

**Greater Rockridge
Neighborhood Crime Prevention Council (12Y/13X) - Minutes
Thursday, August 9, 2018
Rockridge Library, College and Manila
General Public: 7:30-9:00PM**

Neighborhood Crime Prevention Council (NCPC):

Michael Ubell – Chair
Barbara Minton – Vice Chair
Eric Neville - Treasurer
Karen Ivy – Secretary & Information Officer

Eric Neville opened the meeting at 7:35 PM. He introduced the NCPC officers and Officer Mac, the Community Resource Officer (CRO) for beat 12Y. Mike Ubell was unable to attend. Eighteen people attended the meeting.

Neighborhood Law Corps, Farrah Hussein

Farrah Hussein gave a brief introduction to Neighborhood Law Corp. They work on anti-human trafficking, especially civil enforcement, targeting high priority places like brothels. They work with Oakland Police Dept.'s Vice unit. They file lawsuits, collect civil penalties, and if needed revoke licenses. They also respond to illegal dumping and other public nuisance issues. Ms. Hussein left brochures and business cards. Call her if you have questions.

A resident reported taking a ride-along on International Blvd. (as part of the Citizens Police Academy), where residents have complained to the police about prostitutes doing business while resident children are walking to school. She asked if we could create a red-light district, to isolate the prostitutes, so families don't have to put up with this. Karen Ivy agreed that a red light district would be useful but doubted that prostitution would be legalized in the U.S., or even in Oakland, a prerequisite for a red-light district. Ms. Hussein expanded on the way the traffickers work.

A resident asked about illegal dumping. Could we prevent people from dumping large items on the street by setting up a special credit card that you could charge the pickup to? Chris Jackson, of the Rockridge District Association, said that anyone can get a bulky waste pickup from Waste Management at any dwelling unit. Apartment dwellers may have to arrange it with the building manager. Farrah Hussein added that the Waste Management contract with the city allows them and *only them* to pick up bulky waste, except for construction waste. The guys who advertise that they haul your trash for \$50 are violating the contract, and if they dump your stuff somewhere with your mail in it, you may be fined for illegal dumping! To report illegal dumping, call Public Works or use SeeClickFix. Details on how to schedule a bulky waste pickup are at <http://tinyurl.com/y7o8vkzv>.

Oakland Police Dept. Status Report, beat 12Y

Officer Mac reported on crime statistics during the last 60 days and during the same time period in 2017. (PC stands for "Penal Code.") Strong-arm robberies and auto burglaries are up from this period last year; everything else is flat or down.

IMPORTANT RESOURCES:

RockridgeNCPC.com & OaklandPolice.com

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<http://groups.yahoo.com/group/RockridgeNCPC/>

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Crime, with Penal Code number	July-August 2018	July-August 2017
215PC Carjacking	0	0
211PC Robbery with firearm	1	3
211PC Robbery, strong-arm	6	3
459PC Residential burglary	2	10
459PC Commercial burglary	1	1
459PC Auto burglary	40	18

Oakland Police Dept. Status Report, beat 13X

Officer Mac also reported on crime statistics for beat 13X during the last 60 days and during the same time period in 2017, as the Community Resource Officer for beat 13 is out on medical leave. Beat 13X gets very little crime, and residential and auto burglaries are down from this period last year.

Crime, with Penal Code number	July-August 2018	July-August 2017
215PC Carjacking	0	0
211PC Robbery, firearm and strong-arm	0	0
459PC Residential burglary	1	4
459PC Commercial burglary	0	0
459PC Auto burglary	1	4

Officer Mac also warned the group that car burglars case the area around Chabot Elementary School, and break into parked cars when parents are walking their kids to school. The thieves also carry a scanner which can detect a live wi-fi or data signal in the car; if you must leave a device in your car, turn it off.

Priorities

As of the June meeting we had one priority for 12Y, about bicyclists riding on the sidewalk, and no priority for 13X. No one suggested a new priority.

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Chris Jackson reported that we now have 3 electric scooter companies on Oakland streets. People ride the scooters on the sidewalk, without helmets, and leave them on the sidewalks. Some scooters are stored by the bus stop at Keith and College, which is an ADA violation. Officer Mac said that so far OPD has had no direction from the city council about electric scooters, but as far as he knows scooter riders are supposed to use the bike lane. The NCPC agreed to add electric scooters on the sidewalk to the bicycle priority for beat 12Y.

Karen Ivy brought up a recent NextDoor thread about dead, possibly poisoned wild animals turning up in beat 13X. No one from that area was present. Only 2 people on NextDoor actually reported finding dead animals. The attendees agreed that putting out poison yourself was a bad idea, and someone recommended that people with a rodent problem should call [Alameda County Vector Control](#). After reviewing that web site during the meeting, Karen Ivy said that Vector Control published a Rabies Alert in June 2018. She wondered if some of the dead animals could have died of rabies. The issue was not added as a priority.

Oakland Police Communications Dispatch, Gina Wong and Nicole Friend

Gina Wong and Nicole Friend reported on how Oakland PD's Communications Dispatch works. In 2017 they received 626,815 calls. The rate varies from 46,000 to 57,000 calls per month. December is the slowest month, averaging 48 calls per hour, or about 1,491 calls per day. July is the busiest month, with about 10% more calls overall than December.

Nicole Friend emphasized that you should *not* hang up if you call 911 and get the recordings and the TTY; dispatchers must call back *every hangup* that comes in to 911, and they had 76,000 hang-ups. Don't try to call them back if you hang up, they *will* call you. And check your iWatch or cellphone, it may accidentally hold a line open, which makes calling you back harder.

Dispatch is very short staffed. Fifty-four dispatchers handle over 600,000 calls per year. Fourteen dispatchers are on duty at any one time. The department has 20 vacancies, and they now have 9 trainees, who should be available in about 30 weeks. They're very excited to have those new staff.

Dispatcher training is 2 weeks in a classroom, then 25 to 27 weeks on the job training. Trainees work standard, state mandated hours, plus local requirements. Dispatch has 24 lines serving 911 – that's why you may get occasional busy signals, if something big has just happened. There are also 12 lines serving the Oakland emergency number (777-3211), and 10 lines serving the Oakland non-emergency number (777-3333). Major car accidents, fires, and fights tend to flood the lines.

Ms. Wong and Ms. Friend passed out handouts explaining the questions dispatchers ask and how they work.

Q: Does your system recognize the calling number?

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A: Yes, unless the calling number is blocked. Also, if you borrow a phone to call 911, you may need to leave your own phone number if you want a callback.

Q: Has OPD asked smartphone manufacturers to limit access to 911? If you push the iPhone side button 5 times it will call 911. Do 911 calls from cell phones still go to CHP?

A: Call routing depends on the cell tower you are near. Over the last year, Oakland Dispatch began taking more cell calls to 911 directly. Cell phone calls to 911 on many Oakland cell towers now go to Oakland Dispatch. They've also begun getting 911 cell calls from Alameda and Piedmont; it seems to depend on the cell tower. CHP filters fewer calls for Oakland these days.

A resident reported that she toured Dispatch as part of the Citizens Police Academy. She suggested that if you have to call, take a deep breath, calm down, and let them ask the questions, because they are in a crazy place, and it's best if you let them control the conversation.

A: Dispatchers are trained to handle emergency calls, and the information we get is directed to officers in real-time, as we talk to you. When you call for medical, the dispatchers pass medical data on to the ambulance as they talk to you.

Chris Jackson commented that he has waited up to 5 minute on 911 calls. He recommends that people with medical emergencies call the Fire Department number directly (444-1616). The response is much faster. Fire Department is also short staffed but they pick up calls faster. The Fire Department also gets 311 calls when Public Work is closed.

Q: Do you get calls that should go somewhere else?

A: All the time. Gina Wong is the day watch supervisor. People call 911 for everything, like the phone number for Zachary's (try 411). Callers doing this are often elderly people who don't know how to use a computer. The dispatchers try to help, but they do put the non-standard calls on hold if a real emergency call comes in. They generate incident numbers for non-emergency calls to 911.

Q: Will fuller staff help that huge volume?

A: It'll help, but these community meetings are meant to educate people on when and where to call. They can't use volunteers to help out; they use overtime for trained staff to cover heavy volume. Dispatchers get the same background checks as officer candidates when they're hired, it's a very similar hiring process.

Getting a full description of a person frustrates callers because it's a lot of questions, but it's important. A detailed description of a possible suspect gives officer probable cause to stop someone. [Ed. Note: the NCPC

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web site has a form which shows all the information Dispatch might want when you call in an incident involving a suspect; you can reach it here: <http://tinyurl.com/mjp9q9m>).

Q: How can we educate the population on when and where you should call for various problems?

A: The city web site does list all the phone numbers, but community meetings like this are good too. Dispatch has also sent representatives to schools.

Eric Neville asked if we should write a general article on this for the public. Is there a video about what Dispatch does? People like videos, maybe someone could post something on YouTube.

Chris Jackson said that Dispatch has improved hugely in recent years, some dispatchers used to be much less cooperative. Keep it up. And citizens should keep calling; if you don't reach Dispatch, nobody else can send your information to the officers.

The meeting closed at 8:45 PM.

Neighborhood Crime Prevention Council Priorities for August 2018

Beat 12Y:

1. *Neighborhood Crime Prevention Council Priority:* Bicycles and electric scooters ridden on the sidewalk on College Ave.

Beat 13X:

1. *Neighborhood Crime Prevention Council Priority:* No current priorities.

*Neighborhood Crime Prevention Council meetings
are normally the SECOND Thursday of even-numbered months.
Next meeting **Thursday, October 11, 2018** at 7:30 PM
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See you there and stay safe!*

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