

City of Dellwood
Community Awareness Program
April 16, 2015

The next meeting will be on June 18, 2015
At 6pm - location Dellwood City Hall
Please note it on your calendar!!

Officer Monroe opened the meeting with the introduction of Rick Kranz from the Communication Department of the StLCo Police (Emergency Dispatchers)

The Communications Department handles over 1 million calls a year, including 911, non-emergency and alarms. They work 3 shifts covering 24 hours and 7 days. They can usually pin an area from the local towers on cell phone calls but some areas have poor tower reception and location, so always be prepared to give your location when calling-in from a cell phone.

Some residents in the audience stated that they had a bad communication with a dispatcher and that the dispatcher was not familiar with their concern or city ordinances and the Dispatcher expressed lack of concern. Mr. Kranz spoke with them later and got their phone numbers and dates and times of their calls and stated that the Department keeps 911 calls for 2 years and that he would review their calls and make the necessary corrections and get back to them. He also stated that if you are having a problem talking with a dispatcher, always ask to speak with a Supervisor, or write down the date and time of the call and contact him and he will investigate the call.

He was also asked how they handled special issues on evening and weekends concerning: dead animals in the street, or other health hazard issues which are not police issues but the dispatch number is the only number the residents have during none city hours. After a discussion it was noted that the Officer on the street nor the Dispatchers do not have an emergency contact numbers for the City and that they would check with the Administration to see how the City wanted to handle these issues. It was also stated that other neighboring communities do have a emergency contact number on file with the Dispatchers.

Mr. Kranz also responded to a resident concern about how they handle fireworks calls during the 4th of July season. He stated that you needed to give an exact address to the dispatcher or they would not be able to send an officer to the call since they have so many calls during this time. You also have the right to call the officer to your home and sign a complaint about illegal fireworks, but then you will have to appear in court to testify that you witnessed the action.

The StLCo Dispatchers will be moving to a new modern location within a few weeks. Also the present day personal scanners will not be able to access their communications after they move to the new locations with upgraded digital equipment.

Officer Monroe also stated that if you would like to visit the Court, residents are welcome to come and sit in the back and see how cases are handled and how fines are given.

A concern about cars parking on residential streets in our City between 2am and 6am was discussed again.

Speeding on neighborhood streets was also discussed and the officers are writing tickets for speeding and stop sign violations repeatedly, but they just cant catch everyone, every time.

A concern was discussed about neighbors having fire pits in their carports or backyards. Officer Monroe stated that as long as they were burning proper fuels and wood, and NOT leaves or paper, that there was no ordinance prohibiting them.

Officer Monroe also responded to a resident about parked vehicles in the City. ALL vehicles parked in the City must be licensed and operational, even if covered. These are considered derelict vehicles and subject to ticketing.

A discussion was held on homes with NO visible house numbers. Dellwood City Law, St. Louis County Law and Federal Postal Regulations require that house numbers be posted in a visible location. Postal Regulations require the number be visible on both sides of the mailbox. Emergency responders need residents to do their part in posting their house numbers to assist Ambulance, Fire and Police to get to

the scene as quickly as possible. When its late at night and dark outside, its difficult to look for numbers on houses.

March Crime Report:

524 call for service from the Dispatcher

574 Self Check by Officers

3 abandon cars towed

1 Felony arrest on Foley

159 tickets issued

29 arrest

1 robbery on a parking lot

2 assaults and arrest - Floridale - Keelen

3 Burglaries - South Dellwood-

W. Florissant - St. Ives

1 Weapons violation

3 Drug arrest

1 Domestic

Recovered stolen car - stopped by officer at Tanner and Keelen for speeding and stop sign violation. Arrest made.

Robberies and Burglaries are increasing. A recent robbery was when a man got into his car and found a criminal in the backseat who stole his wallet and car. Lock your cars, and always look inside before getting in the car.

The MAY MEETING has been CANCELLED due to the Memorial Holiday Weekend. See everyone June 18, 2015.

Please come with fresh ideas on how to expand this program and get our neighbors involved.

BL 04-16-15