



**NATASHA  
CLAIRE-ESPINO**

**DIRECTOR**

**SAN MATEO COUNTY  
PUBLIC SAFETY COMMUNICATIONS**

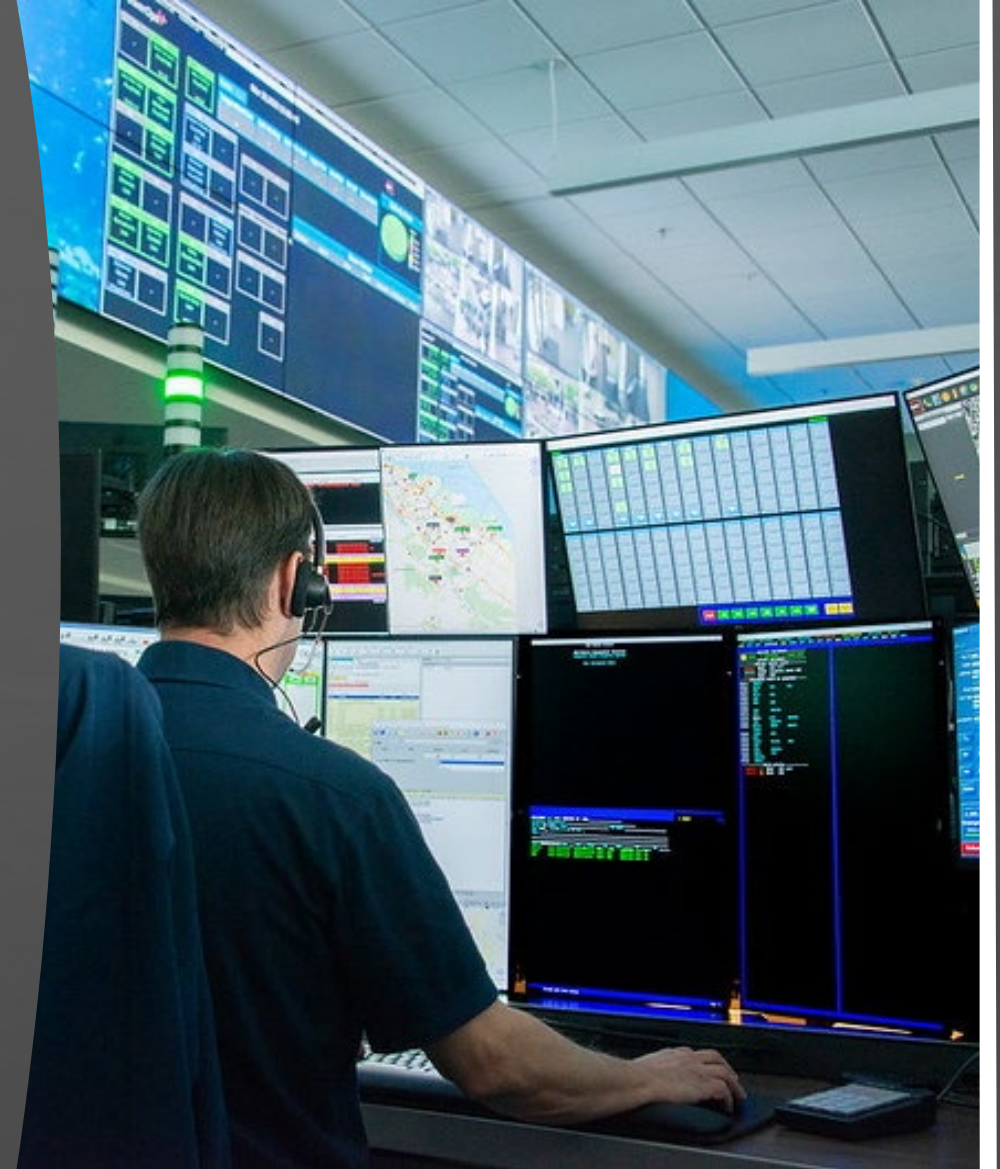


**PUBLIC SAFETY  
COMMUNICATIONS**  
COUNTY OF SAN MATEO

**STRIVING FOR EXCELLENCE ONE CALL AT A TIME**

# ORGANIZATION

- **THREE BRANCHES OF EMERGENCY SERVICES**
- **81 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**



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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**

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

**One of only 134 ACE centers in the USA**

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# 2023 BY THE NUMBERS

**506,497 calls  
processed for  
the year**

**Average 42,208  
calls per month**

**Average 1,388  
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**

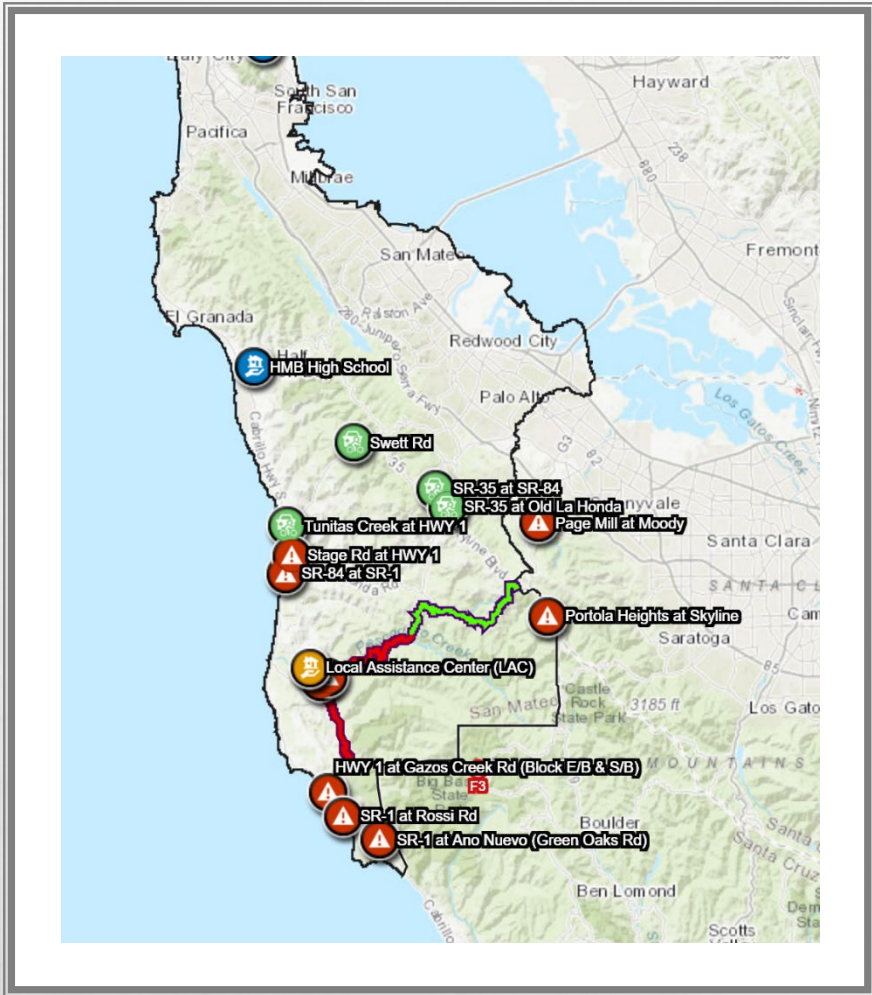
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# “HE’S A NICELY DRESSED, TALL WHITE GUY”

- 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**

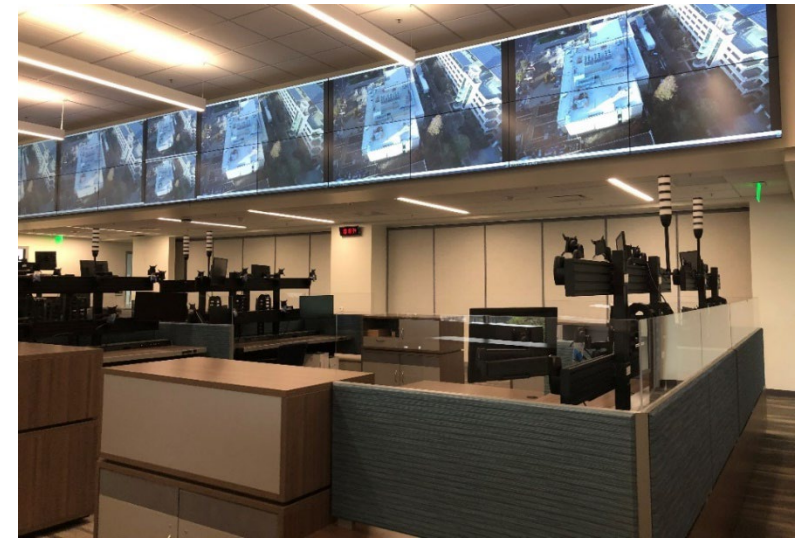
# MEDICAL CALLS

- **LOCATION**
- **PHONE NUMBER**
- **TELL ME EXACTLY WHAT HAPPENED**
- **QUESTIONS ABOUT THE PATIENT**
- **INSTRUCTIONS BEFORE MEDICS ARRIVE**



**STRIVING FOR EXCELLENCE ONE CALL AT A TIME**

# THE SAN MATEO COUNTY REGIONAL OPERATIONS CENTER



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# QUESTIONS?

**THANK YOU!**



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