



NATASHA CLAIRE-ESPINO

DIRECTOR

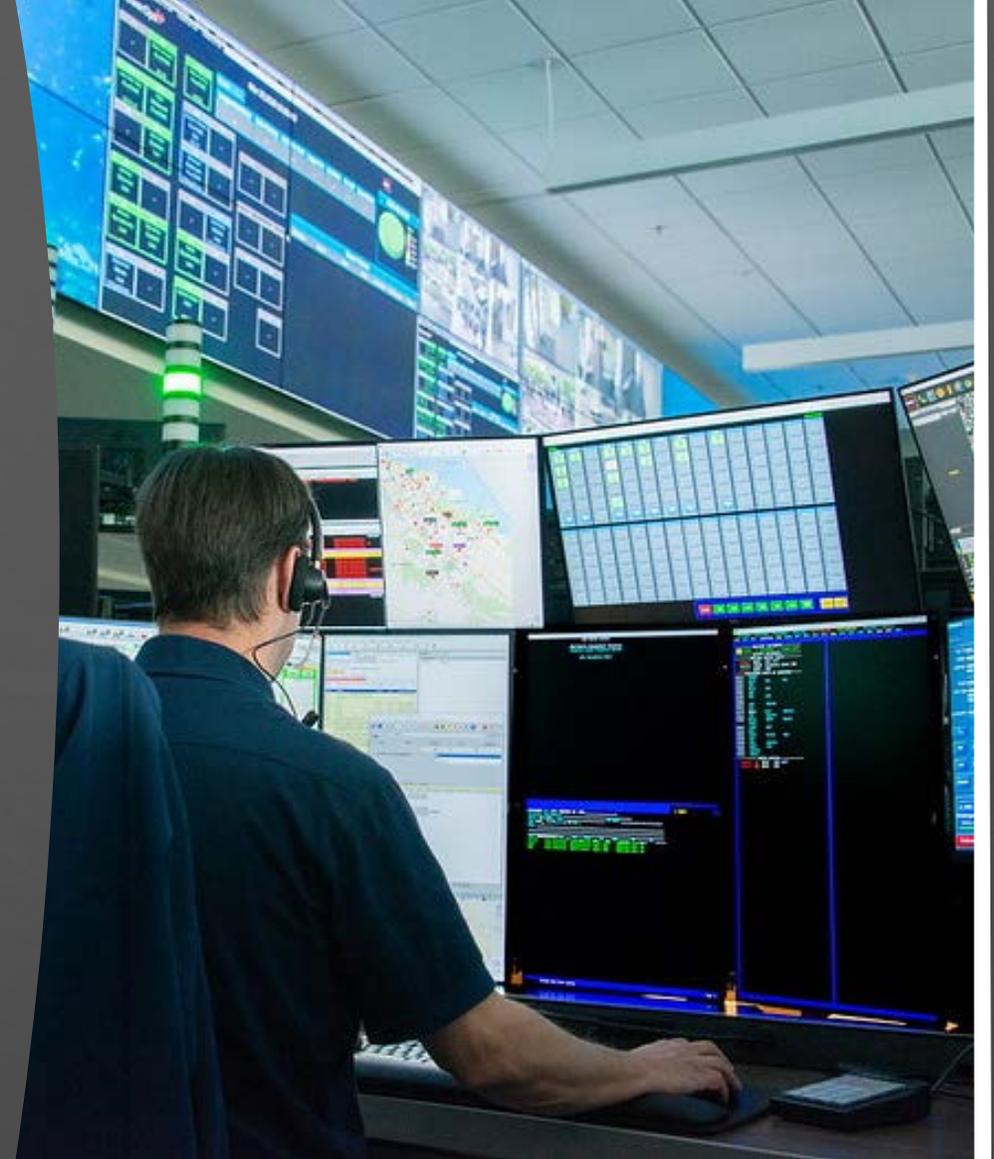
SAN MATEO COUNTY OFFICE OF
PUBLIC SAFETY COMMUNICATIONS



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



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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
 - AND MUCH, MUCH 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

- 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



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ACCREDITATION

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

One of 134 ACE centers in the USA

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2022 BY THE NUMBERS

491,442 calls
processed for
the year

Average 40,954
calls per month

Average 1,347
calls processed
per day

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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

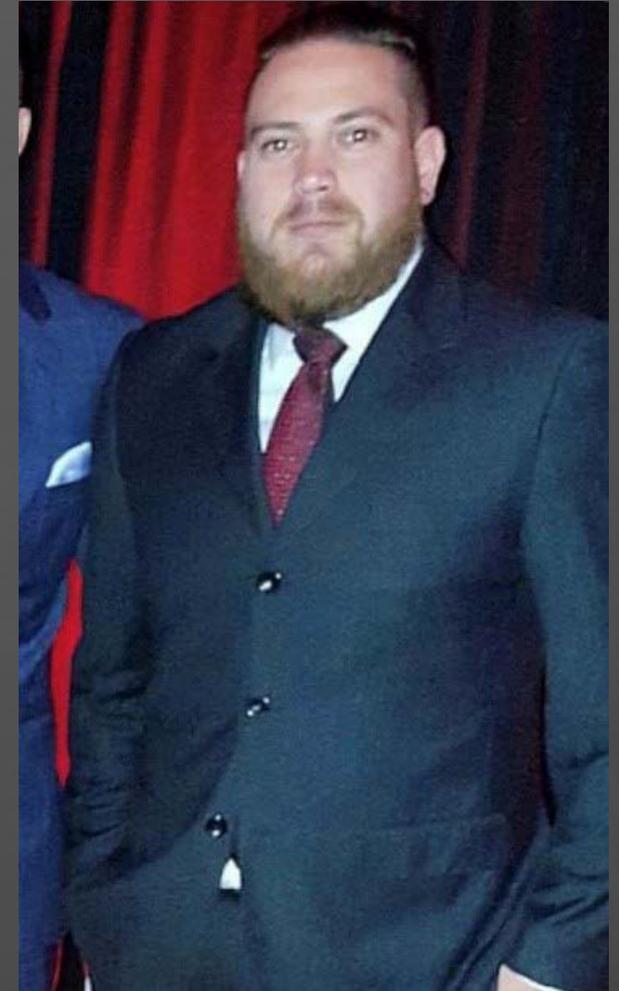
Suspect description

Vehicle description

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

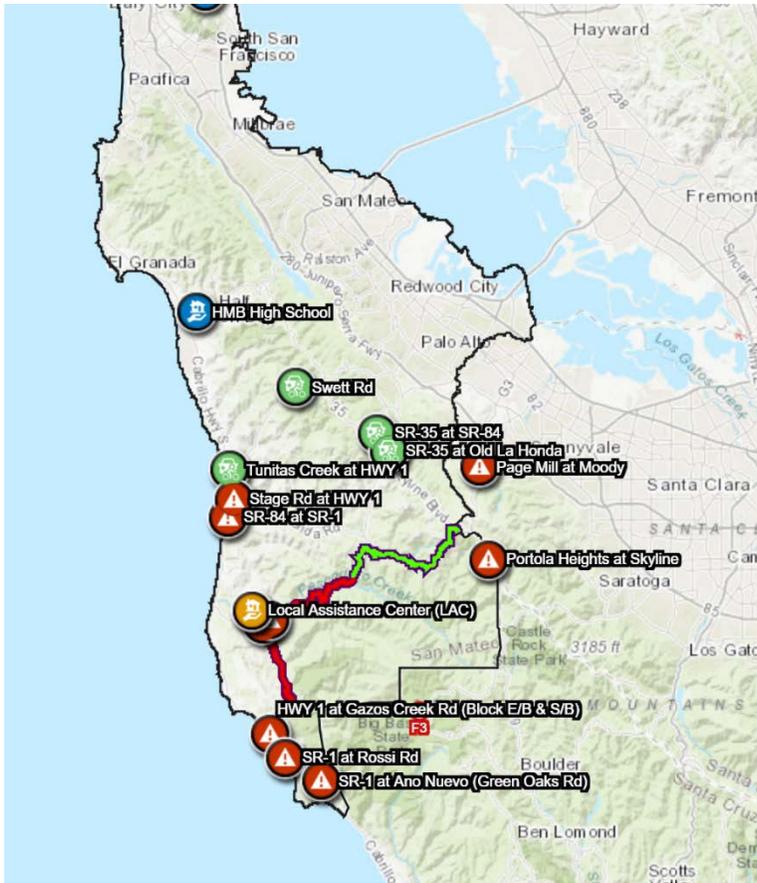
- HEIGHT?
- HAIR COLOR?
- EYE COLOR?
- CLOTHING?
- BUILD?



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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



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QUESTIONS?

THANK YOU!



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