

April 26, 2018

Community Update

by Travis Walker, Chief of Police

What to expect when you call 911

In April, the Cathedral City Police Department celebrated National Public Safety Telecommunicators Week to recognize the work of our Public Safety Dispatchers. This article will walk you through what our dispatchers do for our community, and what you can expect when you call for assistance.



In a time of need, you will call 9-1-1 to report an emergency. What are you supposed to say? What are they going to ask? Why are they asking me so many questions? These are just some of the questions that I'm frequently asked by community members regarding calling 9-1-1.

Cathedral City's Emergency Communications Center employs fifteen full-time Public Safety Dispatchers, one part-time call-taker, and a Support Services Manager who oversees the Center's operations. The dispatchers dispatch Police and Fire services in Cathedral City, as well as Police services for the city of Desert Hot Springs. In 2017, our dispatchers answered a total of 212,077 calls, of which 49,901 were called via 9-1-1, and dispatched 84,089 calls to Police and Fire personnel. I am pleased to report that the State of California praised our dispatchers for maintaining a 99.61% average for its answering time of 9-1-1 calls under fifteen seconds.

The following is what you can expect when you call to report an emergency, and how you can help our Public Safety Dispatchers best serve you:

When calling 9-1-1, please do your best to collect your thoughts and ensure that what you are calling to report is, in fact, an emergency (medical emergencies, crimes in progress or crimes that just occurred, traffic collisions, fires, etc...).

A dispatcher will answer and state, "9-1-1 emergency, what are you reporting?" You are now in the hands of a person who is trained in dealing with crisis communications. Your average dispatcher has received extensive training to assist with handling all types of calls from people facing emergency situations. When a dispatcher answers 9-1-1, they must be ready for any type of call that gets reported. They must also be ready to quickly, and accurately, collect facts, while making critical decisions based on a minimum amount of information.

The first decision the dispatcher must make is the type of emergency that you are reporting. If you are reporting a medical emergency, the dispatcher is trained to ask several questions to determine the severity of the illness or injury. This information is important to know, to ensure the correct

resources can be dispatched to assist you. If you are reporting a fire, the dispatcher will try to determine what is burning and where, because different fires require different types of fire suppression equipment. An important thing to remember for all 9-1-1 calls is to stay on the phone and try your best to maintain your composure until the dispatcher tells you to hang up. All dispatchers are trained to deal with hysterical callers. Unfortunately, calming down a caller takes up valuable time that can be better served obtaining the critical information needed to dispatch units based on your call.

If your 9-1-1 call is for the police, the dispatcher must determine several valuable pieces of information:

- Where do you need officers to respond?
- Time frame?
- Is anyone hurt?
- What is your name?
- Are there any weapons involved?
- Where are you calling from?
- Is anyone under the influence of alcohol/drugs?
- What number are you calling from?
- What happened?
- Who did it?
- What is the description of the suspect, vehicle, etc...?
- Where did they go?

The dispatcher will gather enough information to start officers to the location, and then, will begin asking several follow-up questions to provide officers with information they need to take the appropriate action upon their arrival. They will ask questions about the suspect(s) that are least likely to change: suspect's race, gender, and approximate age. Next the dispatcher will ask for approximate height and weight. If you cannot remember how tall the suspect was, they will ask to compare their height to yours. Clothing descriptions are also obtained by working from the top down (hat, shirt, pants), and from the outside in (jacket, shirt, etc).

If your call is about a crime in progress, officers will be dispatched while the dispatcher continues to ask you additional questions. Please know the officers are being dispatched while they are asking these questions, so do not worry about any undue delay in response time.

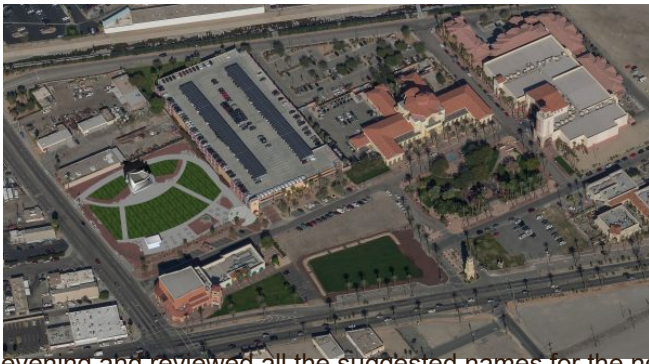
As you can read, each time you dial 9-1-1, the call starts an intricate chain of events which are intended to provide you with the assistance you need. Each 9-1-1 call is different and the dispatcher must be prepared to be the calming influence when dealing with all callers, no matter the crisis. Furthermore, our dispatchers must always be flexible as there are no set of formulas when dealing with incoming phone calls, only general guidelines. When dealing with people in crisis, flexibility is the key. The dispatchers who handle 9-1-1 calls for Cathedral City use the best practices and are revered in their line of duty. Your safety, the safety of your family, and the safety of our firefighters and police officers who respond to your emergency, depends on the communication skills and training of our dispatchers. Please join me in thanking these professionals who play a major role in the safety our community.

News



The next City Council Meeting is set for May 9, 2018

Cathedral City Parks



and Community Events Commission Recommends Four Potential Park Names

The Cathedral City Parks and Community Events Commission held their scheduled meeting on Monday evening and reviewed all the suggested names for the new downtown amphitheater park given by the community over the past month. After much consideration, the Commission narrowed down the lengthy list of names to submit to the City Council for final deliberations. Here are the proposed ... [Read more.](#)

A Community Engagement Health Fair

Join family, neighbors and friends for a free health fair on Sunday, May 20, 2018 from 9 am to 3 pm at the Agua Caliente Elementary School located at 30800 San Luis Rey Drive in Cathedral City. Sponsored by the Desert Healthcare District, El Sol Neighborhood Educational Center, Loma Linda University, and the City of Cathedral City, the health ... [Read more.](#)



More Parking Improvements Coming to Downtown Cathedral City

The City parking lot just south of the Fountain of Life and west of Trilussa Restaurant will go through a complete renovation starting on Monday, April 30th. This four to six week project will demolish, reconstruct, and expand the current parking lot by adding 20 more parking spaces. Additionally, the project includes new pavement, sidewalk and drainage improvements while bringing ...

[Read more.](#)

CVREP Groundbreaking Fundraising Celebration

Monday, May 7 @ 5:00 PM - 8:00 PM

MAY 7th GROUND-BREAKING
FUNDRAISING CELEBRATION!

WINE ~ LIGHT BITES ~

ENTERTAINMENT Monday, May 7,
2018 5:00 PM VIP ADMISSION: \$100
VIP-Pre-Party includes Private
Champagne Reception and Theatre
Tour, plus Light Bites, Wine and

Preferred Seating at a VIP Table for the entertainment and live auction. 6:00-8:00 PM GENERAL
ADMISSION: \$50 Light ...



[Read more.](#)



Cathedral City and S.C.R.A.P. Gallery Win a Sustainability Award for Active Transportation

The Southern California Associations of Governments (SCAG) announced that the City of Cathedral City and its partner, S.C.R.A.P. Gallery, have won a Sustainability Award for Active Transportation. The award will be presented at its 53rd Annual Regional Conference & General Assembly on May 3, 2018 in Indian Wells. [Read more.](#)

ACE Hardware Cathedral City Celebrated Its Ribbon Cutting

The Greater Coachella Valley Chamber of Commerce, City Council, and the Cathedral City's Economic Development Department were excited to welcome ACE Hardware as a brand new business to Cathedral City. Although the store has been open for several weeks during a "soft opening," it officially celebrated its Ribbon Cutting Ceremony today among ... [Read more.](#)





Imagine 2040 – Cathedral City’s General Plan – Public Workshop – May 1st

Imagine what Cathedral City will look and feel like in the year 2040 – just over 20 years from now. What are the possibilities, opportunities and advancements that you would like to see? How can the City become even more livable and attractive to residents and businesses? ...

[Read more.](#)

Cathedral City Has a New Short-term Vacation Rental Hotline Number

While a vacation rental unit is rented, the owner, the owner’s authorized agent or representative and/or the owner’s designated local contact person shall be available twenty-four hours per day, seven days per week for the purpose of responding within forty-five minutes to complaints regarding the condition, operation, or conduct of ...[Read more.](#)



Vacation Rental Hotline
(760) 553-1031

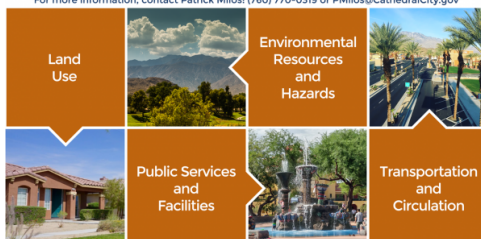
Upcoming Events



We want to hear from YOU!!
PUBLIC WORKSHOPS

IMAGINE 2040 General Plan Update

Cathedral City is in the process of updating its General Plan. Be part of planning Cathedral City's future!
For more information, contact Patrick Milos: (760) 770-0319 or PMilos@CathedralCity.gov



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City Council identified the need to comprehensively look at the City’s future at their strategic goal setting meeting. Specifically, how should the city look in terms of commercial development, housing, open space, traffic circulation and pedestrian... [Read more.](#)

Stop Identity Theft Program

To help STOP identity theft and as a service to its residents, the City of Cathedral City is hosting FREE Document Shredding Events. The Shredding Events are the first Saturday of the month October thru May each year.

WHEN: May 5

TIME: 8:00 a.m. – 9:00 a.m.

Arrive early – once the shredding truck is filled to capacity the event will end.

LOCATION: 68-510 East Palm Canyon Drive

[Read more.](#)



The City of Cathedral City
Stop Identity Theft Program **FREE!**

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WHEN: 2017 **Saturday, October 7, November 4 and December 2**
 2018 **Saturday, January 6, February 3, March 3, April 7 and May 5**

TIME: 8:00 a.m. – 9:00 a.m.
 Arrive early – once the shredding truck is filled to capacity the event will end.

LOCATION: 68-510 East Palm Canyon Drive

EXAMPLES OF DOCUMENTS:
 Legal documents
 Medical records
 Financial statements
 Accounting files/records
 Personnel files
 Payroll records
 Bank statements
 Tax records
 Contracts
 Receipts/invoices
 Cancelled checks
 Photographs
 Credit card documents

TIPS:
 You do not need to remove paper clips, staples, file folders, report covers, envelopes or binder clips from your documents.
 You can bring your documents in boxes or plastic bags.

RESTRICTIONS:
 Limited to Cathedral City RESIDENTS only.
 Be prepared to show proof of residency or bring this postcard to the event.
 Limit 5 banker sized boxes per resident or household.
No businesses allowed.
 Remove all trash items from your boxes or bags!
 Items like pens, pencils or regular household trash cannot be shredded.

REMARKS/REMARKS:
 Call: (760) 778-4369
 Email: dmengrove@cityofcathedralcity.gov

City of Cathedral City
 DiscoverCathedralCity.com



Childrens
 Artes para Los Niños
Art Party!

FREE

First SATURDAY
 of each month!

Simeon Den Gallery
 68895 Perez Rd, I-27 Cat City
 info: 310-801-6538

CHILDREN'S ART PARTY FOR CHILDREN AND ELDERS

The SCRAP Gallery and the Agnes Pelton Society hosts the Children and Elders monthly Art Party at the Simeon Den Gallery, 68895 Perez Road, Suite I-27 (across from Frankie's Italian Bakery) on the First Saturday of each month from 1-3 PM. Admission is free.

Participants create art pieces made of recyclable materials and also meet and work with a local guest artist, who will share his/her work as well as conduct an art making activity in their style discipline. Light refreshments, games, and entertainment... [Read more.](#)

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 WINE ~ LIGHT BITES ~
 ENTERTAINMENT Monday, May 7,
 2018 5:00 PM VIP ADMISSION: \$100
 VIP-Pre-Party includes Private
 Champagne Reception and Theatre



Tour, plus Light Bites, Wine and Preferred Seating at a VIP Table for the entertainment and live auction. 6:00-8:00 PM GENERAL ADMISSION: \$50 Light ...

[Read more.](#)



Battle of the Badges Boxing Event

Come watch police officers and firefighters box in the main ring on the Festival Lawn in Downtown Cathedral City.

Doors open at 5:00 pm

1st boxing match starts at 6:00 pm

[Read more.](#)

2nd Saturdays Art Walk on Perez Road

Every 2nd Saturday, come to Cathedral City's Art & Design District for "2nd Saturdays Art Walk on Perez Road" where you will discover special art exhibits, museum quality art as well as cultural art to brighten your soul, meet other like-minded people, and maybe get a little exercise going from art gallery to design gallery to art gallery. It will... [Read more.](#)



Movies in the Park

Gather the family, blankets and/or chairs for "Movies in the Park" located this season at the Downtown Festival Lawn, 68600 East Palm Canyon Drive (HWY 111) in Cathedral City.

The free event, hosted by the Cathedral City Evening Rotary and sponsored by the City of Cathedral City, happens once a month on a



Saturday evening every month between November and May, at 7:00 pm, except for the month of May, which begins at 8:30 pm due to daylight savings time.

You are welcome to bring snacks or non-alcoholic drinks, but you can also purchase them from the movie organizers at the concession stand.

Great Family FUN!

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Home Buyer Class - Riverside, CA

Credit.org's HUD-approved class will provide prospective home buyers with the information, resources and tools needed to purchase your first home. All graduates will receive a certificate which may grant access to services and products specifically for First-

time Home Buyers like down payment and closing cost assistance. In addition, credit.org offers pre-purchase counseling – an opportunity to work individually with credit.org ...

[Read more.](#)

