

PLACENTIA PUBLIC SAFETY
COMMUNICATIONS

20
22

Annual Report



TABLE OF CONTENTS

1 CITY OFFICIALS

2 MISSION & VISION

3 ABOUT PPSC

4 STAFFING

5 DISPATCH OPERATIONS

6 STAFF TRAINING & DEVELOPMENT

7 COMMUNITY OUTREACH

8 AWARDS & CELEBRATIONS

9 POLICE OPERATIONS

10 FIRE EVENTS

11 EMS EVENTS

12 ACCOMPLISHMENTS

13 CENTER GOALS



CITY OFFICIALS



Ward L. Smith
MAYOR,
DISTRICT 5



Jeremy B. Yamaguchi
MAYOR PRO TEM,
DISTRICT 3



Rhonda Shader
COUNCILMEMBER,
DISTRICT 1



Kevin Kirwin
COUNCILMEMBER,
DISTRICT 2



Chad P. Wanke
COUNCILMEMBER,
DISTRICT 4



Robert S. McKinnell
CITY CLERK

Kevin A. Larson
CITY TREASURER

Damien R. Arrula
CITY
ADMINISTRATOR

We aspire to become a communications center who is respected and admired by our public safety peers and the citizens of Placentia. We want to do the right thing, at the right time, for the right reason.

VISION

MISSION

Our Public Safety Communications Center is committed to providing exceptional service to the citizens and responders of the City of Placentia using the highest standards to protect life and property.



ABOUT US

With our staff growing this year, we revamped our division's core values. The values that are most important to our personnel include:

- Wellness - this includes all aspects of mental, physical, and emotional wellness
- Integrity - honesty and good moral character are vital in our profession
- Teamwork - remaining a cooperative partner influences efficiency
- Service - we strive to provide the best service to our partners and community



STAFFING

Recruitment and hiring has been the priority for our Center over the past year. We are pleased to announce we are close to reaching our goal of full staffing.

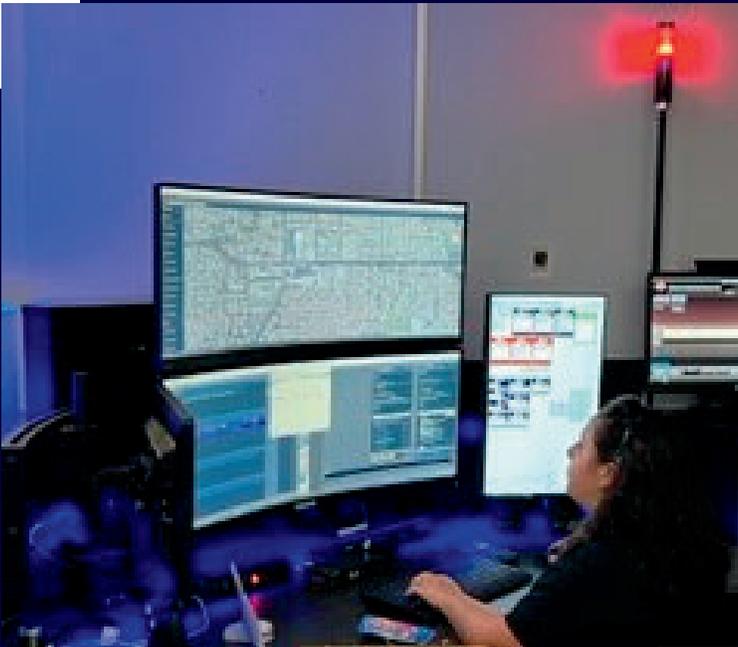
	Budgeted	2021	2022
Supervisor	3	2	2
Dispatcher- FT	12	8	11
Dispatcher- PT	4	3	3

Our department has hosted various Peace Officer Standards & Training exams, posted recruitments on various social media outlets, as well as posted job announcements on various telecommunicator forums. We have expanded recruitment efforts by posting career opportunities on the e-boards along California State Route 57, as well as reaching out to local educational institutions to participate in job fairs and career days.

DISPATCH OPERATIONS

In 2022, our personnel:

- Processed 14,128 emergency (911) calls
- Triaged 42,116 Administrative calls
- Generated 28,898 police calls for service
- Entered 5,645 fire and EMS calls for service



Average % for 9-1-1 calls answered within 15 seconds

99.48%

Average % for 9-1-1 calls answered within 20 seconds

99.64%

Both call answering times continue to exceed the NENA standard!

(National Emergency Number Association)

Supervisor Megan Rodriguez is hard at work monitoring and responding to our Fire and EMS units.

STAFF TRAINING & DEVELOPMENT

Our dispatch center personnel completed training to become certified by the National Center for Missing & Exploited Children. An application to become a member of the Missing Kids Readiness Program has been submitted and is awaiting approval. Once approved, our center will be one of three agencies in California to be recognized for the National Center for Missing & Exploited Children Program.

All Communications staff was recertified in the International Academies of Emergency Dispatch (IAED) EMD and EFD protocols, as well as completed CPR & First Aid recertification.

Each staff member completed the required California POST training hours for the training period. This includes a minimum of 24 career development hours.

Once our center is fully staffed, we will begin the IAED accreditation process.



Several of our dispatchers also aim to become a certified Emergency Number Professional (ENP) through the National Emergency Number Association.

COMMUNITY OUTREACH

Several of our dispatchers assisted with various community events throughout the year. These events included:

- Police Department Citizens Academy
- Placentia Citizens Academy
- Spanish language Police Department Citizens Academy
- Orange County Radio Rodeo



What Next?

PPSC staff will participate in various Career Day events hosted by surrounding schools, as well as participate in the 2023 National Night Out event.

AWARDS & CELEBRATIONS

Celebrating success is extremely important to our group. Because dispatchers are seldom seen and do not get the recognition they deserve, we make it a priority to show our appreciation and pride for a job well done.

In 2022, the following awards were distributed:

- Life Saver Awards - 5
- First Responder Recognition Award
- Stork Pins - 2
- Atta Girl/Boy - 2

Telecommunications Week was celebrated by the group April 8th through the 14th. During the week of festivities, dispatchers were able to participate in games and win prizes, dress up in themed attire, and were shown how much they are appreciated by our community and public safety partners.



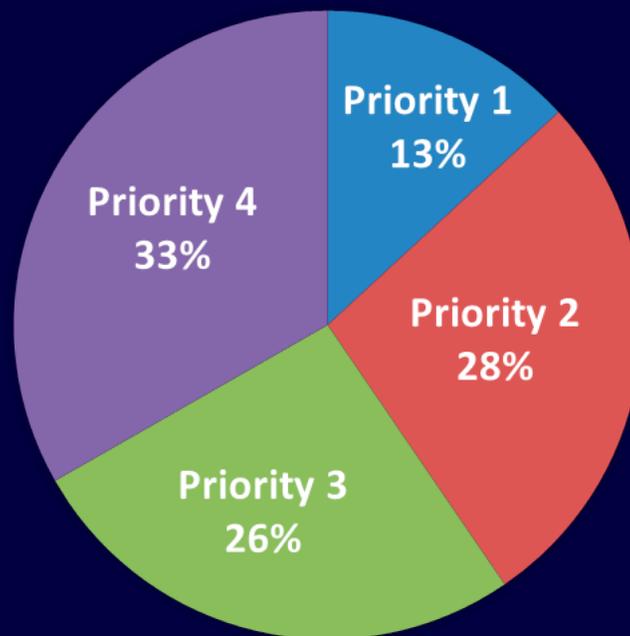
2022 POLICE OPERATIONS

From January through December 2022 our Communications Center staff processed 28,898 police events.

Based on the initial information provided by each caller, the event is prioritized in one of four categories- in progress, just occurred, reports and informational.

EVENTS

**Data extracted from Mark43 CAD*

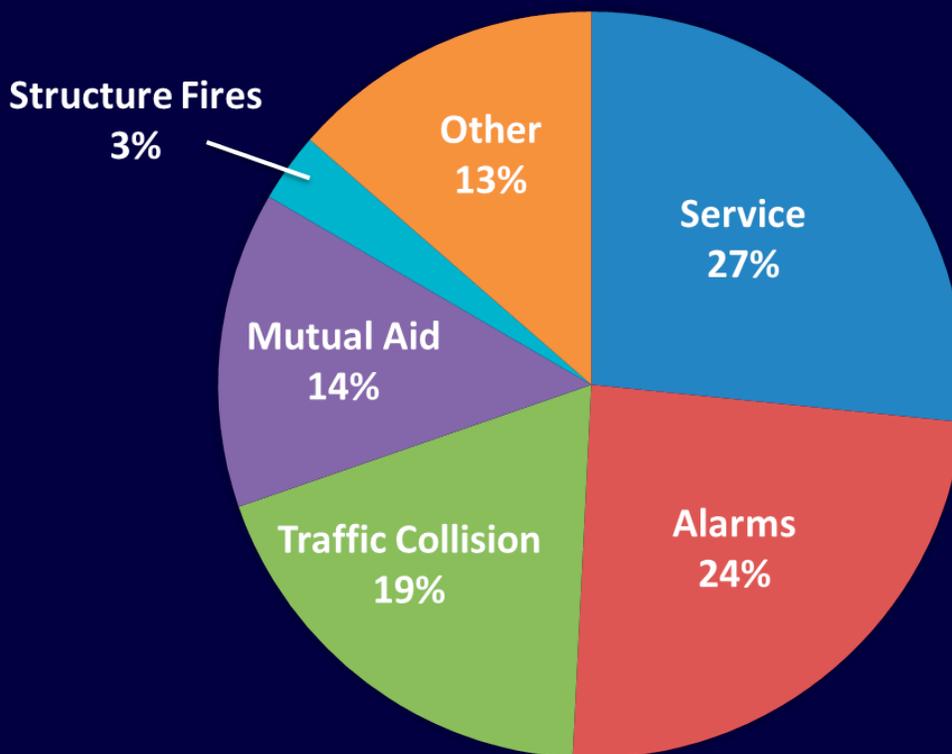


- Priority 1 are the highest priority, which is used when the physical well-being of a person is in jeopardy or reports of crimes in progress
- Priority 2 events do not require an emergency response but should be dispatched as soon as possible
- Priority 3 incidents are informational or the time element indicates no threat to persons or property
- Priority 4 events are the lowest priority which include public contacts, administrative functions or informational incidents.

2022 FIRE EVENTS

From January through December 2022 our Center staff processed 5,099 fire and EMS events. There was a total of 1,334 events that resulted in a fire apparatus response.

FIRE



**Data extracted from Mark 43 CAD*

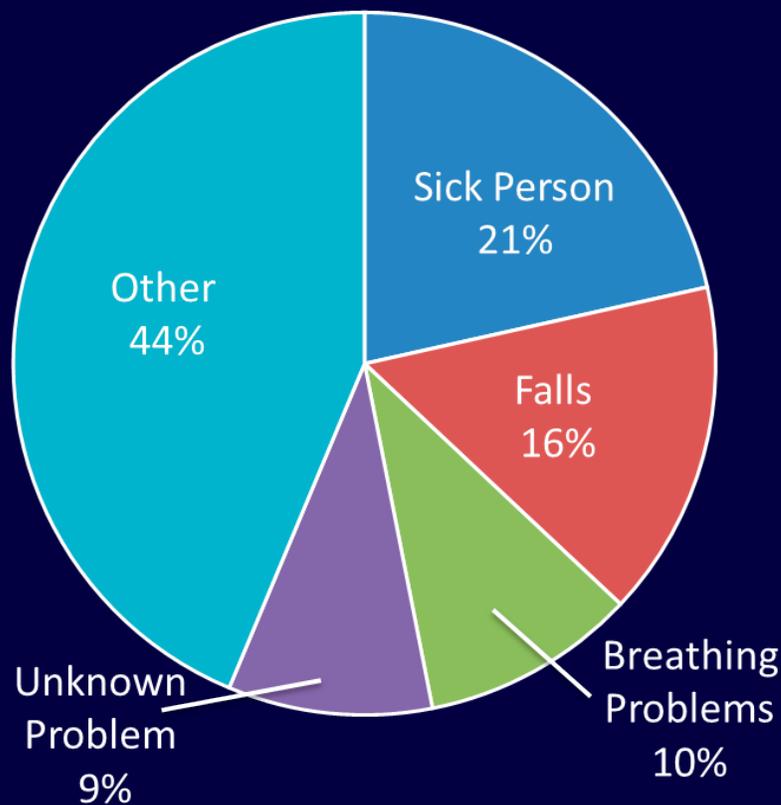
The most common fire events are traffic collisions, alarms, service calls and mutual aid requests.

Structure fires made up 3% of our call volume for the year.

2022 EMS EVENTS

From January through December 2022 our Center staff processed 5,099 fire and EMS events. Of these events, there were 3,765 that were medical in nature.

MEDICAL



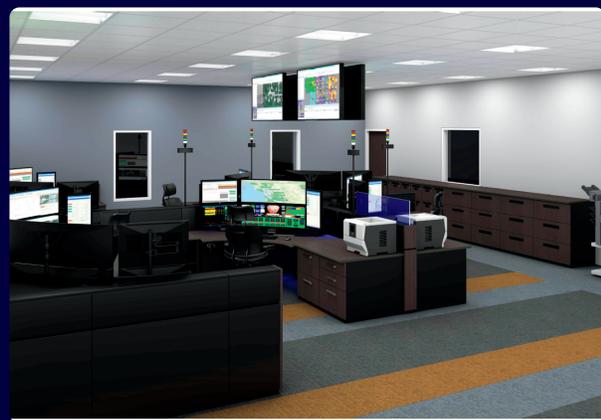
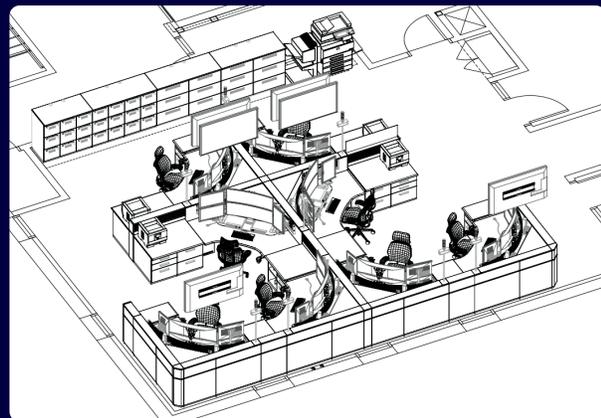
**Data extracted from Mark43 CAD*

The most common medical responses continue to be fall victims, sick persons, breathing problems, and unknown problem/person down events.

ACCOMPLISHMENTS

Our division hosted a 4-week classroom orientation training for newly hired dispatchers. During the orientation the new employees were provided basic knowledge, codes and terms regarding dispatch center operations.

Planning for the new public safety building is underway. The new communications center is anticipated to house eight consoles and will provide additional space for offices, a training room and enhanced 911 operations.



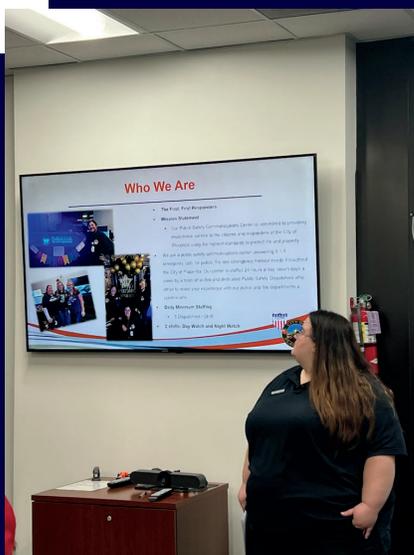
CENTER GOALS

Some of the goals established in the 2021 Annual Report have been attained within the past year. These include establishing an employee wellness program, establishing a social media presence, and participation in the Police Department Citizens Academy as well as the City Citizens Academy.

Achievements our Center are still working toward:

- To become fully staffed with all full time positions filled
- Participate in the 2023 National Night Out
- Provide 9-1-1 for Kids education to our local schools
- Participate in local high school and college career day presentations
- Implementation of a quality assurance program for police events
- Attain Accreditation through International Academies of Emergency Dispatch

CTO Melissa Gibboney presented at the City Citizen's Academy.



CTO Alex Contreras and CTO Sheila Rodriguez presented at the Spanish language Police Department Citizen's Academy.

CONTACT US



714-993-8111



@placentia_public_safety_comm



www.placentia.org



401 E. Chapman Ave.
Placentia, CA 92870

**PLACENTIA PUBLIC
SAFETY
COMMUNICATIONS**

THANK YOU

The Communications Center staff would like to thank the continued support of City Administration, City Council, our partners at the Placentia Police Department, Placentia Fire and Life Safety and Lynch Ambulance, as well as our community.

