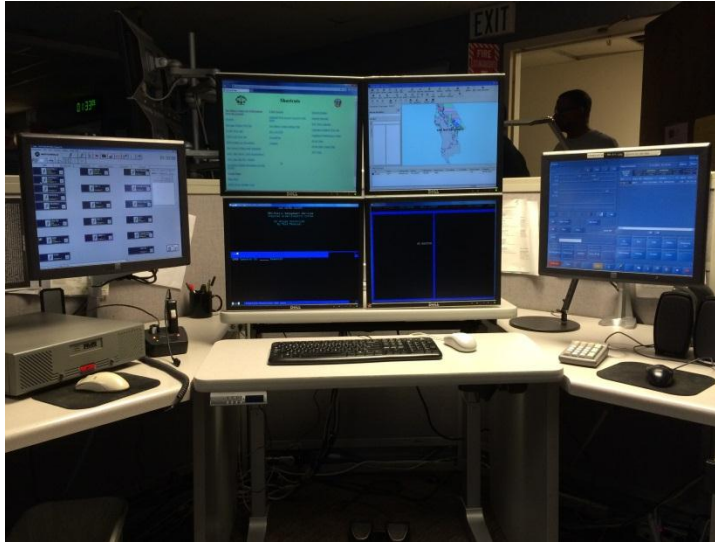


COUNTY_{OF} **SAN MATEO**





Public Safety Communications Performance Report

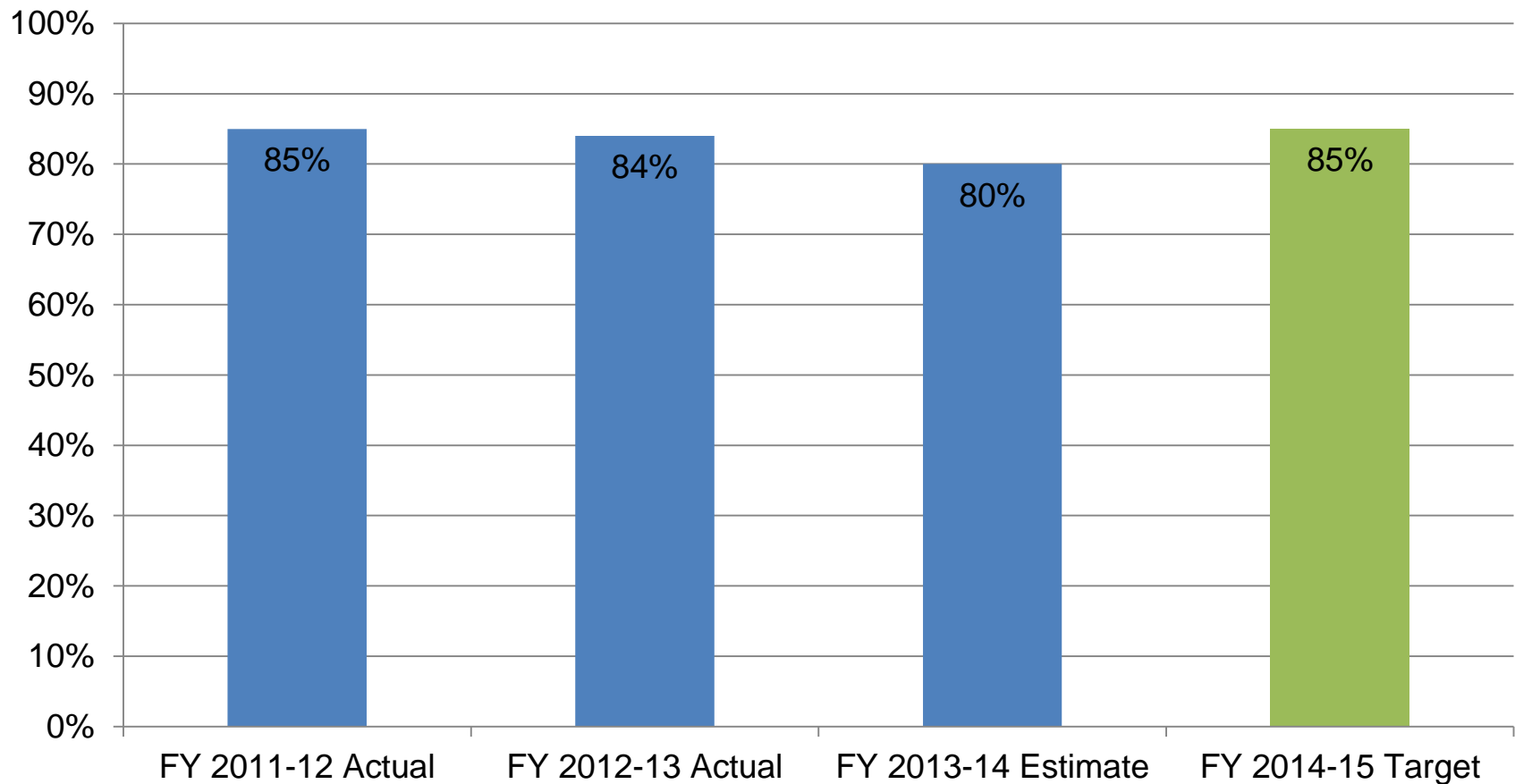
Jaime D. Young

August 5, 2014

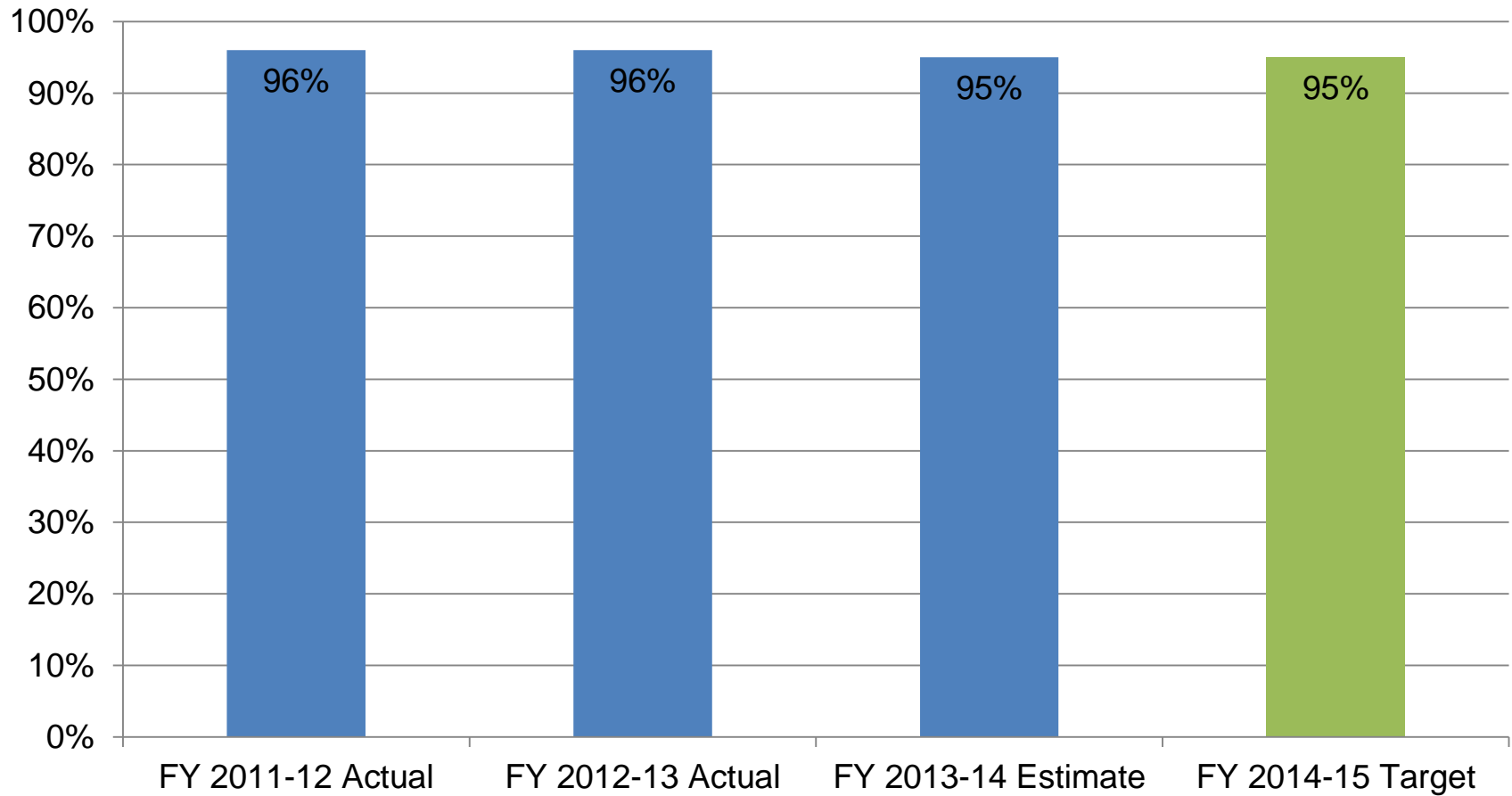
Public Safety Communications - Mission

- **The Public Safety Communications Department (PSC) provides excellent Police, Fire, and Medical emergency dispatch and communications services by acting quickly and decisively in order to achieve safety and quality of life for those we serve.**

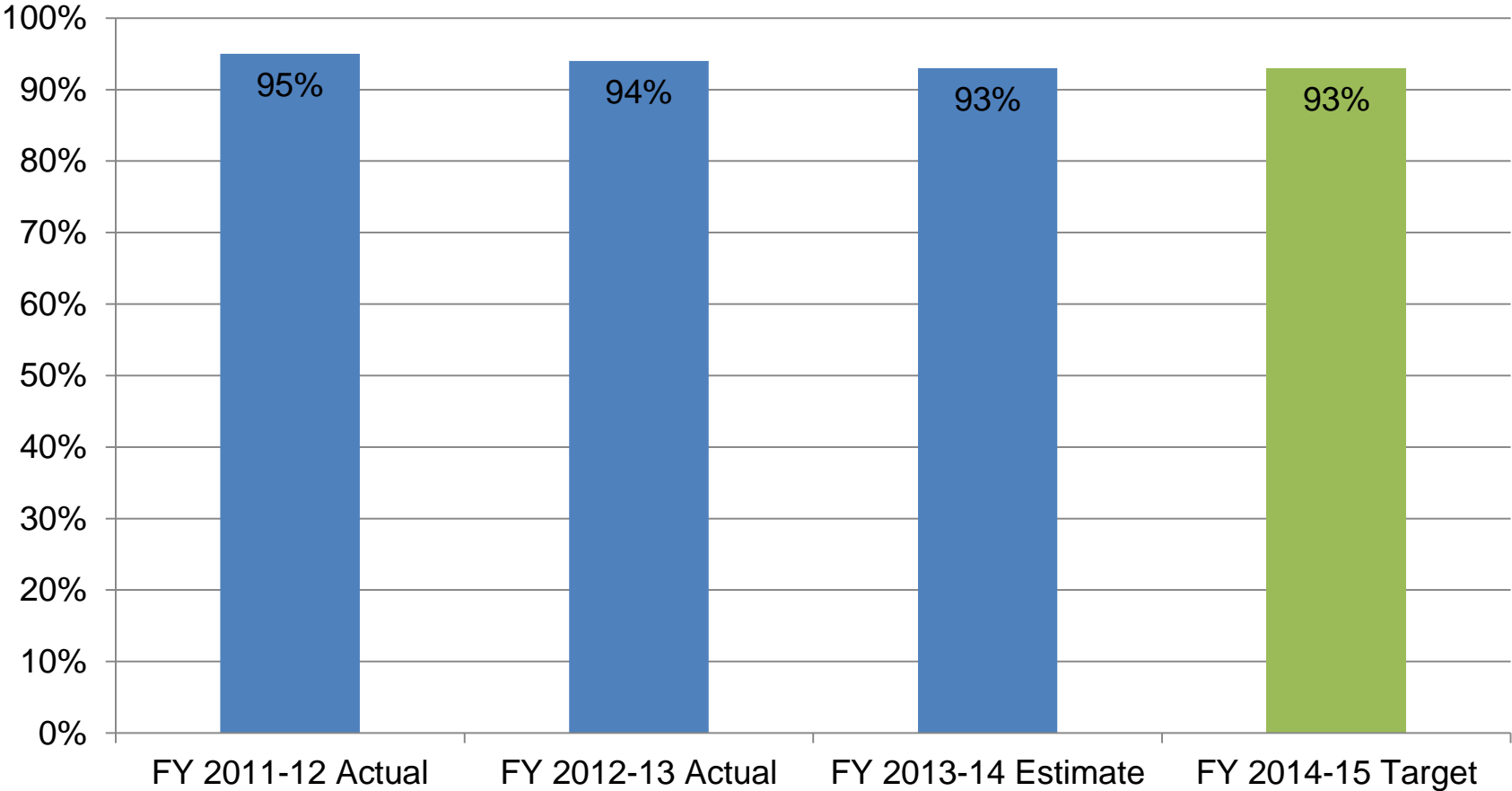
High Priority 9-1-1 Calls Processed Within Established Timeframes



Customer Service Feedback Rated as Excellent



9-1-1 Calls Received, Answered Within 10 Seconds



Budget Summary

- FY 2013-14
 - Total Sources:
7,771,102
 - Total Requirements:
10,489,941
 - Net County Cost:
2,718,839
 - Funded FTEs: **57.99**
- FY 2014-15
 - Total Sources:
7,790,322
 - Total Requirements:
10,785,377
 - Net County Cost:
2,995,055
 - Funded FTEs: **57.99**

FY 2013-15 Department Highlights



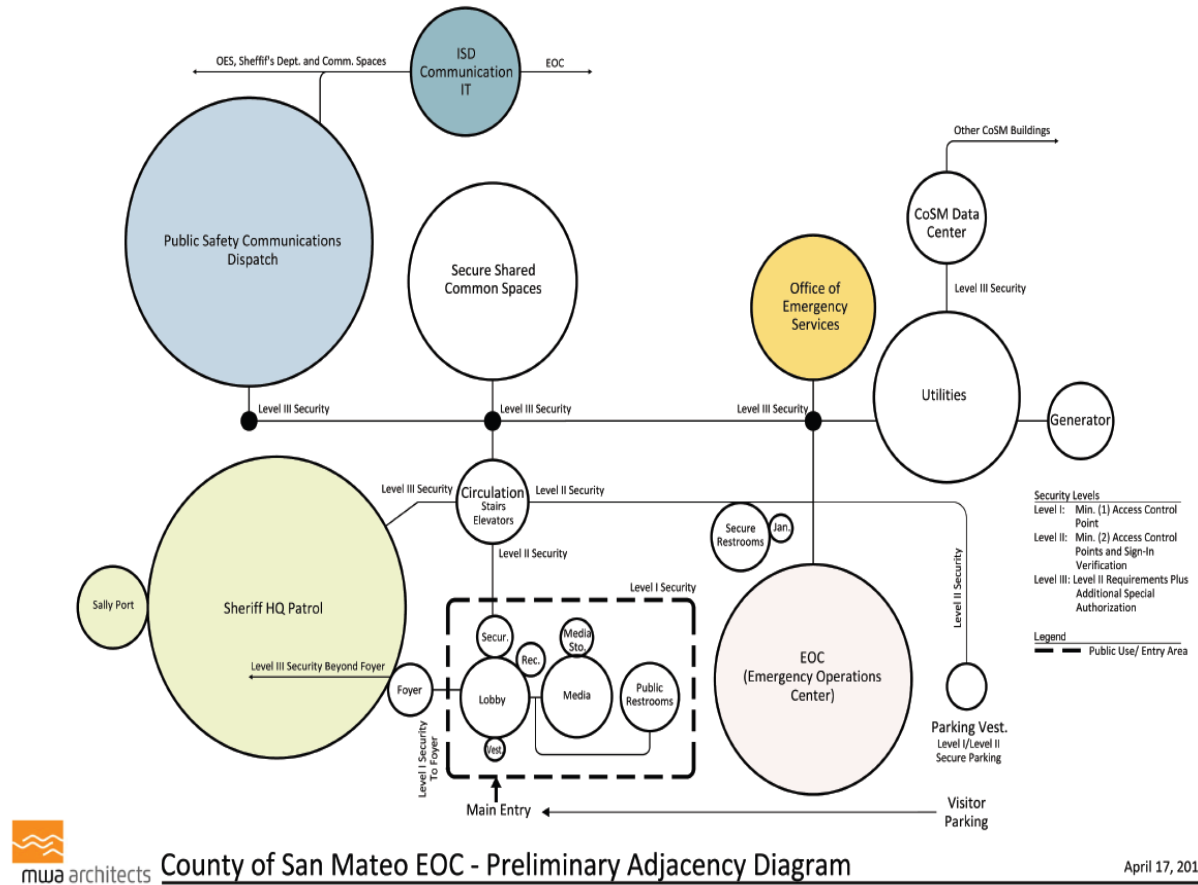
9-1-1 Center Improvements

- Carpet
- Consoles
- Chairs
- Headsets
- Hygiene

FY 2013-15 Department Highlights

New Building Planning

- Space Needs completed
- Exclusive and shared space documents completed
- Feasibility being conducted



County of San Mateo EOC - Preliminary Adjacency Diagram

April 17, 2014

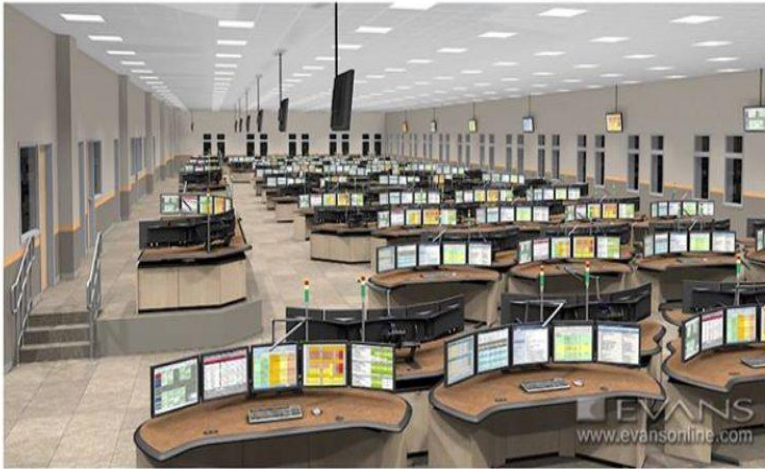
FY 2013-15 Department Highlights

Staffing and Retention

- On-boarding 17 new employees in 22 months
- Performance Management System implemented
- Line Dispatcher Retreat conducted



FY 2015-17 Department Priorities



New Building Project

- **Client Project Manager**
 - Precedent Visits
 - Vendor collaboration
 - Consultant Coordination
 - Employee participation

FY 2015-17 Department Priorities



COUNTY_{OF} **SAN MATEO**

