



# Public Safety Communications

FY 2023-25 Recommended Budget

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# Mission

Public Safety Communications touches thousands of lives daily. We strive to be responsive by making each encounter a positive experience and treat every individual with empathy, respect, and professionalism. We are dedicated to life safety, partnerships, customer service, and pride ourselves on excellence through teamwork.

# FY 2023-25 Budget Overview

	FY 2022-23 Revised	FY 2023-24 Recommended	Percent Change	FY 2024-25 Preliminary Recommended
Total Sources	21,214,834	18,132,972	-14.5%	16,835,412
Total Requirements	28,766,487	25,586,521	-11%	24,647,215
Net County Cost	7,551,653	7,453,549	-1.3%	7,811,803
Total Positions	78	78	0	78

# FY 2023-25 Budget Overview

## Challenges and Priorities

- Hiring, training and retaining high-quality emergency dispatchers in a field that is chronically short-staffed
- Promoting mental health and wellbeing of employees through a scientific, brain-based approach
- Wellbeing, Inclusion, equity, and belonging are a priority for our department.
- Planning for a new back-up dispatch center
- Planning for the replacement of the existing Message Switch system





# Our Team, Our Numbers

Total Number of Calls

**488,095**

Number of Incidents

Ambulance – **61,624**

Fire – **85,156**

Law – **86,413**

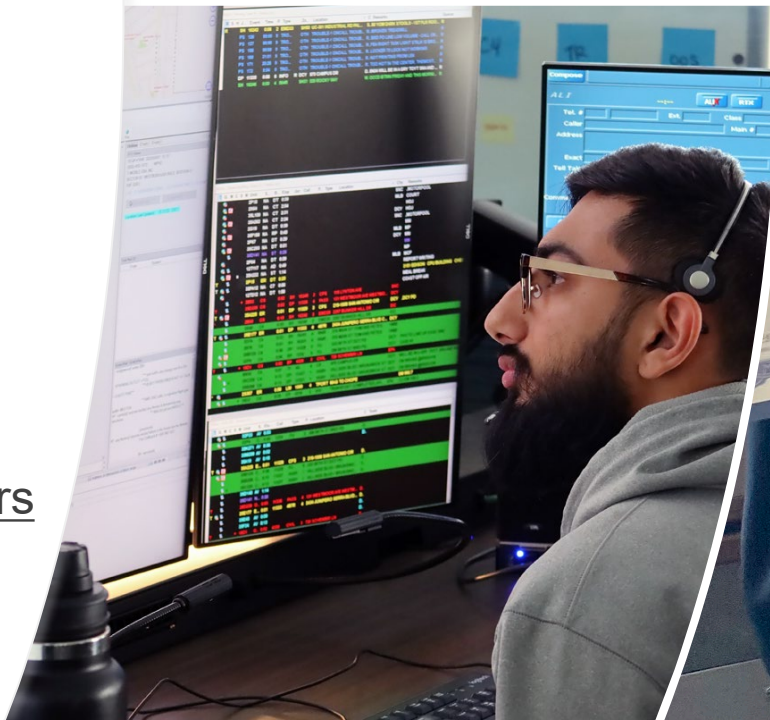
Winter Storms

**13,289**

(12/31/22 – 1/10/23)

Newest Team Members

**14**





## WELLBEING INITIATIVE

Department  
Improvements  
and  
Innovations

- Neuroscience-based interventions that improve the culture of wellbeing, de-stigmatize self-care and improve work processes
- Wellbeing Executive Steering and Dispatcher Wellbeing Committees
- Coming together to establish fresh Guiding Principles for a Healthy Dispatch Center

COUNTY OF SAN MATEO







## REMOTE CALLTAKING

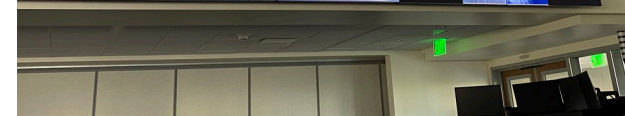
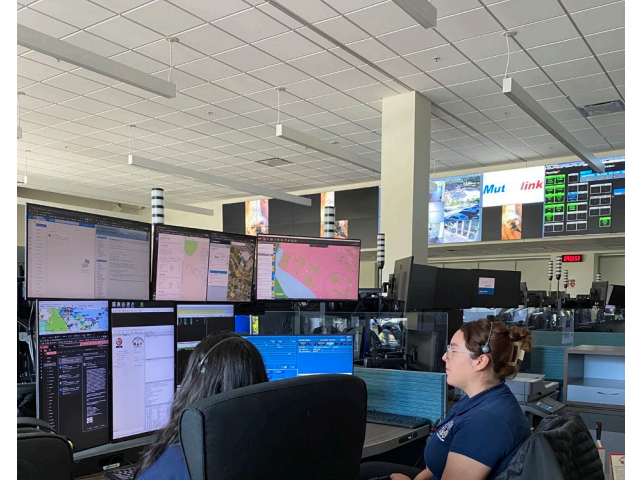
Department  
Improvements  
and  
Innovations

- Launched a pilot of the remote call taking program, enabling the answering of emergency calls from locations other than the Communications Center. This program proved valuable during the winter storm events beginning on New Year's Eve.

# C.A.R.E. (Create A Remarkable Experience)

## DISPATCHER VOICES AND GREAT IDEAS

- Wellbeing Committee
- Law, Fire and EMS Operations Committees
- Emergency Medical Dispatch Quality Assurance Committee
- Selection of a new department logo
- Revising the department's Mission, Vision and Values statement to reflect a Healthy 9-1-1 Center
- Surveys and digital suggestion box







## EQUITY

- Building capacity and space for equity
- Participating in pilots for 21-day Racial Equity Challenge and affinity groups for increased awareness
- Supporting the CARES(Crisis Assistance Response and Evaluation Services) unit expansion to better serve additional County regions beyond Half Moon Bay
- Monitoring the language translation line to ensure the diverse populations we serve have access





**Questions?**