

Public Safety Communications



Dispatcher Appreciation Week 2025

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COUNTY of SAN MATEO



DEPARTMENT OVERVIEW

OPERATIONS

Law
Services



Fire
Services



Emergency Medical
Services



And so much more!

Vision

We strive to be a leading emergency communications center in the County of San Mateo by leveraging innovative technology and championing wellbeing for the benefit of the community

Mission

PSC provides the highest quality Law Enforcement, Fire and Emergency Medical dispatch and communication services by responding quickly and decisively to ensure safety and quality of life for those we serve.

A TEAM EFFORT - BY THE NUMBERS



Total
Calls
496 ,383



Total
Incidents
364 ,459



Busiest Day
of the Year
2,559 calls
February 4



Total Training
Hours
8,000



Languages
30

Wellbeing & Community

- **Training** : Foundational Equity, LGBTQIA Awareness for Public Safety, Implicit Bias Training, Principled Policing, Peer Support
- **Stigma Reduction:** promotes self-care and regulation through multiple practices



BELONGING

. an affinity for a place or situation.

. a feeling of being happy or comfortable as part of a particular group and having a good relationship with the other members of the group because they welcome you and accept you.



A sense of belonging is one of humanity's most basic needs

Professional Development

- National Center of Excellence
- Conferences and Training





2024 Dispatcher of
the Year

Shanel Campana –
Fire Specialist/Controller

Thank you for your support.

Questions?

