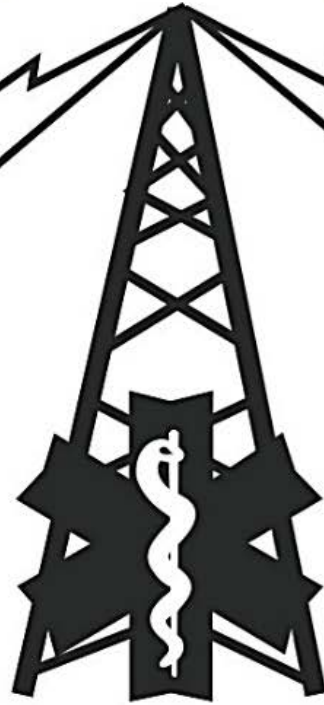


SAN MATEO COUNTY

PUBLIC SAFETY



COMMUNICATIONS

Natasha Claire-Espino

DIRECTOR

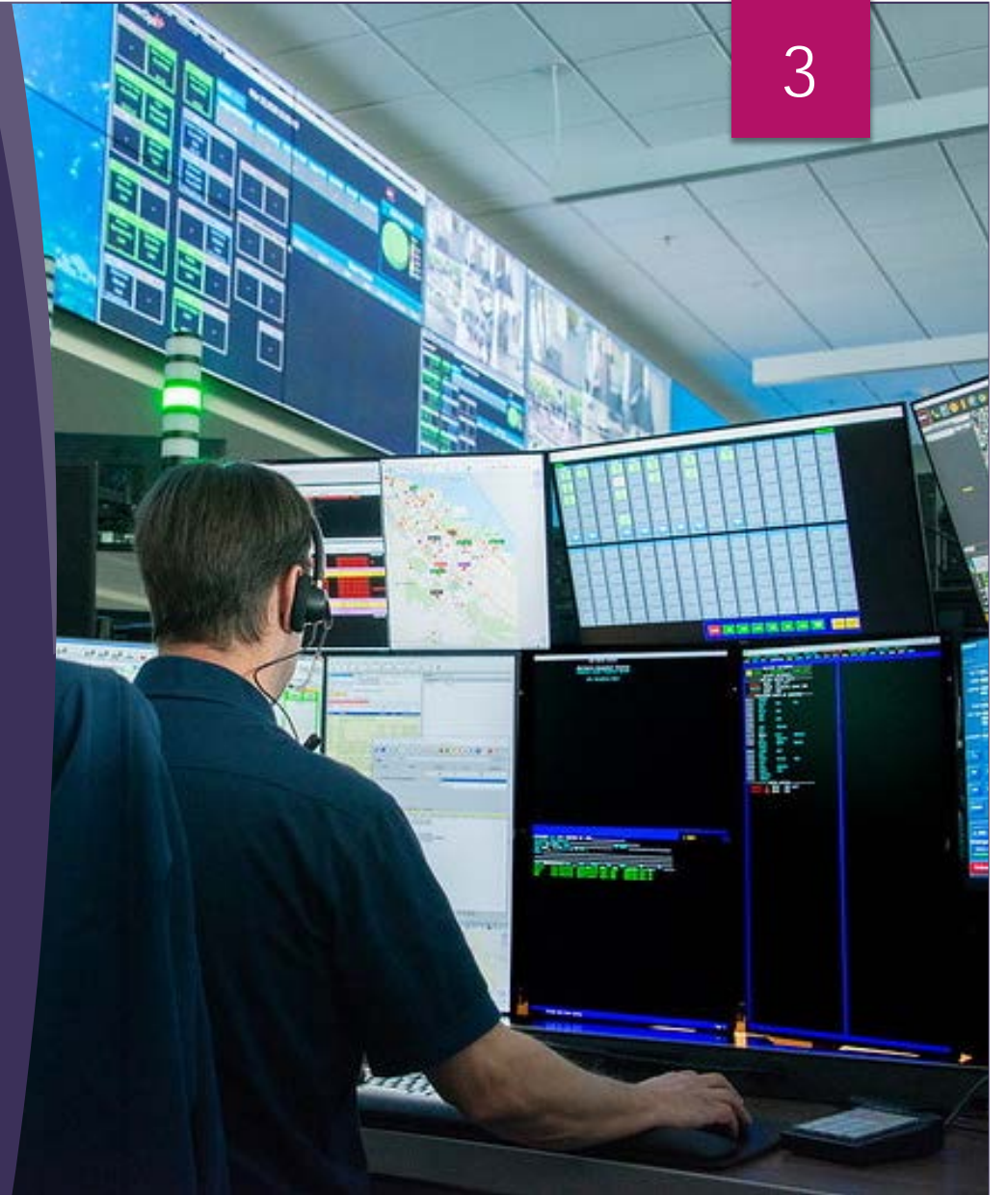
SAN MATEO COUNTY OFFICE OF
PUBLIC SAFETY COMMUNICATIONS



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



Primary Services

- ▶ Countywide Fire and Paramedic Dispatch
- ▶ Emergency Medical Dispatch
- ▶ Local Law Enforcement Dispatch
 - Daly City, East Palo Alto, Broadmoor
- ▶ San Mateo County Sheriff's Dispatch

Other Services

5

- ▶ 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

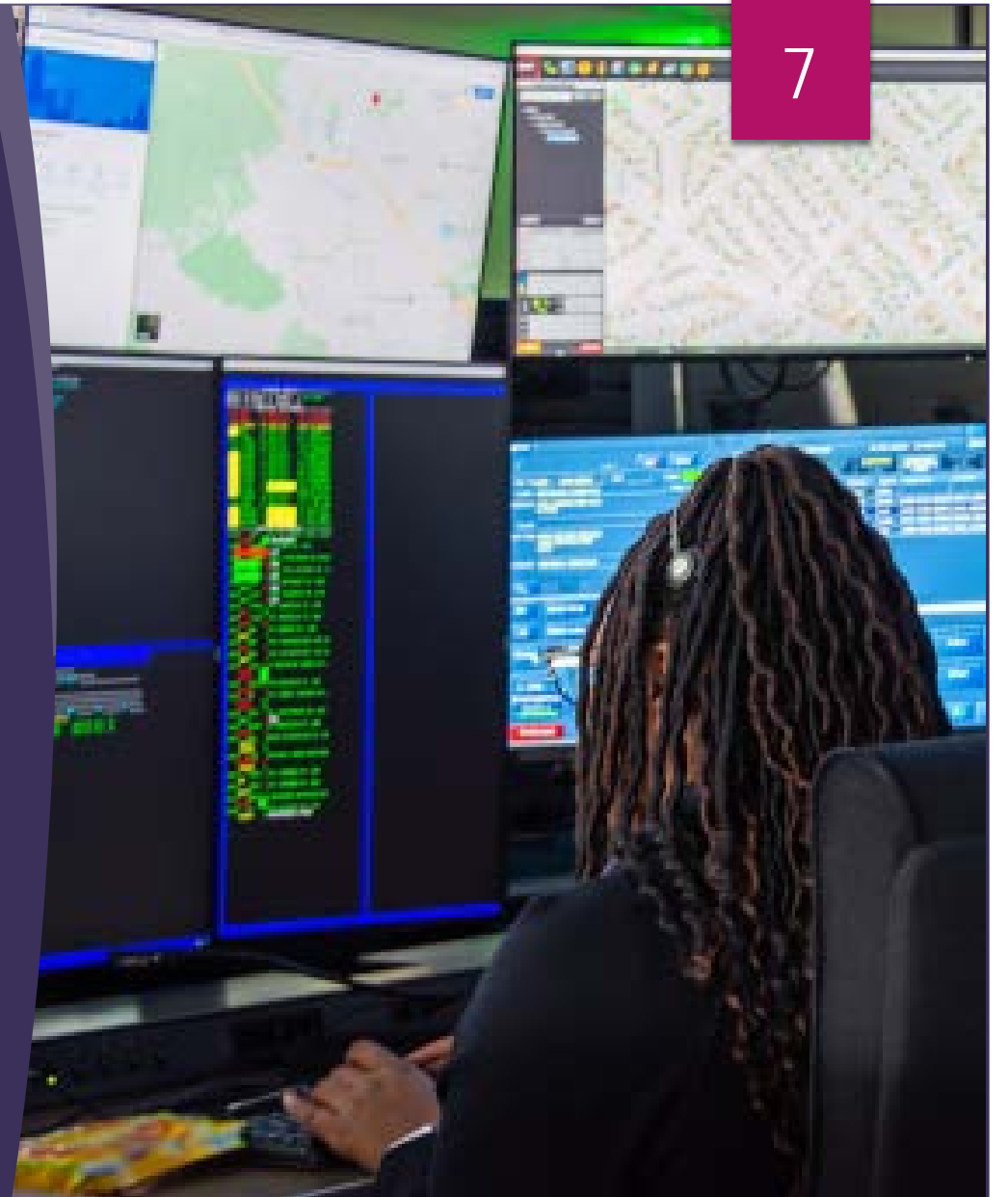
Other Services

6

- ▶ After Hours Notifications and Dispatch for:
 - ▶ Public Works
 - ▶ Judges
 - ▶ Peninsula Humane Society- Animal Control
 - ▶ Parks – State and local
 - ▶ Probation
 - ▶ Environmental Health- Hazardous Materials

Value Added Services

- ▶ POST Dispatch Academy
- ▶ Automated back-up center
- ▶ Public education services
- ▶ Incident Dispatch
- ▶ SWAT Tactical Dispatch



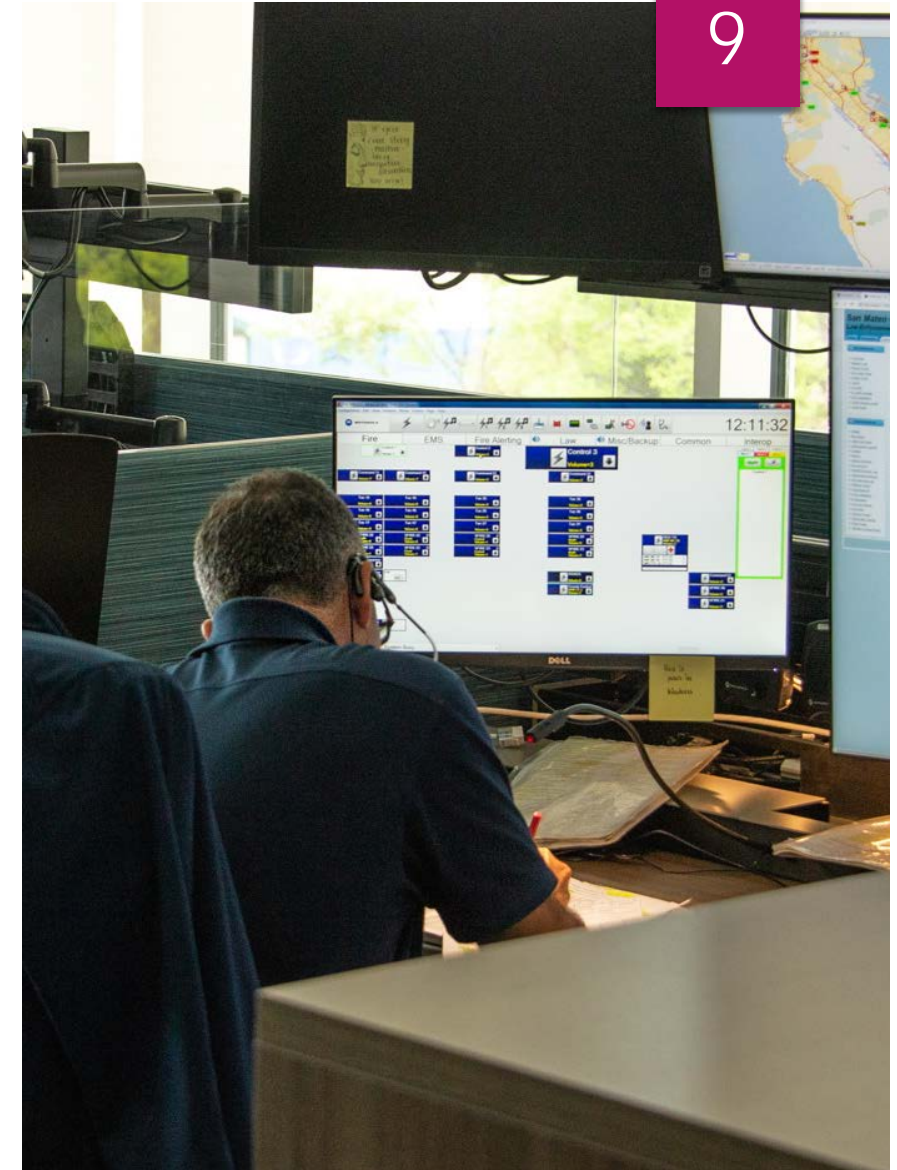
Communications Center Staffing

- ▶ 12 hour shifts – Staggered throughout the day
 - ▶ 4 Fire/EMS
 - ▶ 5 Law
 - ▶ 1 Emergency Medical Dispatch Call Taker
 - ▶ 2 Law Enforcement Call Takers

We are hiring for the hardest job you'll ever love.

Initial Training

- ▶ New Hire Education
 - ▶ Law - 1160 hours
 - ▶ Fire/EMS/EMD – 1000 hours
- ▶ Monthly Continuing Education



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

Technology Used by PSC

- ▶ MDT / MST
- ▶ Computerized radio system
- ▶ Mission specific applications
 - ▶ Reddinet, ETS, Shotspotter
- ▶ Text-to-911
- ▶ Automated Vehicle Location (AVL)

9-1-1

- ▶ Landline
 - ▶ Routed to Local Police Department
- ▶ Wireless
 - ▶ Routed to CHP or
 - ▶ Police jurisdiction of tower address or cell sector



Accreditation

- ▶ One of only fifteen Accredited Centers of Excellence (ACE) in CA
- ▶ One of 134 ACE centers in the USA

Numbers for 2020

- ▶ 496,924 calls for service processed
- ▶ Average 41,411 calls per month
- ▶ Average 1,362 calls for service 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

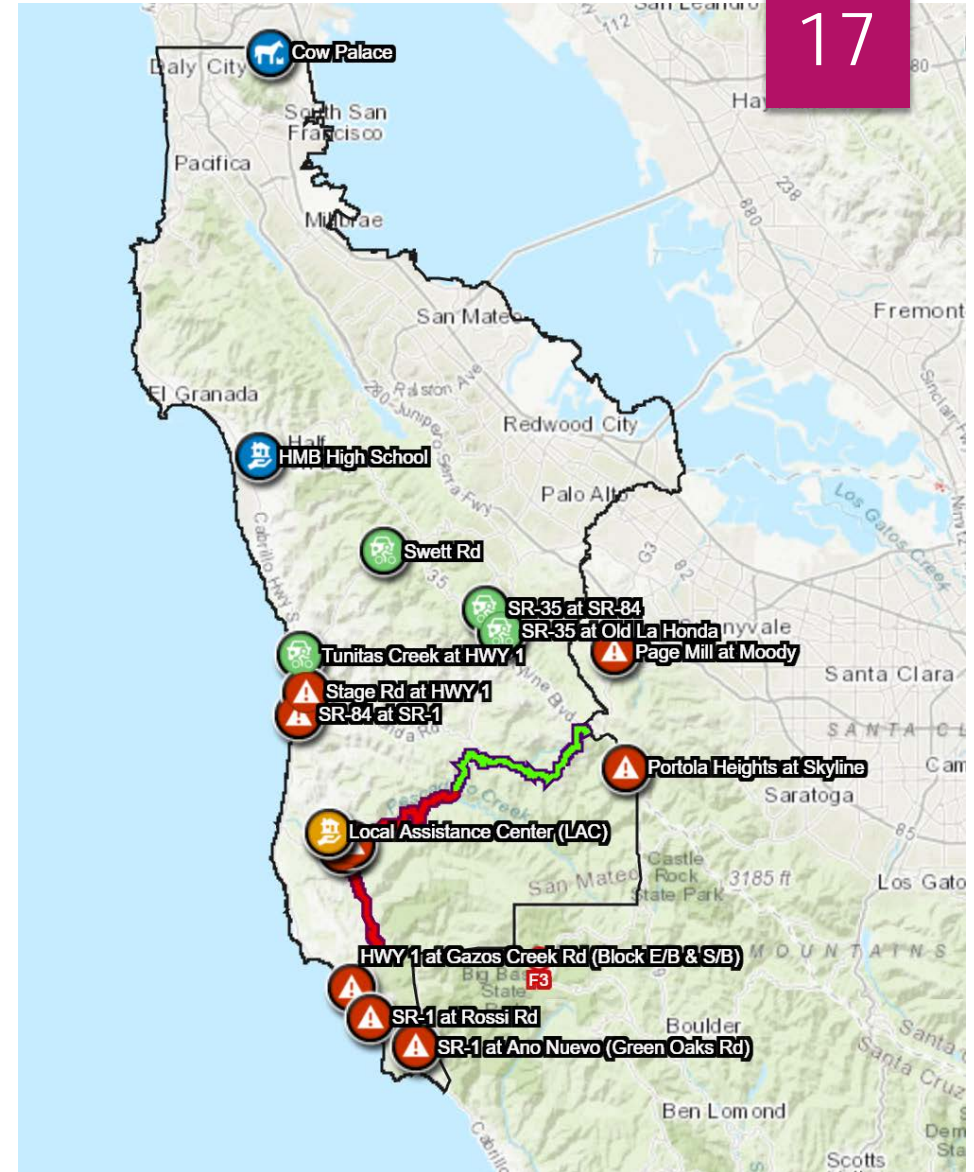
"He's a nicely dressed, tall white guy"

- ▶ Height?
- ▶ Hair Color?
- ▶ Eye Color?
- ▶ Clothing?
- ▶ Build?



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!