

LONG BEACH 9-1-1

*"CELEBRATING 40 YEARS
OF EXCELLENCE"*

**PUBLIC SAFETY DISPATCHER
GRADUATION &
RECOGNITION
CEREMONY**

JUNE 13, 2024 • 2:00 PM

2990 REDONDO AVENUE

PRESENTED BY:

CITY OF
LONG BEACH

**Disaster Preparedness &
Emergency Communications**



WELCOME



Dear Graduates,

Welcome to the Department of Disaster Preparedness and Emergency Communications Public Safety Dispatcher Graduation Ceremony, and congratulations on reaching this significant milestone! Today, we celebrate your dedication, resilience, and the remarkable achievement of becoming a Public Safety Dispatcher. You have acquired communications skills, emergency response

techniques, and telephone and radio protocols to ensure the safety of our residents and our Police and Fire first responders.

Your journey to this point has been filled with detailed training and countless hours of hard work. You completed your training during the City's declared Homelessness Crisis, providing valuable information to the public regarding homelessness resources. As we celebrate the City's 40th year of providing 9-1-1 emergency communications, we welcome you to the "thin gold line", serving as an essential link between our residents and first responders. You have demonstrated an unwavering commitment to serving our community, often in the most challenging and high-pressure situations. Your ability to remain calm, think clearly, and act swiftly during a crisis is nothing short of extraordinary.

Congratulations, you are now well-prepared to join a small group of public safety professionals who are "the calm voice in the dark night."

Reggie Harrison
Director



GRADUATION CEREMONY

Pledge of Allegiance

Melina Runnels
Acting Communications Center Officer

Welcome

Reggie Harrison
Director, Disaster Preparedness &
Emergency Communications

Remarks

Tom Modica, City Manager
Lieutenant Dominick Scaccia
Deputy Fire Chief Robbie Grego

Presentation of Graduation Certificates

Recognition of Promotions

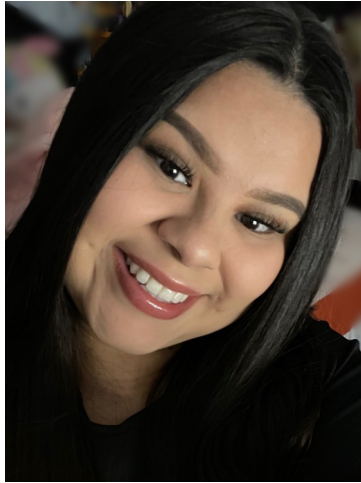
Presentation of Service Pins

Excellence in Service

Closing Remarks



PUBLIC SAFETY DISPATCHER GRADUATES



MARIA ACOSTA

PSD II, POLICE COMMUNICATIONS CENTER

Maria is a proud first-generation Mexican American born in Los Angeles, CA. Maria obtained her Bachelor of Arts in Communications from California State University, San Bernardino.



PUBLIC SAFETY DISPATCHER GRADUATES



DENZEL BEAMAN

PSD I, POLICE COMMUNICATIONS CENTER

Denzel grew up in Long Beach, CA, where he attended Millikan High School. Prior to joining Long Beach 9-1-1, Denzel worked as a Parking Enforcement Officer and a Customer Service Representative for the City of Long Beach, Energy Resources Department.



PUBLIC SAFETY DISPATCHER GRADUATES



ARJEANA DUNCAN

PSD II, FIRE COMMUNICATIONS CENTER

Arjeana was born in North Richland Hills, TX, and graduated from Lake View High School. Prior to joining Long Beach 9-1-1, Arjeana worked as a 9-1-1 Dispatcher in Midland, TX, alongside her sister Antigone.



PUBLIC SAFETY DISPATCHER GRADUATES



ARLYN MUNOZ

PSD II, POLICE COMMUNICATIONS CENTER

Arlyn was born and raised in Long Beach, CA, and attended Millikan High School. Prior to 9-1-1 dispatching, Arlyn studied Nursing and Radiology and worked as a Certified Medical Assistant at St. Mary Medical Center.



PUBLIC SAFETY DISPATCHER GRADUATES



ANTIGONE UNDERWOOD **PSD II, POLICE COMMUNICATIONS CENTER**

Antigone grew up in Texas, moving frequently due to her father's work. She previously worked as a 9-1-1 Dispatcher in Midland, TX, where they dispatched for the Police Department, Fire Department and Sheriff's Office.



PROMOTIONS



DANIEL BADAJOS

COMMUNICATIONS CENTER SUPERVISOR

Daniel was promoted to Communications Center Supervisor in January 2024. He has worked in the Fire Communications Center for over 11 years, serving the last 6 years as a Public Safety Dispatcher IV. Daniel is the first fully cross-trained dispatcher, proficient in Police, Fire and Emergency Medical telephone and radio protocols. Daniel is well-respected amongst his peers, and his supervisory and leadership skills have prepared him well for this new and important lead role.



PROMOTIONS



YVONNE COLLAZO

ASSISTANT ADMINISTRATIVE ANALYST II

Yvonne was promoted to Assistant Admin. Analyst II in February 2024. Previously, she served as a Community Program Tech II for five years, supporting the Grants Coordinator with multiple Homeland Security Grants to secure \$30+ million dollars annually for City public safety departments. In her new role, she will continue to assist the Grants Coordinator, while taking on new challenges such as becoming a lead in grant procurement processes and producing grant budget reports.



PROMOTIONS



SAVANNAH GAFFORD

PSD III, FIRE COMMUNICATIONS CENTER

Savannah promoted to Public Safety Dispatcher III in January 2024. Prior to dispatching, Savannah worked on an ambulance for 10 years, with 4 years as an Ambulance Operator, for LBFD. In 2018, Savannah became a 9-1-1 dispatcher, leveraging her knowledge of the City's geography and LBFD policies. Savannah enjoys spending time with her dog Ember (who was dropped off as a puppy at Fire Station 19 while Savannah was on shift), swimming, and playing water polo.



PROMOTIONS

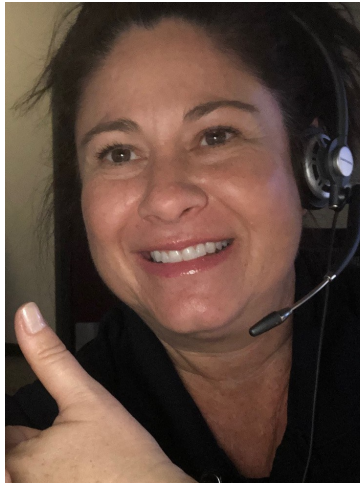


MEGAN O'KEEFE **ADMINISTRATIVE ANALYST II**

Megan was promoted to Admin. Analyst II in July 2023. Previously, Megan served as the Executive Assistant to the Director, handling confidential communication, interfacing with elected officials, communicating with the City leadership. In her new role, Megan will serve as lead analyst for administrative functions such as personnel services, annual budget development and monitoring, and maintaining the department's website and special projects.



PROMOTIONS



DANA PETRI

PSD III, FIRE COMMUNICATIONS CENTER

Dana promoted to Public Safety Dispatcher III in January 2024. She holds a degree in Criminal Justice from San Diego State University and previously taught elementary school for Torrance Unified School District, and at-risk high school students at the CA Department of Education. In 2017, she revisited her interest in criminal justice and became a 9-1-1 Dispatcher. Dana thanks everyone who helped teach her the job, both in Fire and Police Communications.



PROMOTIONS



KATHLEEN PIPER **EXECUTIVE ASSISTANT**

As of April 2024, Kathleen is the department's new Executive Assistant and will provide administrative support to the Director, as well as the 9-1-1 Emergency Communications Center and Emergency Operations Center. Kathleen brings 25 years of administrative excellence, most recently working as a Bureau Secretary at LBFD. In that role, Kathleen served as a back-up to the Fire Chief's Executive Assistant and worked with the Command Staff and all levels of the LBFD management team.



SERVICE PINS

30 YEARS

MELINA RUNNELS

POLICE COMMUNICATIONS CENTER

20 YEARS

KIM RILEY

POLICE COMMUNICATIONS CENTER

EILEEN RODRIGUEZ

POLICE COMMUNICATIONS CENTER

15 YEARS

COURTNEY BOST

FIRE COMMUNICATIONS CENTER

10 YEARS

SAVANNAH GAFFORD

FIRE COMMUNICATIONS CENTER



EXCELLENCE IN SERVICE



On April 24, there was a house fire in the midst of a very busy radio on Fire Channel. **Shayna Banks** effortlessly worked Channel 2 and relayed all necessary requests for additional resources to **Ashley DeBoer**, who was working Channel 1. Trainee **Tam Duong**, working alongside **Mayra Ruiz**, and Trainee **Emmanuel Junes**, working alongside **Tiffany Buccini**, assisted with making callout requests, fielding additional 9-1-1 calls, and reporting the fire and medical calls. Due to the influx of calls being received for the next several hours, **Daniel Badajos** assisted, as needed, with fiending calls from his office. Channel 1 remained consistently busy, often running out of Rescues and BLS units. Despite these challenges, the Fire Communications Center worked diligently and cohesively to ensure all calls were promptly answered, all requests were handled quickly, and all needs were addressed.



EXCELLENCE IN SERVICE



After two back-to-back 4-bells amounted to very little, Trainee **Emmanuel Junes**, working alongside **Tiffany Buccini**, received a call for smoke coming from a window; however, the calling party could only provide an intersection. Emmanuel quickly entered the APTF to not delay the response. **Brian Olsen** then spoke to an additional caller who gave him the address of the Lafayette Apartments. He swiftly updated the call and notified **Daniel Badajos**, who was working the incident, and **Tiffany Jezulin**, who was working Channel 1, of the target hazard for a high-rise response. Tiffany continued working Channel 1 quickly while adding the needed units to the much larger response. **Shayna Banks** and **Arjeana Duncan** fielded all incoming 9-1-1 calls and handled requests promptly.



EXCELLENCE IN SERVICE



Just before 0400, the Fire Communications Center had an APTF that was quickly upgraded to a 2A at an El Dorado Lakes condominium with a Firefighter mayday called not long into the incident. **Savannah Gafford** skillfully worked the incident on Channel 2; her efforts were instrumental in organizing move-ups in the city. **Shayna Bank's** management of all radio traffic on Channel 1 ensured that necessary units were attached to the growing incident on Channel 2, significantly impacting the incident's management. **Mayra Ruiz** swiftly handled many calls and prioritization of requests allowed **Ashley DeBoer** and **Tiffany Buccini** to handle the required notifications throughout the incident, a crucial task executed flawlessly. Everyone's teamwork and proactive approach ensured that all needs and requests were handled with no delay for the units on the scene working the incident, a testament to the team's professionalism and dedication.



EXCELLENCE IN SERVICE

On April 26, the Police Communication Center (PCC) handled 3 very complex incidents in a 7-hour period — a kidnapping with a barricaded subject followed by two separate, unrelated Officer Involved Shootings. Multiple dispatchers and Supervisors participated in these responses.

At 15:56 hours, the PCC received a call from a female saying she had been kidnapped and held against her will by a suspect. Responding units found the suspect vehicle and a short pursuit ensued. Once the suspect vehicle stopped on the freeway, it was quickly realized that the suspect was not going to exit the vehicle and surrender. This required the PCC to coordinate the efforts of the LA Sherriff's Office (LASO), Compton, CA Highway Patrol, and the LASO SWAT Team.

At 20:35 hours, the PCC received a call from a family reporting that someone had broken into their home and was armed with a gun. Officers were immediately dispatched and were confronted with an armed suspect in a backyard with the family trapped inside their home. Officers attempted to de-escalate the situation for almost an hour. The actions of the suspect caused an officer involved shooting and the dispatcher had to coordinate a citywide response of 60+ officer ensuring that no transmission was missed, and all pertinent information was accurately documented in the call.

At 23:44 hours, while out on routine patrol, a police officer found himself in the middle of two males shooting at each other. The officer engaged one suspect and went into foot pursuit. This incident also resulted in an officer involved shooting. The shooting occurred while major resources were already committed to the earlier officer involved shooting just hours prior. While the dispatcher had much less resources to pull from, she remained calm and used what resources she had available to ensure office and community safety.

SPECIAL THANKS

Melina Runnels

Operations Coordinator

Police Communications Training Staff

Jennifer Cardona, CTO

Lily DeMasi, CTO

Daniel Flores, CTO

Kimberly Hodgden, CTO

Samantha Kerr, Asst. Supervisor

Jamie Martin-Burd, Asst. Supervisor

Natalie Mifflin, CTO

Russ Noel, CTO

Kandace Perez, CTO

Kimberly Riley, Comm. Center Supervisor

Katie Roth, CTO

Eileen Rodriguez, Asst. Supervisor

Laura Sieverman, Comm. Center Supervisor

Jasmine Swanson, CTO

Fire Communications Training Staff

Daniel Badajos, Comm. Center Supervisor

Shayna Banks, CTO

Tiffany Buccini, Asst. Supervisor

Ashley DeBoer, Asst. Supervisor

Savannah Gafford, CTO

Kathleen Kacoullas, Shift Supervisor

Dana Petri, Asst. Supervisor

Mayra Ruiz, CTO