

Nominee, Secretary

Jaime D. Young, Director, Office of Public Safety Communications (PSC)



Jaime D. Young has 32 years of experience in emergency communications and has served the County of San Mateo for 29 years, serving as the Communications Center Director for 20 of those years. The Office of Public Safety Communications (PSC) is the largest consolidated 9-1-1 dispatch center in the County and was designated as the 97th in the world to achieve the distinction of "Accredited Center of Excellence" in practicing the Emergency Medical Dispatch protocols. PSC is a 'tri-service' provider, serving the County's Fire Service (58 stations), the ambulance provider (AMR) and four law enforcement agencies, one of which is the county Sheriff's Office, who serves several contract cities.

Ms. Young's professional emphasis is towards organizational and personnel development, business organization and structure, operations and training oversight and consolidations and project management. She is a graduate of the Communications Manager's Course, certified through the National Academy of Emergency Dispatch, served as President for several years on the County's Communication's Managers Association, facilitated and taught in a number of POST courses, workshops and Training Needs Assessments and on her personal time, is a consultant in the public safety communications field. She has completed consultant work for the City of Roseville and the Sonoma County Fire Chief's Association. She was the first Communications Center Manager to enter into management contract's with the cities of South San Francisco and Daly City to provide management oversight to these agencies, while continuing to manage the County Communication Center. Her organization recently became the first in the State of California to implement the National Academy's Emergency Police Dispatch" protocol, in their quest to be the first internationally certified 'Accredited Center of Excellence' in the western United States.