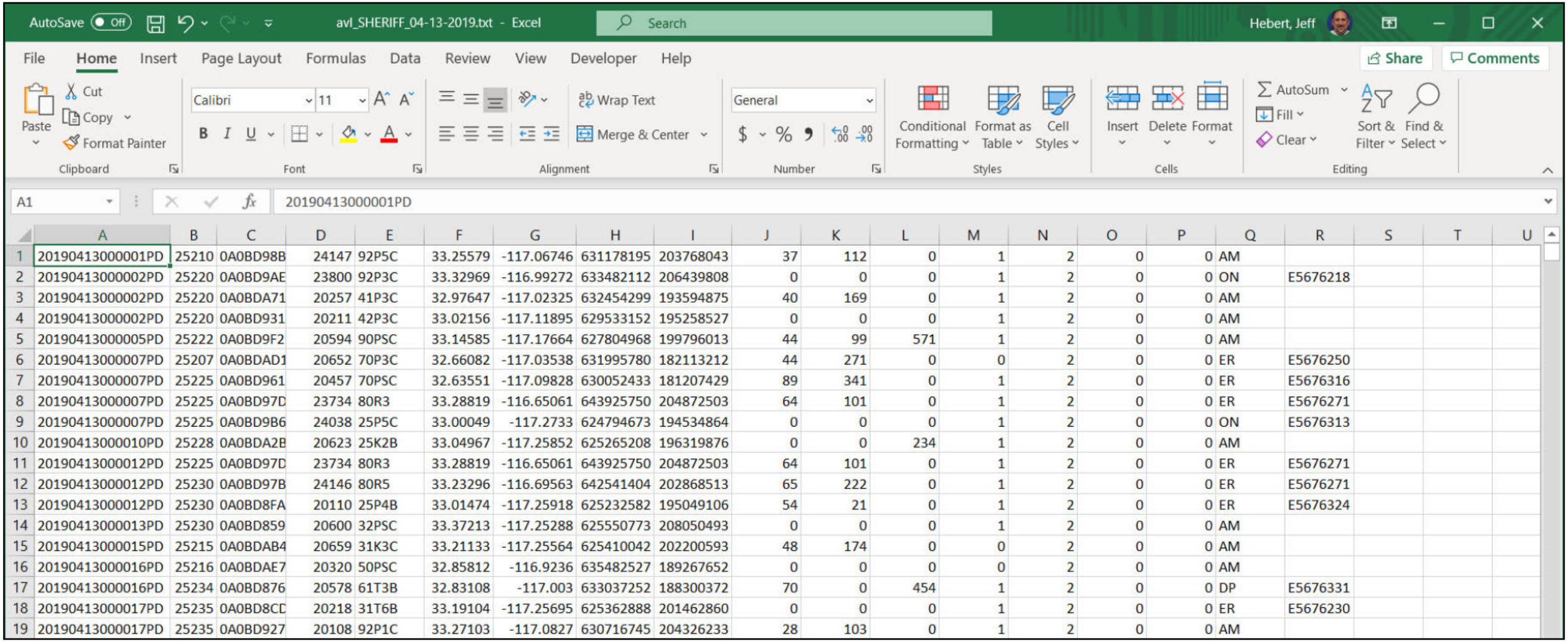
Automatic Vehicle Locator (AVL) Requests

Communications Center

AVL Requests

- **Every vehicle logged in to an MDC reports GPS data to CAD**
- **Vehicles report GPS and speed info every:**
  - 2/10 to 6/10 mile traveled line of sight path, depending on status in CAD (Available, Dispatched, On Scene, etc.), *or*;
  - 10 minutes from last report

AVL Raw Data



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AVL Information

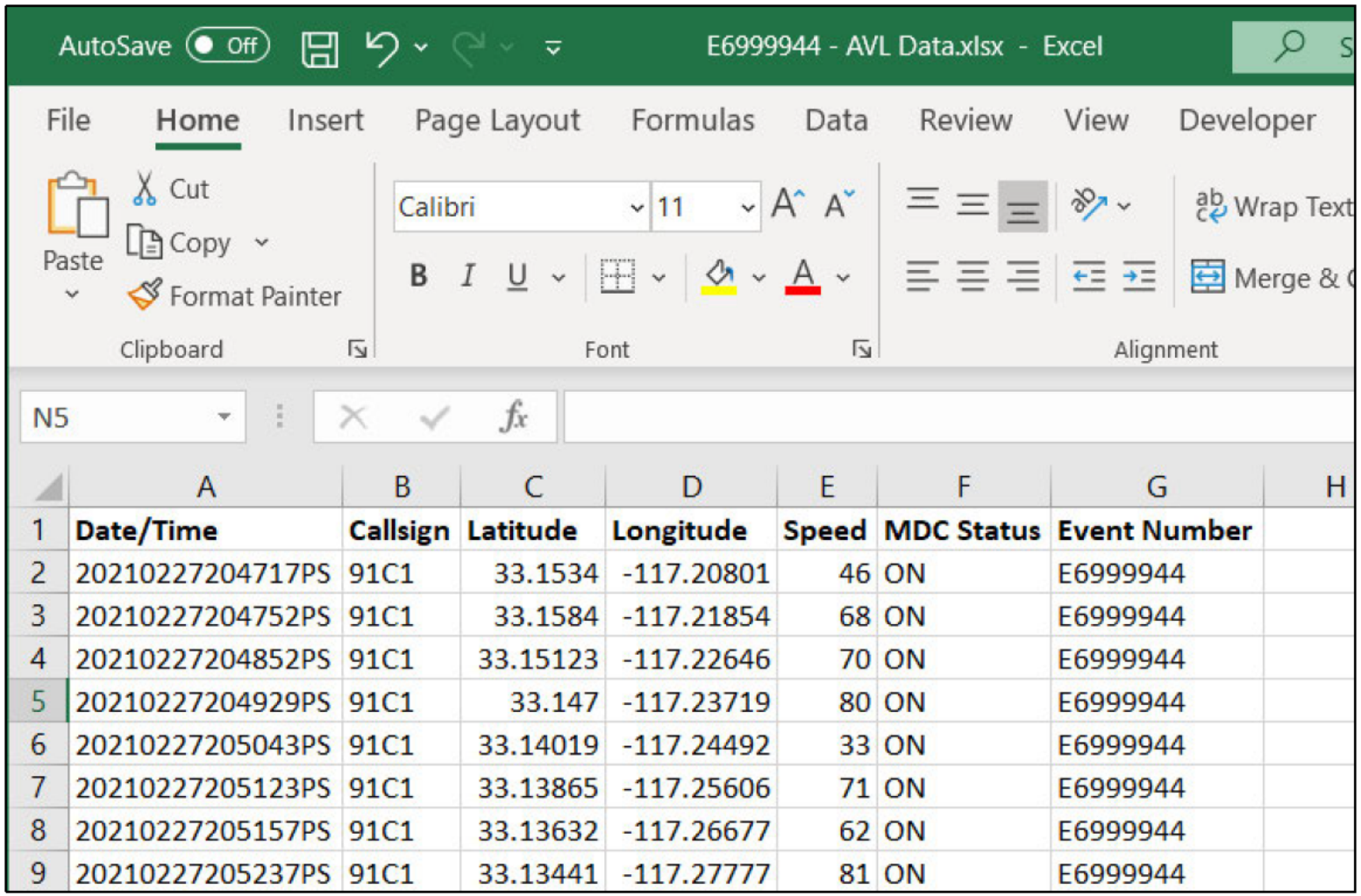
What we can provide:

- Date/time stamps
- Latitude/longitude coordinates reported
- Speeds reported

What we need to fulfill an AVL request:

- Callsign
- Date and time frame
- Whether looking for location and/or speed
- CAD event number (if applicable)

AVL Information



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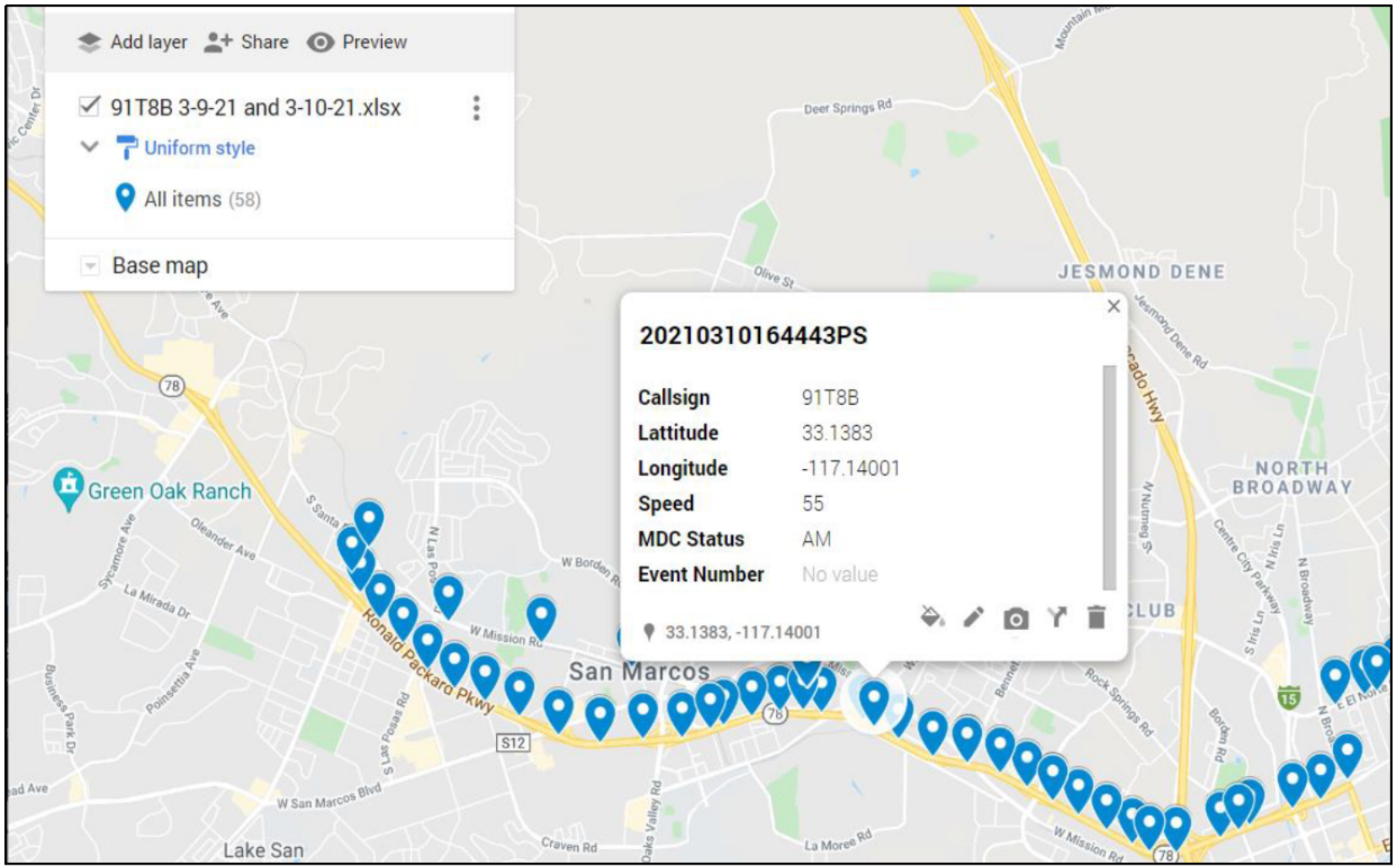
1	**Date/Time**	**Callsign**	**Latitude**	**Longitude**	**Speed**	**MDC Status**	**Event Number**	
2	20210227204717PS	91C1	33.1534	-117.20801	46	ON	E6999944	
3	20210227204752PS	91C1	33.1584	-117.21854	68	ON	E6999944	
4	20210227204852PS	91C1	33.15123	-117.22646	70	ON	E6999944	
5	20210227204929PS	91C1	33.147	-117.23719	80	ON	E6999944	
6	20210227205043PS	91C1	33.14019	-117.24492	33	ON	E6999944	
7	20210227205123PS	91C1	33.13865	-117.25606	71	ON	E6999944	
8	20210227205157PS	91C1	33.13632	-117.26677	62	ON	E6999944	
9	20210227205237PS	91C1	33.13441	-117.27777	81	ON	E6999944	

AVL Information



AVL Information

Send AVL requests via email to any of the Communications Coordinators:

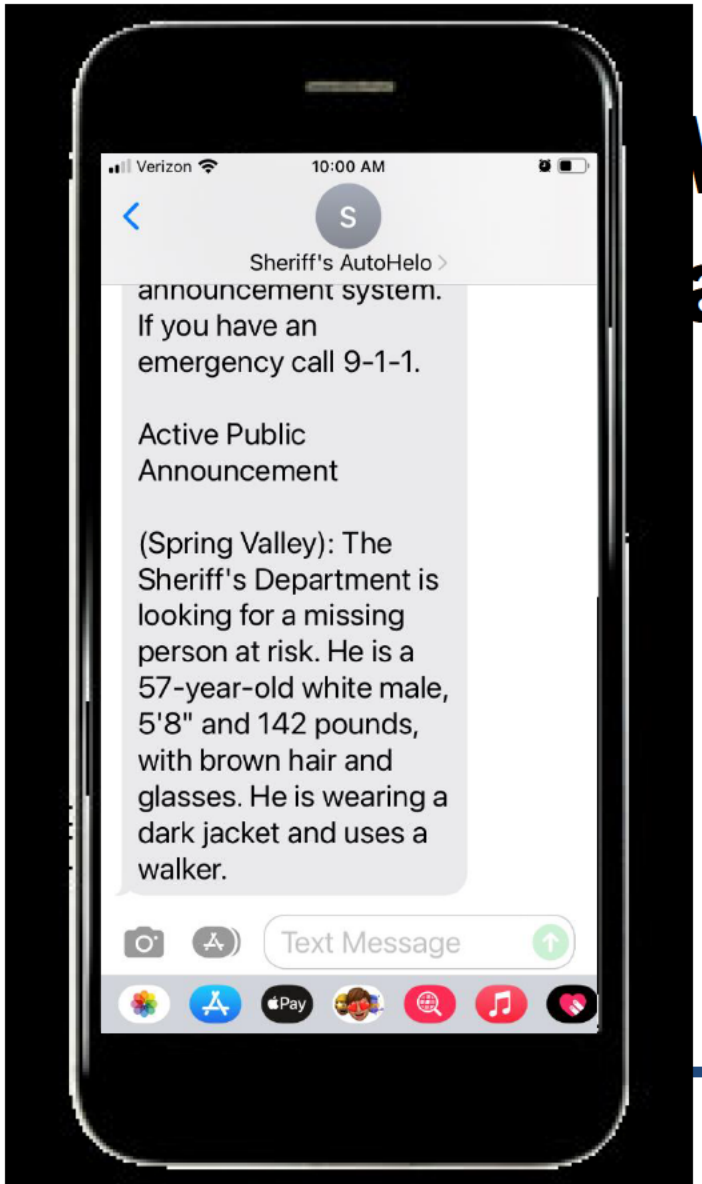
- Jeff Hebert
- Jessica O'Leary
- Veronica Beaumont

AutoHelo:
Helicopter PA Announcements
Communications Center

AutoHelo

AutoHelo is a telephone / text service that allows the community to receive info about ASTREA PA announcements

AutoHelo



When ASTREA is making PA announcements:

- Watch Commander enters the info in the AutoHelo system
- Members of the community hearing the announcements can call or text (858) 866-HELO to receive the info

AutoHelo

- **The Communications Center needs to be informed when ASTREA is making announcements**
  - If ASTREA is being requested and announcements are expected (missing person, suspect search, etc.), informing the dispatcher early helps to provide the watch commander notice for timely entry into AutoHelo

Discussion/Questions

Contact Information:

Jeffrey Hebert, *Communications Coordinator*

Communications Center

[redacted]

[redacted]*@sdsheriff.org*