NATASHA CLAIRE-ESPINO
DIRECTOR
SAN MATEO COUNTY OFFICE OF PUBLIC SAFETY COMMUNICATIONS

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
ORGANIZATION

• THREE BRANCHES OF EMERGENCY SERVICES
• 75 FULL TIME EMPLOYEES
• OPERATIONAL AREAS:
  • DISPATCH OPERATIONS
  • SYSTEMS MANAGEMENT
  • ADMINISTRATION

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
PRIMARY SERVICES

• COUNTYWIDE FIRE AND PARAMEDIC DISPATCH
• EMERGENCY MEDICAL DISPATCH
• SAN MATEO COUNTY SHERIFF’S DISPATCH
• 9 OTHER LOCAL LAW ENFORCEMENT AGENCIES:
  - DALY CITY, EAST PALO ALTO, BROADMOOR,
  - PORTOLA VALLEY, WOODSIDE, HALF MOON BAY, SAN CARLOS, MILLBRAE, TRANSIT

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
OTHER SERVICES

• LAW, FIRE AND EMS MUTUAL AID COORDINATOR
• SPECIAL DETAILS
  • COUNTYWIDE GANG TASK FORCE
  • COUNTYWIDE TRAFFIC DETAILS
    • SPECIAL EVENTS, BASEBALL GAMES
    • SATURATION TRAFFIC ENFORCEMENT PROGRAM (STEP)
  • HALF MOON BAY PUMPKIN FESTIVAL AND OTHER SPECIAL EVENTS

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
OTHER SERVICES

• SPECIAL PILOT PROGRAMS THAT PARTNER MENTAL HEALTH PROFESSIONALS AND LAW ENFORCEMENT:
  • COMMUNITY WELLNESS AND CRISIS RESPONSE TEAM - CWCRT (DALY CITY POLICE)
  • CARES – CRISIS ASSISTANCE RESPONSE & EVALUATION SERVICES PROGRAM (COASTSIDE)

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OTHER SERVICES

• AFTER HOURS NOTIFICATIONS AND DISPATCH FOR:
  • PUBLIC WORKS
  • WARRANTS (CRIMINAL AND PCW)/ON-CALL JUDGES
  • PENINSULA HUMANE SOCIETY- ANIMAL CONTROL
  • PARKS – STATE AND LOCAL
  • PROBATION
  • ENVIRONMENTAL HEALTH- HAZARDOUS MATERIALS
  • DISTRICT ATTORNEY’S OFFICE
  • PUBLIC HEALTH
  • AND MORE...

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
INITIAL TRAINING

- NEW HIRE EDUCATION
  - LAW DISPATCHER - 1160 HOURS
  - FIRE/EMS/EMD DISPATCHER - 1000 HOURS

- MONTHLY CONTINUING EDUCATION

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
TECHNOLOGY USED BY PSC

• TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD)
• 200 LINE COMPUTERIZED PHONE SYSTEM
• COMPUTER AIDED DISPATCH (CAD) – GIS
• INTEGRATED PAGING
• FIRE STATION ALERTING
• ALARM MONITORING

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
TECHNOLOGY USED BY PSC

• MDT / MST
• COMPUTERIZED RADIO SYSTEM
• MISSION SPECIFIC APPLICATIONS
  • REDDINET, ETS, SHOTSPOTTER
• TEXT-TO-911

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
9-1-1

- **LANDLINE**
  - ROUTED TO LOCAL POLICE DEPARTMENT

- **WIRELESS**
  - ROUTED TO CHP OR POLICE JURISDICTION OF TOWER ADDRESS OR CELL SECTOR
  - TEXT – TO- 911

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
ACCREDITATION

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
2021 BY THE NUMBERS

488,329 calls processed for the year

Average 40,694 calls per month

Average 1,338 calls processed per day

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
WE ARE HERE TO HELP

- We will ask lots of questions
- Location of the incident
- Phone number
- "Tell me exactly what happened"
- When did the incident occur?
  - In progress
  - Just occurred
  - Past
- Suspect description
- Vehicle description

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
“HE’S A NICELY DRESSED, TALL WHITE GUY”

• HEIGHT?
• HAIR COLOR?
• EYE COLOR?
• CLOTHING?
• BUILD?

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
FIRE CALLS

• LOCATION
• PHONE NUMBER
• TELL ME EXACTLY WHAT HAPPENED
• WE WILL ASK IF THERE ARE FLAMES
• WE WILL ASK IF THERE IS SMOKE

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
MEDICAL CALLS

- LOCATION
- PHONE NUMBER
- TELL ME EXACTLY WHAT HAPPENED
- QUESTIONS ABOUT THE PATIENT
- INSTRUCTIONS BEFORE MEDICS ARRIVE

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
THE SAN MATEO COUNTY REGIONAL OPERATIONS CENTER
QUESTIONS?

THANK YOU!

STRIVING FOR EXCELLENCE ONE CALL AT A TIME