

**COUNTY**<sub>OF</sub> **SAN MATEO**



# Public Safety Communications

**Sue Anderson**  
**Assistant Director**  
November 15, 2016

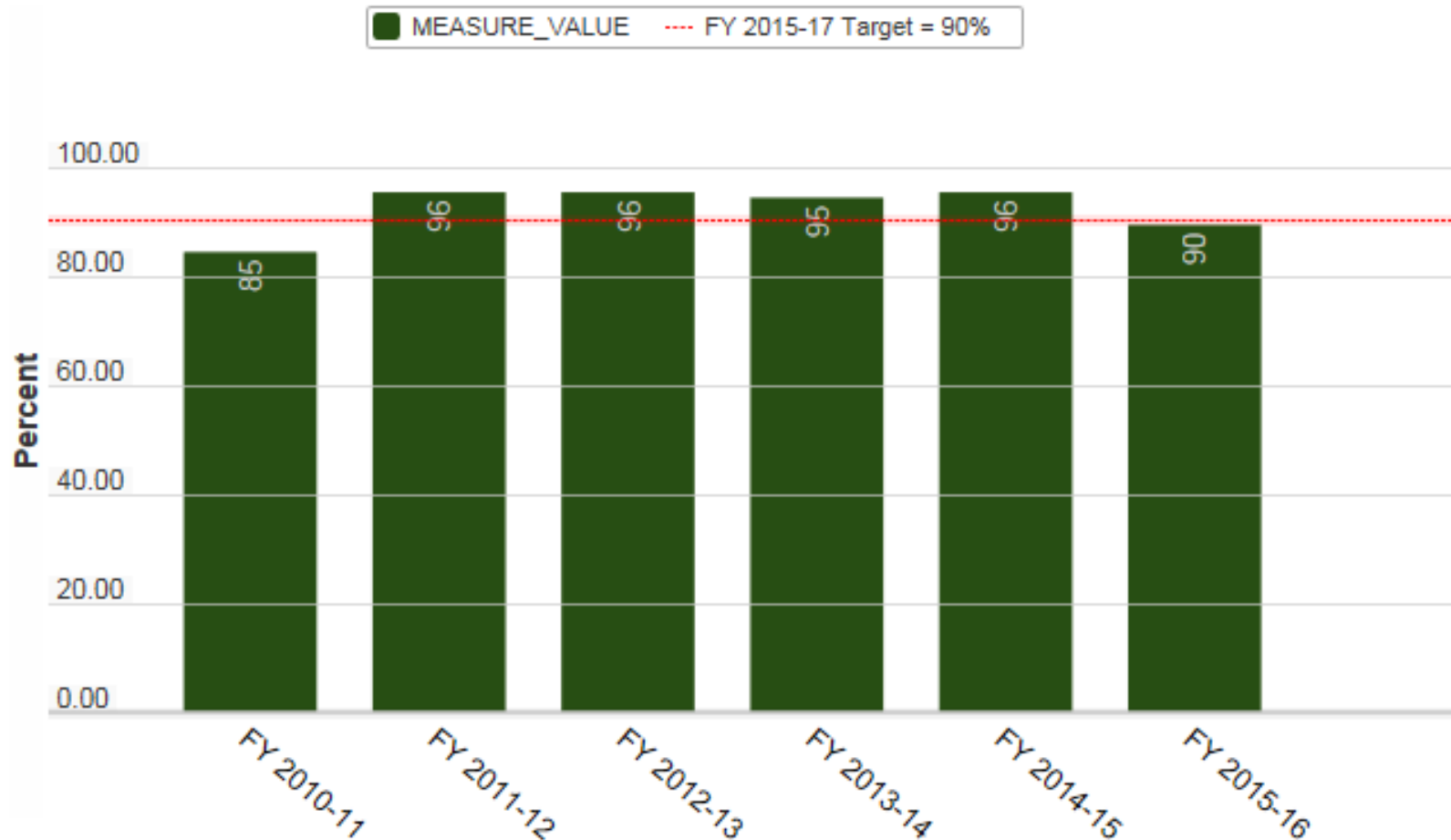


# **FY 2015-17 Performance Report**

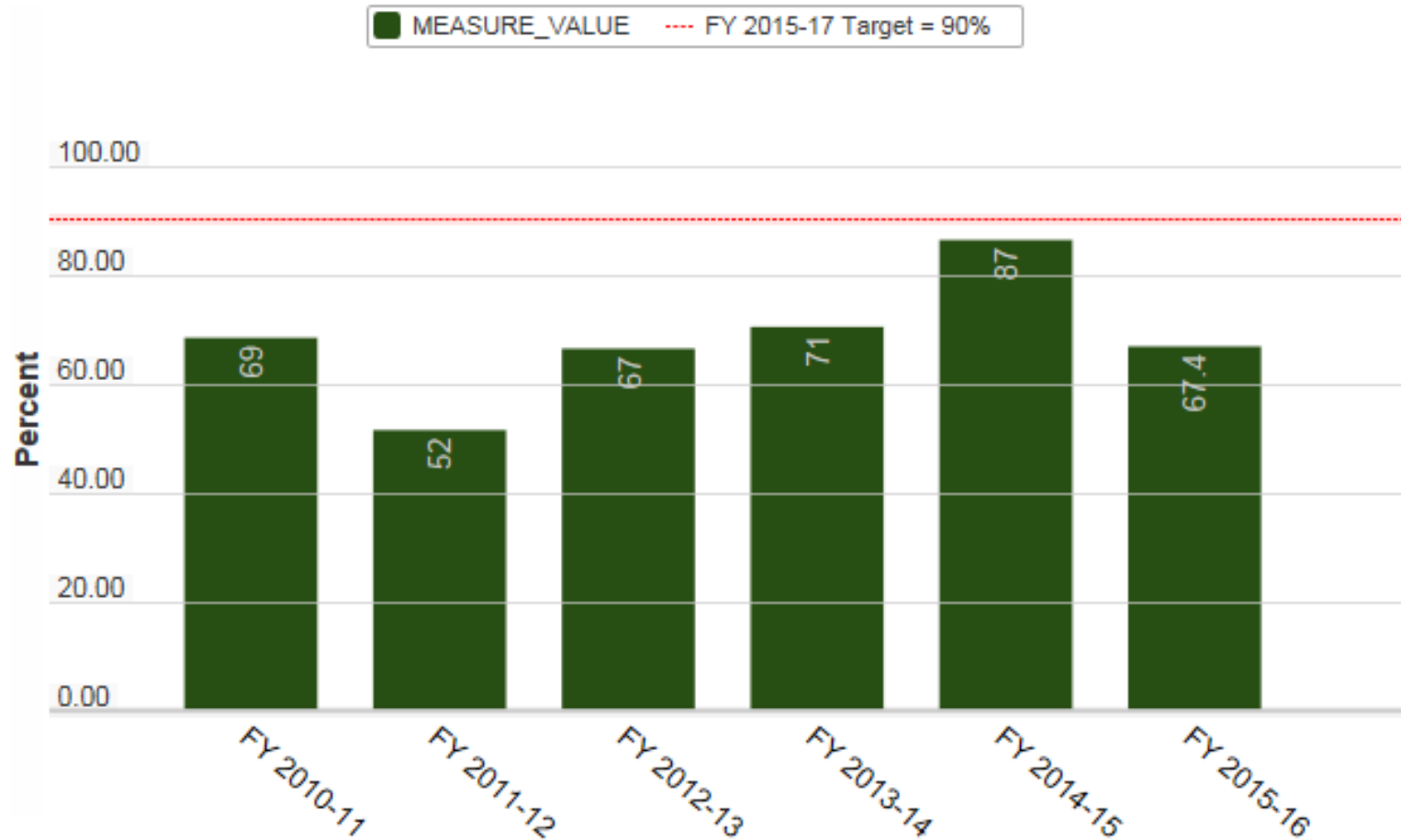
The San Mateo County Office of Public Safety Communications is dedicated to providing excellent Police, Fire and Medical emergency dispatch and communications services. We do this by forming collaborative partnerships, ensuring quality and upholding the values of the organization. As the initial responder, we act quickly and decisively in order to achieve safety and quality of life of those we serve.



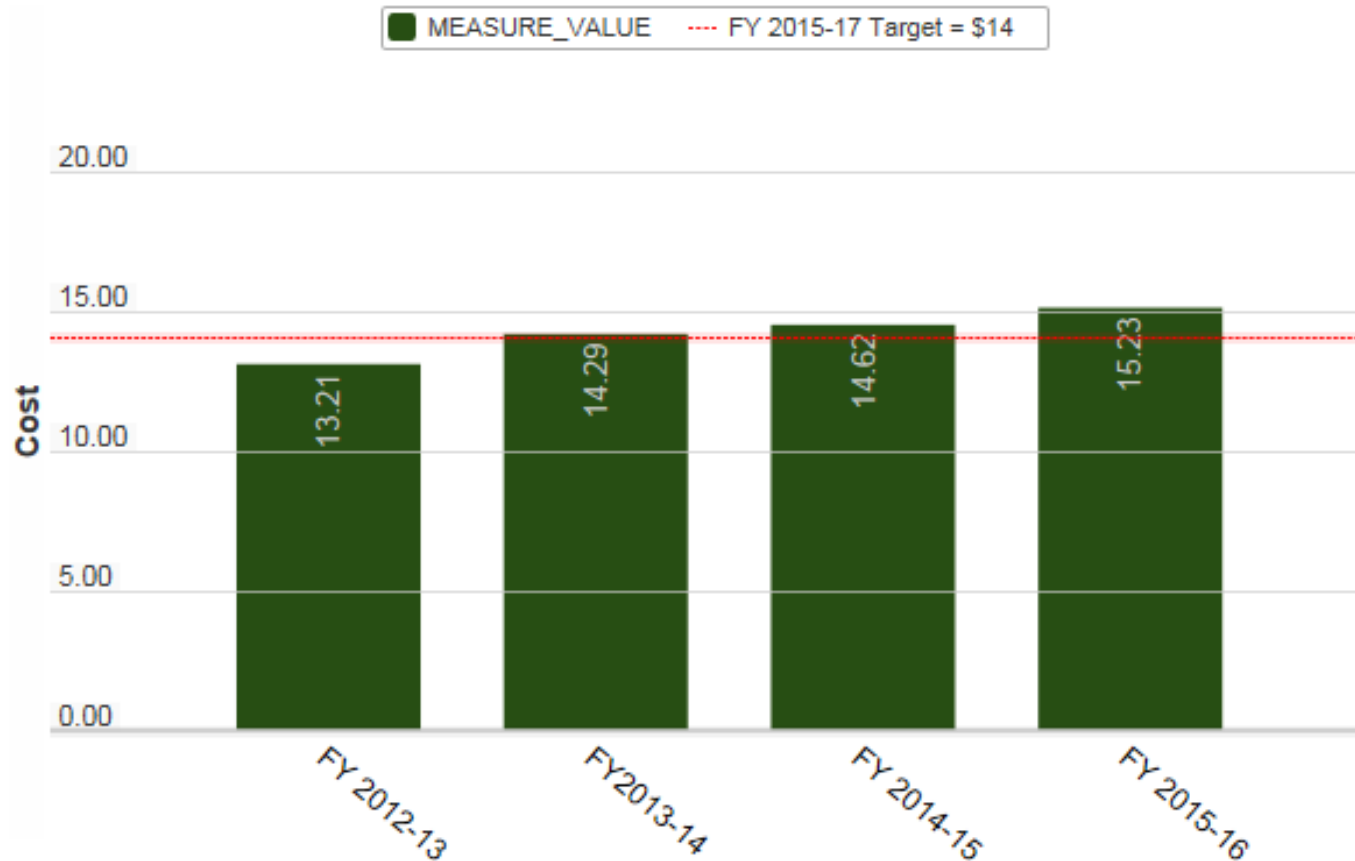
# Customer Satisfaction Rating of Good or Better



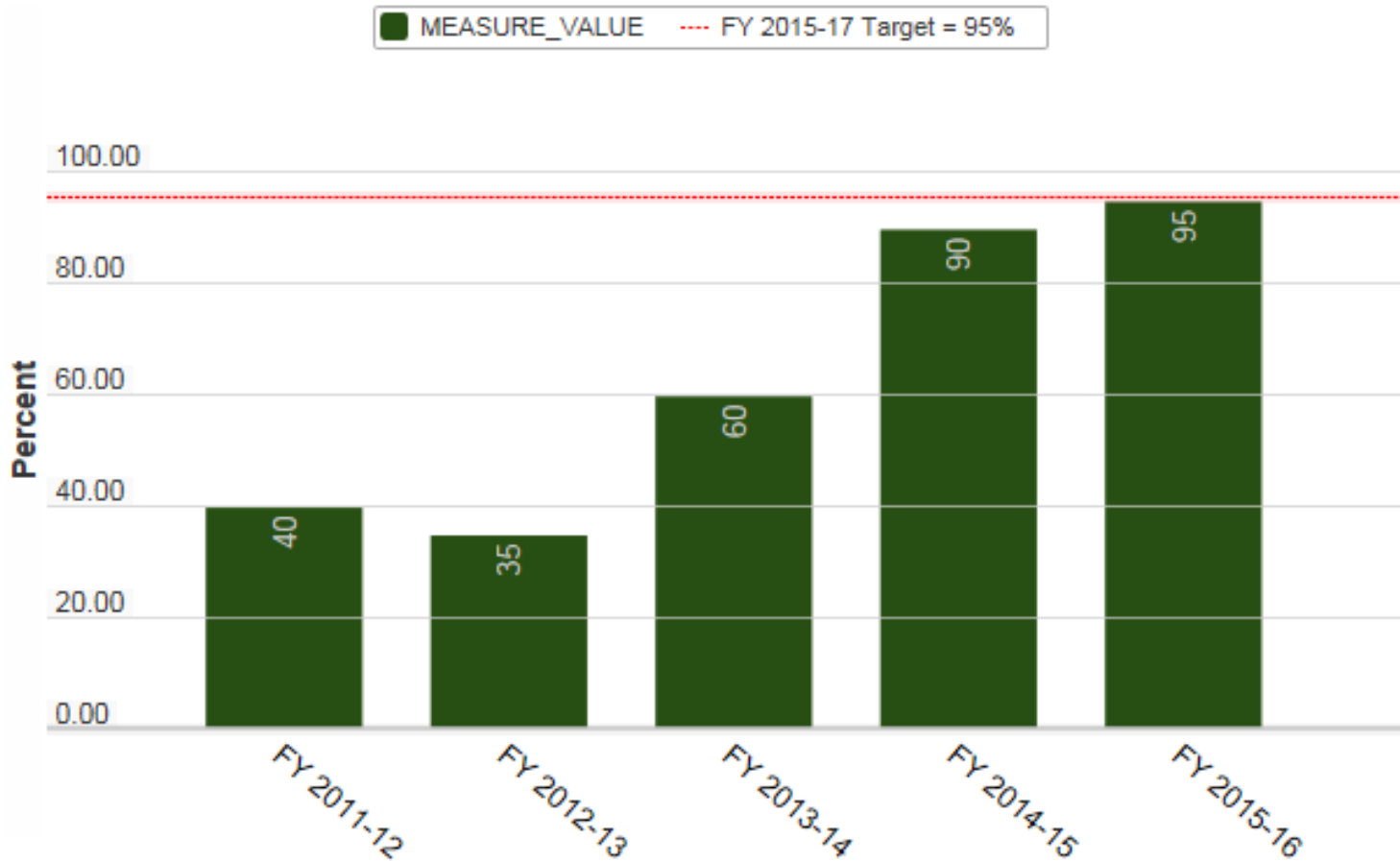
# Percentage of Employees Rating San Mateo County Good or Better



# Cost Per Capita – County Wide Population



# Percentage of Employee Evaluations Completed



# FY 2015-17 Highlights



- **Center of Excellence Emergency Medical Dispatch** - Re-accredited for the 3rd time.
- **City of Daly City** - Successful negotiations resulted in an agreement for 911 Law Enforcement Dispatch Services.
- **Addition of 6 New Communications Dispatcher Positions.**



# FY 2015-17 Highlights

- Successful Recruitment of 12 Communications Dispatchers.
- Phase One Completion of our Policy and Procedure Manual Update. Phase Two estimated completion December 2016.



# FY 2017-19 Goals

- Evaluate and develop an organizational structure for the future.
- Develop Succession Plan which meets the needs of the organization.
- Enhance training plan to meet the needs of the organization.
- Enhance Web based Customer Service Feedback.
- Continue employee recognition and engagement.
- Complete the purchase and outfitting of two Incident Dispatch Vehicles.



# FY 2017-19 Challenges

- Continue efforts to transition Public Safety Communications (PSC) working in conjunction with the San Mateo County Sheriff's Office into the new Regional Operations Center (ROC).
- Continue efforts to transition PSC to a new Computer Aided Dispatch System.
- Succession planning and training in preparation of vacancies and pending retirements.
- Continue efforts to keep the current PSC equipment and facilities in working order.



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