

# Public Safety Communications

FY 2021-22 Performance

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## Purpose

Public Safety Communications is dedicated to providing excellent Police, Fire and Medical emergency dispatch and communications services. We do this by forming collaborative partnerships, ensuring quality and upholding the values of the organization.

As the initial responder, we act quickly and decisively in order to achieve safety and quality of life for those we serve.

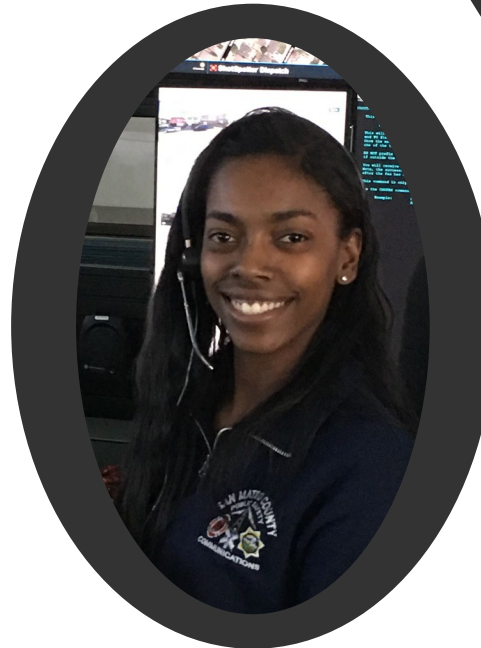


# A Team Effort – By the Numbers

The Calltakers and Dispatchers of PSC answer and dispatch for emergency and after hours calls and texts for **Law, Fire, Emergency Medical Services**, Peninsula Humane Society (Animal Care), Department of Public Works, Parks, District Attorney, Coroner and more.

In FY2021-22

- Total calls for service: **490,469**
- Busiest Day of the Year: **October 24, 2021** (atmospheric river storms) – **1,486 calls** between 10 AM and 6 PM



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# Equity



- Staff development - Introduce Cultural Competencies, Common Language, Create brave spaces to have conversations that advance equity, and reduce barriers to belonging at PSC.
- Transparent processes for special assignments and opportunities
- CARES unit pilot program/study progress/update as needed
- Inclusive Recruitment Pipeline – JobTrain
- Language line optimization
- Live in Peace

# Performance Measure Spotlight

## Language Line Translation Service Transfers

Performance Measure	FY 2018-19 Actual	FY 2019-20 Actual	FY 2020-21 Estimate	FY 2021-22 Actual	FY 2022-23 Target
Percent of calls successfully transferred to Language Line Translators	99%	99%	96%	99%	99%

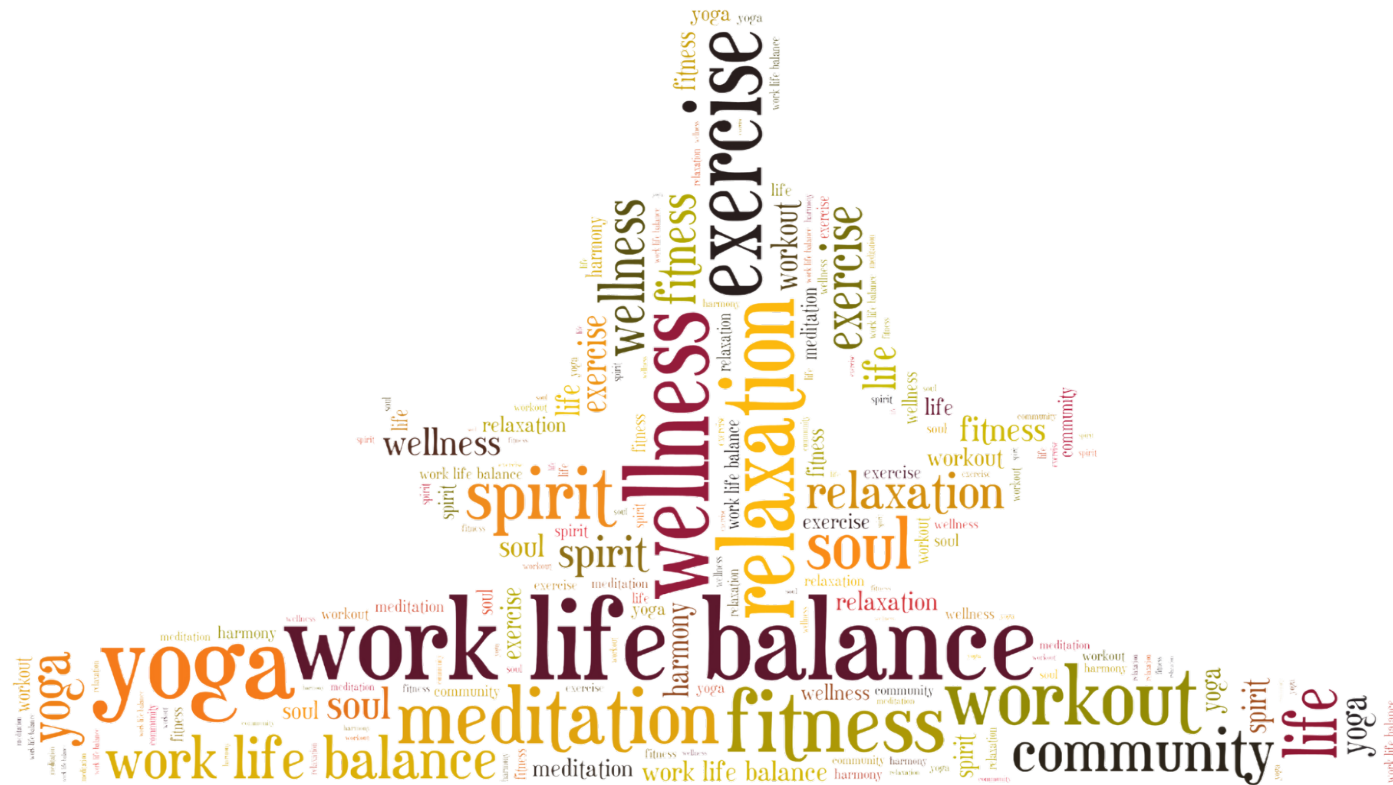
# Performance Measure Spotlight

Top 5 Languages	Calls	Minutes
Spanish 911	4,129	28,148
Cantonese	166	1,176
Mandarin	146	1,300
Russian	66	468
Brazilian Portuguese	45	348

33 different languages, from Amharic to Vietnamese  
4,598 calls transferred

# Innovations

# Wellbeing



# Wellbeing

## Accomplishments

- Established Wellbeing Committee
- Wellbeing Resource navigation infographic
- Wellbeing Report formal response and action plan
- Recognition Board
- Team Building events (4<sup>th</sup> of July BBQ, Labor Day Ice Cream Social)
- Monthly Communication (tiny tools to improve communication like STOP, THINK, and prompts for reflection.)





# Wellbeing

## Ongoing Projects

- Managing workplace conditions (*Workplace civility / Morale / Communications / Recognition*)
- Developing a trauma-informed Staff Training plan
- Peer Support team development plan
- Self-Care Plan Development
- Developing a Wellbeing Information Hub on Sharepoint



# Innovations

**988** | SUICIDE PREVENTION &  
CALIFORNIA | MENTAL HEALTH CRISIS  
L I F E L I N E



- CARES – Crisis Assistance Response and Evaluation Services
- Daly City Mental Health Clinician Pilot
- 988 Crisis Line rollout



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## Innovations

- Recruitment – working with Human Resources and JobTrain to develop new, representative pipeline for prospective dispatchers
- Training – redesigned academy structure; on the job training to shorten classroom time while maintaining high quality learning
- Quality Assurance – QA Advocates

# Questions?

