



Agenda Item No: 3.a

PLACENTIA CITY COUNCIL AGENDA REPORT

Meeting Date: September 2, 2025

Submitted by: Rosanna Ramirez

From: Administrative Services

Subject:

Placentia Public Safety Communications Center 2024 Annual Report

Financial Impact:

Fiscal Impact:

None

Summary:

On July 1, 2020, the Placentia Public Safety Communications Center began call processing and dispatching the City's new Fire and EMS services, in addition to handling the Placentia Police Department operations. This Report ("Report") is a summary of the work accomplished by the Placentia Public Safety Communications Center from January 1, 2024, through December 31, 2024.

Recommendation:

Recommended Action: It is recommended that the City Council take the following actions:

1. Receive and file a copy of the completed Placentia Public Safety Communications Center 2024 Annual Report.

Strategic Plan Statement:

This item is consistent with the City Council approved 5-Year Strategic Goal to Ensure that Public Safety Continues to be a High Priority under Objective #2.4, which is improve communication and operational efficiency between Police, Fire and Communications.

Discussion:

The Placentia Public Safety Communications Center completed an Annual Report (Report) for the period of January 1, 2024 through December 31, 2024. This past year the Communications Center triaged 58,000 calls which includes over 5,300 calls requesting medical and fire assistance. The Report gathers information about Communications Center activity throughout the year and is a produced publication that summarizes events, statistics, budget, and the Communications Center highlights and accomplishments. This Report was produced for the public to relay information about the Communications Center performance, accomplishments, and strategic goals for 2025.

Attachments

[Presentation - 2024 Annual Report Final.pdf](#)

