

SAN MATEO COUNTY PUBLIC SAFETY



COMMUNICATIONS

Organization

- 75 FTE's

 - 56 Dispatchers
 - 6 call Takers
 - 4 12-hour shifts

- Report to the County Manager's Office

- Four Divisions:

 - Operations
 - Systems
 - Administration
 - Capital Projects



Law Enforcement

Countywide Fire Service

Emergency Medical Services

Miscellaneous Services



Today's Discussion

- ROC
- CAD
- GIS
- Technologies
- Readiness



Regional Operations Center (ROC) – *EOC and Dispatch*



ROC



ROC



Completed Regional Operations Center



Go live 10/22/2019

Built to Withstand

- **Above** Essential Services Construction
- 200+ 90' Piers
- 1.25 Megawatt Diesel Generators X2
- 10,000 Gallons of Water X2
- Large Video Walls for Situational Awareness



1970's



COUNTY OF SAN MATEO

INTER-DEPARTMENTAL CORRESPONDENCE

DATE April 9, 1981

TO: Walt Callaghan
FROM: H. K. Spence
SUBJECT: Service Level Statistics

DISPATCH SECTION

The Dispatch Section averages 4299 Law Enforcement dispatches, 946 miscellaneous dispatches, 2094 Emergency Medical dispatches, and 15,979 computer checks each month. This work load has increased between 5-10% each year for the past 4 years primarily due to a general increase in law enforcement activities. We expect a similar increase for FY 81/82. This will be accommodated with existing staff.

TECHNICAL SECTION

Approximately 5000 electronic equipment items are maintained excluding the County-wide microwave and criminal justice computer systems. Due to recruitment problems in obtaining qualified technicians we have sub-contracted repair service for certain items. We have had between 2-4 vacancies out of an authorized staff of 14 for the last 3 years.

We expect an increase of approximately 200 radio equipment items during FY 81/82. This will be accommodated with existing staff.

CRIMINAL JUSTICE SECTION

The criminal justice computer systems work has effectively increased 400% during FY 80/81. This is due to the acquisition of the On-line Booking system for the Sheriff, the PROMIS system for the District Attorney, and the Master Name Index system for the County law-enforcement agencies. Most of the system programming is contracted on a bid basis with the in-house staff responsible for maintenance, minor modifications, and preparing new system specifications.

1981

4299 Law incidents

949 Miscellaneous

2094 EMS incidents

7,342 Incidents

- 5-10% annual increase
- Staff of 14

Activity



- 481,00 Annual Calls
- 388,000 CAD Incidents
- 90% Calls received answered within 10 seconds
- 60% of Law calls processed within 90 Seconds
- 75% of EMS and Fire calls processed within 60 seconds
- EMS
 - Accredited Center of Excellence past 14 years
 - One of 129 in US
 - One of 15 in CA
 - One of 11 Northern CA
 - Pre-arrival instructions to callers for CPR, choking, child birth, bleeding
 - Dispatcher becomes the first first-responder



Technologies

CAD (go live March, 2020)

- Automatic Vehicle Locators for first responder apparatus
- Dispatched by closest unit - based on travel time
- Updated mapping (GIS)
- State-of-art virtualization technology
- Enhanced Mobile Data Computer (MDT's) for first responders

Radio Systems

- Enhanced communications access for interoperability
- SFO
- City/County of San Francisco
- Santa Clara County
- Alameda County
- 20+ backup radios installed at ROC to aid in communications in event of radio system failures

Technologies

Video

- Cal Trans fiber-optic cable network (Smart Corridor)
- Traffic feed
- Performance for long distance
- Linked to other counties
- Designed for high speed and high performance



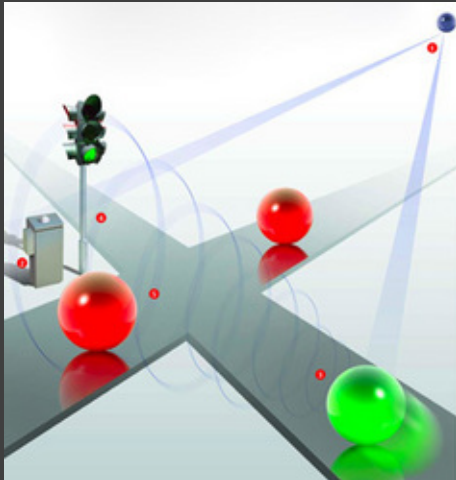
Fire Monitoring

- Confirmation
- Deployment



Technologies

- C2C
- NG911
- Traffic Alert
- Signal preemption
- Location



We are read for the future



Thank you!