



# City of Placentia Press Release

**For Immediate Release**

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## **PLACENTIA PUBLIC SAFETY COMMUNICATIONS CENTER EARNS PRESTIGIOUS AWARD FOR DISPATCH EXCELLENCE**

**PLACENTIA, CA** – The City of Placentia is proud to announce that its Public Safety Communications Center has been recognized by the International Academies of Emergency Dispatch® (IAED) as an Accredited Center of Excellence (ACE) for emergency medical dispatching. Placentia Public Safety Communications is the 329th Medical ACE in the world, the 16th in the State of California, and the first accredited dispatch center in Orange County.

IAED is the standard-setting organization for emergency dispatch services worldwide. Accreditation from the IAED is the highest distinction given to emergency communication centers, certifying that the center is performing at or above the established standards for the industry. Centers that earn ACE status embody dispatch done right and have demonstrated strong local oversight, rigorous quality processes, and a commitment to data-driven continuous improvement.

"This accreditation is a significant achievement for the City, and we commend our dedicated Public Safety Communications Center for their commitment to quality and for meeting the high standard set by IAED," said Placentia Mayor Jeremy B. Yamaguchi. "This accomplishment reflects our promise of excellence in emergency medical dispatching and ensures that our community receives the highest level of service when they are in need."

Placentia Public Communications Center is staffed by one manager, three supervisors, 12 full-time dispatchers, and three part-time dispatchers. It operates 24 hours a day, 365 days a year, answering and triaging 9-1-1 and non-emergency calls for police, fire, and medical services while also dispatching all public safety resources throughout the City.

"The accreditation of our Public Safety Communications Center by IAED is a testament to our staff's hard work and dedication. We are proud to be the first and only accredited dispatch center in Orange County, and this achievement underscores our commitment to maintaining the highest standards in emergency dispatch services," said Placentia City Administrator Damien R. Arrula. "Placentia residents can take pride in knowing that their safety is in capable hands, and we will continue to prioritize excellence in the delivery of our public safety services."

"I am incredibly proud of our team at the Placentia Public Safety Communications Center for achieving this accreditation. This recognition is a result of the dedication, hard work, and perseverance of our dispatchers, who tirelessly serve our community," said Public Safety Communications Manager Stefanie Acosta-Reyes. "I want to thank our City Leadership for their support throughout this process. Their commitment to public safety is instrumental in our success."

"Accreditation is truly a pinnacle achievement," said Christof Chwojka, Accreditation Board Chair at IAED. "We applaud the dedicated calltakers, dispatchers, and leadership team at Placentia Public Safety Communications Center for their commitment to quality, and for meeting that high standard that few achieve. We know their community can count on these first, first responders to do an outstanding job."

IAED Accreditation is the culmination of a lengthy, arduous process that includes completing the 20 Points of Accreditation, a detailed performance evaluation by industry experts, and a final review and ruling by IAED. IAED will present the Placentia Public Safety Communications Center with an Accreditation plaque commemorating this achievement at their annual conference in April 2024.

"This process is undertaken by communications centers who desire to be the best of the best," explains Kim Rigden, Associate Director of Accreditation, IAED. "Achieving ACE confirms it. Placentia Public Safety Communications Center should be very proud of this achievement and the wonderful service they provide to the community and their emergency responders."

Accreditation is valid for three years and requires upholding all standards. Emergency communication centers can earn multiple accreditations, one for each emergency discipline they serve (medical, fire, police, and emergency nurse triage).

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