

COMMUNITY CONNECTION

Keeping the community connected to information, programs, and services.



CVPD Communications Center

The Chula Vista Police Department Communications Center plays a crucial role in law enforcement operations. Our Communications Center is responsible for receiving emergency calls, assessing the situation, and dispatching appropriate resources. It serves as a central hub for coordinating police responses to incidents, accidents, and emergencies. Dispatchers are trained to prioritize and allocate resources efficiently. They ensure that officers and other emergency personnel are dispatched promptly to address urgent situations, contributing to public safety.

Serving as a vital link between our community and law enforcement, dispatchers provide critical information to callers; gather and disseminate information to field units, help officers make informed decisions; coordinate responses and prioritize calls for service based on urgency. They may relay details about suspects, vehicles, or other specific circumstances, enhancing officer safety and efficiency.

Currently, the Communications Center is led by Police Communications Manager Carla Even and five Police Dispatch Supervisors: Michelle Ramirez, Tina Larson, Margaret Preciado, Jamie Taylor, and Rosa Slim. The Center is also staffed by 15 full-time dispatchers, one part-time call taker and 11 full-time dispatcher trainees.

The importance of dispatchers cannot be overstated, as they are often the first point of contact in emergency situations. Their ability to gather information quickly, remain calm, and provide assistance is vital for effective emergency response. Dispatchers play a critical role in ensuring the effective and efficient functioning of emergency services.

The National Emergency Number Association (NENA) standardizes 9-1-1 operations to ensure a consistent and efficient approach to call handling nationwide, enhancing public service. NENA requires 90 percent of 9-1-1 calls to be answered within 15 seconds and 95 percent within 20 seconds. The exemplary performance of Chula Vista Police Dispatch Center exceeded national standard 9-1-1 answer times and exceeded San Diego County average 9-1-1 answer times by over 10 percent. In 2023, our dispatch answered 97.62 percent of 9-1-1 calls within 15 seconds and 98.68 percent of calls within 20 seconds.

In 2023, the Chula Vista Police Communications Center processed 318,005 calls. All of this while not being fully staffed due to vacancies. [If you are looking for a fulfilling, rewarding career, check out the website for information on Dispatch positions.](#)



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The CVPD dispatch team has been proactive in embracing technology to enhance our emergency response capabilities. In addition, they also received a high ranking in positive survey responses from callers with 4.52 out of a possible 5 points.

We commend the CVPD Communications Center team's commitment and outstanding service to our community. Thank you for all you do!

