

PUBLIC SAFETY COMMUNICATIONS PERFORMANCE PRESENTATION

Daniel T. Belville, Director

October 23, 2018

COUNTY_{OF} SAN MATEO



Mission Statement



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

Striving for Excellence- One Call at a Time

Shared Vision 2025 Alignment



HEALTHY AND SAFE COMMUNITY



Our neighborhoods are safe and provide residents with access to quality healthcare and seamless services.

- Reduce crime
- Increase life expectancy

Our mission aligns to the Shared Vision Goal of **Healthy and Safe Community** by providing high quality public safety 911 communications dispatch services for County residents for law enforcement, emergency medical care and fire response.

Department Summary



Overall, Public Safety Communications is on the brink of seeing all plans become a reality, including;

- New Regional Operations Center (ROC)
 - Enhanced technology
 - Fiber optic connectivity – traffic cameras/other jurisdictions
 - Preparing for Next Gen 9-1-1
- Computer aided dispatch (CAD)
 - Automatic vehicle locators (AVL)
 - Upgraded GIS
- New Emergency Medical Services ambulance transport agreement
- Actively competing for qualified candidates to fill openings

FY 2017-18 Highlights



	FY 2014-15	FY 2015-16	FY 2016-17	ACTUAL FY 2017-18	TARGET 2018-19
9-1-1 Calls received, answered within 10 seconds (Program Results/Efficiency Measure)	90%	90%	91%	85%	90%

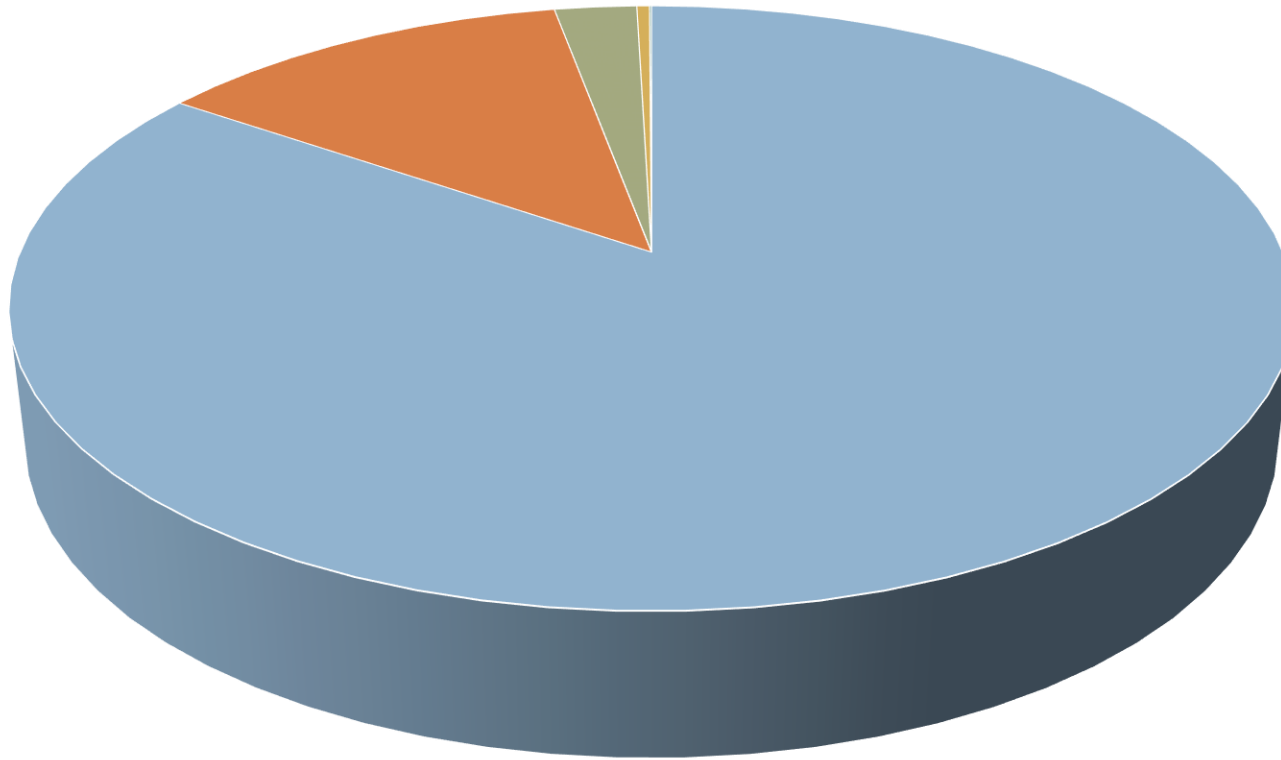
From FY 2016-17 to FY 2017-18 there was an increase of 16,970 emergency (911) calls, or a 17% increase in one year. 98% of all calls are answered in less than 20 seconds.

WHAT'S GOING ON?

- Increased training of call takers
- Increased call volume
- Vacancies and Leave
- First complete fiscal year with Daly City

911 CALLS

CALLS ANSWERED IN 10 SECONDS OR LESS



■ 0-10 Sec ■ 10-20 Sec ■ 20-30 Sec ■ 30-40 Sec ■ More than 40 Sec

FY 2017-18 Highlights



	FY 2014-15	FY 2015-16	FY 2016-17	ACTUAL FY 2017-18	TARGET 2018-19
High Priority 9-1-1 Calls processed within established timeframes (Headline/Benchmark Measure)	79%	76%	74%	70%	75%
<i>Emergency Medical Services (EMS)-60 seconds</i>		78%	77%	72%	
<i>Fire – 60 seconds</i>		82%	81%	77%	
<i>Police –90 seconds</i>		67%	62%	60%	

This measure is an average of percentage of calls that are entered into dispatch within a specific time frame.

WHAT'S GOING ON?

- Increased call volume
- More trainees are answering and processing calls

FY 2017-18 Highlights



	FY 2014-15	FY 2015-16	FY 2016-17	ACTUAL FY 2017-18	TARGET 2018-19
Customer Service Feedback Rated as Good or Excellent (Headline/Outcome Measure)	96%	90%	100%	100%	95%

WHAT'S GOING ON?

- Our department has exceeded our targets consistently since 2010-11 and we are proud of our dispatchers for providing such excellent customer service.

FY 2018-19 Challenges



- RECRUITMENT, TRAINING, RETENTION, SUCCESSION PLANNING
- REGIONAL OPERATIONS CENTER - completion and move-in
- CAD/TECHNOLOGY - purchase, training and implementation

FY 2018-19 Goals



REGIONAL OPERATIONS CENTER:

Target date for keys – April, 2019

Move-in – July, 2019



COMPUTER AIDED DISPATCH:

Purchase - October, 2018

GIS Upgrade – February, 2019

Training to begin - July, 2019

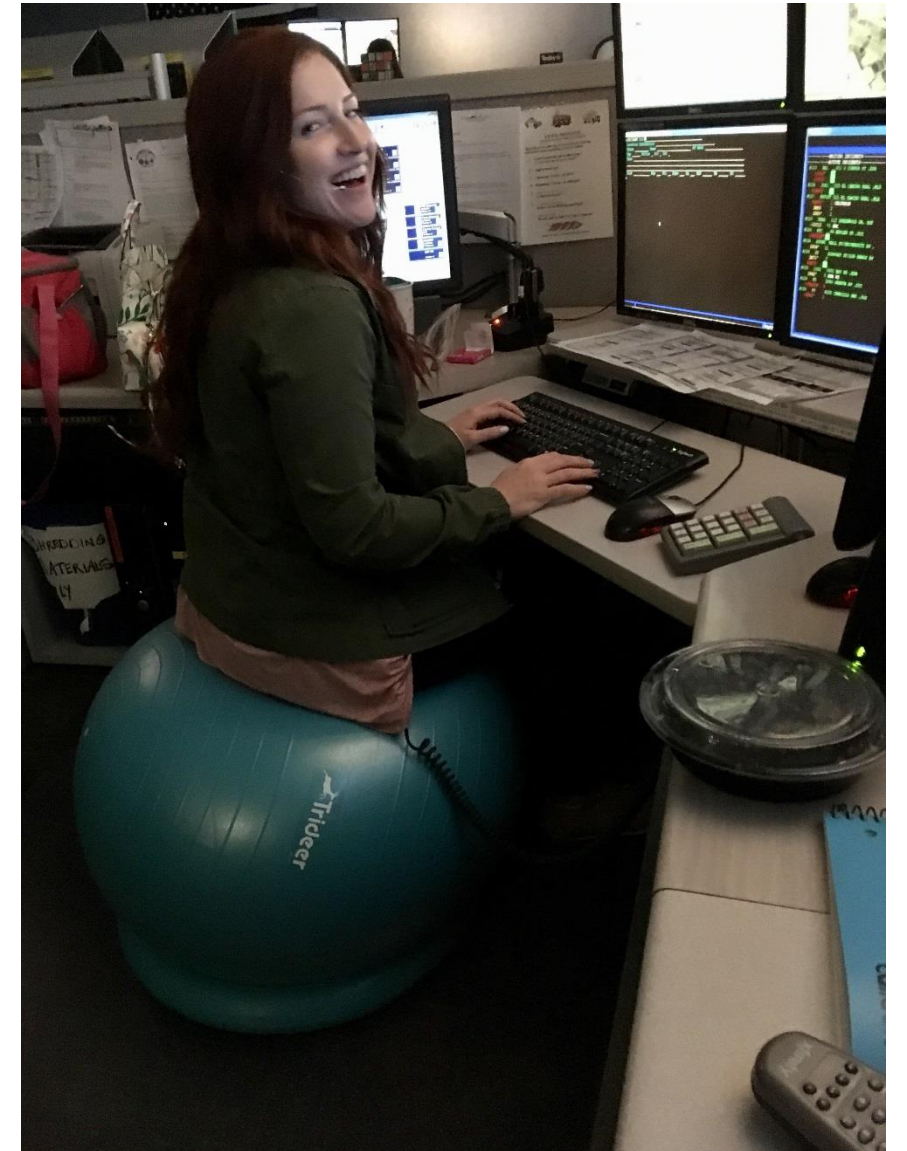
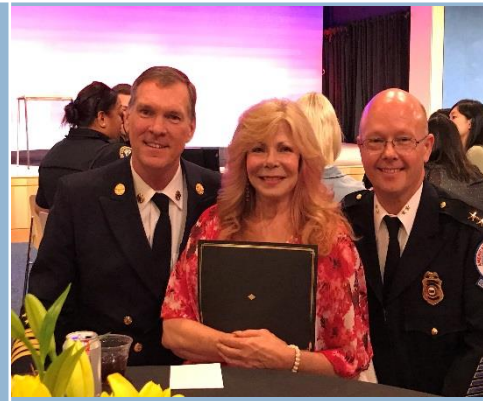
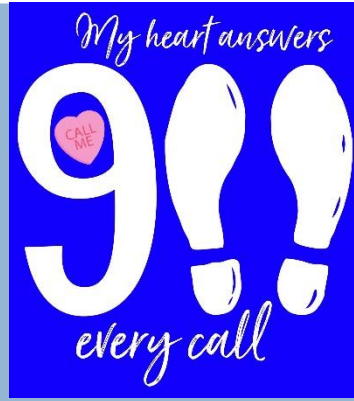
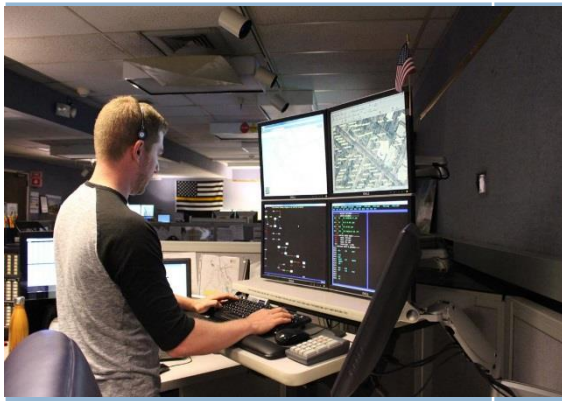
Go live - November 2019



FY 2018-19 Goals

INTERNAL SYSTEMS, PERSONNEL AND ORGANIZATIONAL GOALS

- Recruitment, Training and Retention
- Succession Planning
- Wellness
- Relationship with Partner Agencies





THANK YOU FOR YOUR ONGOING SUPPORT