CITY OF LONG BEACH

Memorandum

Date: May 13, 2025

To: Thomas B. Modica, City Manager

From: Reginald Harrison, Director
Disaster Preparedness and Emergency Communications

For: Mayor and Members of the City Council

Subject: **LB 9-1-1 Dispatchers Honored at California Public Safety Awards Banquet**

I am proud to share exciting news from the Department of Disaster Preparedness and Emergency Communications. On April 11, 2025, several of our dedicated Long Beach 9-1-1 Dispatchers were honored at the 37th Annual California Public Safety Awards Banquet. This event recognizes dispatchers who work tirelessly behind the scenes to ensure the safety and wellbeing of our community.

Please refer to the attached newsletter for additional details about the event and the recognized dispatchers. We are proud to see our team acknowledged for their exceptional service and unwavering commitment to public safety.

ATTACHMENT

CC: DAWN MCINTOSH, CITY ATTORNEY
DOUGLAS P. HAUBERT, CITY PROSECUTOR
LAURA L. DOUD, CITY AUDITOR
APRIL WALKER, ASSISTANT CITY MANAGER
TERESA CHANDLER, DEPUTY CITY MANAGER
MEREDITH REYNOLDS, DEPUTY CITY MANAGER
GRACE YOON, DEPUTY CITY MANAGER
TYLER BONANNO-CURLEY, DEPUTY CITY MANAGER
KEVIN LEE, CHIEF PUBLIC AFFAIRS OFFICER
MONIQUE DE LA GARZA, CITY CLERK
DEPARTMENT HEADS

CITY OF LONG BEACH
DISASTER PREPAREDNESS & EMERGENCY COMMUNICATIONS
"Preparing a Safer Long Beach"

37TH ANNUAL PUBLIC SAFETY AWARDS

Disaster Preparedness & Emergency Communications Team,

Our National Public Safety Dispatcher Week celebrations have come to an end, but I want to share with you the tremendous work our dispatchers do each and every day. On April 11, 2025, a number of Long Beach 9-1-1 dispatchers were honored at the 37th Annual California Public Safety Radio Association (CPRA) Awards Banquet, sponsored by the Southern California APCO – CPRA Chapter.

"This event was created in 1987 to honor those who work diligently behind the scenes; their work is largely unseen by the public and often goes unnoticed," said CPRA President, Steve Goodwyn. "They provide the first contact to anyone who has a need for assistance. These are the true First Responders."

Long Beach 9-1-1 Honorees include:

Cynthia Forester, Public Safety Dispatcher II, Police Communications
Public Safety Trainer of the Year Runner-Up

Cynthia began her career with Long Beach 9-1-1 in January 1999 and has served as a Communications Training Officer (CTO) since 2004. In that time, she has become an integral member of our training cadre, and has trained more than 40 recruits in all aspects of 9-1-1 telephone and radio protocols. Recently, Cynthia worked an active Officer Involved Shooting (OIS) with a dispatch trainee. Throughout the incident, Cynthia provided guidance, support and constructive feedback to the trainee, who successfully passed her training benchmarks at the conclusion of the incident. This is one example of Cynthia's exceptional ability to guide trainees through critical incidents, build their confidence, and ensure their success in our training program. Additionally, Cynthia is a cross-trained dispatcher, proficient in both Police and Fire telephone protocols and Police radio protocols.

Jamie Martin, Public Safety Dispatcher IV, Police Communications
Cynthia Foerster, Public Safety Dispatcher II, Police Communications
Emma Warner, Public Safety Dispatcher II, Police Communications
Kandace Perez, Public Safety Dispatcher II, Police Communications
Lily Demasi, Public Safety Dispatcher II, Police Communications
Jennifer Martinez, Public Safety Dispatcher II, Police Communications
On-Scene Long Beach 9-1-1 Tactical Dispatchers
Honorable Mention Award

Long Beach 9-1-1 staff received an Honorable Mention Award for handling three very complex incidents on April 26, 2024, including a kidnapping (207) with a barricaded suspect on the freeway, and two separate and unrelated Officer Involved Shootings (998) within a 55-minute period.

15:56 hours – Kidnapping (207) @ Myrtle Ave./Artesia Blvd:
Long Beach 9-1-1 received a call from a woman reporting that she had been kidnapped and held against her will. Responding units found the suspect's vehicle and a pursuit ensued. Once the suspect's vehicle stopped on the freeway, it became evident that the suspect was not going to surrender. This required Long Beach 9-1-1 to coordinate the efforts of the Long Beach Police Department, LA Sheriff's Office, Compton Police Department, California Highway Patrol, and a Lieutenant from the LA Sheriff's Office SWAT Team. The victim of this incident was unharmed, and the suspect was apprehended.

20:35 hours – Person with a Gun (417) @ 6802 Cerritos Ave:
Long Beach 9-1-1 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, upon arrival, were confronted with an armed suspect in the backyard, with the family trapped inside their home. Officers attempted to de-escalate the situation for almost an hour; however, the suspect's actions caused an officer involved shooting (998). Long Beach 9-1-1 then coordinated a citywide response of more than 60 officers, ensured that no transmission was missed, and documented all pertinent information accurately in the call. The family members and police officers were unharmed.

23:44 hours – Assault with a Deadly Weapon (245) @ South St./Orange Ave:
During a routine patrol, an officer found himself in the middle of two men shooting at each other. The officer engaged one suspect and went into a foot pursuit, ultimately resulting in a second officer involved shooting. Despite the challenges of having significant resources committed to the previous shooting, Long Beach 9-1-1 staff remained calm and strategically allocated available resources to ensure the safety of both the officer and the community. No officers were injured, and the suspect was apprehended without further incident.

I would also like to recognize Jamie Martin, Public Safety Dispatcher IV, for taking the initiative to submit these award recommendations to APCO. In her submission, Jamie wrote, "Long Beach is a big and exceptionally busy city, and Officer Involved Shootings do not happen often. But on this night, we had two happen within three hours. A double Officer Involved Shooting has never happened before in our city (that I am aware of). As a supervisor looking back on that night, I witnessed phenomenal teamwork and communication. I truly had the most amazing team working that evening. They went above and beyond to support each other and make sure the officers and citizens were safe."

Thank you, Jamie, for your leadership in submitting these well-deserved nominations, and congratulations to our award winners and to all Long Beach 9-1-1 Dispatchers who perform award-winning work every day!

Sincerely,

Reginald I. Harrison
Director