

2023

# Public Safety Communications Dispatch Operations

# Introductions ~

- Lisa Lucett – Fire Operations Manager (Retired)
- Jennifer Key – Fire Operations Manager (Current)

# Agenda:

- Who is PSC and What Do We Do
- How does 911 Work
- What Is EMD and How Does It Work
- What services do we provide
- Call processing

# PSC – Public Safety Communications

- Multi-discipline 911 center
  - 489K Phone calls in an average year – of which 53+k are EMS dispatched (145 per day)
  - Police
  - Fire
  - EMS
  - Other – Department of Public Works/ Peninsula Humane Society On call Requests
- PSAP and Secondary PSAP
  - Public Safety Answering Point
    - All 911 calls go to the designated police dispatch first and are screened
    - In SMCO, if fire or medical related, regardless of PSAP, calls are transferred to PSC

# PSC – Continued

- Law agencies we are PSAP for
  - Daly City
  - Broadmoor
  - East Palo Alto
  - SMCO SO - unincorporated areas as well as contracted cities/towns
    - MLB
    - SNC
    - HMB
    - WDS and PVY
    - Taskforces and special details
  - Overflow calls from other agencies

# Calling 911 -

- Other things to be aware of:
  - Challenges with wireless vs landline vs VOIP
  - Language barrier calls and translation services
    - Cell coverage may cut in an out. Repeat information when asked.
    - You may need to be transferred, do NOT hang up.

You may be placed on hold during high call volume.  
Dispatchers often have to prioritize calls during major events.

# How can I help in an emergency?

- Know your location at all times (look for landmarks, streets, or use GPS coordinates from your cell phone)
- Be clear about what city or community you are in. If near a county border, include which county you are in.
- Be patient when asked to repeat information – You may have been transferred by another agency, sometimes more than once.
- Do your best to remain calm-Everyone around you will feed on your reactions.
- Follow the instructions from the dispatcher. Relay information to those around you when necessary.
- Remember, answering questions DOES NOT delay help, it actually speeds the process.

# How to get help as soon as possible?

- Location, location, location.
  - If available, an address or an intersection are the quickest way to get help started. Once a dispatcher has those, other details can be added to help first responders find you.
- What is the emergency, be specific.
  - Avoid extra details until the call taker has verified the location, your phone number, and the basic nature of the emergency. Providing information outside of the call taker needs it makes the entry process less efficient.
  - Let the call taker drive the order of the initial conversation so they can get responders going. If they haven't asked about something you think is important, let them know you have more information.



# 911 tools

- 911 tools for location identification
  - The fastest tool is ALWAYS the caller providing an accurate location.
  - 911 map
  - Rapid SOS
  - Pinging cell phone
- Calls on trails vs an address or roadway
  - Park, Trail name, Roadway you are closest to or entry point
  - Latitude/Longitude (GPS coordinates from your phone or map application)
- 3<sup>rd</sup> party applications
  - Life360
  - Smokepoint
  - Autodial programs
  - LifeAlert and other “medical alarms”
- NextGen 911