



Natasha Claire-Espino

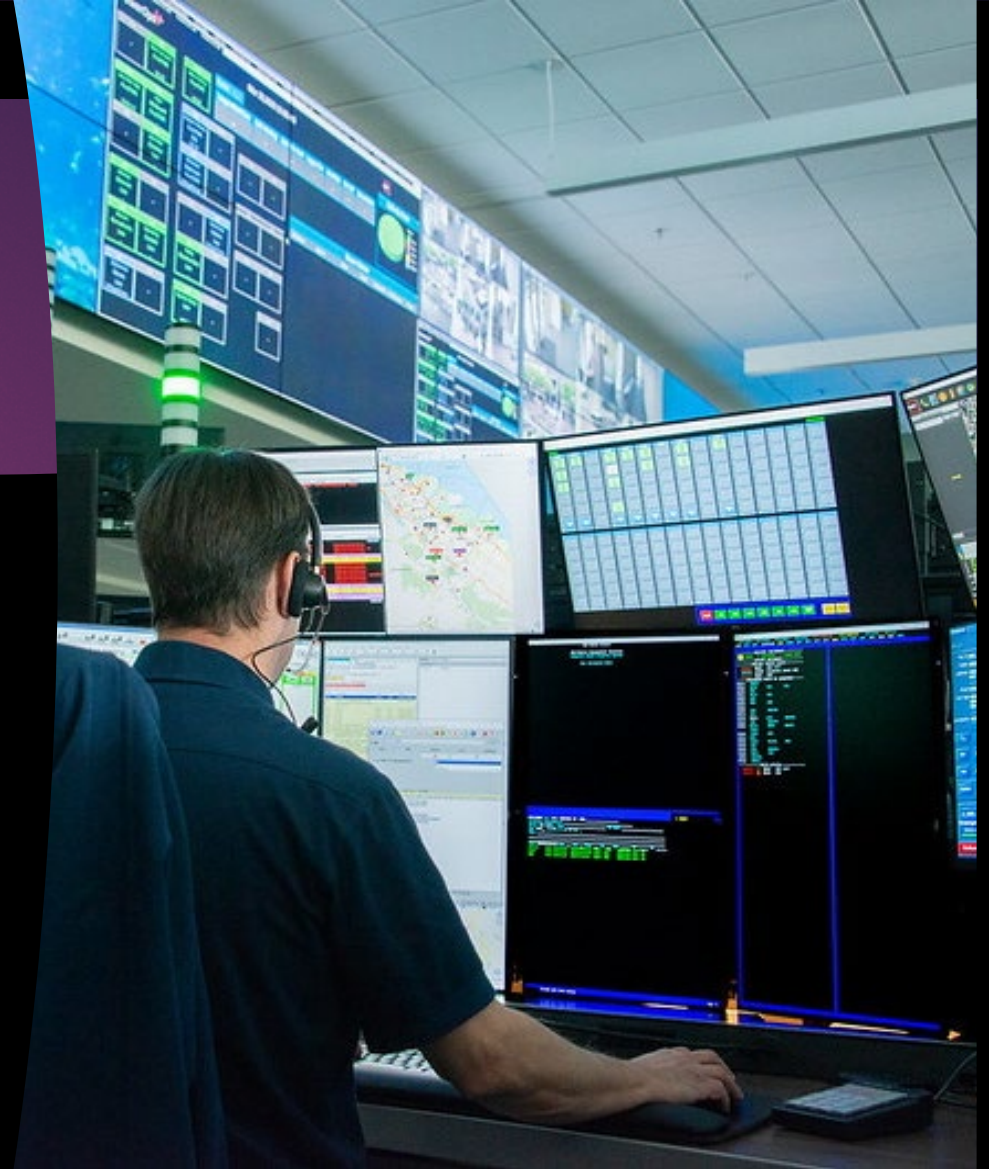
DIRECTOR

SAN MATEO COUNTY
PUBLIC SAFETY COMMUNICATIONS



Organization

- ▶ Three branches of emergency services
- ▶ 81 full time employees
- ▶ Operational areas:
 - ▶ Dispatch Operations
 - ▶ Systems Management
 - ▶ Administration



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



More Services

- ▶ Law, Fire and EMS Mutual Aid Coordinator
- ▶ Probation, Coroner's, District Attorney
- ▶ Special Details
 - ▶ 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



We are hiring!

- ▶ Great salary and benefits
- ▶ Exciting career of service
- ▶ In-house training

Technology

- ▶ 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



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



Accreditation

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

One of only 68 ACE centers in the USA

2025 By the Numbers

487,621 calls
processed for
the year

Average 41,433
calls per month

Average 1,362
calls processed
per day

We are here
to help

We will ask lots of
questions

Location of the
incident

Phone number

“Tell me exactly
what happened”

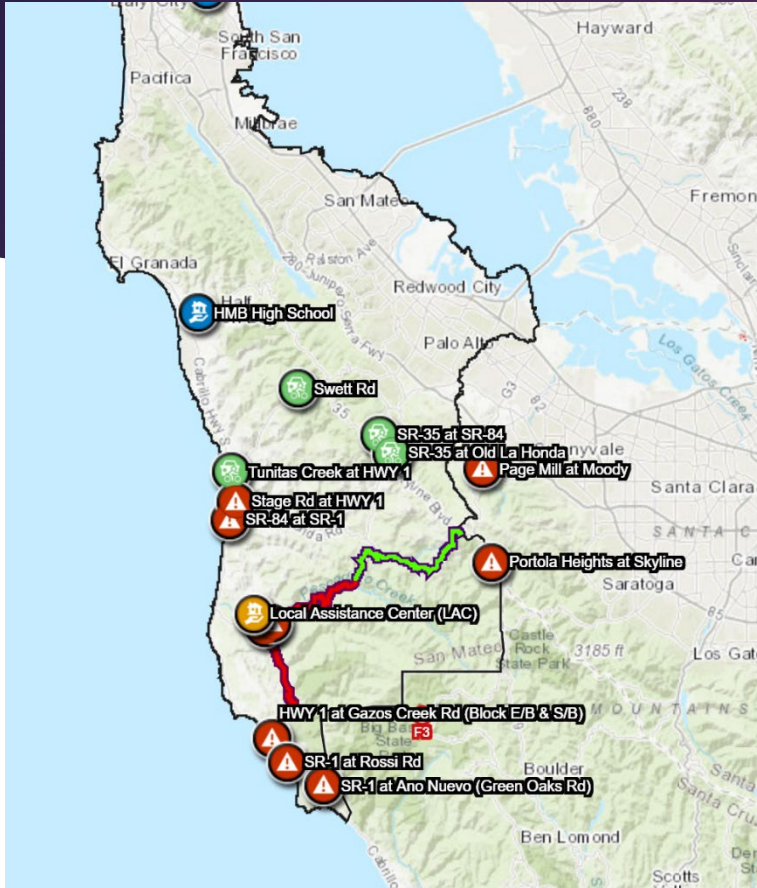
When did the
incident occur?

- In progress
- Just occurred
- Past

Suspect
description

Vehicle
description

Fire Calls



- ▶ Location
- ▶ Phone number
- ▶ Tell me exactly what happened
- ▶ We will ask if there are flames
- ▶ We will ask if there is smoke

Medical Calls

- ▶ Location
- ▶ Phone number
- ▶ Tell me exactly what happened
- ▶ Questions about the patient
- ▶ Instructions before medics arrive





The San Mateo County REGIONAL OPERATIONS CENTER



QUESTIONS?

THANK YOU!