



**PLACENTIA
PUBLIC SAFETY
COMMUNICATIONS
CENTER**

ANNUAL REPORT

20

21

TABLE OF CONTENTS

01

City Officials

02

Our Mission , Vision, and Values

03

Organizational Structure

04

Staffing

05

Operational Performance

06

Fire & EMS Operations

07

Fire & EMS Operations

08

Police Operations

09

Police Operations

10

Programs & Systems

11

Certifications & Training

12

Staff Training, Development & Community Outreach

13

Awards & Celebrations

14

Accomplishments

15

Accomplishments

16

2-year Strategic Plan Goals

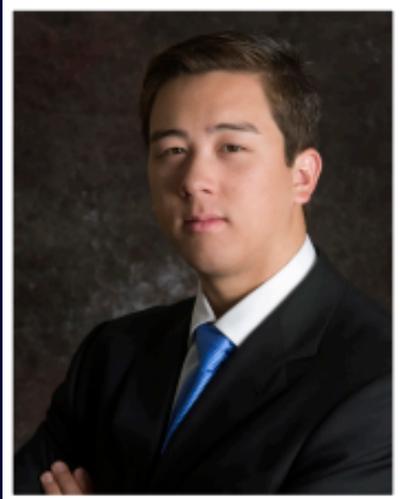
CITY OFFICIALS



Rhonda Shader
Mayor
District 1



Craig S. Green
Councilmember
District 2



Jeremy B. Yamaguchi
Councilmember
District 3



Chad P. Wanke
Mayor Pro Tem
District 4



Ward L. Smith
Councilmember
District 5

City Clerk

Robert S. McKinnell

City Treasurer

Kevin A. Larson

City Administrator

Damien R. Arrula



OUR MISSION

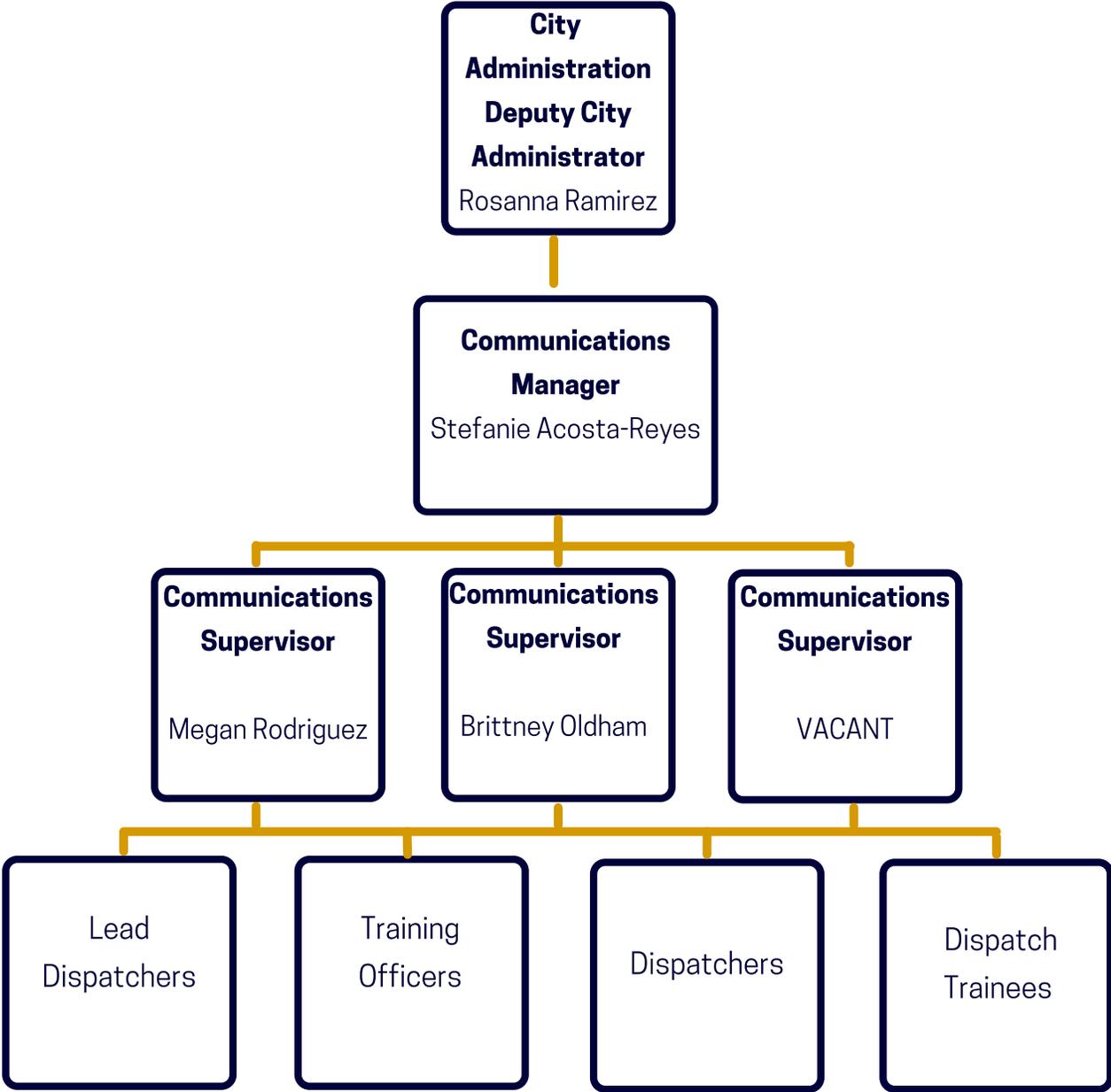
MISSION STATEMENT: Our Public Safety Communications Center is committed to providing exceptional service to the citizens and responders of the City of Placentia using the highest standards to protect life and property.

VISION STATEMENT: 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.

VALUES: We owe each other a working environment characterized by **TRUST** and **RESPECT** for each other, fostering open and honest **COMMUNICATION** at all levels. We seek **CLEAR EXPECTATIONS** of our job duties and hold ourselves and each other **ACCOUNTABLE** in everything we do. We prepare to handle any situation through proactive and continuous **TRAINING** and education.

WHO WE ARE: We are a public safety communications center answering 9-1-1 emergency calls for police, fire and emergency medical needs throughout the City of Placentia. Our center is staffed 24 hours a day, seven days a week by a team of skilled and dedicated Public Safety Dispatchers who strive to make your experience with our police and fire departments a positive one.

ORGANIZATIONAL STRUCTURE



STAFFING

POSITION	BUDGETED	CURRENT STAFFING
Manager	1	1
Supervisors	3	2*
Dispatchers (FT)	12	8**
Dispatchers (PT)	4	3

*3rd supervisor position under active recruitment

**2 FT dispatcher applicants are currently in backgrounds.

OPERATIONAL PERFORMANCE

The National Emergency Number Association (NENA) has developed standards for answering 9-1-1 calls.

Section 3.1 of the "NENA Call Answering Standard/Model Recommendation" is as follows:

"Standard for answering 9-1-1 Calls- Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary 00-001). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds."

Upon transition of the Communications Center, the goal of management was and will continue to be to exceed the national standards established by NENA.

CALL VOLUME

Our communications center triaged over 55,000 calls. We handled 14,302 9-1-1 calls throughout the year. We managed and processed 41,098 administrative calls.



Average % for 9-1-1 calls answered within 10 seconds



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

Based upon the data above the PPSC has exceeded NENA standards.

FIRE & EMS OPERATIONS

Our Communications Center dispatched over 4,400 medical and fire events.



3,331 medical calls



1,156 fire calls

Most Common Type of Events:

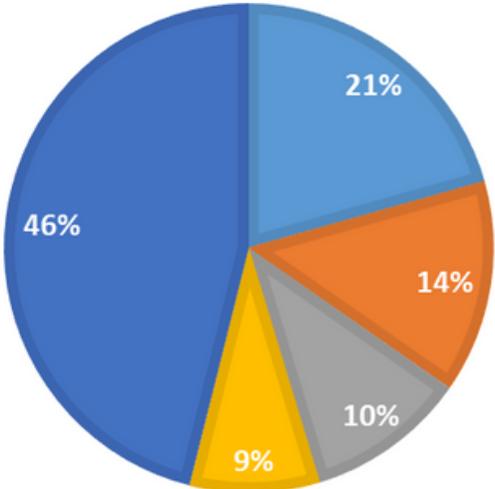
Medical- Breathing Problems, Falls, Sick Person, Unknown Problem

Fire- Traffic collisions, Alarms, Service incidents, All fires

FIRE & EMS OPERATIONS

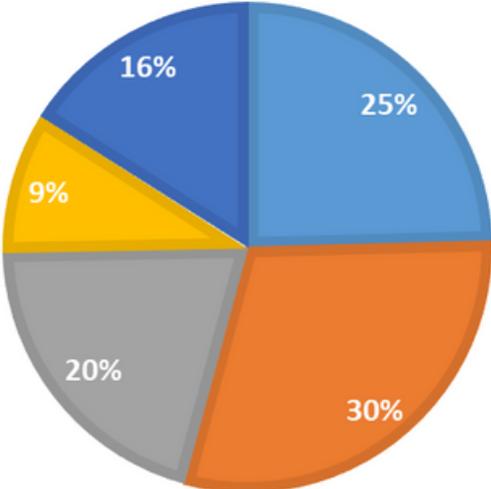
Most Common Type of Events:

MEDICAL EVENTS



■ Sick Person ■ Fall ■ Breathing Problems ■ Unknown Problem ■ Other

FIRE EVENTS



■ Alarms ■ Service Incidents ■ Traffic Collisions ■ All Fires ■ Other

POLICE OPERATIONS

Calls are prioritized based on time element and nature of the event.



Priority 1 - 1,809 events

This is the highest priority incident. It is used for calls where the physical well-being of a person is in jeopardy, disasters, or crimes in progress. Also included in priority calls, but to a lesser degree, are calls in which property is in jeopardy and the crime is in progress or just occurred and the suspects are still in the area. Priority 1 calls will be dispatched immediately to the closest two available police units.



Priority 2 - 8,617 events

These calls for service do not require an emergency response, but should be dispatched as soon as units are available. These incidents include routine officer activities. Priority 2 calls should be dispatched within 10 minutes.



Priority 3 - 6,777 events

These are informational in nature, or the time element indicates that no person or property is in jeopardy, or incidents that are not in progress or will be a report. These calls are handled in which the order they are received. Priority 3 calls may be held for the appropriate beat unit up to 10 minutes, then it will be dispatched to the next available officer(s). Priority 3 report calls may be dispatched to another available unit(s) before a 20 minute time frame is reached.



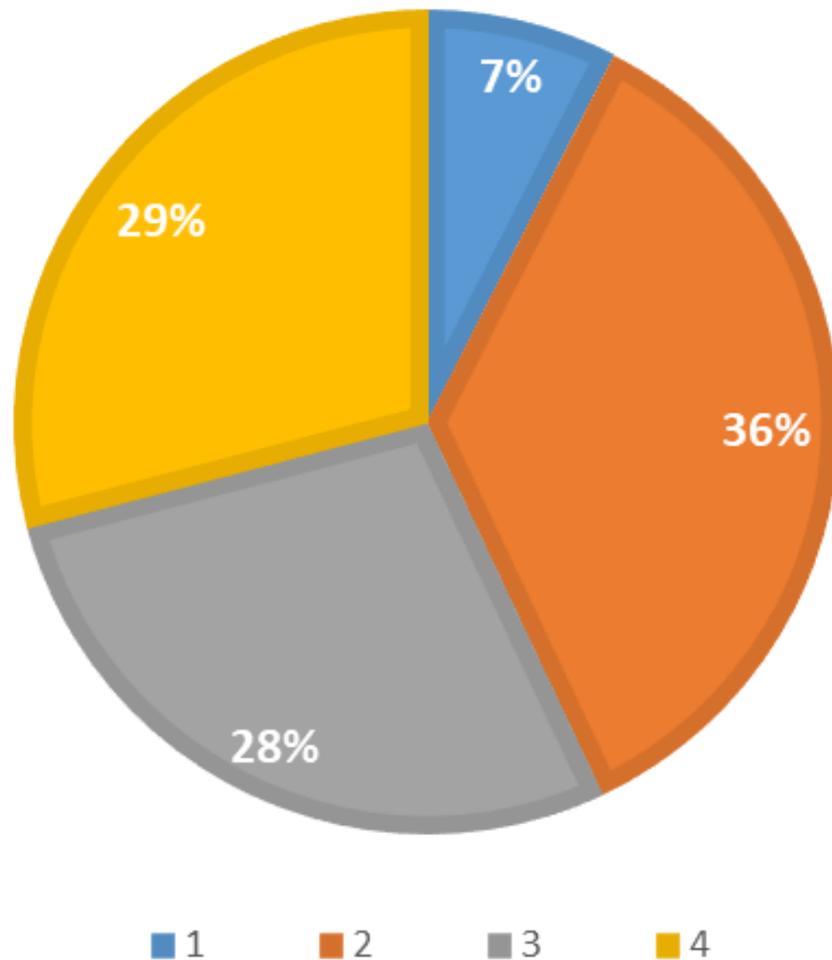
Priority 4 - 7,069 events

These calls are the lowest priority incidents, which include public contacts, non-emergency, administrative functions or informational incidents. These calls should not hold in excess of 25 minutes.

POLICE OPERATIONS

24,272 calls for service dispatched throughout the year.

CALL PRIORITY



PROGRAMS & SYSTEMS

Within the Communications Center, the dispatchers utilize a variety of software and programs which allow for essential functions and tasks to be carried out.



Call Taking Operations

- Vesta- Computer phone system enabled to receive 9-1-1 and non-emergency calls
- Mark 43- Cloud-based computer aided dispatch system
- Priority Dispatch- Structured medical and fire event triaging software
- Text to 9-1-1- Application utilized to receive text messages from the public
- Rapid Deploy- Tactical mapping system utilized for wireless calls
- Rapid SOS- Emergency response data platform that links data from smart devices and automobiles



Field Responder Operations

- ELETE- County-wide system utilized for inter-agency law enforcement communication and access to various databases
- West Net- Fire station alerting software activated through CAD
- First Due- Application which provides additional location details and mapping.
- Nixle- Mass public notification system utilized to sent alerts to subscribers



Center Operations

- Agency 360-Training software program used to monitor and document new employee training and progress
- California Law Enforcement Web (CLEW)- Department of Justice database used for legal updates and to obtain necessary codes for data entry
- eSchedule- employee electronic scheduling software

CERTIFICATIONS & TRAINING

**EACH OF OUR EMPLOYEES ARE
CERTIFIED IN:**

CPR

Basic Life Support

EMD

Emergency Medical
Dispatch

EFD

Emergency Fire
Dispatch

POST

Peace Officer
Standards & Training

ADDITIONAL CERTIFICATIONS

Required if employees take on a leadership role within the Center.

CTO

Communications
Training Officer

SUPERVISOR

Dispatch Supervisory Course

CPR recertification must occur every two years.

EMD and EFD recertification is required every two years.

Continued education hours are required by both Priority Dispatch as well as POST.

- 36 hours of CDE is required by Priority Dispatch
- 24 hours of CDE is required by POST

STAFF TRAINING, DEVELOPMENT & COMMUNITY OUTREACH

In addition to the required certifications that Communications staff must complete, there are several other opportunities for development and training offered.

- Standard Operating Procedures (SOPs) are now introduced to employees and implemented when new processes are created among the public safety departments.
- Monthly training topics are created and shared with staff members. These topics can range from new operational procedures, new application instructions, and employee wellness.
- Employees are encouraged to participate in ride alongs with both our police and fire departments.
- Each employee is cross-trained on all disciplines- police, fire and EMS.

**Our team members participated
in the Placentia Police Department
Citizen's Academy in October 2021.**



**Public Safety Dispatch
Supervisor Rodriguez &
Public Safety Dispatcher
Rodriguez were our
presenters.**

AWARDS & CELEBRATIONS

Members within our division continuously celebrates each other for our accomplishments.



RELEASE FROM TRAINING

Once new hires successfully complete all phases of training, he or she is presented with an official memo of release from training and are celebrated in the center.

We had 4 full-time employees pass their training in 2021.



LIFE SAVING AWARDS

To date, 7 Life Saver Awards have been distributed to employees. Each employee receives a certificate, along with a lapel pin he or she can proudly wear.



TELECOMMUNICATORS APPRECIATION WEEK

Every second full week in April, Public Safety Telecommunicators are celebrated. We organize different themes for each day during the week, wear costumes, play games and share treats to show our appreciation for each other.



Additional awards have been distributed for attendance and we are awaiting the day we can also hand out a stork pin for a successful baby delivery.

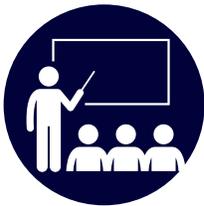
ACCOMPLISHMENTS

There have been many accomplishments the Communications Center staff are proud to have achieved throughout the year.



Public Safety Telecommunicators are Recognized by the State as First Responders

California State Law AB1945 recognizes public safety dispatchers as first responders.



Implementation of a Structured Training Program

Newly hired dispatchers are now provided a training manual, complete an onboarding and orientation phase, receive daily observation reports, and train in phases for each of our disciplines.



Quality Assurance Program

As of January 2021, a quality assurance process is now in place for fire and medical events.



Peace Officer Standards & Training Membership

In March 2021, our Communications Center became recognized by The Commission on Peace Officer Standards and Training (POST) as its own entity.



Remodel and Equipment Upgrades

In February 2021, an employee break room was developed and now provides an area for short employee breaks, snacks and meal storage. In August 2021, planning for the Communications Center remodel began. New consoles, electrical upgrades, new carpet, and an additional console were installed in February 2022.

ACCOMPLISHMENTS

Additional improvements made within the Communications Center include:



Employee Meetings Implemented

Management schedules employee one-on-one meetings quarterly. Trainer meetings are held monthly. Supervisor meetings are held monthly.



Employee Suggestion Box

Recognizing that not all good ideas need to come from management or supervision, an employee suggestion box has been placed in the Communications Center break room. Several employees have used this avenue for submitting suggestions, concerns, or ideas.



Participation in the Public Safety

Peer Support Team

In May 2021, the City's three Public Safety departments joined together to build a peer support team. In October, two of our dispatchers became trained and certified in basic peer support.



Attrition Rate Has Reduced

All full-time employees hired during the year have successfully passed training and remain a vital part of the team.

2-YEAR STRATEGIC PLAN GOALS

Although our Communications Center has made incredible strides over the past year, there is always room for growth. Our division has set numerous goals we'd like to achieve over the next two years. These goals include:

- Fill all remaining vacant positions
- Establishing a social media presence
- Continue to participate in the Police Department's Citizen's Academy
- Participate in National Night Out each August
- Provide 9-1-1 for Kids education to our local schools
- Participate in local high school and college career day presentations
- Develop and implement a quality assurance & improvement program for police events
- Establish an Employee Wellness Program
- Attain Accreditation through International Academies of Emergency Dispatch
- Relocate to the new Public Safety Building
- Begin the Accreditation process through The Commission on Accreditation for Law Enforcement Agencies

We thank you for your continued support.

