

# OPERATIONS DIVISION

## DISPATCHERS/DETENTION FACILITY

### DISPATCHERS

The Signal Hill Police Department Communications Center is a Public Safety Answering Point (PSAP) responsible for answering all emergency 9-1-1 and non-emergency public safety calls within the City of Signal Hill. The Communications Center operates on a 24 hours a day, seven days a week basis.

Public Safety Dispatchers who staff the PSAP are often not only the Department's first contact with the public but serve as the critical conduit between the community and the police officers in the field. Dispatchers relay important

The Department is currently exploring opportunities with the Los Angeles Regional Interoperable Communications System (LA – RICS). Participation in LA – RICS potentially opens up our ability to communicate with our public safety entities throughout Los Angeles County via our radio system. Our Dispatchers receive state-certified classroom training and ongoing in service training in order to maintain their high level of competence. At the end of 2017, the Department implemented Text-to-911 to the public. This system allows individuals with hearing impairments to text the Police Department in

community Corrections (BSCC). The jail operates 365 days a year and is staffed 24 hours a day by Jailers. Signal Hill is unique in that our Public Safety Dispatchers are cross trained as Jailers and receive ongoing training sponsored by the Board and State of Community Corrections (BSCC).

The jail operations are overseen on a day-to-day basis by the on-duty Watch Commander and managed by the Administrative Division Lieutenant. The Signal Hill Jail can house a total of 14 inmates at any given time. Inmates may be held up to 96 hours or less before they are released, transferred to court, or moved to another facility.

The Signal Hill Police Department Jail provides constitutional, safe, secure and humane facilities, which are an appropriate place for the temporary detention of persons charged with crimes that require pre-trial detention. The Signal Hill Police Department Jail is inspected annually by several oversight entities including BSCC, LA County Grand Jury, LA County Superior Court, and LA County Department of Health. The jail facility meets all mandates by the oversight bodies and the Department makes an effort to meet recommendations by the oversight bodies.

Juveniles who have been detained are transported to the station for processing then either released to their parent or guardian or detained at the Los Padrinos Juvenile Hall for housing. Detention decisions are generally made by juvenile probation authorities.

In 2016, Signal Hill Police booked and/or housed 1,050 inmates in the jail. In 2017, Signal Hill Police booked and/or housed 846 inmates in the jail.

time of need, as well as individuals who may not be able to verbally communicate an emergency.

### DETENTION FACILITY

The City of Signal Hill operates a temporary detention facility which is classified as a Type 1 Jail by the California Board of State and Commu-

information, provide support, and are often a caller's best friend during an emotional event. They are an integral part of our law enforcement team.

In 2016 and 2017, the Signal Hill Communications Center received over 49,000 phone calls for service, with 18,412 of them being 9-1-1 calls.

The Communications Bureau operates on an 800 MHz trunked radio system.



# OPERATIONS DIVISION

## COMMUNITY POLICING

The Signal Hill Police Department prides itself with developing and maintaining positive relationships within the community it protects and serves. The Department continuously holds events and programs that provide opportunities for community members and police officers to talk to one another and discuss issues within the community.

Throughout the year, the Department hosts Coffee with a Cop, which is typically held at the police station. This event gives the Police Department a chance to welcome the public through their doors and discuss crime prevention, introduce the men and women of the Police Department, and to build trust by having conversations. In May, the Department hosts an Open House, which allows community members to take a tour of the police station, view police vehicles and equipment on display, and to visit various information booths, including a recruitment booth for positions of Police Officer, Police Cadet, Police Volunteer, and Police Explorer. In August, the Department hosts National Night Out at a local park. This event is an annual nationwide campaign that promotes police-community partnerships to make neighborhoods safer and better places to live. Many City Departments are involved with the National Night Out event, as well as local businesses, civic organizations, and community members.

The Signal Hill Police Department conducts numerous holiday outreach events every year. In 2016, the Department hosted its first Toy Drive at the Signal Hill Target. Toys were donated to local families in need, the Miller's Children Hospital, and children living in the Las Brisas communities. Additionally, the Department hosted its first Holiday Luncheon in which 15-20 local families were invited to the police station for a catered meal and they were provided with wrapped gifts for each family member and trees complete with lights and decorations.

The Signal Hill Police Department often participates in events hosted by other organizations. For example, each year the Department attends the Miller Children's Hospital of Long Beach Annual Beach Day and Santa's Workshop. During the spring time, the Signal Hill Police Department partners with the Special Olympics by hosting a Tip-A-Cop fundraiser event at Signal Hill Applebee's. Members of the Department work side by side with the Applebee's food servers to serve the community their meals in order to help raise money for the Special Olympic athletes. Additionally, members of the Department participate in the Special Olympics Torch Run to kick-off the Special Olympics weekend. In 2017, for the first time, the Special Olympics athletes and law enforcement members ran through a section of Signal Hill.

The Signal Hill Police Department teaches the Too Good For Drugs program to students at our local schools. In 2017, the curriculum was updated and the program was modified to include 8<sup>th</sup> graders, in addition to 5<sup>th</sup> graders, due to the recent addition of Jessie Nelson Academy. Some of the topics include decision making, positive

thinking, peer pressure, bullying, and drug prevention. The Signal Hill Police Department also offers a Citizens' Academy where citizens can learn about the various Departments including communications, patrol operations, and investigations; and topics such as the criminal justice system, use of force, officer involved shootings, traffic enforcement, and crime prevention.

Lastly, the Signal Hill Police Department continues its efforts on crime prevention by promoting the Neighborhood Watch Program which provides an opportunity for citizens to get to know their neighbors and report criminal activity within their neighborhood. These groups meet regularly with the Police Department to discuss any issues within their communities. For more information on how to start a Neighborhood Watch program, please contact Lieutenant Nick Davenport at (562) 989-7210.

