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
• 78 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
• AND MUCH, MUCH 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

- TEXT-TO-911
- 200-LINE COMPUTERIZED PHONE SYSTEM
- COMPUTER AIDED DISPATCH (CAD) – GIS
- AUTOMATIC VEHICLE LOCATION
- FIRE STATION ALERTING
- ALARM MONITORING
- MISSION SPECIFIC APPLICATIONS
  - REDDINET, ETS, SHOTSPOTTER
- MDT / MST
- COMPUTERIZED RADIO SYSTEM
  - AND MUCH, MUCH MORE

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

One of only fifteen Accredited Centers of Excellence (ACE) in CA

One of 134 ACE centers in the USA

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
2022 BY THE NUMBERS

- 491,442 calls processed for the year
- Average 40,954 calls per month
- Average 1,347 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

STRIVING FOR EXCELLENCE ONE CALL AT A TIME
QUESTIONS?

THANK YOU!

STRIVING FOR EXCELLENCE ONE CALL AT A TIME