
Employment History

February 2019-Present

Director of Emergency Communications

Monterey County Emergency Communications Department (Salinas, CA.)

Responsible for the overall administration and management of Countywide consolidated emergency communications system under a 9-1-1 services agreement that provides services to the County Sheriff, 11 of the 12 incorporated police departments, fire agencies for all 12 cities, three fire districts and other agencies such as CSU Monterey Bay police department, Salinas Valley State prison and Monterey Regional Airport. Operating Budget of \$14 million dollars and 75 positions. Reporting to the Assistant County Administrator and consulting with an Executive Board.

July 2011-February 2019

Communications Dispatch Manager

Marin County Sheriff's Office (San Rafael, CA.)

Management of 9-1-1 Communications Center of 53 personnel that provide call-taking and dispatch services to the Sheriff's Office, five police departments, nine fire departments and all ambulance dispatch in the county,

March 2000-July 2011

Supervising Public Safety Dispatcher (Jan 2006-July 2011)

City of San Jose Fire Department (San Jose, CA)

Managing various programs and supervising Senior Dispatchers. Assist with making key decisions pertaining to the Communications Division.

Senior Public Safety Dispatcher (Aug 2001- Dec 2005)

Supervising employees engaged in providing dispatching operations on an assigned shift or working in an administrative specialty.

Public Safety Dispatcher II (Mar 2000-Aug 2001)

Dispatching fire and medical personnel and equipment, answering emergency/non-emergency telephone calls, entering data into the computer aided dispatch system, utilizing the National Academy of Emergency Dispatch (NAED) Medical Priority Dispatch System, providing pre-arrival medical instructions, and other systems support duties to the City of San Jose.

Jan 1996- Mar 2000

Public Safety Dispatcher II

City of Escondido Police Department (Escondido, CA)

Responsible for dispatching police and fire units, answering emergency and non-emergency telephone calls, entering data into the computer aided dispatch system, giving pre-arrival instructions, and making entries and inquires into various telecommunications systems.

Relevant Executive Boards, Appointments and Committees

Current

California Chapter of National Emergency Number Association (CALNENA)

March 2016-Present, Executive Board Member.

State 9-1-1 Advisory Board Member

May 2018-Present, representing 1 of 2 positions recommended by CALNENA

Long Range Planning Committee Member (LRPC)

May 2018-Present, representing CALNENA

Past

9-1-1 Workgroup Committee Member

2014-2018, representing the California State Sheriffs Association (CSSA)

Bay Area Regional Interoperability Communications System (BAYRICS) Board Member

2012-2018. Representing Marin County in coordinating regional interoperability and FirstNet planning for the participating bay area cities and counties.

Higher Education

Masters of Arts (MA) in Leadership (May 2009)

Saint Mary's College of California, Moraga, CA.

Bachelor of Arts (BA) in Management, with Honors (January 2007)

Saint Mary's College of California, Moraga, CA.

License/Certificates

- Human Resources Management Certificate, Sonoma State University, December 2017
 - Emergency Number Professional (ENP), October 2010- Present
 - CPR Certified
 - P.O.S.T. Advanced, Intermediate and Basic Public Safety Dispatcher Certificates
 - ICS-200, ICS-300, NIMS-700, AWR-160
 - INCM, SCKN, INDI (RADO) – Certifications for responding as Overhead Support as an Incident Dispatcher/ Cal Chiefs Incident Dispatcher Certificate
 - National Academy of Emergency Dispatch (NAED) Emergency Medical Dispatcher (EMD). (Previously EMD-Qcertified for Quality Assurance and EFD and EFD-Q Certified).
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Organizations Memberships

- Association of Public-Safety Communications Officials (APCO)
 - National Emergency Number Association (NENA)
 - International City/County Management Association (ICMA)
 - Municipal Management Association of Northern California (MMANC)
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Key Projects and Experiences

- Updated 9-1-1 Services Agreement for 24+ agencies in Monterey County
- Contract negotiations for 9-1-1 Phone systems (2014 and 2019).
- Integrated Text to 9-1-1 implementation in Marin and Monterey
- 9-1-1 County Coordinator 2013-Present.
- Marin Emergency Radio Authority (MERA) Operations Group- Countywide Radio Interoperability as well as implementing P25 radio system.
- Project Manager- Computer Aided Dispatch replacement project, successful implementation went live in March 2016. (Hexagon/Intergraph CAD). Cradle to grave management and oversight from RFP development through activation.
- Merger of Central Marin Police Communications Center into Sheriff's Office September 2015
- Communications Center/ Sheriff's Office relocation completed June 2014. Including implementation of VESTA 9-1-1 Phone system and new console furniture.
- Contract management of dispatch services and procurement of intellectual services.
- EMD Pro-QA implementation
- Re-classification of entry level dispatch positions & continuous recruitment for entry-level and lateral applicants.
- Training Support Manager, Operations Manager, System Support Manager, Training Coordinator, Shift Supervisor
- RMS Selection (2005-2006) – participated in the committee that assisted in the creation of the RFP and selection of vendor for RMS.
- Implementation of Dynamic Deployment procedures and software for readily accessible information to optimally deploy fire resources
- Implementation of new fire stations 33,34 & 35 in to the CAD system for recommendation of calls. Involved deploying new software, Deccan BARB (Box Area Response Builder).
- CAD Selection & Implementation (2001-2004) – Assisted on project team from creation of RFP, evaluating responses from CAD Vendors, implementation and training.
- Implementation of CritiCall Practical Examination for Dispatcher Candidates
- Incident Dispatch Team- Key Incidents include Santana Row Fire Aug 2002 and CALFIRE deployment to Paradise Fire in Southern California October 2003.