



Public Safety Communications

FY 2009-11 Recommended Budget

June 22, 2009



Mission Statement

PSC provides high quality law enforcement, fire, and medical dispatch and communications services to the public and public safety agencies in order to protect the health and safety of the people of San Mateo County

Shared Vision 2025



Healthy Community

Safe Neighborhoods

Healthy Residents

Seamless Services



Healthy Communities

- What we do: Primary answering point for:



San Mateo County Sheriff's Office / Transit



Half Moon Bay Police



Millbrae Police

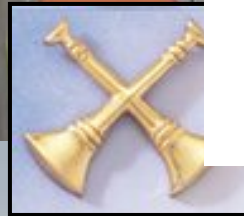


East Palo Alto Police



Broadmoor Police

**165,000 Calls
Annually**



Secondary Answering Point
58 Fire Stations / 64,000 calls annually



Healthy Communities



Emergency Medical
Dispatch (EMD)



Ambulance Dispatch
40,000 Calls Annually



Healthy Communities

- ❑ **After-hours or part-time** communications services for various entities including:
 - Coroner's Office, Probation, Judges, District Attorney's Office, Public Works, OES, Peninsula Humane Society etc.

- ❑ **Special Detail Dispatch for:**
 - Countywide Gang Task Force
 - Avoid the 23 Drunk Driving Campaigns
 - Office of Traffic Safety Details – Car Seat Safety, Pedestrian Stings
 - Transit





Healthy Communities



Incident Dispatch Team

- 4 Dispatch Responders
- 2nd Alarm or greater
- Trained in:
 - ICS
 - Wildland
 - Highrise Protocols



Healthy Communities



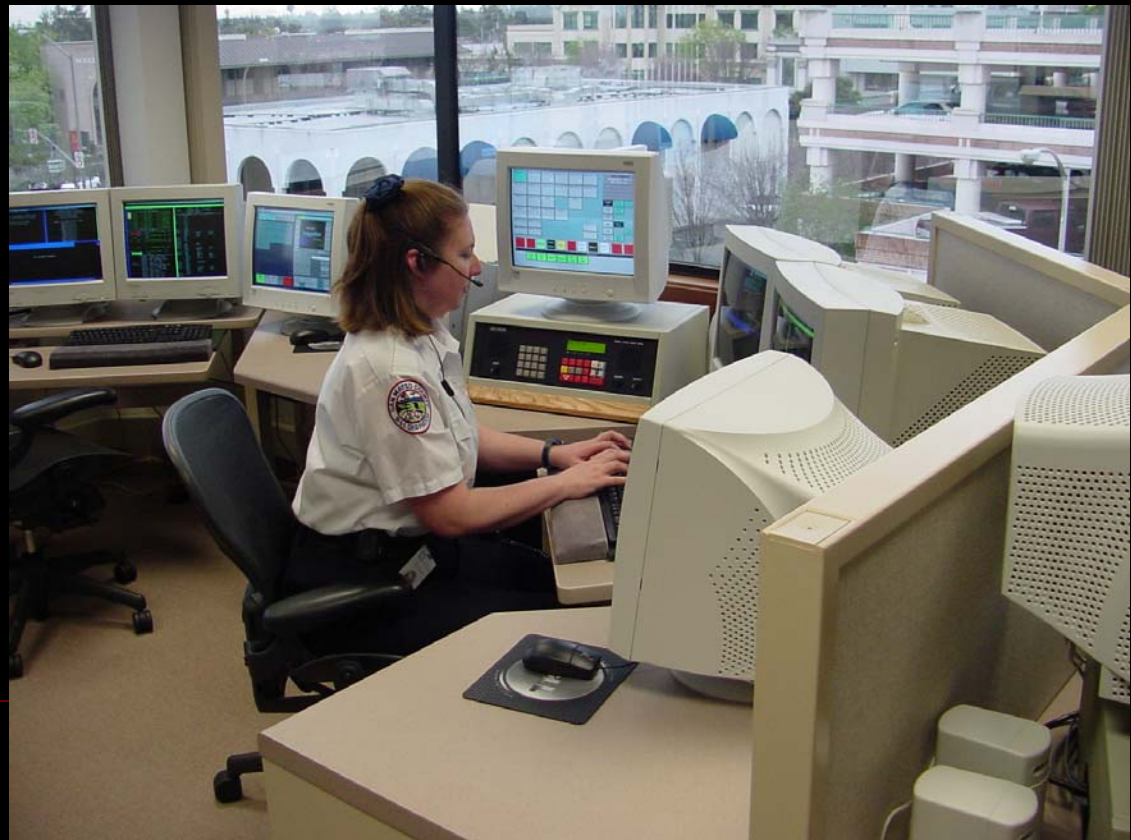
□ Tactical Dispatch Team

- 12 Dispatch Responders
- SWAT Incidents, High Risk Search Warrant Service, Critical Incidents
- Trained in:
 - ICS & Command Post Operations
 - Tactical Communications
 - Continuous Field/Scenario Training

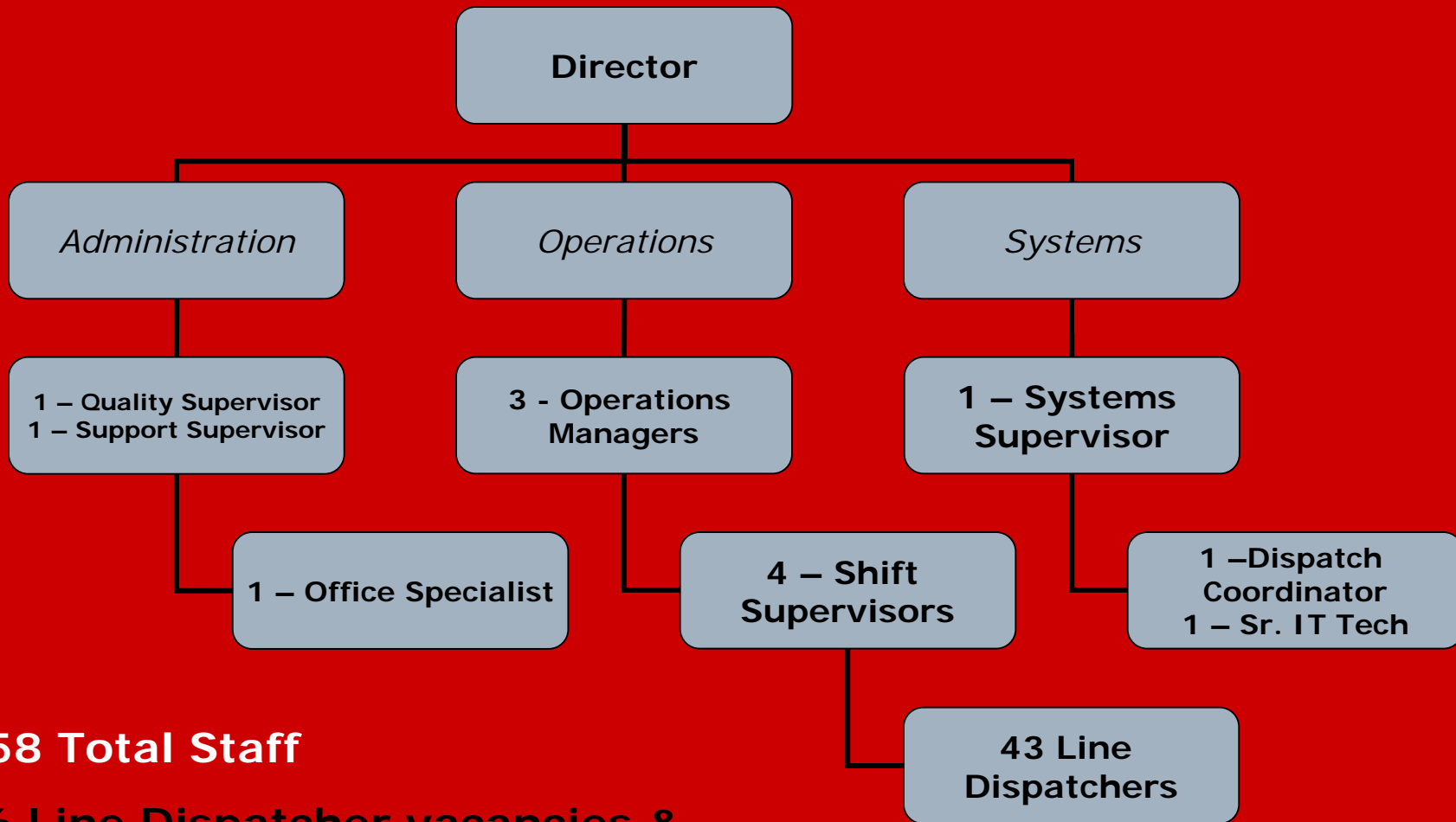


Healthy Communities

□ Maintain a fully automated Fire/EMS
Back-up Dispatch Center @
Redwood City
Fire Station 9



PSC Organization Chart



58 Total Staff

6 Line Dispatcher vacancies &

1 Shift Supervisor vacancy



Accomplishments – FY 2008/09

Re-accredited!
Accredited
Center of
Excellence
Emergency
Medical
Dispatch

A screenshot of the ProQA 3 for Windows software interface. The window title is "ProQA 3 for Windows". The menu bar includes "File", "View", "Options", "Tabs", and "Help". The toolbar contains various icons for navigation and editing. The main content area shows a dispatch instruction for "10: Chest Pain". The instruction is titled "X2 Routine Disconnect (= Stable) -- 2nd Party". The text of the instruction is: "(Appropriate) if he becomes less awake and vomits, quickly turn him on his side. (Appropriate) Please: • Put away any family pets. • Gather his medications and write down the name of his doctor. • Unlock the door. • Turn on the outside lights. • Have someone meet the paramedics. (Always) If he gets worse in any way, call me back immediately for further instructions." Below the instruction, there are tabs for "Additional Information" and "Special Information". At the bottom of the window, there is a status bar with the following information: Operator: SUPERVISOR O:NAE C:NAE, Time: 2:35, 1:31, Signal strength: 10-C-1, and Case No. 0000000033. The case details are: Male, 35 years(s), Conscious, Breathing.



Accomplishments – FY 2008/09

Successfully re-negotiated service contracts



Accomplishments – FY08-09

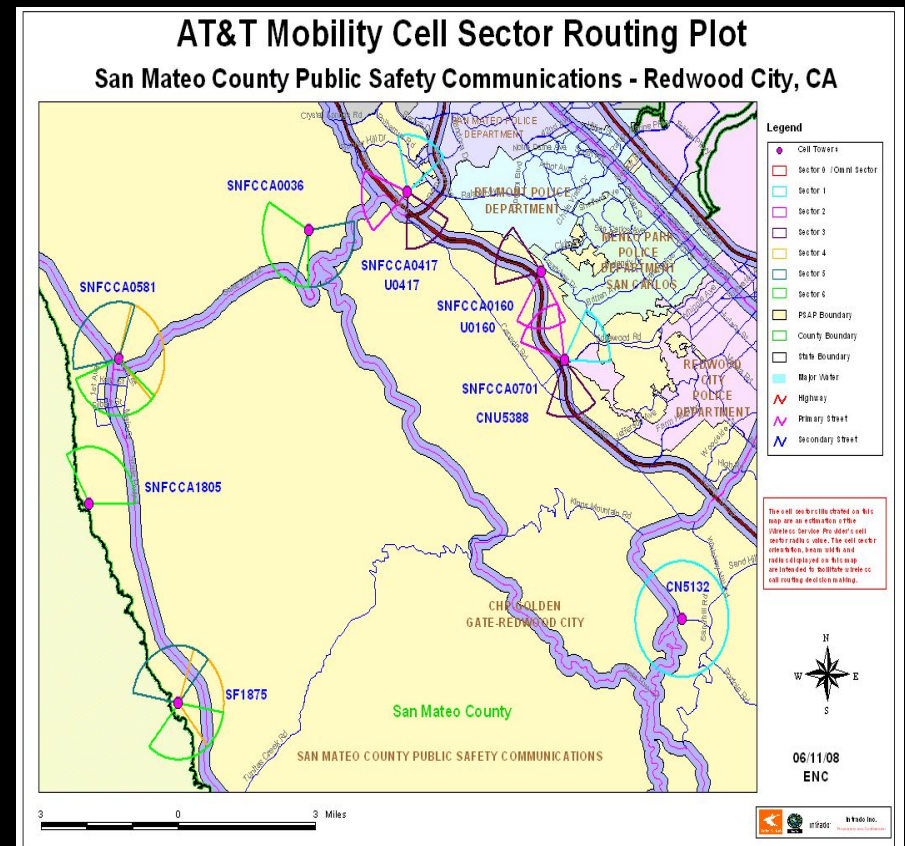
- Comprehensive upgrade of radio systems for the countywide Fire Service





Accomplishments – FY08-09

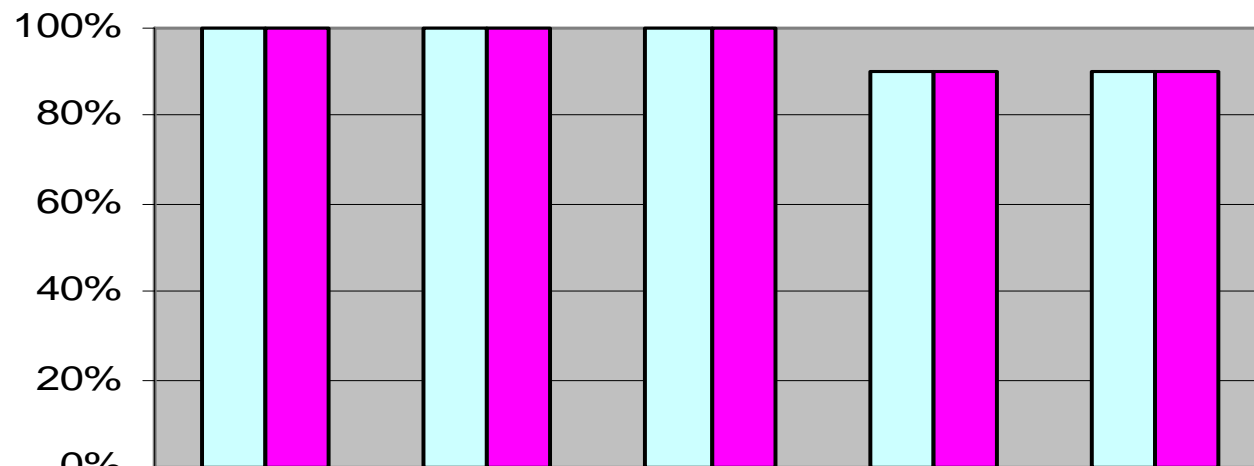
- ❑ Completed cutover of cellular 911 calls
 - August 2008 – May 2009
 - Sprint, Verizon, AT&T and T-Mobile
- ❑ 31% increase of landline and cellular 911 calls
- ❑ 40% of the increase are wireless 911 calls





Performance Measures

Percent of Customer Survey Respondents Rating Services Good or Better

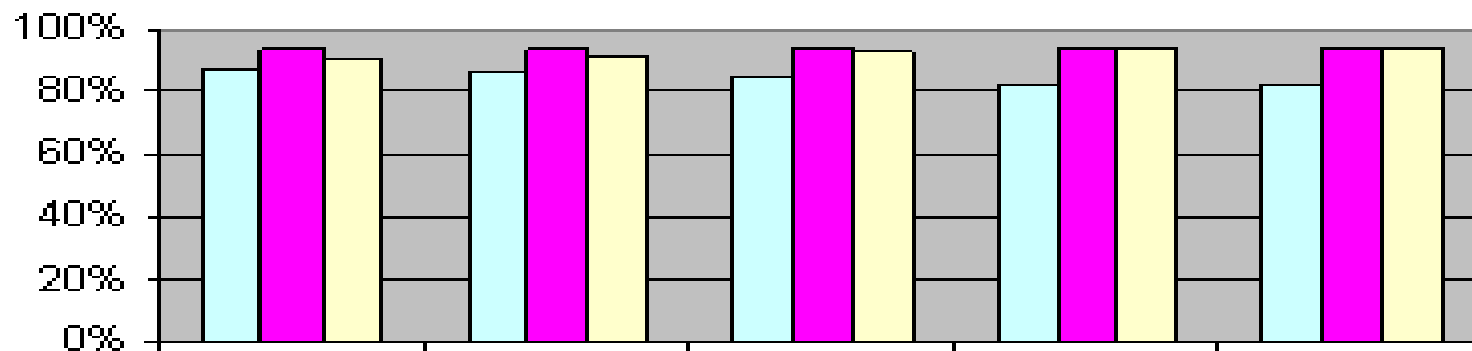


	06-07 Actual	07-08 Actual	08-09 Estimate	09-10 Target	10-11 Target
9-1-1 Callers	100%	100%	100%	90%	90%
Emergency Service Providers	100%	100%	100%	90%	90%



Performance Measures

Percent of High Priority Calls Dispatched Within Established Time Frames



	06-07 Actual	07-08 Actual	08-09 Estimate	09-10 Target	10-11 Target
Police	88%	87%	85%	82%	82%
Fire	94%	94%	94%	94%	94%
Medical	91%	92%	93%	94%	94%

Major Challenges for the next two years



□ Relocating the Dispatch Center



STRUCTURE FIRE Alarm:1
#SBF001 1/SF SBF OC
Map: 707:J5 Fire Map:
1100 E HUNTINGTON AV ,SNB
btwn BUENA VISTA AV & SCOTT ST
/2028 ENTRY NO FURTHER INFORMATION

EStatn: FS51 FS61 FS52 FS63 FS62 FS37
NOrder: FS64 FS38 FS94 FS36 FS65 FS81
D
Req: 3E or Q or X
And: 1T or Q
And: 1B or D
And: 1V or 2 or C

Run: E51 >E61 >E52
+BE63 PQ62 T51
+BC16 +CTL23

D E51 BE63 PQ62|E T51 BC16 CTL23

No messages waiting

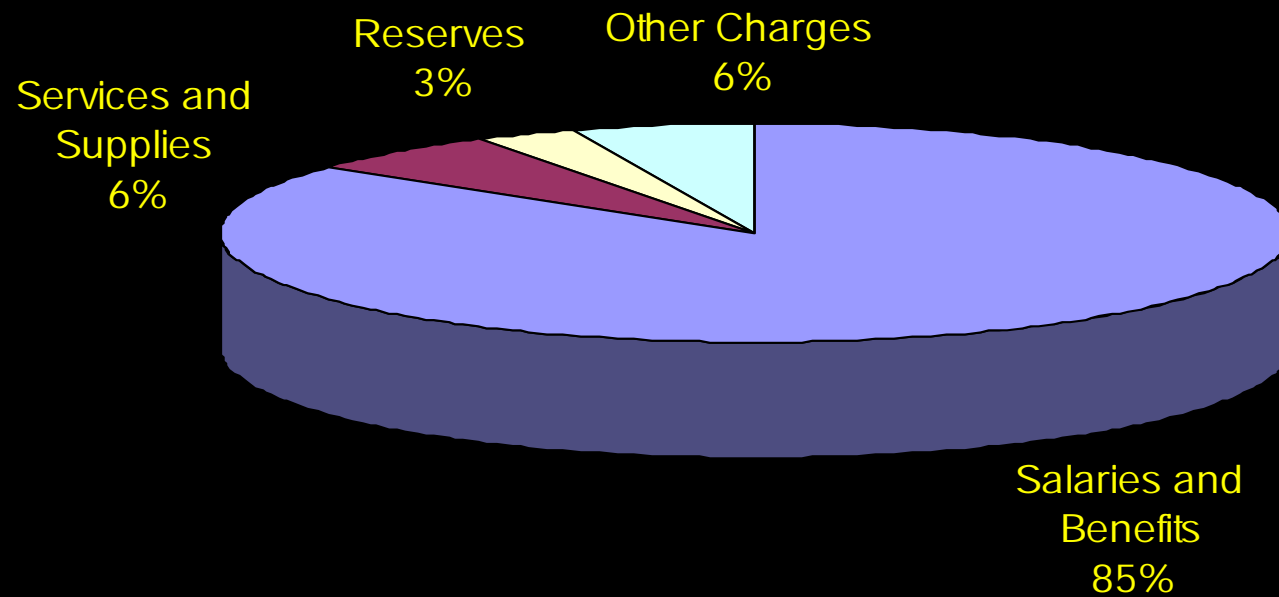
Partner with our Public Safety Agencies to implement a Committee and Work plan to conduct a Gap Analysis for replacement or enhancement of PSC's CAD System



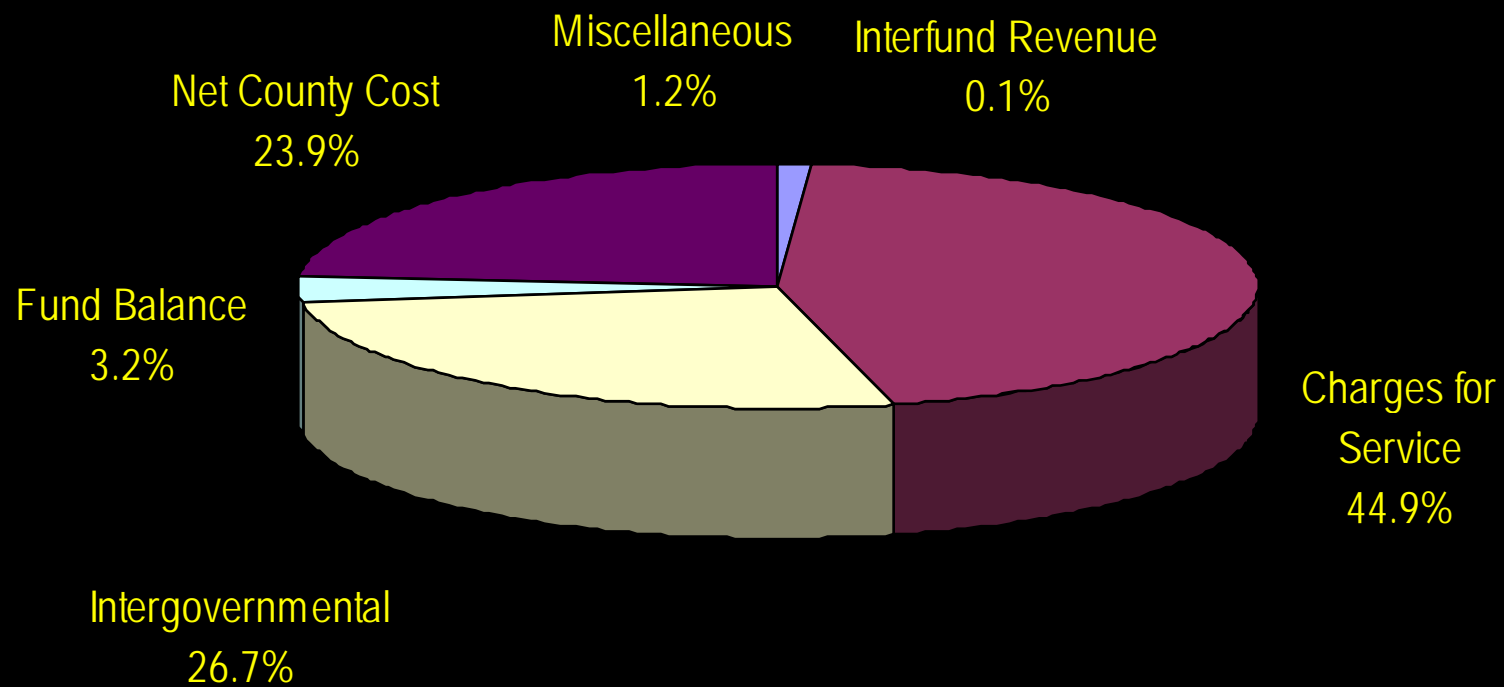
Staffing

FY 2009-10

Recommended Requirements



FY 2009-10 Recommended Sources





Recommended FY 2009-10 Budget

Met required budget targets by:

- Increased revenue
 - Decreased expenditures
 - Reviewed and added a new Performance Measure
 - Reduction of (1) position
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Department Initiatives

- **Efforts to engage employees and other stakeholders**
 - CAD Project
 - Committees
 - **Succession Planning**
 - (4) Mentoring Programs since 2004
 - **Green Efforts**
 - Telecommuting
 - 28% reduction in paper reproduction
 - Reduce CD (tape) reproduction with wave files
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FY 2010-11 Initiatives

- ❑ Quest for Tri-Service Accreditation
 - ❑ Staffing
 - ❑ Communications JPA to further the consolidation effort
 - ❑ Funding CAD replacement or enhancement
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Thank you!

- ❑ Board of Supervisors
- ❑ Executive Staff
- ❑ Analysts – Jeremy Dennis and Lisa Okada
- ❑ PSC Customers
- ❑ PSC Staff

