



Annual Statistics

2010

Overview of the San Mateo County Office of Public Safety Communications

Department Mission

The San Mateo County Office of Public Safety Communications is dedicated to providing excellent Police, Fire and Medical emergency dispatch and communications services. We do this by forming collaborative partnerships, ensuring quality and upholding the values of the organization. As the initial responder, we act quickly and decisively in order to achieve safety and quality of life of those we serve.

Department Values

Pride

- I take Pride in my Achievements and our Organization's Success
- I contribute to a Positive and Productive team environment
- I work in a manner that ensures Understanding, Quality, Accuracy, and Efficiency
- I take Ownership, Responsibility and Accountability for my performance and conduct at all times
- I recognize my Unique and Specialized Profession and its critical role in providing safety to the public
- I am a Credible and Trustworthy public safety professional

Service

- I treat others with Courtesy, Respect, Fairness, and Equality
- I am Responsive, Adaptable, and Accessible
- I Guide others to perform in a manner that promotes Excellent results
- I am an Effective communicator
- I am committed to the development of my Knowledge, Skills and Abilities
- I strive for a Superior degree of Competence in all that I do
- I deliver the highest level of Professionalism through Positive Demeanor, Behavior and Image

Commitment

- I work in a manner that is Safe, Right, Legal and Ethical without hidden agendas
- I am Honest in my intentions, words and actions
- I am Prepared, Engaged, and Ready to work
- I contribute to the Positive reputation of PSC
- I support Organizational, Operational and Technical change
- I will Follow Through with my individual and organizational commitments
- I am a Loyal employee and uphold our values and mission
- I build and maintain positive Professional Relationships

Overview of the San Mateo County Office of Public Safety Communications

Department Vision

We believe in providing the highest level of care to ourselves, the public and safety personnel we serve.

We believe in using the best equipment to do the job.

We believe in teaching and delivering exceptional performance. Our employees are empowered, professional and participate in their growth and job satisfaction.

We believe that in order to receive respect, courtesy and recognition, we must give it.

We believe that through progressive leadership, knowledge and skill, our Communications Center will be a model agency and industry leader.

We believe in being the “best” in order to serve the citizens and visitors of San Mateo County.

Who we Are and What we Do

County Organization

The Office of Public Safety Communications is one of several departments under the oversight of the County Manager’s Office. The Communications Center Director directly reports to the Deputy County Manager assigned to Community Services.

Office of Public Safety Communications (PSC)

PSC employs 54 personnel. 12 employees are supervisory/management including the Director, Operations Managers and Supervising Communications Dispatchers. There is three administrative staff, a Dispatcher Specialist, an Office Specialist and a Senior IT Technician. The remaining 40 employees are line staff assigned to the Communications Center. The Department is divided into three Divisions, Administration, Operations and Systems.



Overview of the San Mateo County Office of Public Safety Communications

Core Services and Customer Base

Services provided are distinguished as either “mandated” or “discretionary” services. Mandated may be described as those services which have been sanctioned by the California Government Code, County Ordinance, County Resolution or contract.

Core “mandated” services Include:

- Primary and Secondary Public Safety Answering Point (PSAP) providing 911 callers to access public safety resources. This program also provides access to translation services and hearing impaired translation if needed.
- Administration of Medical Priority Dispatch protocols including basic training, in-service training and quality assurance.
- Compliance of requirements and the provision of accepting wireless 911 calls
- Provision of full-time communications and dispatch services to:
 - San Mateo County Pre-Hospital Care Emergency Medical Group – including all 14 Fire Service Departments/Districts
 - Ambulance Contractor (AMR) and the South San Francisco Rescue Ambulances
 - Law Enforcement Agencies including:
 - San Mateo County Sheriff’s Office
 - East Palo Alto Police Department
 - Half Moon Bay Police Department
 - Broadmoor Police Department
 - Millbrae Police Department
 - Transit Police
- Provision of part-time and/or “on-call” communications and dispatch services to:
 - San Mateo County Departments or Contractors including but not limited to:
 - Probation
 - Coroner
 - Public Works
 - Information Services
 - Area Office of Emergency Services
 - District Attorney
 - Superior Court
 - Peninsula Humane Society
 - Environmental Health
 - Parks
 - Building Inspector

Overview of the San Mateo County Office of Public Safety Communications

- Provision of countywide mutual aid communications coordination for Law Enforcement and Fire
- Provision of emergency direct emergency alarm monitoring for private homes and businesses for a fee
- Custodian of Records and County Master Street and Addresses for State 911
- Compliance with State laws for the provision of pre-employment testing, selection processes, basic law enforcement training and continued education
- Provision of providing fire line internal support of essential 911 equipment and systems

Discretionary Services include but are not limited to:

- County Message Switch Maintenance and programming
- Mobile Communications and Field Support for County SWAT Team
- Public Education and Relations Events
- Special Detail Dispatching ie., Countywide Gang Task Force, Avoid the 23, Transit Night Games
- Support of the Public Safety Paging System
- On-site programming for CAD and Public Safety Systems
- Alternate 911 PSAP for Allied Agencies
- Emergency Back-up for police dispatch centers in the County
- Customer CAD enhancements for customer agencies

Overview of the San Mateo County Office of Public Safety Communications

PSC Command Staff

The PSC Command Staff directly reports to the Communications Center Director. The three Operations Managers head up the Operations Division, which is comprised of all Communications Center operations and its staff. Each Manager is assigned a functional area of expertise, Police, Fire or Emergency Medical Services operations and communications.



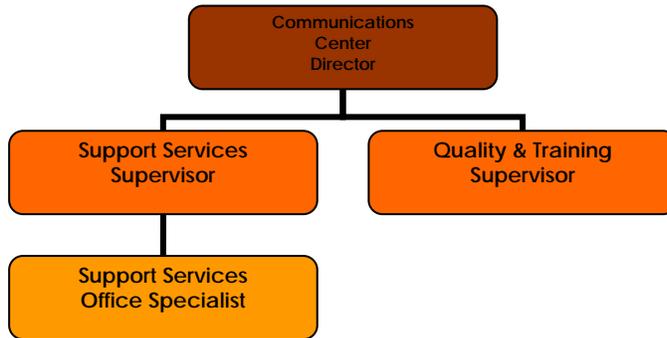
Don Maynard – Fire Operations Manager
650-363-4118 dkm@smc911dispatch.org

Elise Moeck – Police Operations Manager
650-363-4615 emm@smc911dispatch.org

Sue Anderson – EMS Operations Manager
650-363-4900 sma@smc911dispatch.org

Overview of the San Mateo County Office of Public Safety Communications

Public Safety Communications Divisions Administration



The Communications Center Director oversees the Department, directly supervising five direct reports. In Administration, the Support Services Supervisor has one direct report, the Office Specialist.

The Communications Center Director develops the Departmental Budget of 6.9 million dollars, in partnership with fiscal officers from the County's Human Resources Department. The budget format is "Outcome Based Management" developing and monitoring both fiscal and performance of County Departments. The Director is also directly responsible for the development and processing of contracts with external customer agencies, liaisons with partner agency Police and Fire Chiefs and Department Heads.

The Support Services Supervisor is directly responsible for the coordination of the master and shift schedule of 40 line personnel and their four supervising dispatchers. Additionally, this position prepares time reporting every two weeks, all payroll duties, partners with the Human Resources Department to coordinate recruitment and hiring of entry and lateral level personnel. Once hiring processes are concluded, this supervisor is also responsible for coordinating the selection process, coordinating with external contractors who conduct the department's Background Investigation process (Medical, Psychological, Polygraph, Fingerprinting and Background Investigation).

The Training/Quality Assurance Supervisor provides guidance to the Department's Communications Training Officer's and program management. The position is the Department's liaison to the County's Law Enforcement Training Manager's Association and participates in the County's Communications Manager's Association. This supervisor is also the Quality Assurance Supervisor who conducts tape audits on calls for service using the Emergency Medical and Emergency Police Protocols. Communications Dispatchers have to remain compliant in administering these protocols at a 95% or greater level in order to continue their certification. 25 calls a week are audited in both disciplines in order for the Department to remain an Accredited Center of Excellence. New employees attend a nine month in-house training program which is a combination of classroom and on-the-job training. This program has been recognized by the State as a progressive and successful program and used as a model for other communications centers. Mandatory in-service 'continued education' is conducted each month to keep dispatch staff current in customer agency operations.

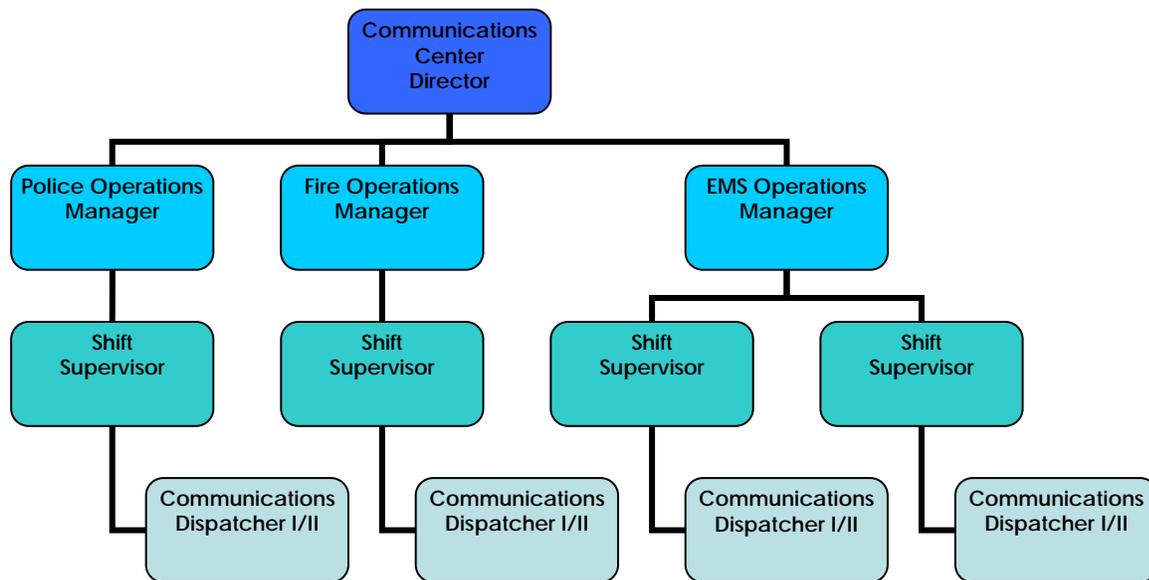
The Office Specialist conducts a variety of duties including reception, the department's purchasing of non-fixed asset items and initial accounts payable/receiving processing. The position represents the Department in the County's Countywide Safety Committee

Overview of the San Mateo County Office of Public Safety Communications

and oversees facilities maintenance and emergency preparedness. The Office Specialist carries out duties of the Custodian of Records, averaging 25 tape reproductions a week for the District Attorneys Office, Investigators, Fire personnel, private attorneys and the public.

The Administrative Offices are located on the Redwood City – Government Campus in Building 455 County Center, 4th Floor.

Operations



The Operations Division is the heart and soul of the organization. The Communications Center is a primary public safety answering point (PSAP) for six law enforcement agencies:

- San Mateo County Sheriffs Office
- Half Moon Bay Police Department
- Broadmoor Police District
- East Palo Alto Police Department
- Millbrae Police Department
- Transit Police

It is also the secondary PSAP for all Fire and EMS calls for service, all of which are transferred to the Center from municipal police dispatch centers or from the Police Dispatchers at PSC. 14 fire agencies are served by the Department, to include:

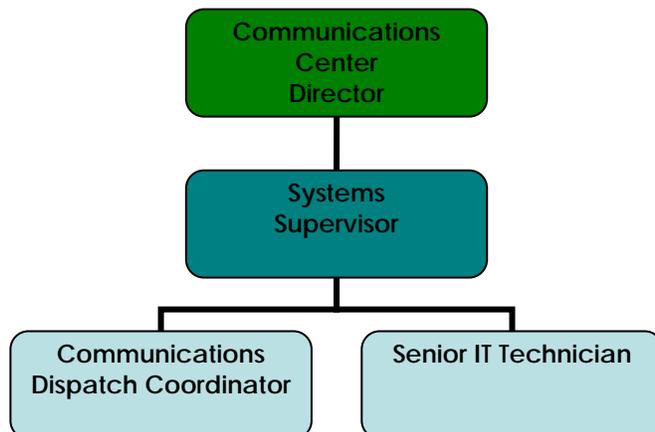
- North County Fire (serving the communities of Daly City, Brisbane and Pacifica)
- Colma Fire Protection District
- South San Francisco Fire Department
- San Bruno Fire Department
- Millbrae Fire Department

Overview of the San Mateo County Office of Public Safety Communications

- Central County Fire Department (serving the communities of Burlingame and Hillsborough)
- San Mateo Fire Department
- Foster City Fire Department
- Belmont/San Carlos Fire Department
- Redwood City Fire Department
- Menlo Park Fire Protection District (serving the communities of Menlo Park, Atherton and East Palo Alto)
- Woodside Fire Protection District
- Coastside Fire Protection District (serving the communities of Half Moon Bay and unincorporated coastside communities)
- San Mateo County Fire Department (serving the unincorporated areas of the County)

The County's EMS Agency administers the master contract with a private company providing ambulance transportation of emergency pre-hospital care patients. American Medical Response (AMR) provides this service to the County, with the caveat that dispatch is provided by PSC. PSC Fire/EMS Calltakers and Dispatchers provide Emergency Medical Dispatch (EMD) and were accredited as 97th in the world and 9th in the State of California as an International "Center of Excellence" (ACE) from the National Academy of Emergency Dispatch.

Systems



The Systems Division is the engine that allows dispatchers to do their jobs efficiently.

PSC recently upgraded hardware operating on a Northrop Grumman (NG) Computer Aided Dispatch (CAD) System (formerly PRC). This system is used to enter calls for service, provide deployment recommendations, and tracking of units. This upgrade maintains a system availability rate of 99.9% per

year. The CAD system interfaces with other Public Safety technology used by PSC customers to include the following:

- Mobile Data Systems using the NG Mobile Client Software
- CAD incident/case transfer to multiple record management systems including Tiburon, RIMS, Sunpro, and Fire House.
- CAD interfaced Zetron station alerting systems
- Alpha-numeric paging—programmed and maintained by PSC with over 1200 customers

Overview of the San Mateo County Office of Public Safety Communications

- Automatic reception of alarms from the Radionics alarm receiver to include residential and commercial alarm systems
- Community-based data management for each customer, to include:
 - Patrol Beat definitions for reporting purposes
 - Premise history
 - Common place names (i.e. Joe's Market)
 - Briefing notes to ensure important information is passed along from shift to shift in an automated format
- Graphical mapping
- 120 telephone line, touch screen Positron Viper telephony system
- GIS mapping for location identification of 911 callers
- Touch-Screen Motorola Radio Controllers and Trunked Radio System

Other equipment used in the Center includes the Countywide Electronic Tracking System (used in Bank Robbery Apprehension), a regional Hospital Availability System (EMSystems) and many others.

The Systems Division is also responsible for maintaining the software of the County's law enforcement Message Switch (MSS). Under the general direction of the Sheriff, customized programs are developed to assist in the processing of over 1,409,005 messages a year, countywide.

The Systems Dispatch Specialist is primarily responsible for information management of CAD data and the system's Geographical file of the County and other affiliated systems. The IT Technician is responsible for the maintenance of the department's personal computers and software applications.

Performance Standards

The Center's performance is closely monitored and reports performance measures to the County Board of Supervisors quarterly. Standards include processing of high priority calls for service within established timeframes and customer satisfaction. The Center continually meets the call processing standards and rates over 99% in customer satisfaction. In addition to these standards, PSC dispatch staff have job-related performance standards which are used during the performance evaluation process as well as compliance standards (95% or above) for Emergency Medical Dispatch services.). PSC continually exceeds the National Academy standards and Center of Excellence averages for EMD compliance (98%).

Overview of the San Mateo County Office of Public Safety Communications

Unique and value-added features

PSC is the only Communications Center in the County that has the ability to manage multi-discipline incidents (police, fire and medical) for five agencies (Broadmoor, Sheriff's jurisdiction, Half Moon Bay, Millbrae and East Palo Alto), resulting in overall efficiency, accuracy and expedited service to all.

Field Communications Teams respond to greater alarm fires and SWAT call-outs

Staff are allowed to cross-train on all radios (police, fire, medical) or remain "specialists" in either Law or Fire/EMS dispatching

A Fire/EMS Back-up Dispatch Center has been established in the event where the Hall of Justice Communications Center requires evacuation or experiences failure

2010 Annual Statistics

General Center Statistics:

Performance Measure Received to Dispatch	
EMS	88%
Fire	91%
Law	69%

Fire/EMS Backup Dispatcher Activations	
Hours at Backup Center 2010	88
Number of times at Backup Center 2010	8
Hours at Backup Center since 2003	669
Number of times at Backup Center since 2003	85

System Availability	
CAD Availability ¹	99.999%
MSS Availability ¹	99.999%

Total Messages Processed		
System	Input	Output
CAD	71,334,286	216,371,814
MSS	38,344,748	79,472,402
Total	109,679,034	295,844,216

System Statistics	
System	Total
MST Button Pushes	877,572
Sunpro/FireHouse Messages	63,616
Alpha Paging Messages	1,787,735
Web Paging Messages	24,156
CAD Faxes	11,318
EMSystem Messages	688,455
CAD Email Messages	33,344
Zetron 25 Alerts	68,831
Zetron 26 Messages	5,157,469
ProQA Messages	204,149
RIMS Messages	1,149,669
Trunking Messages	2,004,364
Total Messages Processed	12,070,678

Dispatch Protocol Compliance	
Emergency Medical Dispatch	99.71%
Emergency Police Dispatch ²	93.93%
Emergency Fire Dispatch	Program not yet implemented



¹ The availability includes scheduled downtime.

² Reflects 4 months of data.

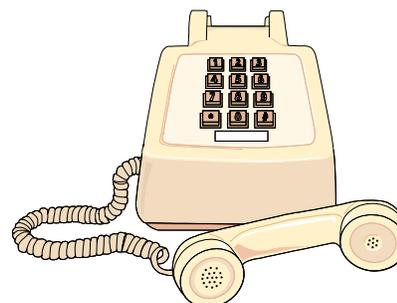
2010 Annual Statistics

Telephone Statistics

<u>Group</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Total Calls</u>
911 – EMS	27,279	1	27,280
911 – Fire	5,800	0	5,800
911 – Law	31,039	13	31,052
Admin	34,684	90,623	125,307
Microwave	9,663	18,941	28,604
Business – EMS	19,772	26	19,798
Business – Fire	22,065	489	22,554
Business – Law	44,422	1,078	45,500
Emergency – EMS	21,899	1,210	23,109
Emergency – Fire	32,727	374	33,101
Emergency – Law	88,390	697	89,087
Intercom	10	240	250
Misc	9,010	92	9,102
Totals	346,760	114,784	460,544

911 Calls Received Breakdown:

<u>Class of Service</u>	<u>Total</u>	<u>% of total 911</u>
BUSN	7,282	9.04
CNTX	3,120	3.87
COIN	4	0.00
N/A	104	0.13
PAY\$	1,120	1.39
PBXb	3,991	4.95
RESD	26,456	32.83
TLMA	52	0.06
VOIP	804	1.00
W911	15,472	19.20
WPH2	22,172	27.52



Telephone Call Summary:

Busiest day of week: Thursday
 Busiest hour of day: 17:00

2010 Annual Statistics

Incidents by Agency by Month

Agency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
DPW	80	67	66	123	59	46	41	43	58	63	68	85	799
EMS	3,591	3,331	3,653	3,489	3,567	3,561	3,502	3,585	3,517	3,674	3,621	3,804	42,895
ESF	360	327	347	343	372	356	372	361	330	329	342	379	4,218
PHS	192	203	258	282	433	402	424	344	377	363	299	184	3,761
Subtotal	4,223	3,928	4,324	4,237	4,431	4,365	4,339	4,333	4,282	4,429	4,330	4,452	51,673
BIF	41	41	48	40	37	40	48	46	50	41	38	50	520
BSF	380	295	340	388	350	360	343	362	352	392	381	391	4,334
CCF	350	309	321	304	315	296	315	328	352	346	336	366	3,938
CLF	69	64	72	68	55	53	49	59	62	67	61	63	742
COF	197	136	174	178	147	177	176	163	177	161	161	181	2,028
DCF	547	497	523	515	495	528	483	538	479	504	518	560	6,187
FCF	146	139	170	135	147	188	163	146	170	169	134	174	1,881
FMA	51	45	35	48	39	54	47	41	56	34	43	34	527
HMF	173	171	162	165	179	172	156	182	212	210	160	185	2,127
MLF	184	162	149	186	152	185	185	172	196	197	208	199	2,175
MNF	671	596	697	612	611	687	675	711	663	639	697	688	7,947
PIF	227	205	229	209	229	196	233	195	213	216	222	245	2,619
RCF	674	590	660	606	655	682	636	757	762	674	684	706	8,086
SBF	310	266	323	245	311	312	294	305	374	310	331	316	3,697
SMF	739	702	808	722	721	688	751	688	695	733	764	821	8,832
SOF	494	475	468	454	498	487	503	469	457	469	486	492	5,752
WOF	161	120	125	116	124	148	135	133	148	129	142	145	1,626
Subtotal	5,414	4,813	5,304	4,991	5,065	5,253	5,192	5,295	5,418	5,291	5,366	5,616	63,018
BRD	821	816	909	763	858	822	761	688	582	611	642	612	8,885
EPA	3,099	2,810	3,090	2,844	3,199	3,278	3,577	3,251	2,820	2,994	2,948	2,742	36,652
HMB	961	827	827	1,003	1,124	1,032	1,065	1,065	893	1,024	768	907	11,496
LMA	1,057	951	998	954	923	952	1,049	1,153	971	891	856	915	11,670
MLB	1,641	1,562	2,093	2,109	2,002	1,851	1,846	1,753	1,788	1,829	1,690	1,693	21,857
SOS	5,561	5,607	5,973	5,474	5,647	5,624	5,803	5,511	5,486	5,286	4,425	4,600	64,997
SPL	312	231	288	291	363	939	994	817	254	4	213	176	4,882
TRA	673	735	787	651	749	720	713	712	670	624	577	542	8,153
Subtotal	14,125	13,539	14,965	14,089	14,865	15,218	15,808	14,950	13,464	13,263	12,119	12,187	168,592
Total	23,762	22,280	24,593	23,317	24,361	24,836	25,339	24,578	23,164	22,983	21,815	22,255	283,283

2010 Annual Statistics

EMS Specific Statistics:

Number of Hospital Transports	
Peninsula	7,527
Seton	4,085
Stanford	3,940
Kaiser South City	3,796
San Mateo Medical Center	3,243
Kaiser Redwood City	2,869
Sequoia	2,796
County General Psychiatric	848
San Francisco General	611
VA Palo Alto	410
Peninsula Psychiatric	477
Mills	143
Out of County	136
Seton Coastside	60
Total	30,941

Number of Helicopter Dispatches	
LifeFlight	111
Calstar	38

Number of MCI's	
Level 1	22
Level 2	7
Level 3	1



EMD Pre-Arrival Statistics:	
Sequence	Count
Airway / Arrest - Infant	14
Airway / Arrest - Child	27
Airway / Arrest - Adult	1,148
Choking – Infant, Child, Adult	281
Childbirth	15
Tracheotomy Airway / Arrest	0
AED Support	1
Total sequences provided	1,486

2010 Annual Statistics

Accredited Dispatch *Center of Excellence*

In June 2005, Public Safety Communications (PSC) became the ninth Emergency Communications Center in the State of California, the 97th in the world, to become an Accredited Dispatch *Center of Excellence* for providing medical priority dispatch services to those who call for emergency medical services. Public Safety Communications accomplished the required 20 accreditation points which required self-study and program analysis as well as comprehensive audits of the dispatcher's calls to score compliance within the established protocols. PSC re-accredited in 2008, using the same criteria.

Today, the National Academy of Emergency Dispatch notified PSC that after four years of accreditation, our compliance scores continue to exceed national averages and academy standards. The table below compares scores from the National Academy and their recommended standards, the average scores of National Accredited Centers and SMCPSC:

	Case Entry	Key Questions	Pre-Arrival Instructions	Post Dispatch Instructions	Chief Complaint Selection	Code of Response Selection	Total
Academy Standard	95%	90%	95%	90%	95%	90%	90%
2007 PSC scores	98%	97%	98%	98%	98%	98%	98%
2009 PSC Score	98.5%	99%	98%	98%	99%	99%	99%
2010 PSC Score	97.6%	98.2%	96.3%	97.3%	98.1%	98.1%	97.6%
<i>PSC Exceeds Academy Standards by:</i>	2.6%	8.2%	1.3%	7.3%	3.1%	8.1%	7.6%
National Accredited Centers (ACE) Averages	97%	98%	96%	97%	97%	98%	97%
PSC exceeds other ACE Centers by:	0.6%	0.2%	0.3%	0.3%	1.1%	0.1%	0.6%

PSC well exceeds the National Academy Standard as well as exceeds the averages of the remaining 96 ACE's.

PSC processed 47,113 requests for ambulances in Year 2010. Of those, 911 Dispatchers applied 1,486 pre-arrival instructions to callers reporting airway/cardiac arrest, choking, childbirth, airway maintenance and AED Support.

2010 Annual Statistics

24 Hour Unit Responses	
Unit	Total Runs
M107	3,117
R63	2,433
R61	2,288
M403	2,255
M440	1,737

Top 20 VSU Responses	
Unit	Total Runs
203	1,045
204	1,029
209	1,010
202	999
305	990
307	978
205	974
104	966
303	919
201	913
302	907
103	904
323	903
301	868
105	867
324	858
101	847
325	834
225	825
102	796

Top Chute Times	
Unit	Avg. Time
283	00:29
M15	00:29
M49	00:31
182	00:32
223	00:32
M14	00:32
M17	00:32
120	00:33
162	00:33
284	00:33

Top Chute Times	
Unit	Avg. Time
322	00:33
324	00:33
385	00:33
M27	00:33
121	00:34
122	00:34
174	00:34
183	00:34
285	00:34
161	00:35
202	00:35
268	00:35
323	00:35
366	00:35
387	00:35
M29	00:35
M46	00:35
110	00:36
212	00:36
225	00:36
363	00:36
365	00:36
468	00:36
M39	00:36
M47	00:36
M802	00:36
104	00:37
160	00:37
164	00:37
169	00:37
210	00:37
214	00:37
221	00:37
262	00:37
271	00:37



2010 Annual Statistics

Special Unit Responses	
Unit	Total Runs
M512	887
M510	32
M802	398
M801	371
MSU137	14
ESF861	276

Incidents by Zones	
Zone	Runs
1U	10,344
2U	14,083
3U	8,590
4R	382
4U	5,755
5N	278
5R	250
5U	1,298
6U	4,321
Unknown	64

Miscellaneous EMS Statistics:

- Average “time on task” for an EMS incident is 46 minutes 37 seconds.

Top EMS Incident Types	
Type	Total
Medical Aid PD Request Code 3	5,446
Unable To Complete EMD Process	2,677
Traffic Accident PD Request C3	1,966
Medical Aid PD Request Code 2	1,726
Fainting - Not Alert	1,450
Psych PD Request Code 2 – ALS Assist	1,308
Severe Respiratory Distress	1,194
Fall Victim Possibly Dangerous Injuries – Ground Level	1,113
Vehicle Collision with Injuries	837
Unconscious – Effective Breathing	834
Unknown Problem	722
Sick Person – Not Alert	703
Fall Victim Possibly Dangerous Injuries	663
Psych PD Request Code 2	650
Fall Victim Non Dangerous Injuries – Ground Level	641
Fall Victim Public Assist No Injuries – Ground Level	640
Sick Person – No Priority Symptoms	610
Difficulty Breathing	568
Sick Person – Abnormal Breathing	551
Difficulty Breathing – Not Alert	543

2010 Annual Statistics

Fire Specific Statistics:

Battalion Chief Responses	
Unit	Total Runs
BC3	996
BC4	960
BC20	920
BC1	866
BC5	722
BC17	685
BC18	596
BC6	505
BC8	492
BC9	471
BC10	424
BC2	408
BC16	244
BC19	136
BC13	135
BC12	116
BC11	102

Truck Responses	
Unit	Total Runs
PT9	1,665
PT13	1,564
T95	1,243
PQ62	1,172
PT51	1,010
PT1	945
PT34	739
T28	621
PT21	407
Q62	355
T21	334
T85	92
PT14	72
T9	61
PQ65	37
PQ40	14
Q40	10
PT85	4
Q161	4
Q65	4
T51	2

Fire Chief Responses	
Unit	Total Runs
CH4	21
CH1B	20
CH8A	18
CH1	17
CH5	14
CH8	12
CH5A	11
FMC	11
CH11B	8
CH6	6
CH3	6
CH20C	6
CH20B	6
CH1A	6
CH20A	3
CH2	2
CH9	1
CH20	1
CH17	1
CH11	1

Fire Buffs Responses	
Unit	Total Runs
SUP20	28
SUP14	6
SUP22	1

IDT Responses	
Unit	Total Runs
COM47	36
COM81	16
COM32	5
COM80	4
COM22	1
COM98	1

2010 Annual Statistics

Miscellaneous Units	
Unit	Total Runs
BR57	134
HM30	61
BR56	60
CFE21	40
HM13	27
CFE33	23
BR95	22
BS86	19
BS17	16
BS9	13
P40	11
BOAT11	9
P44	9
BOAT28	7
P8	6
AB1	6
BOAT62	4
P77	4

EMS Coordinator Responses	
Unit	Total Runs
MED19	63
MED8	59
MED17	53
MED20	27
MED11	7
MED2	7

Training Coordinator	
Unit	Total Runs
TO3	23
TO9	20
TO10	14
TO8	9
TO20	8
TO5	8
TO11	4
TO17	2
TO20A	1
TO6	1

Prevention Responses	
Unit	Total Runs
PR3B	47
PR1C	38
PR17E	31
PR3A	28
PR17B	27
PR1B	24
PR5A	21
PR8B	21
PR17C	20
PR1A	20
PR20C	20
PR17F	18
PR4	18
PR10	17
PR16	17
PR20D	17
PR17	13
PR20B	12
PR8A	11
PR5	9
PR16A	8
PR17A	8
PR17D	8
PR4B	8
PR20F	7
PR2	6
PR3C	6
PR5F	6
PR2A	5
PR4A	5
PR19	4
PR5C	4
PR8	4
PR9	4
PR1	3
PR20	3
PR20A	3
PR5I	3
PR6	3
PR6A	3
PR11B	2
PR2B	2
PR5D	2

2010 Annual Statistics

Total Engine Response	
Unit	Total Runs
E10*	2,283
E51	2,195
E2	2,132
E24	1,966
E37	1,915
E34	1,761
E63*	1,725
E92	1,716
E26	1,692
E61	1,691
E21	1,633
E23	1,624
E94	1,531
E14	1,527
E95	1,486
E9	1,462
E1	1,460
E11*	1,367
E71	1,354
E72	1,340
E52	1,310
E91	1,279
E15	1,269
E6	1,249
E4	1,178
E40	1,154
E64	1,153
E77	1,112
E16	1,082
E25	1,021
E29	918
E5	868
E3	836
E41	804
E12*	797
E28	776
E32	747
E38	736
E8	693
E35	691
E7	678
E86	665

Total Engine Response	
Unit	Total Runs
E20	663
E81	627
E93	550
E27	549
E17	539
E36	526
E44	521
E18	520
E33	482
E19	351
E59	334
E58	334
E217	322
E65*	208
BE57	157
BE56	97
E13	86
BE357	73
E1765	61
BE85*	58
BE55	50
E1761	44
BE356	21
BE285	17
BE1775	14
E1769	13
E137	11
E159	10
E1775	8
E1762	7
BE172	7
E1771	6
BE151	6
E144	5
E141	5

* = combined ALS/BLS unit counts



2010 Annual Statistics

Responses by District	
District	Count
FS09	3,093
FS10	2,677
FS02	2,617
FS51	2,332
FS24	2,078
FS37	1,937
FS92	1,841
FS23	1,731
FS34	1,718
FS26	1,717
FS63	1,623
FS21	1,604
FS61	1,481
FS95	1,346
FS72	1,337
FS94	1,330
FS14	1,316
FS52	1,288
FS01	1,273
FS62	1,265
FS15	1,251
FS91	1,232
FS71	1,223
FS13	1,172
FS40	1,154
FS11	1,144
FS06	1,143
FS04	1,035
FS28	982
FS29	882
FS64	880
FS36	821
FS25	818
FS86	739
FS08	707
FS35	664
FS07	654
FS77	654
FS20	647
FS16	629
FS05	627
FS32	612
FS41	607

Responses by District	
District	Count
FS03	604
FS65	573
FS12	540
FS81	499
FS18	494
FS27	487
FS93	484
FS44	416
FS17	405
FS33	391
FS38	375
FS59	272
FS58	249
FS57	199
FS19	141
FS56	80
FS55	51
CF21	32
PAFD	9



2010 Annual Statistics

Best Chute Times	
Unit	Avg. Time
E40	00:53
E41	01:01
E19	01:02
E44	01:06
E8	01:06
E18	01:09
E6	01:11
E7	01:13
PQ65*	01:13
E1	01:15
E81	01:15
E91	01:15
E63	01:16
E94	01:16
E10	01:18
E15	01:18
E64	01:18
E32	01:19
E38	01:19
E2	01:20
E3	01:20
E37	01:21
PT1	01:22
PQ62*	01:23
E35	01:25
E5	01:25
E61	01:25
BC2	01:26
E25	01:26
E29	01:26
E33	01:26
E4	01:26
E71	01:26
E72	01:26
E92	01:26
BC20	01:27
BC8	01:27
E13	01:27
E52	01:27
R7	01:27

Worst Chute Times	
Unit	Avg. Time
E24	01:34
E28	01:34
E36	01:34
PT9*	01:35
BC3	01:35
E14	01:35
T28	01:38
BC10	01:39
E17	01:39
E59	01:39
PT13	01:39
BC17	01:40
E58	01:40
BC6	01:41
BC9	01:41
BC5	01:42
E217	01:42
E21	01:43
E51	01:43
E26	01:46
BC4	01:48
PT21*	01:48
PT51	01:48
BC19	01:51
RS7	01:52
E27	01:58
E93	02:10
R57	02:50
BE357	02:52
BE57	03:03
E86	03:03
BE85	03:31
BR95	03:32
BR56	03:41
BR57	03:58
T85	04:09
R56	04:18
BC11	05:50
BE56	05:59
BE55	06:58

Average County-wide chute time is 1:30

* = Unit chute time averaged with ALS/BLS unit

2010 Annual Statistics

Agency 90 Second Ack Time	
Agency	Compliance %
FCF	96%
FCF	96%
HMF	93%
SBF	93%
CLF	92%
RCF	91%
MLF	90%
SMF	90%
DCF	90%
MNF	90%
PIF	88%
BSF	88%
CCF	85%
WOF	85%
COF	83%
SOF	80%

Mutual Aid Responses	
Team	Dispatches
2275 North	0
2276 Central	0
2277 South	1
Overhead	14
OES	2



Most Runs after 2200 hrs	
Unit	Total Dispatches
R63	473
324	450
107	443
E2	440
121	432
R61	431
403	395
E10	393
E24	380
E51	380
E92	378
E37	374
223	353
225	353
120	351
325	338
E26	322
323	314
221	297
E23	297
E61	291
E95	282
E63	279
122	278
E34	272
E14	255
E21	255
E71	250
E9	244
E1	243
PT9	241
E94	240
E72	239
124	231
E11	230
PQ62	230
PT13	230
E91	228
E52	227
440	220
E15	202
E6	200

2010 Annual Statistics

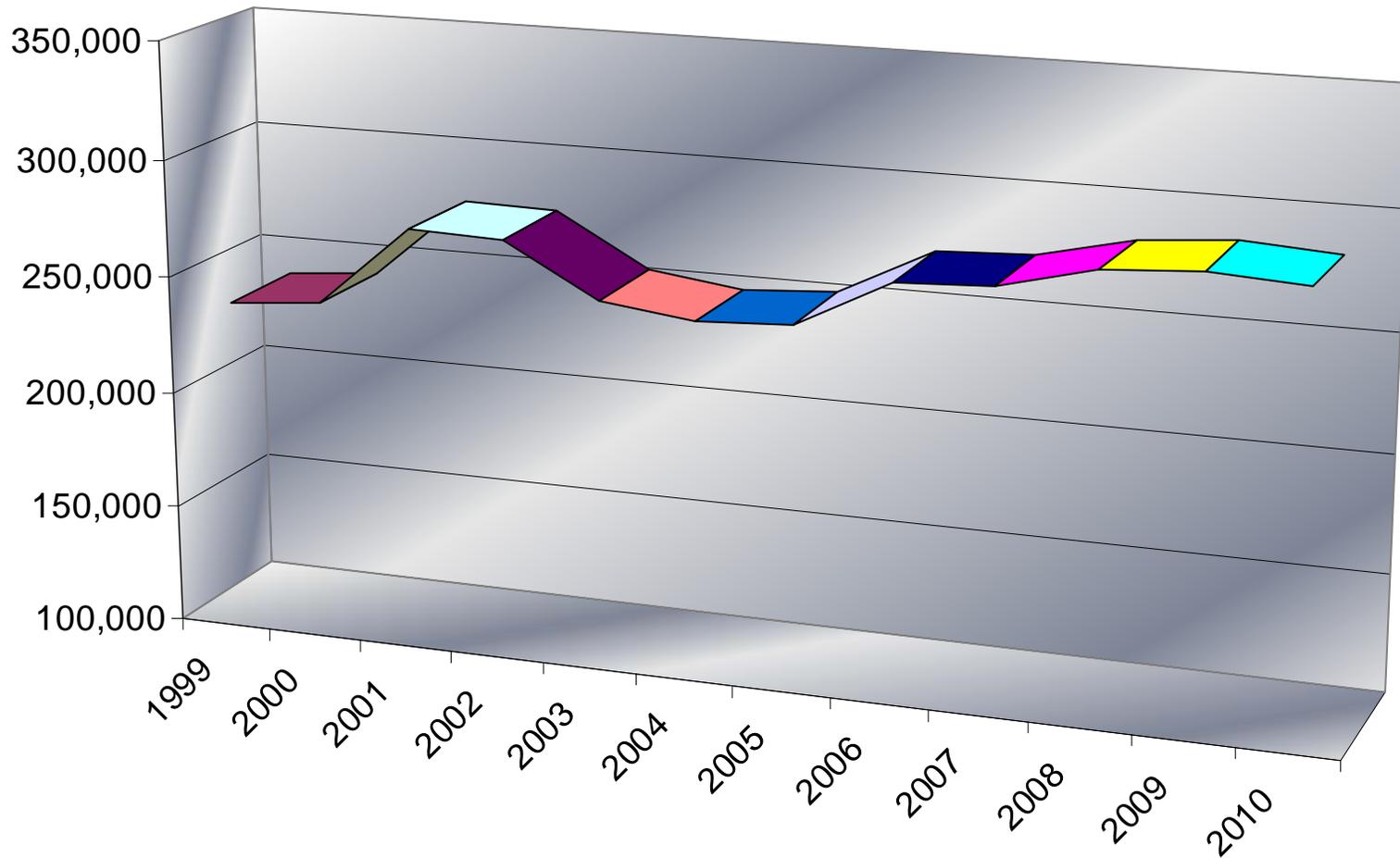
Number of Incidents per Agency per Alarm Level

Agency / Level	1st	2nd	3rd	4th	5th	6th	7th	8th	Total
Belmont San Carlos Fire	4,331	2	1	0	0	0	0	0	4,334
Brisbane Fire	520	0	0	0	0	0	0	0	520
Central County Fire	3,937	1	0	0	0	0	0	0	3,938
Coastside Fire	2,126	1	0	0	0	0	0	0	2,127
Colma Fire	742	1	0	0	0	0	0	0	742
County Fire	2,027	1	0	0	0	0	0	0	2,028
Daly City Fire	6,183	3	1	0	0	0	0	0	6,187
Fire Mutual Aid	527	0	0	0	0	0	0	0	527
Foster City Fire	1,880	1	0	0	0	0	0	0	1,881
Menlo Park Fire	7,940	6	0	1	0	0	0	0	7,947
Millbrae Fire	2,173	1	1	0	0	0	0	0	2,175
Pacifica Fire	2,619	0	0	0	0	0	0	0	2,619
Redwood City Fire	8,083	2	1	0	0	0	0	0	8,086
San Bruno Fire	3,689	6	1	0	0	1	0	0	3,697
San Mateo Fire	8,825	7	0	0	0	0	0	0	8,832
South San Francisco Fire	5,747	4	1	0	0	0	0	0	5,752
Woodside Fire	1,626	0	0	0	0	0	0	0	1,626
Total	62,975	36	6	1	0	1	0	0	63,018



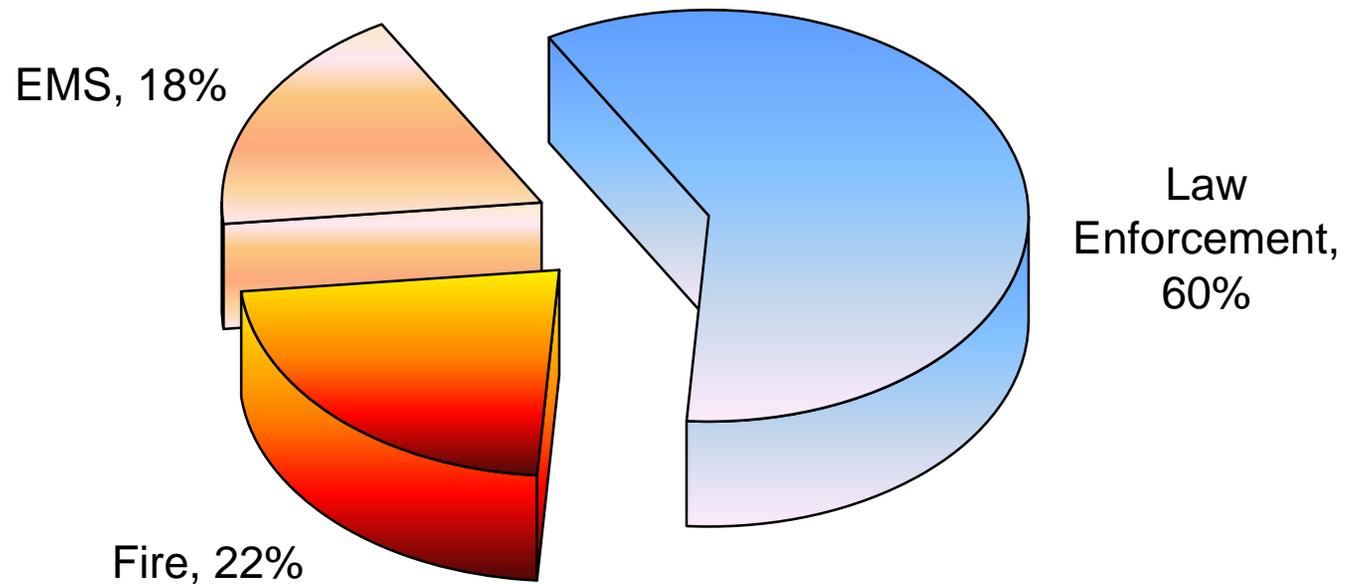
2010 Annual Statistics

Dispatch Center Workload - Number of Incidents



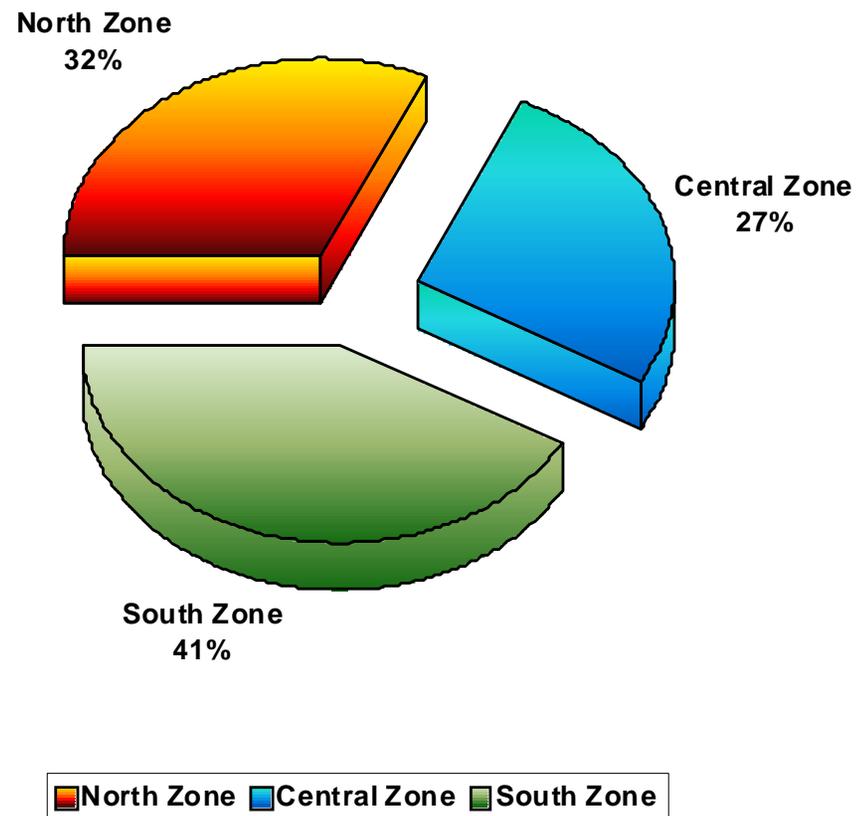
2010 Annual Statistics

Incident Breakdown by Class



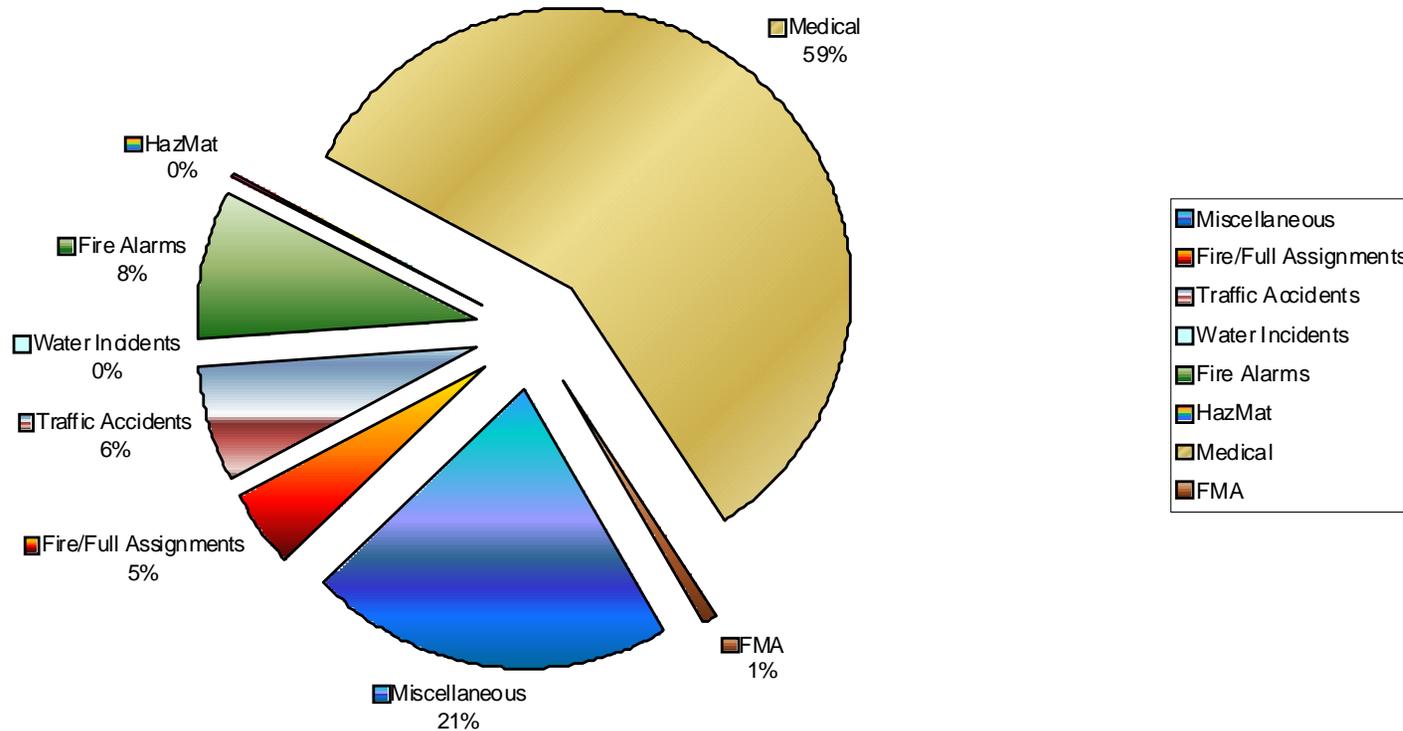
2010 Annual Statistics

Fire Incidents by Zone for Year 2009



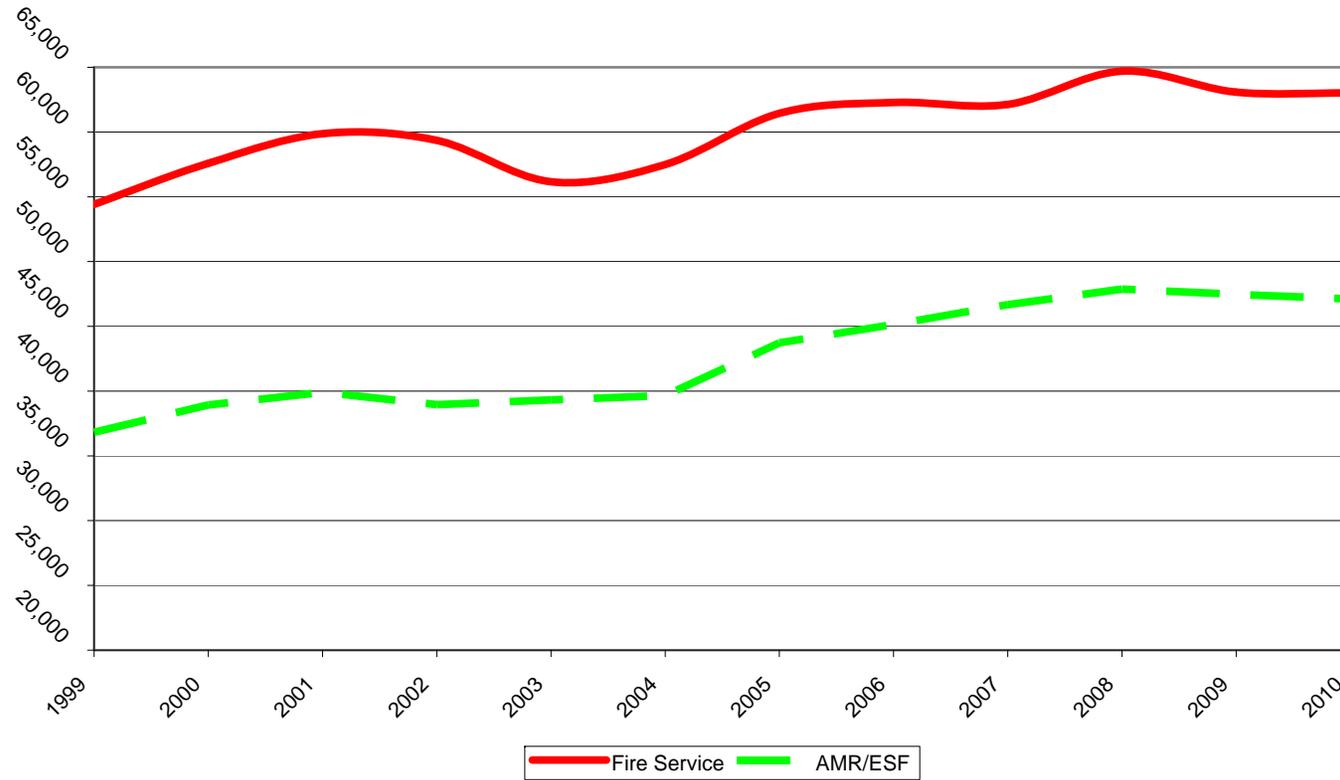
2010 Annual Statistics

Fire Incident Type Breakdown



2010 Annual Statistics

Fire/EMS Call Volume Comparison



2010 Annual Statistics

Law Enforcement Specific Statistics:

Number of CLETS/AWS Inquiries by agency:	
Agency	Count
Broadmoor Police:	25,170
East Palo Alto Police:	33,740
Half Moon Bay Police:	8,895
Law Mutual Aid:	34,532
Millbrae Police:	28,357
Sheriff's Office:	147,369
Special:	14,098
Transit:	6,006
Total	298,167



Agency	Felony Vehicle	Found Evidence Plate	Impound Vehicle	Lost Vehicle	Missing Person Vehicle	Lost Stolen Plate	Repo Vehicle	Stolen Vehicle	Towed Stored Vehicle	Total
Broadmoor	0	0	0	0	0	1	1	0	0	2
East Palo Alto	1	0	22	0	0	32	172	248	216	691
Half Moon Bay	0	0	0	0	0	1	23	9	84	117
Millbrae	0	0	0	3	0	10	51	32	119	215
Sheriff's Office	1	0	16	1	0	19	166	228	274	705
Totals	2	0	38	4	0	63	413	517	693	1,730

Total SVS Entries for year 2010: 1,730

2010 Annual Statistics

Sheriff Beat Activity	
Beat	Total
10	878
11	15,707
20	8,342
31	5,844
32	2,876
40	1,738
60	2,666
70	10,561
80	4,898
OJ	11,487
Total	64,997

Broadmoor Beat Activity	
Beat	Total
1	3,542
2	1,411
OJ	3,932
Total	8,885

Activity Breakdown by Source of Incident		
Agency	Citizen	Field
Sheriff's Office	30,668	64,058
East Palo Alto Police	24,799	11,836
Millbrae Police	11,119	10,666
Half Moon Bay Police	7,444	3,962
Broadmoor Police	2,491	6,349
Transit	2,836	5,132

East Palo Alto Beat Activity	
Beat	Total
1	10,263
2	8,908
3	10,824
4	4,130
OJ	2,527
Total	36,652

Millbrae Beat Activity	
Beat	Total
1	3,925
2	5,024
3	5,166
4	5,613
OJ	2,129
Total	21,857

Half Moon Bay Beat Activity	
Beat	Total
1	6,906
2	3,613
OJ	977
Total	11,496

Transit Police Activity	
Beat	Total
N	3,230
S	2,364
OJ	2,559
Total	8,153



2010 Annual Statistics

Law Mutual Aid Incidents	
Incident Type	Total
Amber Alerts	0
Code 2000	1
Code 30	0
Code 500 (Laser Assault on Aircraft)	18
Code 666	60
Probation Hold Teletypes	233
Tactical Alert Phase I	47
Tactical Alert Phase II	10
Tactical Alert Phase III	1
Tactical Alert Phase IV	1
SWAT Activations	4

ETS Incidents	
Type	Total
Signals Received	34
Actual Robbery	1
Captures	0

3Si Incidents	
Type	Total
Signals Received	3
Actual Robbery	0
Captures	0

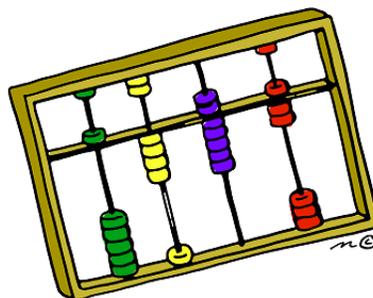
East Palo Alto ShotSpotter	
Type	Total
Signals Received	2,680
Homicide	1
Attempted Homicide	0
Assault with Deadly Weapon	3
Shot into Dwelling/Vehicle	35
Shots Fired (case number issued)	52
Arrests	2



2010 Annual Statistics

On Call Statistics:

Agency	Number of Calls
Coastside County Water	63
Coroners Office	58
County Parks	162
County Roads Department	121
County Sewer Department	294
County Water Department	47
D.A.'s Office	160
East Palo Alto CID	12
East Palo Alto Public Works	11
Environmental Health	34
ISD Radio Shop	44
Judges	860
Millbrae Detectives	2
Millbrae Public Works	159
Millbrae SCADA	1
Millbrae Treatment Plant	19
Narcotics Task Force	80
Palo Alto Municipal Water	0
Portola Valley Public Works	5
Probation	1,626
Sheriff O.E.S.	188
Sheriff's Office Bomb Unit	97
Sheriff's Office Crime Lab	52
Sheriff's Office Major Crimes Unit	69
Sheriff's Office SFIA	107
Sheriff's Office SHOP	3
Vehicle Theft Task Force	44
Woodside Public Works	11



2010 Annual Statistics

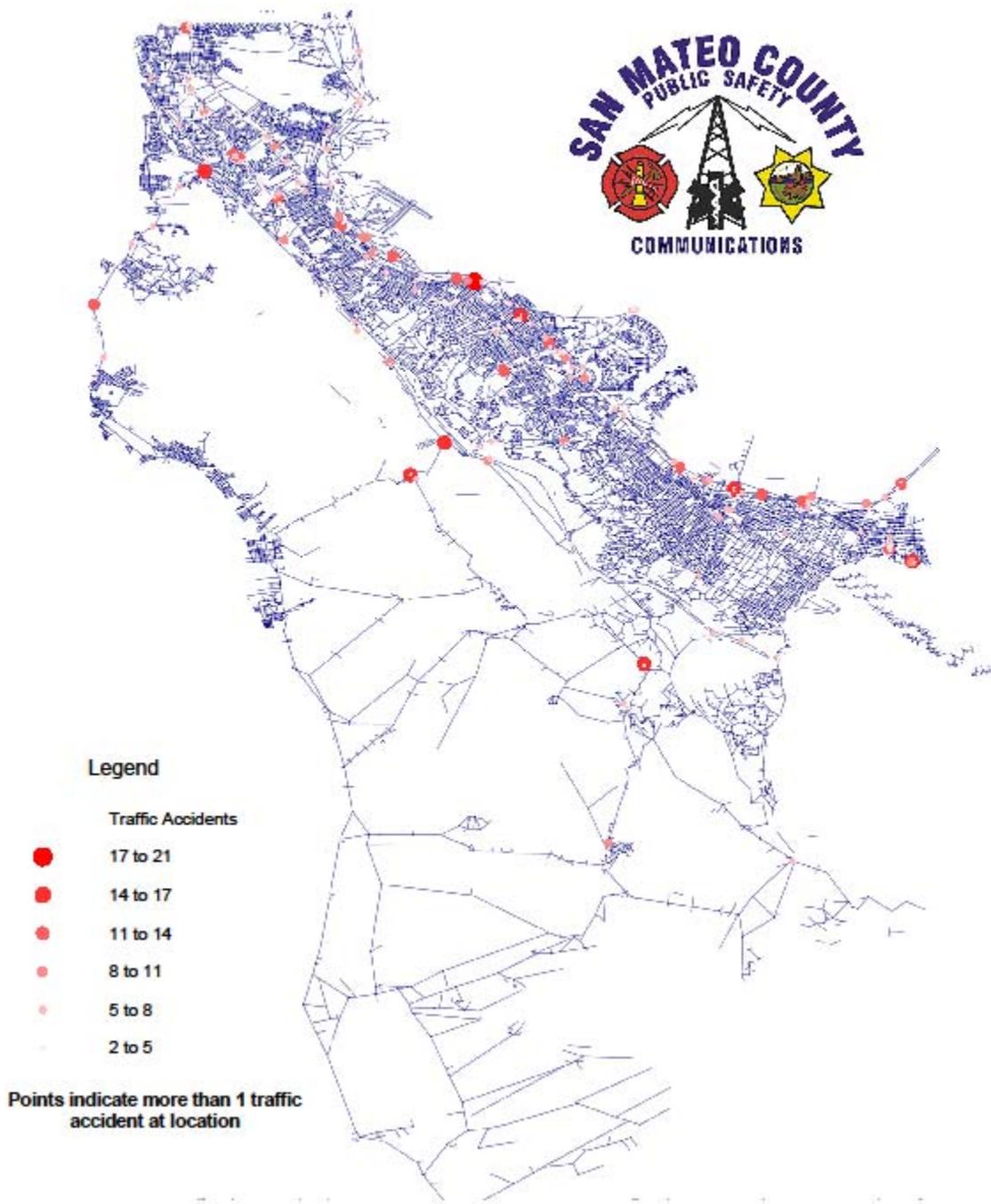
Glossary of abbreviations:

BIF	Brisbane Fire	MCI	Mass Causality Incident
BRD	Broadmoor Police	MLB	Millbrae Police
BRS	Brisbane Police	MLF	Millbrae Fire
BSF	Belmont San Carlos Fire	MNF	Menlo Park Fire
CAD	Computer Aided Dispatch	MSS	Message Switch System
CCF	Central County Fire	MST	Mobile Status Terminals
CLF	Colma Fire	PAF	Palo Alto Fire
COF	County Fire	PHS	Peninsula Humane Society
DBS	Database System	PIF	Pacifica Fire
DCF	Daly City Fire	RCF	Redwood City Fire
DPW	Public Works	SBF	San Bruno Fire
EMD	Emergency Medical Dispatch	SCC	Santa Clara County
EMS	Emergency Medical System	SCF	Belmont San Carlos Fire (previously South County Fire Authority)
EPA	East Palo Alto Police	SMF	San Mateo Fire (City of)
ESF	South San Francisco EMS	SOF	South San Francisco Fire
FCF	Foster City Fire	SOS	Sheriff's Office
FMA	Fire Mutual Aid	SPL	Special Details
HMB	Half Moon Bay Police	TRA	Transit Police
HMF	Coastside Fire (previously Half Moon Bay Fire)	UNK	Unknown
IAF	San Francisco International Airport	WOF	Woodside Fire
LMA	Law Mutual Aid		



2010 Annual Statistics

Traffic Accidents 2010



2010 Annual Statistics

Multi-Casualty Incidents 2010

