



Placentia Public Safety  
Communications Center

**2024**

# **ANNUAL REPORT**

**City of Placentia**

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# CITY COUNCIL

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**Kevin Kirwin**  
Mayor  
District 2



**Chad Wanke**  
Mayor Pro Tem  
District 4



**Thomas Hummer**  
Councilmember  
District 1



**Jeremy Yamaguchi**  
Councilmember  
District 3



**Ward Smith**  
Councilmember  
District 5



# ABOUT OUR CENTER

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A dispatch center is the nucleus for all public safety operations. The center is staffed 24-hours a day, every day of the year. Our personnel is responsible for carrying out all police, fire and medical dispatching for our community.

Placentia's Communications Center is the only Accredited Center of Excellence in Orange County. We are highly trained in all aspects of our job. We treat each of our customers, both internal and external, with professionalism and respect.

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Dispatchers are first to answer the call!

# VISION & MISSION

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## Vision Statement

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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.



## Mission Statement

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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.

# PERSONNEL & TRAINING

## Staffing

The Communications Center staff includes 1 Manager, 3 Supervisors, 12 full-time Dispatchers, and 3 part-time Dispatchers.

To maintain 24-hour coverage in our dispatch center, we staff between 2 to 4 employees on any given shift. Staffing is dependent on activity levels and can be adjusted as necessary.



## Training

This year, our staff members were required to recertify for Emergency Medical Dispatching (EMD) and Emergency Fire Dispatching (EFD). This biennial recertification allows us to keep up with the everchanging call processing standards within the public safety environment.

# CALL PROCESING



The Communications Center answered and processed over 58,000 emergency and non-emergency phone calls throughout the year.

- 13,537 9-1-1 calls were processed
- 45,325 non-emergency phone calls were answered

Each of the 9-1-1 calls answered met the national standard for call answering, which is determined by the National Emergency Number Association (NENA). The standards of practice for answering 9-1-1 calls state:

- *90% of all 9-1-1 calls SHALL be answered within fifteen (15) seconds.*
- 95% of all 9-1-1 calls SHOULD be answered within twenty (20) seconds.

Placentia's Communications Center continues to exceed the national standard.

**99.11%** -2024 average for answering 9-1-1 calls within 15 seconds

**99.30%** -2024 average for answering 9-1-1 calls within 20 seconds.

## When You Call Us, We Need Specific Information

1. Location of the event
2. What happened
3. Is there a time delay involved
4. Description of the subjects and/or vehicles
5. Any officer safety information available



# POLICE EVENTS

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Most of the Center's activity is law enforcement related. Our Dispatchers handle various aspects of police related events. Dispatchers answer phone calls, generate officer initiated calls for service like traffic stops and patrol checks, and complete various Department of Justice related data entries.

## Call For Service Statistics



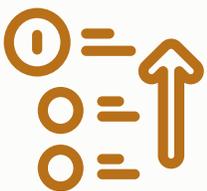
Between the 58,000 phone calls answered this year and dispatching officers on self-initiated activities, 34,338 calls for service were entered in our data system.

## Software & Systems



Our staff members are trained to use various software systems which include GPS mapping, Text-to-911, Department of Justice data links, license plate readers & more.

## Priority Events



Each call for service is issued a pre-determined call priority, which allows the incident to be dispatched based on severity of the event. Our team members aim to dispatch each call quickly and appropriately.

# FIRE EVENTS

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The Communications Center staff is responsible for dispatching our fire apparatus to various fire related calls for service. We monitor the activity of 1 Engine, 1 Truck, 2 paramedic units, 1 Battalion Chief, and ambulance transport vehicles on a daily basis.



## Call Statistics

Over the course of the year, 1,513 total calls for service were entered that were fire department related.



## Most Frequent Events

- Service Calls- 368
- Fire Alarms- 290
- Traffic Collisions- 272



## Structure Fires

Our Communications Center processed 52 calls for service that met the criteria of a structure fire.



## Mutual Aid Incidents

This year, we received 280 requests for mutual aid from our surrounding fire agencies.

# MEDICAL EVENTS

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Communications Center personnel works closely with our partners at Lynch Ambulance for our Advanced Life Support (ALS) medical events. Dispatchers answer and process all medical emergencies for our city. Together, we aim to provide a positive interaction and quick response to the community.

## Call Statistics



This year, we answered and dispatched a total of 3,829 calls for service that were medical in nature. This number is an increase of 7.47 % from last year's total.

## Most Frequent Events



- Sick Person- 781
- Falls- 619
- Breathing Problems- 396
- Unknown Medical- 354
- Unconscious- 292

## Life Saves



Our personnel is celebrated when we successfully provide CPR instructions over the phone to assist in the Chain of Survival. In 2024, we proudly celebrated 2 Life Savers.

# COMMUNITY OUTREACH

## Where We've Been

During the course of the year our Dispatchers were able to participate in numerous outreach events which included:

- Trunk or Treat
- National Night Out
- El Dorado High School Career Day
- Kramer Middle School Career Day
- City of Placentia CERT Program
- Danish with a Dispatcher
- Emerald Isle Resident Education
- Cub Scout Event
- City of Placentia Citizen's Academy



## What We've Done

Our staff remains grateful for the opportunities to share job knowledge and requirements with the community.

We also enjoy having visitors in our Dispatch Center, like the neighborhood Boy Scouts and Girl Scouts who are interested in seeing our work environment.

# WELLNESS

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## POST Organizational Wellness Program

In July, our Manager submitted an application to participate in a wellness initiative that California Peace Officer Standards & Training (POST) offered to state law enforcement agencies. Placentia's Dispatch Center was selected as one of the first 60 agencies to participate. As part of this program, one of our team members was able to attend a week-long training course to become our Organizational Wellness Coordinator. The Coordinator is responsible for sharing knowledge about overall wellness with our staff, creating a wellness plan, composing a wellness team, and implementing various ideas to include wellness in our Communication Center's daily activity.

By the end of December, our Wellness Team was created, we began participating in a Fit Bit activity tracking program, scheduled our first team meeting, and determined our staff would like to focus on physical wellness, rest & recharge, and eating nutritional food after completing an anonymous survey. Our center is well on its way to beginning a wellness initiative.

### LIVE WELL



# ACHEIVEMENTS

## ACE

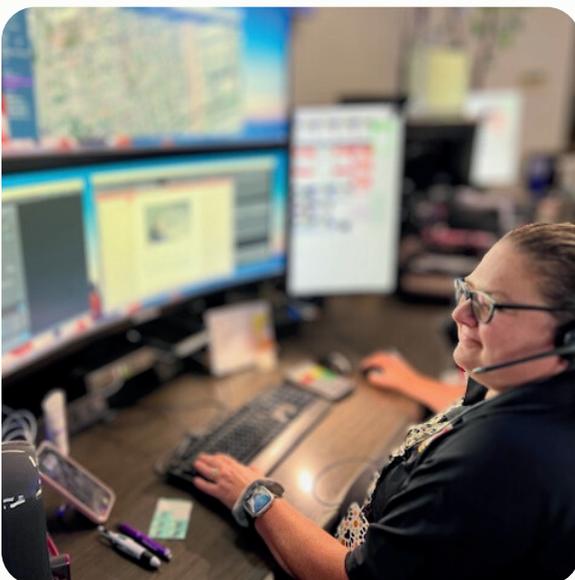
Our proudest moment this year was achieving accreditation through the International Academies of Emergency Dispatch (IAED). This organization requires agencies that are interested in this recognition to complete 20 tasks to demonstrate the Academy's standards are being met. Placentia Public Safety Communications Center is the *only* accredited center in Orange County.



## ACCREDITED CENTER OF EXCELLENCE

For more information on the ACE requirements, please visit [www.emergencydispatch.org](http://www.emergencydispatch.org)

## Accomplishments



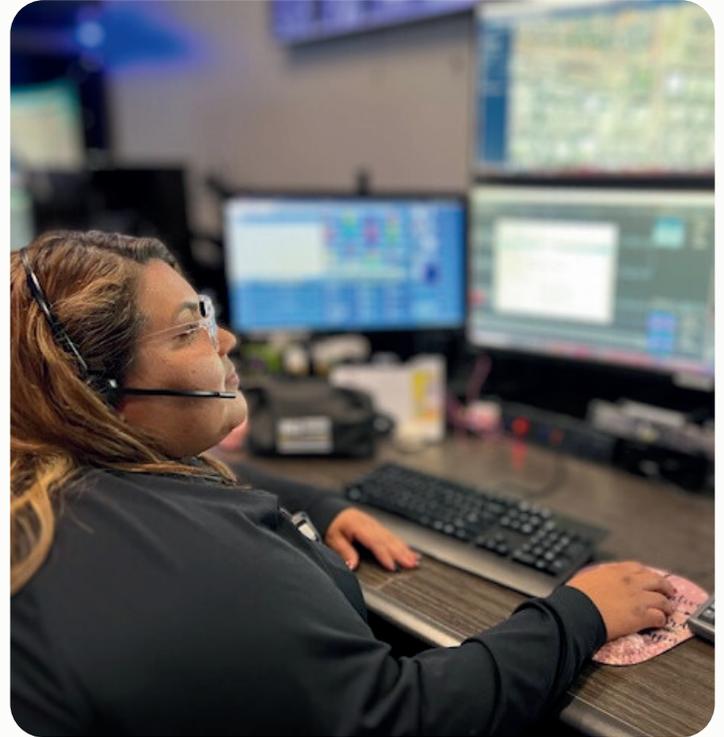
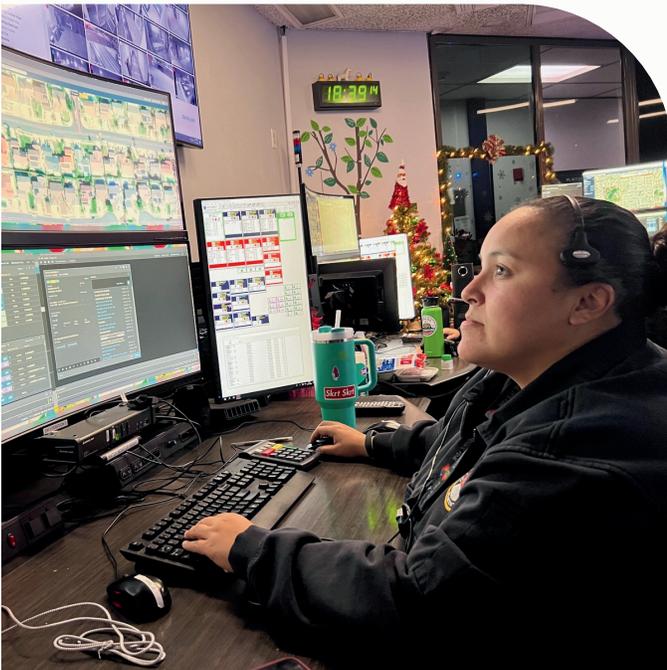
- Created a public service announcement on how to call 9-1-1 which can be found on YouTube
- Created a recruitment video
- Continued to participate in various school career days
- Hired additional part-time staff
- Provided opportunities for our fire personnel to complete sit-alongs in our center
- Trained several police officers to become certified to assist with overtime in the dispatch center.

# GOALS

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## What's Next?

- Fill all current full-time and part-time dispatcher vacancies
- Continue to provide additional opportunities for our field responders to complete dispatch center sit-alongs
- Expand our community outreach to additional senior living facilities located in the city
- Implement software system upgrades like Next-Gen 9-1-1
- Implement a quality assurance program for police incidents



- Relocate to the new Public Safety Building
- Continue to participate in city sponsored activities including CERT, Citizen's Academy and National Night Out
- Reformat our fire related call processing
- Begin the accreditation process for The Commission on Accreditation for Law Enforcement Agencies (CALEA)

# THANK YOU

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The Placentia Public Safety Communications Center employees would like to thank our City Council, City Administration, our public safety team at Placentia Police Department, Placentia Fire & Life Safety, Lynch Ambulance, and the residents of our city for their continued support.



## Contact Us



714- 993-8111



placentia\_public\_safety\_comm



[www.placentia.org](http://www.placentia.org)



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