

COUNTY OF SANTA CLARA COMMUNICATIONS DEPARTMENT



PUBLIC SAFETY DISPATCHING



SANTA CLARA COUNTY COMMUNICATIONS PROVIDES 911 AND DISPATCH SERVICES FOR THE FOLLOWING AGENCIES:



SANTA CLARA
COUNTY PARKS

Public Safety Answering Point (PSAP)



- *Primary and Secondary PSAP's*
- *Primary PSAPs always receive the initial 9-1-1 call based on law enforcement.*
- *Secondary PSAPs only receive calls that have been transferred from a primary PSAP via single-button transfer (medical & fire calls for service).*
- *There are 13 Primary PSAPs in Santa Clara County which are the primary 9-1-1 answering points for their municipal jurisdiction.*

9-1-1 Call Routing



- *When you call 9-1-1, it should route to the PSAP that has law jurisdiction over that location.*
- *Calls made from landlines and VOIPs (Voice Over Internet Protocol, such as Comcast, AT&T Uverse, Vonage) are pre-programmed for where they go.*
- *Calls made from cell phones get routed to a PSAP based on how the cell tower is programmed. A tower can even be programmed to route calls to different PSAPs depending on which panel of the tower is activated.*



County Communications is both a Primary and Secondary PSAP



Primary for:

- *Cupertino*
- *Los Altos Hills*
- *Saratoga*
- *Unincorporated Santa Clara County*

Secondary for:

- *Campbell*
- *Cupertino*
- *Los Altos*
- *Los Altos Hills*
- *Los Gatos/Monte Sereno*
- *Saratoga*
- *Milpitas*
- *Morgan Hill*
- *Gilroy*



Santa Clara County Communications serves the Communities of Cupertino, Saratoga, Los Altos Hills and unincorporated Santa Clara County. County Communications was established in 1948.



In 2016-2017 Santa Clara county communications answered over 519,246 calls.

200,960 Sheriffs calls

26,040 fire calls

282,331 medical calls





Santa Clara County Sheriff

The Sheriff's office provides law enforcement protection for contract cities and unincorporated jurisdiction throughout Santa Clara County. Contract cities include Cupertino, Saratoga and Los Altos Hills. Unincorporated jurisdiction covers large amounts of central and east side San Jose as well as most of south county from Morgan Hill to Gilroy. Sheriff's Deputies are stationed out of one of three stations: Sheriff's Headquarters in San Jose, the West Valley Substation in Cupertino and the South County Substation in San Martin.

The Sheriff's office also provides law enforcement protection for Santa Clara County Parks and Santa Clara Valley Transit authority, covering all buses, light rail trains and stations throughout the county.





Sheriff's Office

Deputies are dispatched on two different frequencies:

- Frequency 1 – Unincorporated east and central San Jose, South County, and Transit Patrol.
- Frequency 2 – Westside contract cities; Cupertino, Saratoga, and Los Altos Hills.





County Fire



Provides services for:

Campbell

Cupertino

Los Altos

Los Altos Hills

Los Gatos/ Monte Sereno

Saratoga

Some unincorporated areas

(Santa Cruz
Mountains)



Santa Clara County Fire Protection District







Santa Clara County EMS

Emergency Medical Services provides 911 ambulance service to all residents of Santa Clara County, excluding citizens of Palo Alto. County communications provides medical call taking for all jurisdictions protected by the Sheriff's office and County Fire. County Communications also contracts with the cities of Campbell, Los Gatos, Los Altos, Milpitas, Morgan Hill and Gilroy to provide medical call taking services.

Tips for Calling 9-1-1



- *Listen!*  Dispatchers are trained to ask questions in order of importance. Listen to the questions they are asking. Let the dispatcher guide the conversation.
- *Location!*  The most important thing is where you are, or where the emergency is happening. If you're listening, it was probably our first question!
- *Answer the questions in concise, accurate complete answers. Give a full, complete answer, but do not ramble!*
- *If you call by accident, DO NOT HANG UP!*



Thank You !

Santa Clara County Communications

408-977-3200

<http://www.scc911.org>

www.sccjobs.org

Communications Dispatcher I

