



MEETING MINUTES
NORTHEAST AREA COMMUNITY POLICING COUNCIL
TUESDAY, April 10, 2018
6:30 PM
NORTH DOMINGO BACA MULTIGENERATIONAL CENTER
CLASSROOM 5
ALBUQUERQUE, NM

Voting Members Present:

- Dorothy Woodward
- Tom Ehrhorn - Secretary
- Eric Olivas, Chair
- Brennan Williams, Vice Chair
- Ane Romero
- Troy Taylor
- Vicki Williams
- Cassandra Morrison

Voting Members Excused:

- None

Voting Members Absent:

- None

APD Personnel Present:

- Sergeant Dain Symes
- Chris Sylvan, Community Policing Council Manager
- Yvette Marentes, CPC Admin.

There were approximately 38 members of the public in attendance.

6:31 Call to order/Welcome - Eric Olivas

Old Business:

Consideration of agenda and March 2018 meeting minutes

- Motion was made to approve the agenda and the minutes; the motion was seconded and approved.

New Business:

Committee Organization Reports:

- Rules and operations committee has not yet met but a meeting has been scheduled. This committee will address internal CPC rules and operations, e.g., the guidelines.
- Recommendation and resolution committee has not yet met and will be scheduling a meeting soon.
- The Community Outreach Committee had their first meeting on Sunday and they discussed how they want to engage in the community and explain who the CPC's are to the community. The role of the CPC is to be a bridge between the community and the police department. This committee can hear feedback from the public and be out in the community. They will take concerns and ideas and put them together with APD to form an outreach plan.
- The policy committee will be reviewing existing policies within the police department so that they can give input from the public. At the meeting they discussed how they are going to structure the committee. They will be having some policy reading parties all are invited to come. They will be working with the Interim Chief Geier and Chris Sylvan to see which policies they are going to review.
A member of the public asked, "When you say policy are you talking about reviewing policies within APD?" Yes just the policies within APD.

Report from Neighborhood Watch and Safety Ad-hoc Committee - Janet Butts

- Janet Butts wants to reach out to the community and try and help educate the public on how to reduce crime. A lot of people cannot say that they know everything that they need to do to prevent crime. Anything you can do to make it inconvenient and time consuming for a burglar the better. They would like to see things that they observe with crime prevention in the Northeast spread out to the whole city.
- During the last two years:
 - They have worked to establish an active block captains' list, and determined who was still active and who was not.
 - They had a SWAT meeting where they learned about SWAT and what they do as well as active shooter training.
 - They were interviewed by KOB.
 - They are in the process of creating a block captains' toolbox.
 - They met with Roger Edner the head of the office of emergency management to try and incorporate being prepared in case of an emergency.
 - Supported APD with an appreciation bag project.
 - Worked with APD appreciation picnics.
- For the future:
 - Janet Butts is retiring from the board and Penny Hoe is her replacement.
 - If you would like to join please contact Penny.
 - They have started to focus on helping neighbors realize the need of fostering community spirit within the neighborhood.

Report from APD on Crime and Crime Prevention in the NEAC – Sergeant Dain Symes

- Sharanne Press did a month to month comparison from March 2017 to March 2018 and the numbers are going down in the area which is a good thing.

- People are still leaving items in their car including firearms. Take everything out of your vehicle, leave your car clean to deter buglers.
- People are starting to leave their garage doors open which can lead to people of all ages burglarizing.
- Sharaanne Press will come and do a free at home site survey to give you ideas on how to make your home a safer place; she is at the Northeast substation.
- Neighborhood watch packets can now be found at each area command.
- August 7th of this year is Neighborhood night out you can register at 311.

Guest Speaker:

Erika Wilson - Emergency Communications Center Manager

- Erika Wilson is the manager of the APD dispatch center they take all the 911 calls and the 242-COPS calls. Last year they had about 1.1 million phone calls, which were a mixture of the two.
- They dispatch about 500,000 calls for officers.
- There are tips that were given for calling 911 and 242-COPS and the differences. The tips and handouts are attached to these minutes.
- The applications on your phone will pinpoint your location better than calling 911 will.
- They are also looking to a text system they can implement for the hearing impaired, there will be a big public relations push for this once it launches.
- It can take about a year to train a dispatcher.
- 911 and 242-COPS calls are all recorded and retained for 3 years, 311 calls are not recorded. You can request a copy of the recordings.
- They Emergency Communications Center is looking at a new priority system; instead of the 3-priority system it will be a 5-priority system.
- As of 4/1/18 the Emergency Communications Center has initiated cross reporting with Children Youth and Families Department.

Report on Ride along and CPC Training Session over the weekend:

- Casandra Morrison reported on her ride-along with Officer Simon Dobrik. She said it was interesting to go on a ride along after being retired. She said the calls were back to back with no breaks. Officers have not changed, but they have no time to breathe.

Adjourn

- Meeting was adjourned at 7:58

2 Atch:
 Emergency Dispatch Center Handout
 NWSA Two Year Summary Report

Tips for calling 911

- When you dial 911, the system directs your call to a public safety dispatch center. These public safety dispatch centers are operated by your local police, fire or sheriff's department and staffed by highly trained personnel.
- It is important that you stay on the line and tell the 911 personnel what help is needed and where it is needed.
- 911 personnel are trained to ask you questions that are helpful in determining which agency (Fire, Police, Sherriff) should respond and how quickly. By answering these questions, you are helping them provide the best possible response.
- There are no charges for dialing 911 to request assistance, but there may be charges for services provided, such as ambulance transportation. Those charges could result regardless of the number dialed.
- If you have a cellular phone, you can dial 911 and your call will be answered by 911 personnel. There is no charge for a 911 call from a cellular phone.
- If it is not a life-threatening emergency, look up the seven digit number for the agency in the phone book. In the city of Albuquerque the number is 242-COPS (2677).
- All police, fire and emergency medical services will respond to your needs as quickly as possible. If these agencies are busy, a response will be provided in the order of urgency.

How to Make an Emergency Call to 911

- Stay calm. Don't get excited. Take a deep breath.
- Dial 911 right away. Don't wait for someone else to call.
- Tell the person who answers the phone exactly what is wrong.
- Tell them the exact address where help is needed. Be sure to give the FULL address, including any apartment number, suite number, space number, etc.
- Tell them the phone number you are calling from. If you are not at the same address as the emergency, tell them the address where you are.
- Tell them your name.
- DO NOT HANG UP until the person on the phone tells you to do so. They may need to ask you more questions to help the fire, police or ambulance find you.

911 Operator (Telecommunicator I) \$17.42/hour

Minimum Education and Experience Requirements

Related education and experience may be interchangeable on a year for year basis.

High school diploma or GED, plus thirty (30) credit hours of college level course work in general studies, plus a combination of two (2) years multi-line phone and/or customer service experience to include one (1) year computer user experience. Processing public service calls in a law enforcement, open space or fire agency is preferred.

Dispatcher (Telecommunicator II) \$18.28/hour

Minimum Education and Experience Requirements

Related education and experience may be interchangeable on a year for year basis.

High school diploma or GED, plus thirty (30) credit hours of college level course work in communications, criminal justice, business or related field, plus two (2) years of receiving and processing customer service calls and/or radio communications experience. Law enforcement or fire agency telecommunications experience preferred

APPLY CABQ.gov/jobs – search for the job title (Telecom)

Erika Wilson, ENP

Manager

Emergency Communications Center

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Landline vs. a Cell Phone: Weighing the Pros and Cons of Both in Your Home

By Faith Teel

Special to Relocation.com

As many as one in six American households have given up their landline and are using only their cell phone, according to Steven Blumberg, a senior scientist at the Center for Disease Control's Statistics department. If you are among the millions of Americans who are weighing the pros and cons of landlines vs. cell phones, here are a few things to consider.

Cost:

The most common reason to choose a cell phone is that in most areas, the cost of a cell phone plan is lower than the cost of a landline, especially when you count the cost of a long distance calling plan. However, the "per month" cost that many carriers quote can be misleading. As you compare the cost of a cell vs. a landline, consider these factors:

- Do you need any services that aren't covered in this plan? For example, will you be taking your cell phone out of the call area (i.e. roaming)? Does the cost of your landline plan include voice mail and caller ID?
- Does your cell phone plan require a multi-year contract commitment? If so, what is the cost of ending your contract?
- How much time do you spend talking on the phone, and when do you make your calls? Some providers offer free incoming calls, or free nights and weekends, but those aren't helpful if you make lots of outbound calls during business hours.
- How many people will use the phone? If you have a large family, you can ensure that everyone has a cell phone by using a family plan... but the cost of a family plan can greatly exceed the cost of a single residential line.

Lifestyle:

People who prefer cell phones often have very different lifestyles than people who prefer landlines. As you decide whether to switch to a cell, ask yourself:

- Do you want to be in the phone book? If so, you'll need a landline.
- Do you want to be easy to reach? Many people prefer to use cell phones because it allows them to be available to family and clients even when they're traveling. On the other hand, some people like to limit their availability to reduce stress.
- Will you remember to charge your cell phone battery? If an emergency arises and your battery is dead, you'll have trouble dialing 911.

Emergencies:

One of the most important differences between landlines and cell phones is how they function during emergencies.

- A cell phone will be useful during emergencies that arise when you're away from home, such as a car accident. Even if you choose to have a landline, you may prefer to purchase a prepaid cell phone, just in case.
- One of the drawbacks to cell phones is that your address is not visible to the emergency operator. At best, the cell phone will list your latitude and longitude, which are not always as easy to find as an address. Depending on the service you use, your telephone number might not be visible to the operator, either.
- What will happen if your power goes out? Your cell phone will continue to operate as long as it has a battery, but what if the power outage lasts for an extended period of time? One solution may be to check your area's laws regarding telephone service. Some areas require telephone providers to allow residents to dial 911 from their landline even if the resident is not paying for service.
- Last but not least, consider who will be using the phone. Some parents believe that it's easier to teach small children to dial 911 on a landline phone than on a cell phone. If you're caring for an elderly person, consider whether they will find it easier to dial a cell phone or a landline phone in case of an emergency. You may want to get a special cell phone created specifically for senior citizens.

Other Concerns:

Before you decide between a cell phone and a landline, think about how you are currently using your phone service:

- Does your home security system use your landline phone to notify you in case of a break-in? Can it be redirected to a cell phone?
- Do you need a landline phone to accept and send faxes for your home business? Keep in mind that internet faxing services are available, but only at additional cost to you.
- Is a landline required for your internet service? This is often the case for DSL users.

Landlines and cell phones each have their pros and cons. In the end, only you can decide which type of phone fits your needs and your lifestyle.

April 10, 2018 NWSA Two Year Summary Report

Our goals and activities:

To provide a strong Neighborhood Watch communication network through which we citizens can

1) assist APD as their eyes and ears,

2) assume responsibility for our own safety, and

3) establish a communication network that connects watchful neighbors throughout NE and eventually the entire city.

NWSA's partnering with APD has provided the opportunity for all of us to become better acquainted and to better understand police and community needs via our efforts to educate the community and support/nurture Block Captains.

From March 2016 to March 2018, the NWSA has

- **created an active BC list with email addresses** for easier means of communicating between APD and Neighborhood Watches
 - 252 calls and 150 snail mail letters to connect with BCs on list has resulted in our establishing that 130 of those are active, 9 deceased, and 48 are either unreachable because of disconnected land lines and/or are not interested enough to return phone calls.
- **jointly hosted with APD 5 educational meetings for the community** reaching over 200 neighbors (Aug. and Nov. NW educational meetings, 911 administration, SWAT, and Active Shooter trainings)
- **hosted 3 Block Captains Coffees to learn of BC needs and concerns**
- **given 6 presentations to NAs and District Coalitions**
- **was interviewed by channel 4 in fall of 2016 and 2017**
- **met with Roger Ebner in the Albuquerque Office of Emergency Management to discuss including "Emergency Preparedness" as component of Neighborhood Watches**
- **supported APD with appreciation bags and helped with APD appreciation picnics**
- **started a Block Captains' Tool box to provide support and guidance for Block Captains and their Neighborhood Watches**

Future plan:

1) work more closely with Albuquerque Block Captains Association and Laura Kuehn, Acting Crime Prevention Unit administrator to further support and nurture Block Captains and their Neighborhood Watches

2. focus on helping neighbors realize the need to foster "community spirit" when establishing Neighborhood Watches

Respectfully Submitted

Janet Butts, NWSA 2016-2018 chair