

ADMINISTRATIVE CIRCULAR NO. 43

Office of School Police Services

SAN DIEGO UNIFIED SCHOOL DISTRICT

Date: January 31, 2020
To: Principals, Division and Department Heads
Subject: AFTER-HOURS ALARM MONITORING CHANGES AT SCHOOL POLICE SERVICES (SCHOOL POLICE)

Department and/or Persons Concerned: All Persons Working on San Diego Unified School District (District) Property After Hours.

Due Date: February 13, 2020

Reference: After-hours Access Procedure

Action Requested: Review this circular and the attached After-hours Access Procedure with staff and contractors

Brief Explanation:

School Police is commencing a pilot program for a third-party alarm monitoring company to monitor the District's alarm system overnight. The School Police Communications Center (Dispatch) will be closed during the affected hours.

School Police Dispatch currently operates 24 hours a day, 365 days a year. In an effort to better serve the staff and students of the District, we are launching a one-year pilot program wherein a third-party alarm monitoring company, the Alarm Center Group, will monitor the school district's alarm system (fire and intrusion alarms) overnight. Every day from 10:00 PM to 6:00 AM. School Police Dispatch will be closed and unmanned during those hours. The principal function of the alarm monitoring company is to notify the San Diego Police and Fire Departments of alarm activations that require an emergency response.

The After-hours Access Procedure (Procedure) remains unchanged. For accurate monitoring of the alarm system and to prevent unwarranted police response, District staff are required to check in/out of their site by calling the School Police Dispatch phone number, (619) 291-7678, when working onsite after hours. District staff are directed to press "2" to check in/out of their site when using the new School Police auto-attendant phone system.

During overnight hours, between 10:00 PM and 6:00 AM, District staff will be greeted by Alarm Center Group personnel when selecting option "2" to check in/out. Alarm Center Group personnel will check staff in/out of their sites in accordance with the Procedure. Staff members requiring non-emergency assistance between 10:00 PM and 6:00 AM should call the School Police Dispatch phone number and listen to the available options or call the San Diego Police Department at (619) 531-2000. For emergency assistance, call 9-1-1.

Emergencies that occur overnight will be addressed by the San Diego Police and Fire Departments, as they are now. Non-emergency information will be passed down from the Alarm Center Group to School Police Dispatch when it opens every morning at 6:00 AM. Overnight facility-related issues will be addressed by the on-call Custodial Services Supervisor (CSS), as is done currently. The change will be that the CSS, rather than being contacted by Dispatch, will be contacted by the Alarm Center Group.

School Police dispatchers will still be onsite seven (7) days a week from 6:00 AM to 10:00 PM. One of the primary reasons for the proposed change is to improve police support services for District students, staff, and communities during the District's peak instructional and business hours. We have been operating with only two dispatchers during the day to handle the following responsibilities: incoming calls for service; outgoing calls to obtain resources and communicate with partner agencies (e.g., paramedics, San Diego Police and Fire Departments); monitoring of the School Emergency radio frequency; monitoring the surveillance cameras and alarm system; and working the School Police radio for our officers.

School Police dispatchers are skilled emergency responders, trained to successfully and professionally communicate in a crisis. During the overnight shift, our dispatchers currently perform alarm monitoring and administrative tasks, as our District police officers are off-duty. The alarm monitoring function is a lower-level duty for our dispatchers that can be carried out by others so that our dispatchers' skills may be effectively utilized when they are most needed. The staffing of additional dispatchers in the daytime will provide improved site safety by ensuring we are better equipped to respond to multiple, simultaneous emergencies and large-scale incidents at specific sites, while still supporting routine incidents around the district.

The pilot program will go live on February 1, 2020. Throughout the pilot program, we will be documenting the practical concerns and issues that arise in order to develop the necessary solutions. Monthly pilot program project meetings will continue to be held to address issues and incorporate feedback into the program. As an avenue for each of you to offer solutions, ask questions or relay concerns, please feel free to email us at policervices@sandi.net to provide feedback so we can be in a better position to respond accordingly and support you, our department, and District students and staff.

We appreciate your patience and understanding throughout the duration of the pilot program; we look forward to serving you most excellently.

Michael Marquez
Chief of Police

APPROVED:

Drew Rowlands
Chief Operations Officer

MM:jk

Attachment