

Neighborhood News

City of Allentown's Bureau of Communications Superintendent Michael Hilbert

On August 25th, nine neighbors from the Muhlenberg Area Community Watch had a tour of the Communications Center. Superintendent Michael Hilbert told us that it is one of two central dispatch centers in Lehigh County. Non-emergency and 9-1-1 calls are taken by center employees 24 hours a day, 365 days a year. They then dispatch vehicles from the Allentown Police Department, Fire Department, Emergency Medical Services, Animal Control and the Parking Authority.

In the year 2008, 135,000 calls for services were dispatched (350,000 calls were received). Computers in the center aid in the prioritizing of calls to police, fire and emergency vehicles throughout the city. Other computers in police cruisers and emergency vehicles have access to updated and enhanced information which can aid officers and emergency personnel in the field.

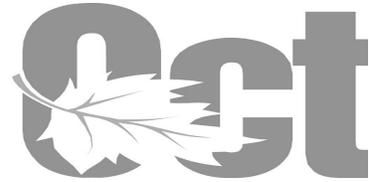
Sixty-five video cameras throughout the city can be monitored in the center. They provide real time visual information about crimes, traffic conditions and general activity that is occurring. The cameras can be controlled at the center to get the most useful visual information that helps aid the police and other public safety agencies in the performance of their duties. In 2008, center personnel dispatched more than 2000 calls on camera surveillance information alone. By the end of 2009, the city hopes to have one hundred cameras in operation.

Calls that come into the center in languages other than English can be translated by center personnel or via outside linguistic resources. The center also has the capability of using TTY/TDD (telecommunication devices that make it easier for deaf and/or mute people to use telephone lines). When calling 9-1-1 the callers' phone number and address are visible to center personnel. Calls to the non-emergency telephone number are not identified with caller-id information.

In a proactive way, Communications Center personnel go out to educate the public on the 9-1-1 System. Targeting children, specifically kindergarten age students in the Allentown School District, the program is designed to teach children about the 9-1-1 system. Specifically, what is 9-1-1, when to call 9-1-1 and how to call this important number. The program including the 9-1-1 mascot, Red E. Fox, is partially funded by St. Luke's Health Network.

What's the most important thing for callers to remember? Superintendent Michael Hilbert advises callers to answer questions asked by the center people (they know what and how to ask questions for the quickest dispatching to police, fire and emergency services) and to stay on the line - let them end the conversation when they have the information they need.

Police-Fire- Medical Emergency 9-1-1
Non-Emergency Call (610) 437-7751



Our next meeting:
Wednesday, October 14
7:00 P.M

Christ E.C. Church
2135 Tilghman St.

Muhlenberg Area Community Watch meets the 2nd Wednesday of each month at 7:00 P.M. at Christ E. C. Church 2135 Tilghman St., Lower Level

We invite residents of any neighborhood in the city to join us!

Future Meetings:
Wednesday, November 11
Wednesday, December 9

MAC Contact Information:

Secretary/Treasurer: Chris Gabelini 610- 439-3610, gabelini@choiceonemail.com

Newsletter Circulation : Al Habecker, Gretchen Krasley, Lud Schlecht

Newsletter Publication : Gretchen Krasley
610 821-7716, Gretchenkrasley@aol.com

Patrol of Neighborhood :
Tom Mulligan 610 433-1512

Conducting meetings: Rotating responsibility

Presidents' Council meetings: Tom Burke 610 432-4079

Real Estate Sales Letters: Al and Ev Habecker 610-432-8032, aehabecker@msn.com

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September Meeting Highlights

Mary Lou Parry led the September meeting. Neighbors heard reports from committee people.



Would you like to get emails with city/neighborhood news in between newsletters? Join our network by emailing Gretchenkrasley@aol.com. All emails are blind copies to protect your identity.



The Allentown yard waste sites at American Parkway & Dauphin Street and Oxford Drive & Fish Hatchery Road will be open on **Saturdays only** beginning Saturday, 9/19/09. **Main Site**

(Oxford Drive) 8:00 am – 3:00 pm . **East Side Site** (American Parkway) 11:30 am to 1:00 pm. **Last day of operation: Saturday 11/21/09.**

Call the Bureau of Recycling and Solid Waste for off-season hours (610 437-8729) or visit their website www.AllentownRecycles.org.

Curbside yard waste collection ends the week of November 22.

Curbside Christmas tree collection takes place in January.

ALLENTOWN RECYCLES

Electronics Recycling

Saturday, October 10, 2009

9:00 am - 12:00 pm

Oxford Drive & Fish Hatchery Road
(At Main Yard Waste Site)

Drop off Recycling Program

\$2 Charge for each item or component

- Computers & Accessories
- Phones & Chargers
- Fax Machines
- Scanners
- CDs, DVDs and more!

No batteries or fluorescent bulbs!

\$5 charge for each copier

\$20 charge for each television

Cash only please.

A new recycling initiative provided to Allentown residents through a partnership between Allentown Bureau of Recycling and Solid Waste and



Questions? Please call 610-437-8729