



NATASHA CLAIRE-ESPINO

DIRECTOR

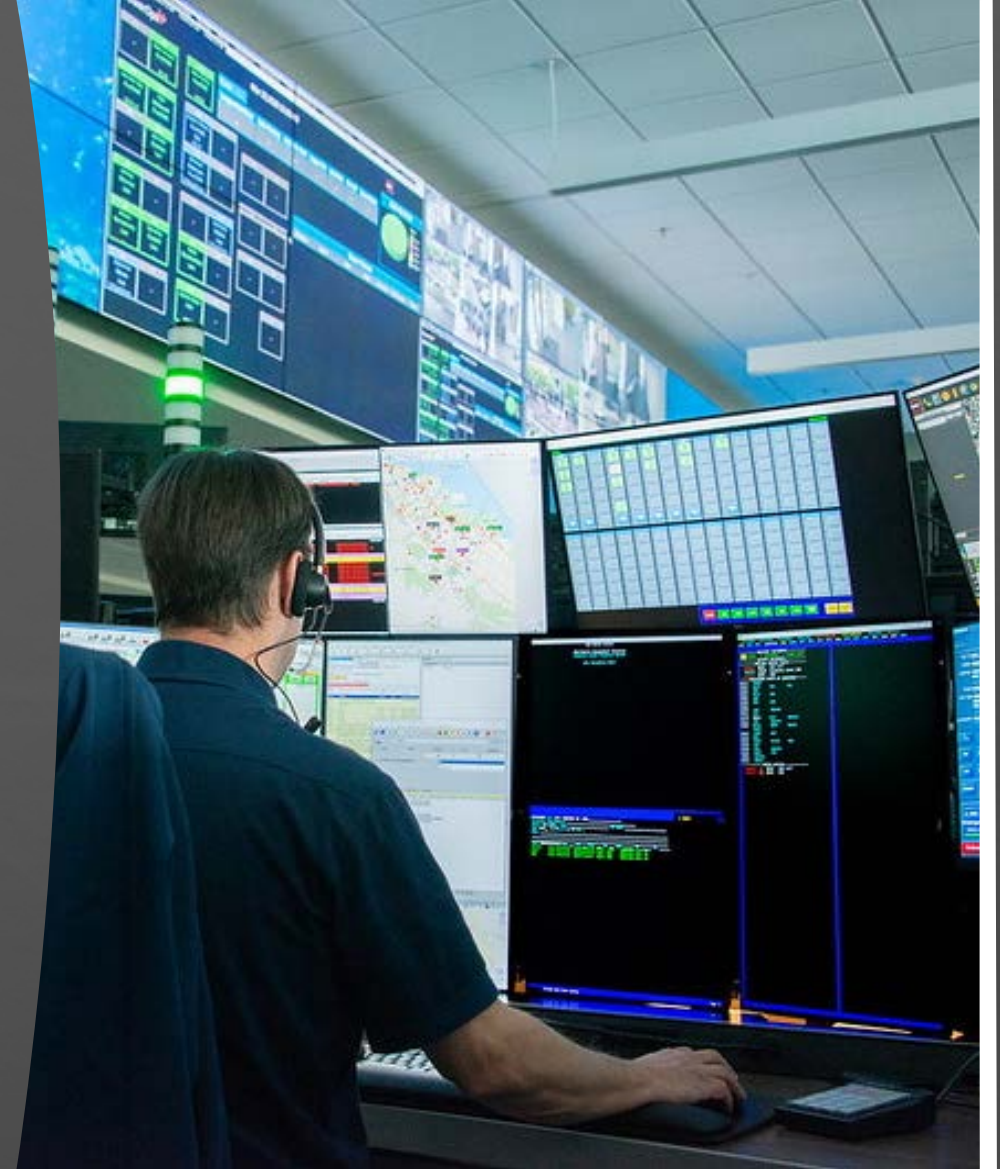
SAN MATEO COUNTY OFFICE OF
PUBLIC SAFETY COMMUNICATIONS



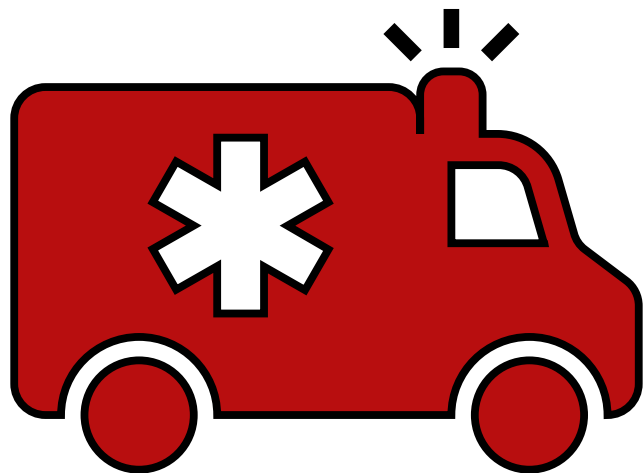
STRIVING FOR EXCELLENCE ONE CALL AT A TIME

ORGANIZATION

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



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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

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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

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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...

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INITIAL TRAINING

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

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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



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TECHNOLOGY USED BY PSC



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

STRIVING FOR EXCELLENCE ONE
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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



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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

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"HE'S A NICELY DRESSED, TALL WHITE GUY"

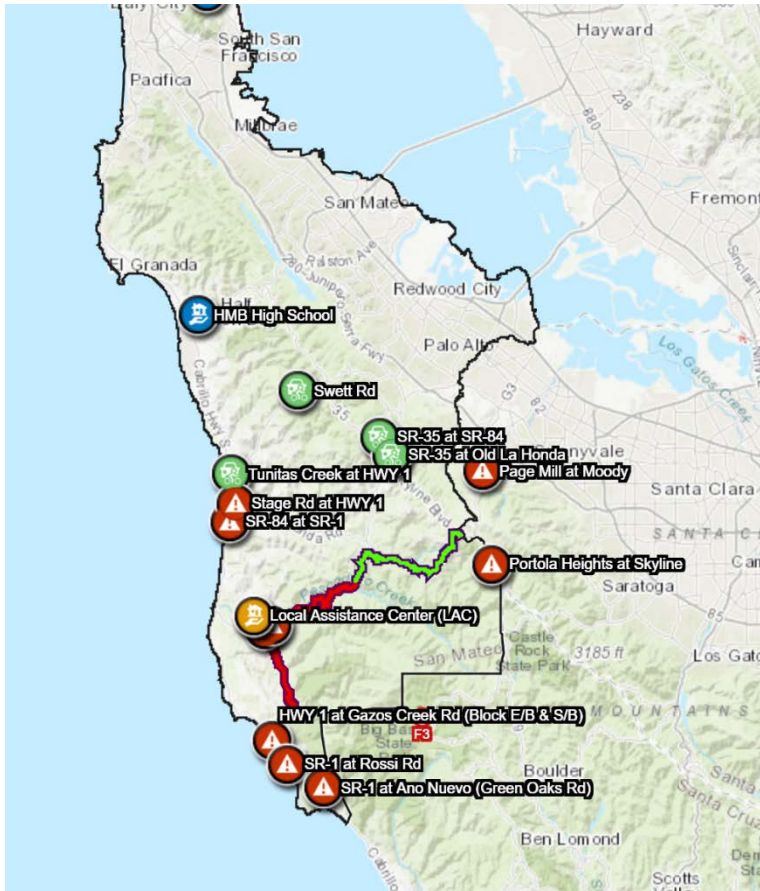
- HEIGHT?
- HAIR COLOR?
- EYE COLOR?
- CLOTHING?
- BUILD?



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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



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THE SAN MATEO COUNTY REGIONAL OPERATIONS CENTER

STRIVING FOR EXCELLENCE ONE CALL AT A TIME





QUESTIONS?

THANK YOU!



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