



# **Introducing Mesa's Public Safety Support Department**

## **Enhancing Safety, Efficiency, and Collaboration**

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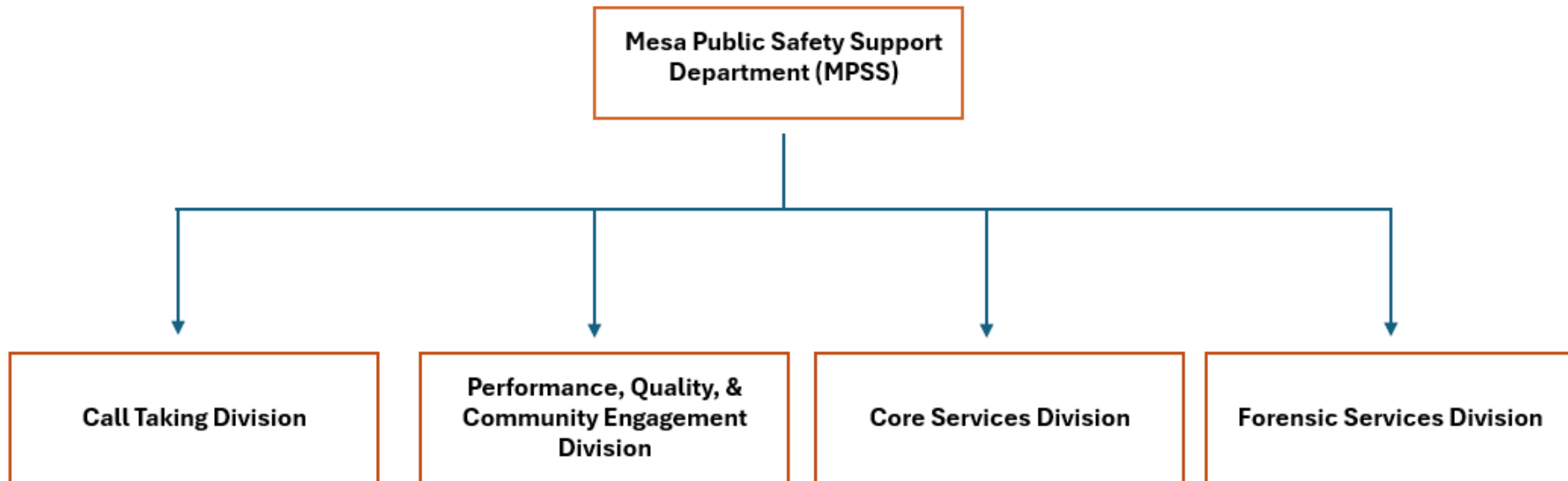
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# Mesa Public Safety Support Department (MPSS)

Lead by Kim Meza





# MPSS in Detail

- **Call Center Services Division –**
  - Handles emergency and non-emergency contacts from the public and transfers from other safety centers.
  - Supports police, fire, and medical responses, provides emergency aid instructions, and manages routine safety inquiries.
- **Performance, Quality, and Community Engagement (PQCE) Division –**
  - Oversees strategic planning, performance evaluation, and analytics. It manages quality assurance, community outreach (e.g., public education on 911 use), and public feedback.
  - Processes official inquiries for emergency response records.
- **Core Services Division –**
  - Manages budgeting, HR, procurement, vendor relations, and the future Mesa Public Safety Communications (MPSC) facility.
  - Provides logistical and administrative support to ensure efficient operations.
- **Forensic Services Division –**
  - Conducts forensic science analysis, crime scene processing, and expert testimony.
  - Maintains forensic databases and supports police investigations through laboratory services.



## Long Term - What The New Department Means for Mesa

- ❖ No more handshakes or handoffs - **single intake** for all calls (only Call Takers speak with callers)
- ❖ MPD and MFMD have full **operational control** over **dispatching** of public safety resources
- ❖ All communications positions are **collocated** in a single location to improve situational awareness
- ❖ Call taking, Dispatching (MPD, MFMD) operate as equal partners with **shared** performance **goals**
- ❖ Formal **governance** ensures coordinated strategic planning and operational decision-making



# Next Steps

Launch new department

Launch universal call taking

Summer 2025

Fall 2025

2026

2028

Begin planning universal call taker  
pilot

Co-locate all emergency  
communications staff



# Questions?





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