



Public Safety Communications

FY 2025-27 Recommended Budget

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Mission

As a consolidated communications center, Public Safety Communications provides the highest quality Police, Fire and Medical Emergency dispatch and communication services by responding quickly and decisively to achieve safety and quality of life for those we serve.

The mission of PSC is to serve our community guided by our core values of

**dependability, compassion,
integrity, respect and
responsibility.**

 COUNTY OF SAN MATEO
WORK WITH PURPOSE



"It's a joy to wake up every day knowing that you get to do what you love with people who inspire you to be your best self."

Kady Parker, Dispatcher II
Office of Public Safety Communications

FY 2025-27 Budget Overview

	FY 2024-25 Revised	FY 2025-26 Recommended	Percent Change	FY 2026-27 Preliminary Recommended
Total Sources	18,382,410	19,187,107	4%	19,187,107
Total Requirements	26,472,481	29,364,802	11%	30,363,253
Net County Cost	8,090,071	10,177,695	26%	11,176,146
Total Positions	81	81	0	81

FY 2025-27 Budget Overview



- **Priorities**

- Next Gen 911
- Repair or replacement of Message Switch System
- Creating a culture of wellbeing and navigating changes in workforce and technology

- **Challenges**

- Training and retaining emergency dispatchers in a field that is chronically short-staffed
- Planning for and locating a new backup dispatch center

FY 2025-27 Budget Overview

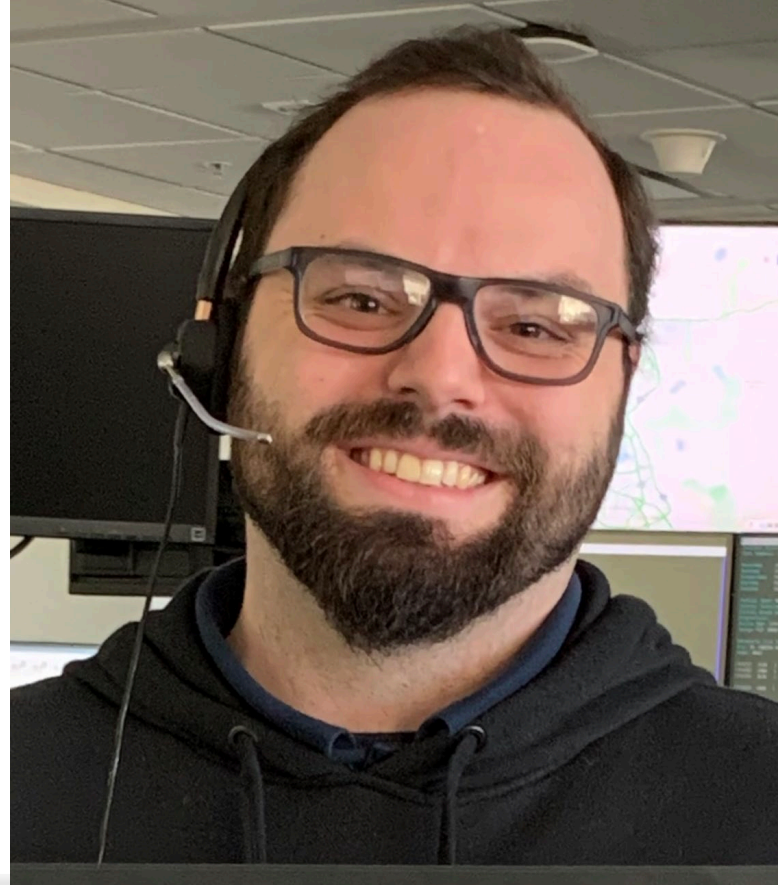


- State and Federal Changes:
 - Potential state funding changes to training reimbursements, equipment reimbursements which are unknown at this time

Department Performance & Improvements

Efficiencies:

- Mindbase application – customized for our public safety dispatcher workforce wellbeing
- Strategic Planning project coming in FY 2025-26
- Training and Quality Assurance solution to provide quicker feedback and more efficient call taking and dispatching
- In-House CritiCall testing reducing cost and time for recruits



Questions?

