

## **Placentia's Fire & EMS Services Frequently Asked Questions**

**Q: What is the issue?**

**A:** Many in the community don't know that our fire services have been provided on a contract basis by an outside provider. We are excited to announce following an exhaustive evaluation process, Placentia will become a "full service" city for its residents by forming its own, local City of Placentia Fire and Life Safety Department and onboarding a highly qualified EMS service provider to improve 911 services. Doing so creates even greater collaboration with our local Police Department with no additional cost to taxpayers.

**Q: How will my services be changed?**

**A:** Your services will be improved! Establishing a locally-controlled and operated City of Placentia Fire Department –with no additional cost to taxpayers--provides our residents the best innovation for life-saving services. Establishing our own City Fire Department also allows the City to expand the excellent local services you rely upon, with local accountability and control.

**Q: What new 911 innovations will be implemented for paramedic responders?**

**A:** The City will deploy the latest technology and enhanced paramedic staffing models to respond to 911 emergencies. The new service provider is highly certified and approved by the County Medical Director. In addition, the proposed paramedic service provider has higher accreditations, certifications and over 33 years of experience to improve and provide the highest quality and latest medical care in the industry. This service model the City increase the number of certified paramedic responders for improved rapid response to 911 emergencies and increases capacity to dispatch ambulances quickly, saving lives, time and money.

**Q: Is this going to cost me more money?**

**A:** Absolutely not. This new locally controlled model actually saves taxpayer dollars while providing enhanced high-quality life-saving services. In fact, the proposed Fire and Life Safety model will eliminate a fire services fee that is currently charged to residents and businesses in Placentia.

**Q: How will our local Fire Department work?**

**A:** A local, City of Placentia Fire Department dramatically improves 911 emergency response times and life-saving services. The City is currently working to recruit and retain a highly qualified Fire Chief and firefighters to maintain and improve our local fire services. In addition, the City is in the process of obtaining high quality fire equipment to ensure the Fire Department has the best life-saving tools to serve our community.

**Q: Where will the fire stations be located?**

**A:** The city owned fire stations will remain the same with fire services being provided at two fire stations in the city. These fire stations are located at 1530 North Valencia Avenue and 120 South Bradford Avenue.

**Q: How will the City ensure seniors and the most vulnerable can get the emergency response they need the fastest?**

A: The City has changed over the last 50-60 years when the original fire stations were built. Rather than using an old model that requires us to launch our emergency response paramedics from fixed fire stations, we intend to utilize the latest technology to place emergency personnel in the field where they are needed most. This proven model will significantly improve response times for seniors, and vulnerable populations within our city. These new emergency response technologies and capabilities will ensure those in need of these services the most will have the fastest possible access to the highest quality medical care.

**Q: Does this effect our local Police Department?**

A: The City views public safety as a holistic approach that includes not only fire and paramedic, but also by re-investing in our own local Police Department which includes proactive community policing, investigation, gang reduction efforts and other ways of preventing crime before it starts. Establishing our own City Fire Department increases collaboration and life-saving services in an integrated public safety model, while bringing all these services into greater transparency and accountability to you—our Placentia citizenry.

**Q: Will Placentia still have mutual/automatic aid?**

A: Yes. The City of Placentia has already secured letters of intent from our neighboring cities and they have committed to providing mutual/automatic aid to Placentia. Placentia will also provide mutual/automatic aid to our neighboring cities for Fire and EMS related calls.

**Q: What is the process and how long will it take?**

A: The City will work side by side with the current and new service providers and undertake the decisive steps necessary to ensure a seamless transition into our own City of Placentia Fire Department model.

**Q: Who do I call now in the event of an emergency?**

A: Residents should still call 911 for emergencies or (714) 993-8164 for non-emergencies.

**Q: How can I get more information?**

A: You can visit [www.placentia.org/fireems](http://www.placentia.org/fireems) for updates and we look forward to keeping the community informed.