

The background of the slide features a large, faint, circular seal of the County of Orange, California. The seal contains a mountain range, a sun, and the text "COUNTY OF ORANGE" and "CALIFORNIA".

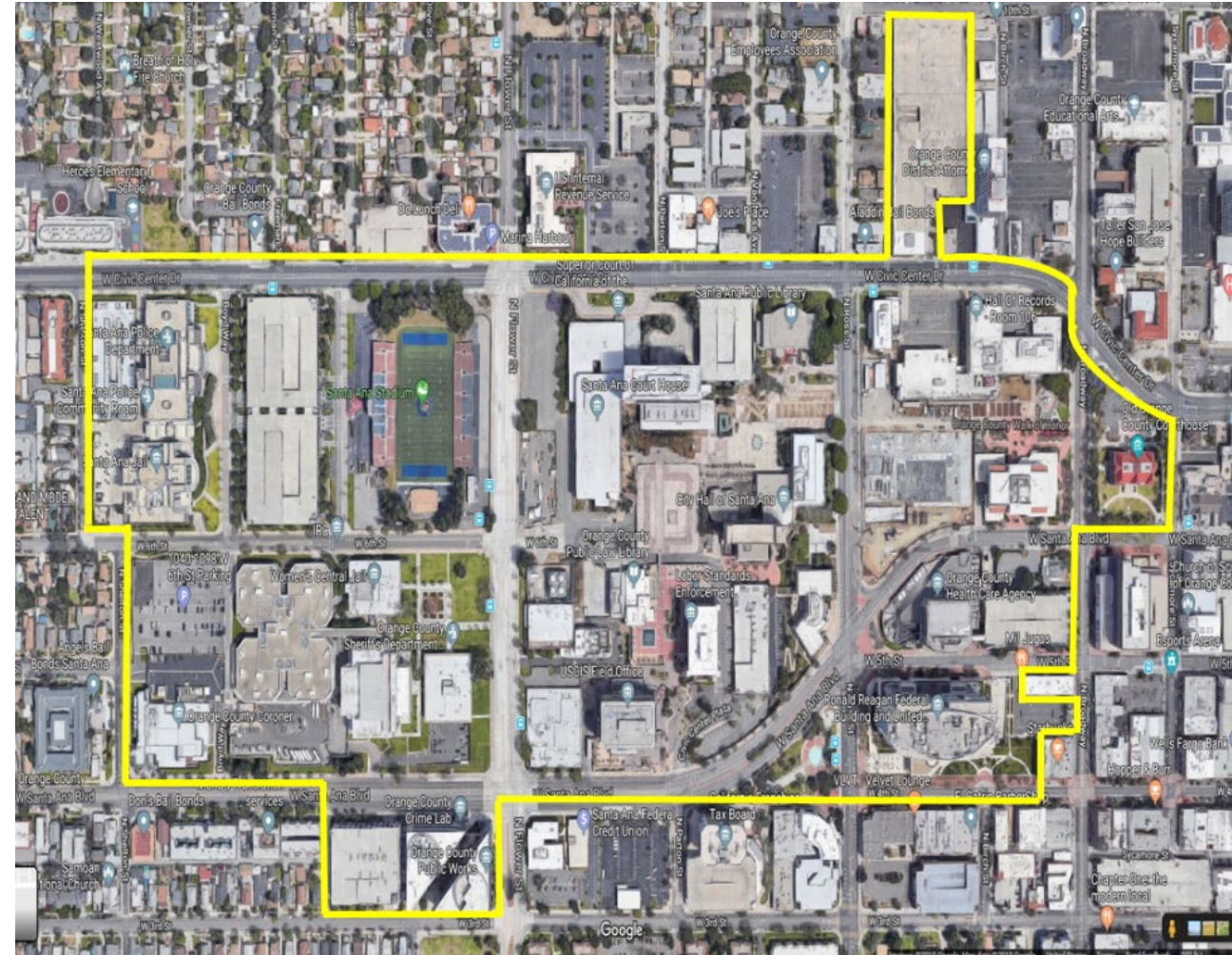
CIVIC CENTER EMPLOYEE AWARENESS & PERSONAL SAFETY STRATEGIES

Housekeeping Items

- If possible, hold all questions until the end.
- Restroom locations
- Emergency Exits

Mission

To promote employee safety in & around the Civic Center Campus



- Increase employee awareness
- Educate on best practices
- Train on personal safety



The background of the slide features a large, faint, circular seal of the County of Orange, California. The seal contains a landscape with a mountain, a river, and a sun, surrounded by the text "COUNTY OF ORANGE" and "CALIFORNIA".

Civic Center Employee Safety Workgroup

Civic Center Safety Workgroup

- Established to:
 - Raise safety awareness
 - Promote personal safety
 - Understand and address ongoing issues in the Civic Center
- Comprised of County, local government, and other Civic Center representatives
- Collaborate together to resolve issues within the Civic Center
- Meets on a quarterly basis
- Employee Safety Website: <http://bos.ocgov.com/safety/default.asp>



Past Accomplishments & Ongoing Goals

- **Past Accomplishments**

- Civic Center Service Inbox Created
- Annual Employee Safety & Awareness Training Developed
- SAPD Quality of Life Team
- Move of Courtyard to the Yale Navigation Center in 2021

- **Ongoing Goals**

- Maintaining the Civic Center clean & safe
- Addressing employee safety concerns



Civic Center Service Inbox

Managed by the CEO: CivicCenterService@ocgov.com

Centralized email:

- Created in 2016 to report maintenance or non-emergency safety concerns
- Priority is given to health & safety concerns
- Items are logged daily & distributed to the responsible party (i.e. City of Santa Ana and/or County of Orange)
- Monthly and yearly statistics are compiled

Received Requests:

- Employee receives an automatic response
- Logged daily & distributed to the responsible party (i.e. City of Santa Ana and/or County of Orange)

Immediate response may not be guaranteed due to the strategic use of limited resources

Civic Center Service Progress Report

August 2022 through July 2023

Civic Center Service

The Civic Center Service mailbox was established to provide Orange County employees who work in the Civic Center an outlet to report graffiti, debris, and other safety related items. The mailbox is actively maintained by CEO Office Services staff who collaborate with surrounding agencies to assist with the reported items for immediate action.

Requests Received



(Aug 2022 through July 2023)

Total Requests by Month

Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
8	2	5	0	5	1	5	3	4	1	0	2

Source: Civic Center Mailbox

Requests By Agency

Top Reporting Agencies:

Law Library – 9
CEO – 3

Requests By Type

Top 3 Requested Types:

Debris– 5
Excrement– 2
Graffiti– 2

Assigned Departments

City of Santa Ana

12

Civic Center Service Year to Year Comparison (2021-2022 vs 2022-23)



Comparison Summary

In this year's comparison to last year's, you will see a 9.09% incline in requests from employees within the Civic Center. This is primarily due to many employees returning to the office. Bring awareness to employees of Civic Center inbox will improve stats. Additionally, the relocation of HOA employees to the new building County Administration North.

Requests Received

2022-23

12

(August through July)

2021-22

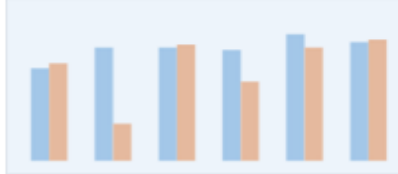
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(August through July)

2020-21 vs. 2021-22 Requests Percent Change



9.09% Increase



Requests by Agency

Top Requesting Departments:

2022-23:

Law Library (9), CEO (3)

2021-22:

CEO (6), Law Library (4),
COB (1)

Requests By Type

Top 3 Requested Types:

2022-23:

Debris (5), Excrement (2),
Graffiti (2)

2021-22:

Debris (5), Excrement (2),
Abandoned Property (1)

Top 3 Assigned Departments

2022-23

City of Santa Ana—12

VS

2021-22

City of Santa Ana —11

Routine Civic Center Maintenance & Special Projects



Regular Maintenance – City of Santa Ana

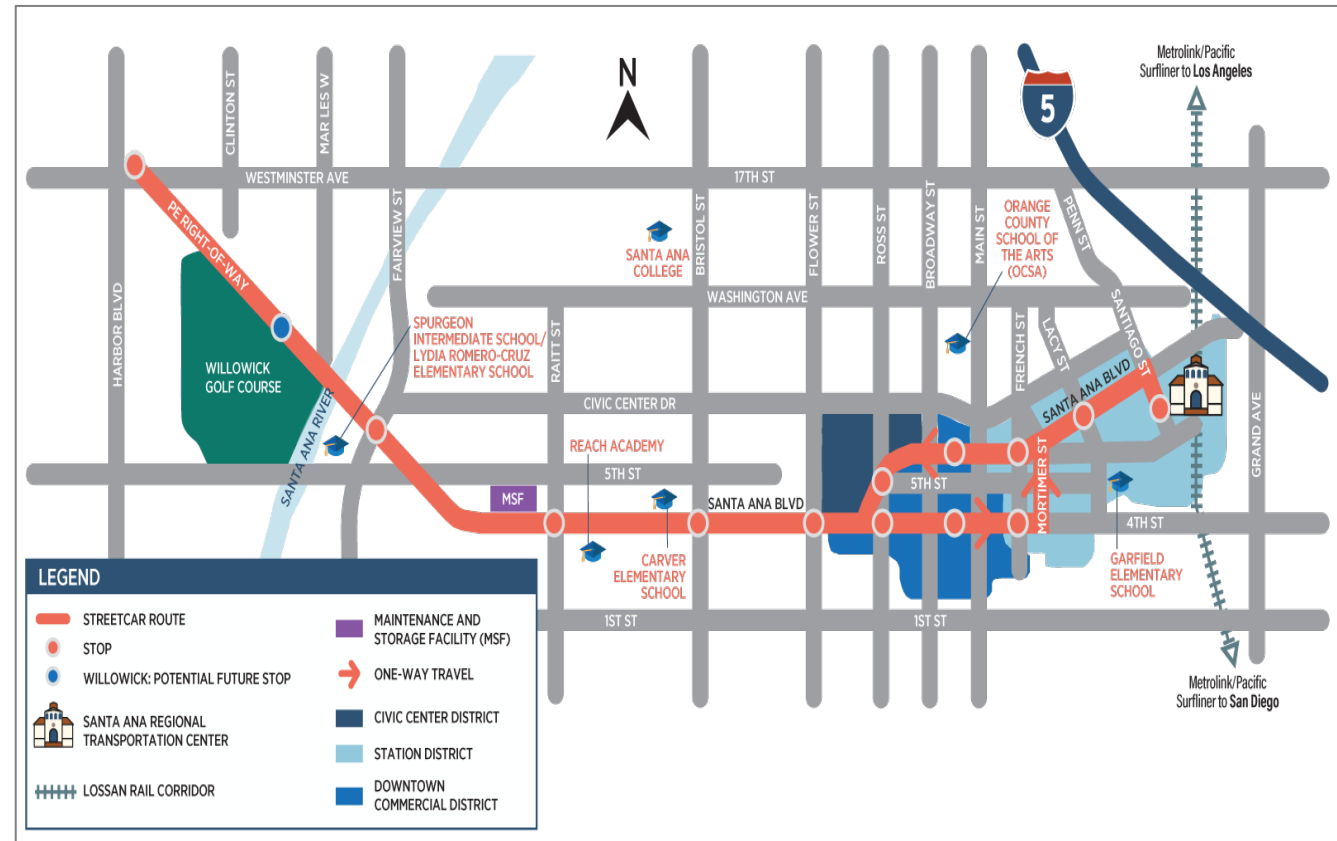
- Trash and debris picked up daily
- Pressure washing daily
- Ongoing repairs for electrical and property vandalism



- Landscape maintenance
- Daily Shrub maintenance
- Weekly turf mowing
- Annual tree trimming
- Re-landscaping areas with drought tolerant plant materials

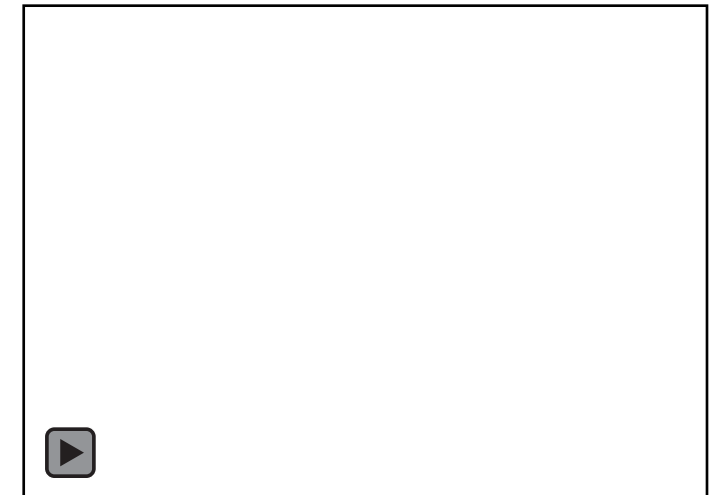
Special Projects

- C.C. Perimeter Lighting Design
- Santa Ana Blvd./5th Street Bike Lane Project
- OC Streetcar



Santa Ana Blvd. / 5th Street Bike Lane

- Project Description
 - 2.2 miles of protected bike lanes along Santa Ana Blvd. & 5th Street
 - Improve bicycle routes to & from schools, parks, trails, local shopping centers, and high-density residential areas.
 - Improvements will provide Americans with Disabilities Act curb ramps, pedestrian push buttons, traffic signs and striping, and a traffic signal video detection system.
- Work remaining is landscaping and irrigation.
- Project will be completed by November 2023.



OC Streetcar



OC Streetcar

- Project is 75% complete.
- Track installation will conclude later this year.
- First vehicle will arrive before Thanksgiving and comprehensive testing will begin.
- Remaining construction activities include completing:
 - Overhead wire system and energizing the system
 - New traffic signal pole installation & testing
 - Platform amenities such as seating, lighting, and security features
 - Maintenance and Operating Facility on 5th Street
- Safety campaign launch.
- Passenger service to begin by the end of 2024.



Civic Center Law Enforcement

*Orange County Sheriff's Department (OCSD)
&
Santa Ana Police Department (SAPD)*



Law Enforcement Presence

OCSD & SAPD have a strong working partnership

Inside County Facilities

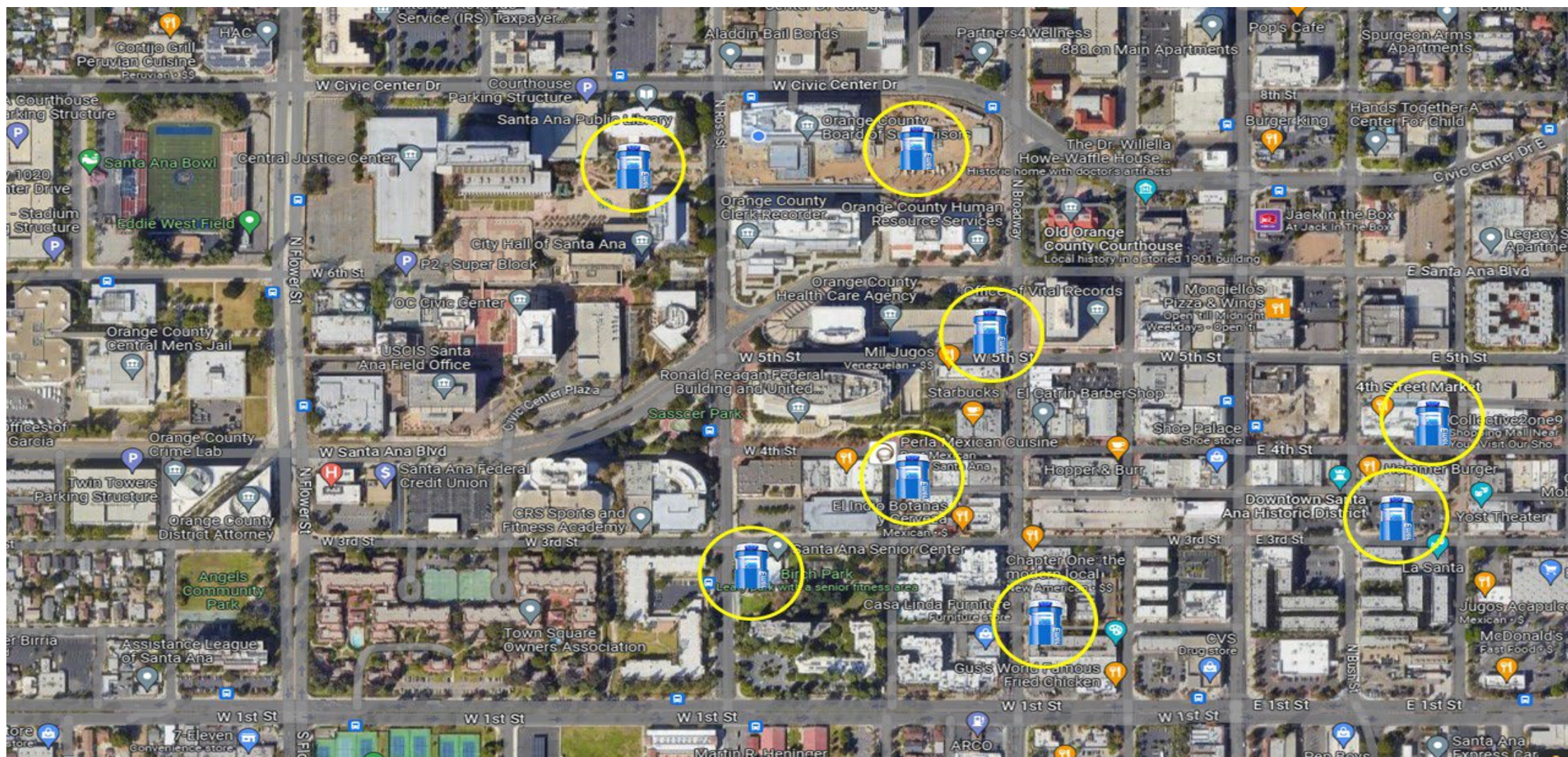
- County Administration North (CAN)
 - 1 OCSD Deputy
 - 4 Sheriff Special Officers (SSOs)
- County Administration South (CAS)
 - 2 SSO's
- Total of 11 SSOs throughout different County facilities

Outside County Facilities

- 6 SAPD Officers patrol the area
- Santa Ana Public Library
 - Private Security Guard
- City Hall Security Guards
 - Hours: 6:00 am to 10:00 pm
 - Guard on Duty # (714) 269-8928



Code Blue Help Points





Orange County Sheriff's Department

OCSD

Active OCSD Civic Center Presence



CAN Kiosk 6:00 a.m. – 7:30 p.m.

- *Dep. Kevin Archambault*
- *SSO Michael Moore*
- *SSO Oscar Vega*
- *SSO Alexandra Condado*
- *SSO Jacob Duong*

Desk: (714) 834-2250

Cell: (714) 448-2163

Email: CAN.Sheriff@ocgov.com



Active OCSD Civic Center Presence

CAS SSO's 6:30 a.m. – 6:30 p.m.

- *SSO Jeremy Brice*
- *SSO Darren Patrick*

Desk: (714) 834-7212

Cell: (714) 474-7598

Email: CAS.Sheriff@ocgov.com



Active OCSD Civic Center Presence

211 W. Santa Ana Blvd. (9:00 a.m.-5:00 p.m.)

- Desk: **(657) 220-2210**
- SSO Trevor Scott

300 N. Flower Street (8:00 a.m.-5:00 p.m.)

- Cell: **(714) 462-0617**
- SSO Steven Brittsan

320 N. Flower St. (7:30 a.m.-5:00 p.m.)

- Desk **(714) 834-6311** Cell **(714) 438-9271**
- SSO Ray Rios

550 N. Flower St. (7:30 a.m.-5:00 p.m.)

- Desk **(714) 647-4057** Cell **(714) 822-4186**
- SSO Mario Rascon-Aguilar



Sheriff's Safety Tips

- Know how to contact the SSO in your building
- Know who to call for an emergency (SAPD or OCSD)
- CAN Sheriff Kiosk: **(714) 834-2250**
- CAN Sheriff email: CAN.Sheriff@ocgov.com
- CAS SSOs: **(714) 834-7212**
- CAS Sheriff email: CAS.Sheriff@ocgov.com
- **See Something, Say Something!**



Sheriff's Safety Tips

- During a building lockdown, shelter in place until instructed otherwise. Trying to leave could put you in more danger.
- During an evacuation/fire, know your nearest route of escape.
- Be aware of who may be following you into a secured area. This includes being tailgated into the building before/after hours and elevators.

Immediate incident reporting is critical for law enforcement response!



Santa Ana Police Department



Civic Center Patrol:
Corporal Armando Aparicio

SAPD Non-Emergency # (714) 245-8049

Civic Center Safety Topics

- Three Basic Rules to Avoid Victimization
- Personal Safety at Work
- Personal Safety in Your Vehicle
- Reporting the Incident

Three Rules



- STAY ALERT (SITUATIONAL AWARENESS)
- AVOID RISKY SITUATIONS NO NEED TO BE A HERO
- **TRUST YOUR INSTINCTS** IF IT DOES NOT FEEL RIGHT... AVOID IT

Situational Awareness

What is the biggest culprit, in dealing with **SITUATIONAL AWARENESS**?

Stay alert! Be aware of
your surroundings.



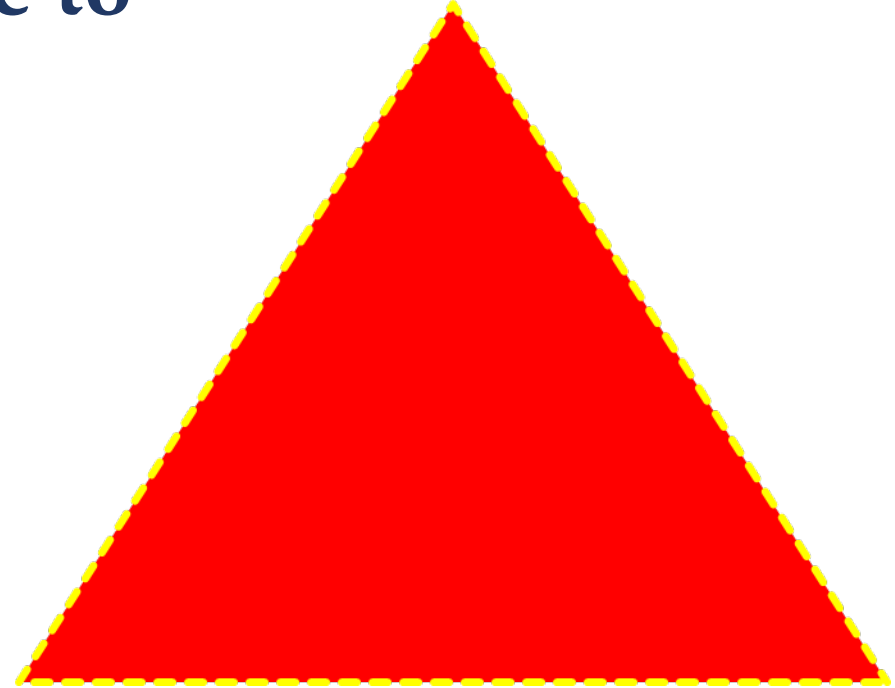
Test Your Situational Awareness



The Crime Triangle

Three things needed for a crime to occur:

- Offender
- Victim
- Location



Safety At Work

Keep your work area
organized and
secure

Lock pocketbooks in
desk drawer or
locker

When entering or
exiting the building
look for suspicious
activity

Always travel in
groups

Report all suspicious
vehicles and people

Know the location of
the nearest exit



Safety In Your Vehicle

ARRIVING TO DESTINATION

- Park near the front of the destination
- Park in a well-lit area
- Avoid parking in between two large vehicles
- Scan the area before exiting the vehicle
- Lock all doors and trunk
- Valuables out of sight, secured, or taken with you
- Remember where you parked

LEAVING DESTINATION

- Scan parking lot before returning to vehicle
- Walk with others
- Have your keys out as you approach
- Look for signs of forced entry
- Scan interior of vehicle before you enter
- Quickly enter your vehicle and lock the doors
- Do not exit your vehicle for strangers

Reporting The Incident

Incident Viewer- Incident ID [345] Master Incident Number [210514983]

Case # ANI/ALI Accept ALI City: SANTA ANA 00:06:38

Address: 20 CIVIC CENTER PLAZA Cross Street: W SANTA ANA BL/W CIVIC CENTER DR

Apt/Ste: Map Coordinates: 165 Sector: NE

Location: City Hall

Call Type: TEST1 Priority: 1

Language: Confidential Comment

Name: ANGIE - EMP

CP Loc: License Plate Information

Caller Type: Method Recv'd: Contact CP: Y

Phone: (714)-647-5400 Ext: Response Plan: Add

Additional Information | Assignments | Activities | Call Backs | Comments/Notes | Edit Log | Times | Transport Info | User Data | Attachments

Date	Time	Initial	Comment
05/25/2021	09:33:33	P2750	SUSP MALE - 4TH FLR - RISK MGMT - M/H.30, BB CAP, DRK PANTS - SUBJ SHOULD NOT BE THERE WALKING AROUND THE AREA

CLQ

Send To Q

Clear

Cancel Call

Save/Exit

Show All

Add Cancel

Notify Save

Confidential Comment

SAPD Non-Emergency
(714) 245-8049



Active Shooter

- **Run/Evacuate**

- Have an escape route & plan in mind
- Leave your belongings behind
- Keep your hands visible
- Follow instructions of law enforcement

- **Hide**

- Hide from active shooter's view
- Lock and/or block entry

- **Fight**

- Last resort when in danger
- Try to incapacitate the shooter
- Act with physical aggression
- Commit to your actions





HCA Behavioral Health

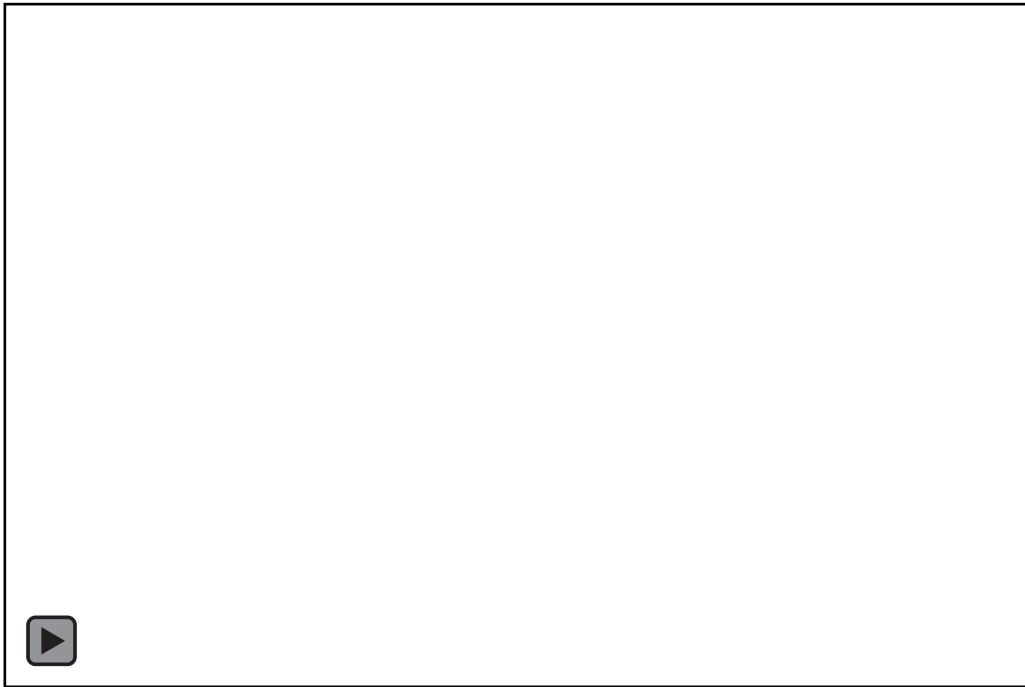
County of Orange

OC Outreach & Engagement

- Outreach Staff provides services in the field Monday – Friday, 7:00 a.m.-7:00 p.m. and Saturday & Sunday, 8:00 a.m. to 5:30 p.m.
- To request an OC Outreach & Engagement response, call 800-364-2221 for outreach support within the community
- Remember to provide an accurate description and location
- Our goal is to build trust with those in need of an outreach response in order to facilitate linkage physical and behavioral health as well as housing assistance



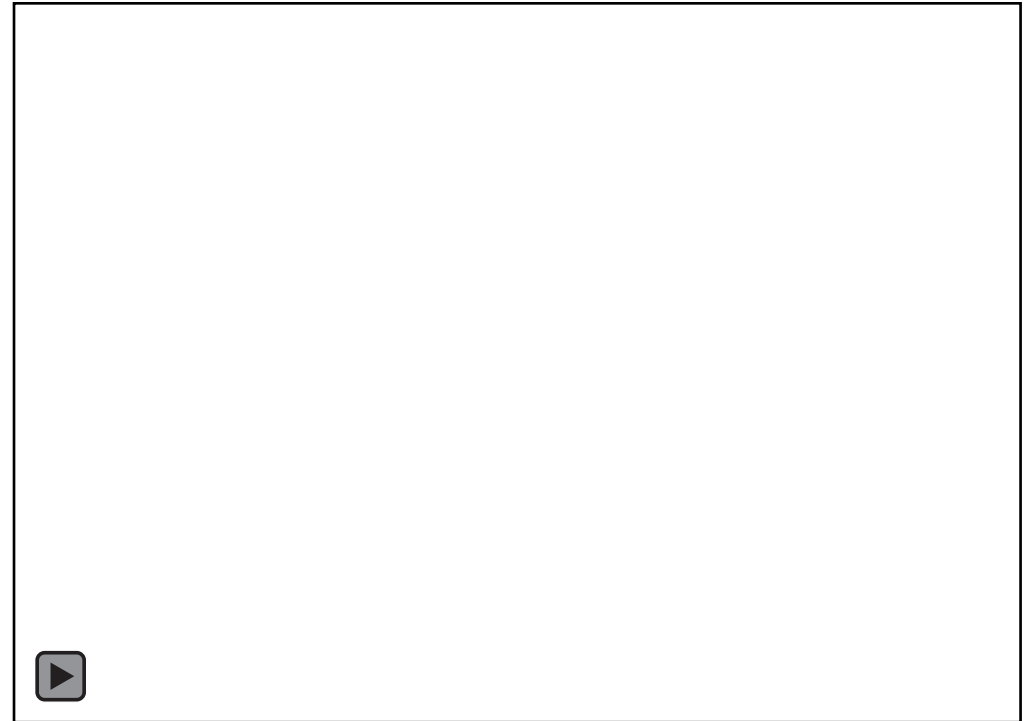
Behavioral Health Communication Tips



- Be aware of your own levels of anxiety, fear, and anger if approached by an individual, especially if he/she is unknown.
- Stay calm and avoid nervous behavior.
- Don't force communication.
- Use short, clear, direct sentences and active listening.

Behavioral Health Communication Tips

- Maintain and do not challenge personal space
- Be respectful to the person
- If they are experiencing hallucinations or delusions, they see them as very real experiences – do not pretend that you experience them as well



OC Outreach & Engagement



The **OC Outreach and Engagement** team assists individuals who are experiencing homelessness. Call if you are looking for resources or connect with someone in person.

**For more information, please contact Tammy Waitman
At TWaitman@ochca.com**

Reminders to Reporting an Incident

CEO, OCSD, & SAPD



How to Report an Incident:

- Contact either OCSD or SAPD
- Provide the relevant incident details:
 - Type of incident
 - Suspect description(s)
 - Location
- Report can be anonymous
- Time required? **Immediately!**



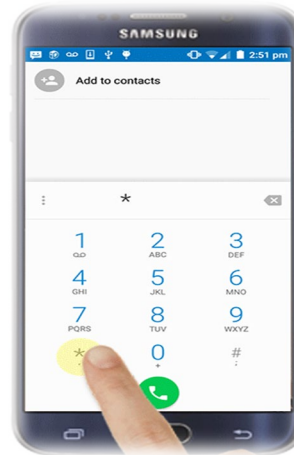
Reporting Other Issues

- Civic Center Service
 - To report general Civic Center safety or maintenance requests:
CivicCenterService@ocgov.com
- My Santa Ana (app)



Program Your Phone

- Reporting incidents in progress or within a County Facility
 - Sheriff's Kiosk
(714) 834-2250
- Reporting incident in progress in the Civic Center
 - Santa Ana Police – Dispatch
(non-emergency) – (714) 245-8049



Final Reminders

- Contact CAN Sheriff by email: CAN.Sheriff@ocgov.com
- Contact SAPD non-dispatch: (714) 245-8049
- Employee Safety Website: <http://bos.ocgov.com/safety/default.asp>
- Civic Center Service email is here for your safety and maintenance requests CivicCenterService@ocgov.com

**IMMEDIATE INCIDENT REPORTING IS CRITICAL TO ENABLE
OCSD AND/OR SAPD TO RESPOND!**



Employee Safety Awareness

See Something, Say Something



CAN Sheriff's Kiosk

Hours: 6:00 am - 7:30 pm



(714) 834-2250



CAN.Sheriff@ocgov.com

Santa Ana Police Dispatch



(714) 245-8049

CAS Sheriff's Kiosk

Hours: 6:00 am - 7:00 pm



(714) 834-7212



CAS.Sheriff@ocgov.com

Civic Center Service

Concerns, Maintenance, Clean-up



CivicCenterService@ocgov.com

Personal Safety Best Practices

- If attacked, run, scream, and fight
- Observe your surroundings and identify potential threats
- Walk in numbers or call for an escort to accompany you
- Use busy streets and walk in the center of the sidewalk
- Walk confidently and make eye contact
- Pre-program emergency numbers in your cellphone
- Do not engage in conversations with strangers
- Remember where you parked and carry your keys with you
- Drive away as soon as you get into your car

When in doubt, for emergencies call 911!



Questions for Presenters

For More Information contact:

Melissa Corral, CEO Facilities & Office Services Manager:

(714) 834-2092

Carlos Rios, CEO County Safety Representative:

(714) 834-7274