



Workload and Performance Indicators 2012

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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 for 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 55 personnel. 12 employees are supervisory/management including the Director, the Assistant Director, Operations Managers and Supervising Communications Dispatchers. There are four administrative staff, a Dispatcher Specialist, an Office Specialist, Senior IT Technician and an Office Assistant. The remaining 40 employees are Communications Dispatchers and Calltakers 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:

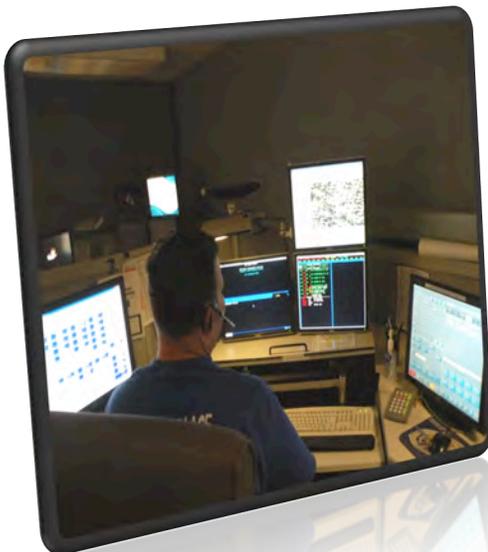
- Primary and Secondary Public Safety Answering Point (PSAP) providing 911 callers access to public safety resources. This program also provides access to translation services and hearing impaired translation if needed.
- Administration of Medical Priority Dispatch and Emergency Police Dispatch protocols 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 serving
 - The unincorporated county area
 - Cities of Millbrae, Half Moon Bay, Can Carlos, Portola Valley and Woodside.
 - East Palo Alto Police Department
 - Broadmoor Police District
 - 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 direct 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
- Mobile Communications and Field Support to the Fire Service, providing an Incident Dispatch Team to large scale and/or greater alarm incidents.

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 Assistant Director and three 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, Personnel, Police, or Fire/Emergency Medical Services operations and communications.



Sue Anderson – Assistant Director
650-363-4900 sma@smc911dispatch.org

Elise Moeck – Personnel Services Manager
650-363-4615 emm@smc911dispatch.org

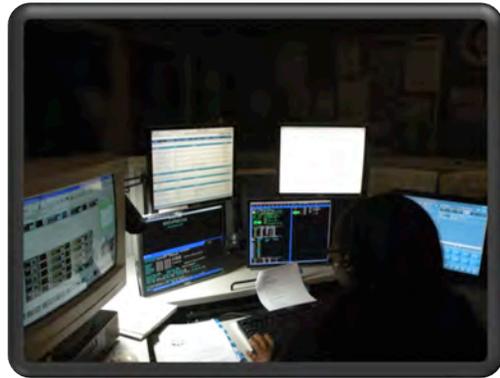
Don Maynard – Fire/EMS Operations Manager
650-363-4118 dkm@smc911dispatch.org

Natasha Claire-Espino – Law Operations Manager
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Overview of the San Mateo County Office of Public Safety Communications

Performance Standards

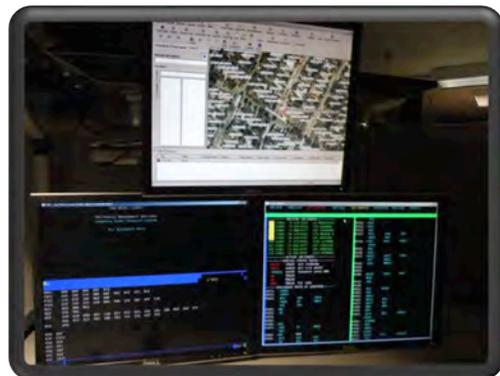
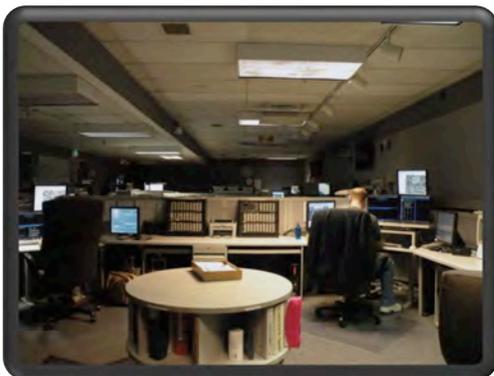
The Center's performance is closely monitored and reports performance measures to the County Board of Supervisors bi-annually. Standards include processing of high priority calls for service within established timeframes and customer satisfaction. The Center continually meets the call processing standards 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 and Police Protocol services. PSC continually exceeds the National Academy standards and Center of Excellence averages for EMD compliance (98%).



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), resulting in overall efficiency, accuracy and expedited service to all. Field Communications Teams (IDT's and Tactical Dispatchers) 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



2012 Annual Statistics

Performance Measure Received to Dispatch	
EMS	83.5%
Fire	85.9%
Law	62.0%

Total Messages Processed		
System	Input	Output
CAD	135,355,987	245,397,841
MSS	36,916,636	74,698,912
Total	172,272,623	320,096,753

Fire/EMS Backup Dispatcher Activations	
Hours at Backup Center in 2012	8
Number of times at Backup Center in 2012	1
Hours at Backup Center since 2003	729
Number of times at Backup Center since 2003	92

System Statistics	
System	Total
MST Button Pushes	444,278
Sunpro/FireHouse Messages	68,732
Alpha Paging Messages	1,596,208
Web Paging Messages	10,160
CAD Faxes	12,439
EMSystem Messages	697,655
CAD Email Messages	24,834
Zetron 25 Alerts	72,337
Zetron 26 Messages	5,312,047
ProQA Messages	56,433
RIMS Messages	1,115,762
Trunking Messages	2,416,962
Air-Trak Messages	194,904
Total Messages Processed	12,022,751

System Availability	
CAD Availability ¹	99.963%
MSS Availability ¹	99.963%

Dispatch Protocol Compliance	
Emergency Medical Dispatch	99.2%
Emergency Police Dispatch	93.5%
Emergency Fire Dispatch	<i>Program not implemented</i>



¹ The availability includes scheduled downtime.

2012 Annual Statistics

Telephone Statistics

Group	Incoming	Outgoing	Total Calls
911 – EMS	37,396	0	37,396
911 – Fire	7,691	0	7,691
911 – Law	49,315	0	49,315
Admin	41,531	9,7902	139,433
Business – EMS	20,805	26	20,831
Business – Fire	23,179	716	23,895
Business – Law	51,161	47	51,208
Emergency – EMS	21,514	1,172	22,686
Emergency – Fire	33,631	236	33,867
Emergency – Law	96,237	46	96,283
Microwave	8,957	17,687	26,644
Miscellaneous	10,659	8	10,667
Totals	402,076	117,840	519,916

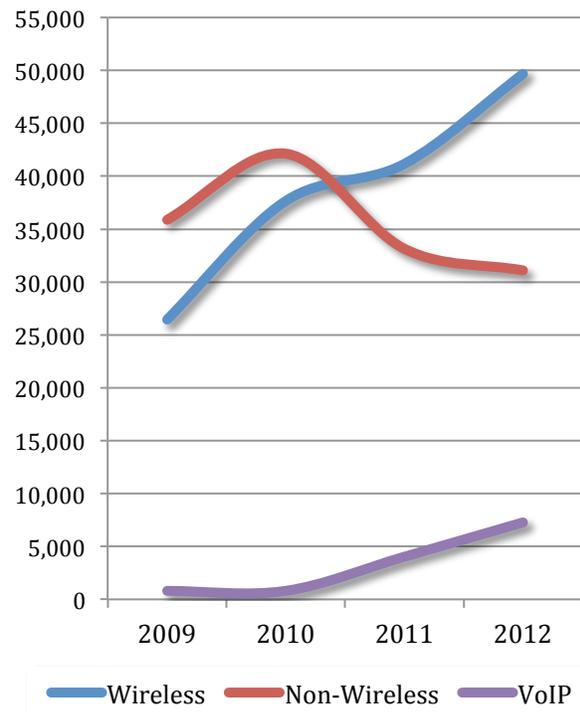
Telephone Calls Received Breakdown:

Class of Service	Total	% of total 911
BUSN	5,832	6.62%
CNTX	2,186	2.48%
COIN	25	0.03%
N/A	67	0.08%
No Value	921	1.05%
PAY\$	668	0.76%
PBXb	4,250	4.83%
RESD	17,040	19.36%
TLMA	106	0.12%
VOIP	7,274	8.26%
W911	22,329	25.36%
WPH2	27,333	31.05%

Telephone Call Summary:

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

9-1-1 Source Trend



2012 Annual Statistics

Incidents by Agency by Month

Agency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
DPW	103	64	81	72	63	73	71	80	75	76	85	214	1,057
EMS	3,815	3,487	3,981	3,761	3,831	3,802	3,758	3,709	3,594	3,866	3,655	4,164	45,423
ESF	374	349	412	394	386	341	318	354	346	356	356	406	4,392
PHS	248	234	240	325	425	430	481	407	373	398	265	194	4,020
Subtotal	4,540	4,134	4,714	4,552	4,705	4,646	4,628	4,550	4,388	4,696	4,361	4,978	54,892
BIF	43	35	42	44	40	68	34	41	42	30	39	42	500
BLF	218	167	187	162	145	181	210	234	210	225	184	209	2,332
CCF	317	330	381	381	390	400	358	351	366	324	352	437	4,387
CLF	61	55	63	47	55	41	45	47	50	53	64	56	637
COF	140	131	163	155	153	156	171	149	147	181	154	188	1,888
DCF	561	499	567	517	499	536	539	527	511	546	546	580	6,428
FCF	202	163	200	183	146	188	142	181	169	163	157	183	2,077
FMA	51	50	65	58	44	54	82	87	35	45	65	66	702
HMF	172	123	178	194	197	192	197	191	180	223	164	191	2,202
MLF	176	188	189	157	161	189	181	165	186	189	188	188	2,157
MNF	750	637	722	669	737	724	768	780	726	774	726	848	8,861
PIF	252	208	250	211	206	239	209	212	244	253	221	268	2,773
RCF	697	675	763	675	692	714	634	674	593	718	738	820	8,393
SBF	326	296	326	335	317	294	300	293	303	326	321	336	3,773
SCF	161	212	199	186	204	168	171	215	221	214	207	250	2,408
SMF	768	668	770	785	801	780	695	716	687	670	722	791	8,853
SOF	496	445	552	511	520	485	450	497	485	506	525	566	6,038
WOF	131	104	125	135	151	164	150	149	135	158	147	202	1,751
Subtotal	5,522	4,986	5,742	5,405	5,458	5,573	5,336	5,509	5,290	5,598	5,520	6,221	66,160
BRD	748	670	700	672	745	664	653	621	634	735	651	632	8,125
EPA	2,543	2,498	2,536	2,509	2,655	2,765	2,886	2,403	2,686	2,555	2,235	2,326	30,597
LMA	887	780	836	757	953	978	1,050	962	984	903	910	1,008	11,008
SOS	8,882	8,446	9,166	9,518	9,881	10,129	9,985	9,266	9,575	9,566	9,304	9,542	113,260
SPL	251	297	237	306	602	1,208	971	1,263	149	57	133	279	5,753
TRA	616	536	625	582	534	562	528	516	524	647	585	588	6,843
Subtotal	13,927	13,227	14,100	14,344	15,370	16,306	16,073	15,031	14,552	14,463	13,818	14,375	175,586
Total	23,989	22,347	24,556	24,301	25,533	26,525	26,037	25,090	24,230	24,757	23,699	25,574	296,638

2012 Annual Statistics

EMS Specific Statistics:

Number of Hospital Transports	
Peninsula	8,309
Stanford	4,417
Seton	4,026
Kaiser South City	3,625
Kaiser Redwood City	3,147
San Mateo Medical Center	2,930
Sequoia	2,680
County General Psychiatric	842
San Francisco General	612
Peninsula Psychiatric	582
VA Palo Alto	352
Out of County	136
Mills	49
Seton Coastside	35
Total	31,742

Number of Helicopter Dispatches	
LifeFlight	78
Calstar	45

Number of MCI's	
Level 1	38
Level 2	4
Level 3	0



EMD Pre-Arrival Statistics:	
Sequence	Count
Airway / Arrest - Infant	14
Airway / Arrest - Child	43
Airway / Arrest - Adult	1,805
Choking – Infant, Child, Adult	568
Childbirth	13
Tracheotomy Airway / Arrest	0
AED Support	3
Total sequences provided	2,446

2012 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 Score	98%	97%	98%	98%	98%	98%	98%
2009 Score	98.5%	99%	98%	98%	99%	99%	99%
2010 Score	97.6%	98.2%	96.3%	97.3%	98.1%	98.1%	97.6%
2011 Score	96.8%	98.6%	96.1%	98.1%	99.5%	99.0%	98.3%
2012 Score	99.0%	99.4%	98.0%	99.3%	99.3%	98.7%	99.1%
National Accredited Centers Averages	98.0%	98.5%	96.5%	97.6%	98.1%	98.2%	98.0%
PSC exceeds other ACE Centers by:	-1.0%	.9%	-1.5%	-1.7%	-1.2%	.5%	1.1%

PSC well exceeds the National Academy Standard

PSC processed 49,815 requests for ambulances in Year 2012. Of those, 911 Dispatchers applied 2,446 pre-arrival instructions to callers reporting airway/cardiac arrest, choking, childbirth, airway maintenance and AED Support.

2012 Annual Statistics

24 Hour Unit Responses	
Unit	Total Runs
M107	2,903
R61	2,596
M403	2,320
R63	2,039
M440	1,602

Top 20 VSU Responses	
Unit	Total Runs
M37	1,541
M23	1,508
M35	1,501
M45	1,465
M31	1,446
M14	1,437
M24	1,425
M11	1,413
M42	1,392
M26	1,391
M06	1,376
M41	1,353
M27	1,351
M47	1,345
M43	1,340
M32	1,337
M44	1,327
M09	1,290
M13	1,288
M34	1,288

Chute Times	
Unit	Avg. Time
M27	00:31
M49	00:31
M29	00:32
M35	00:32
M15	00:33
M26	00:33
M47	00:33
M09	00:34
M13	00:34
M17	00:34

Chute Times	
Unit	Avg. Time
M23	00:34
M31	00:34
M802	00:34
M19	00:35
M43	00:35
M44	00:35
M45	00:35
M46	00:35
M801	00:35
M11	00:36
M14	00:36
M24	00:36
M34	00:36
M403	00:36
M42	00:36
M662	00:36
M23	00:34
M31	00:34
M802	00:34
M19	00:35
M43	00:35
M44	00:35
M663	00:37
M664	00:37
M20	00:38
M512	00:39
M60	00:42
M440	00:44
ESF861	00:46
M107	00:46
M669	00:58
R63	01:09
R61	01:19



2012 Annual Statistics

Special Unit Responses	
Unit	Total Runs
M512	755
M801	591
M662	552
M802	507
ESF861	273
SOU980	32
MSU137	18
MSU100	10

EMS Incidents by Zones	
Zone	Runs
1U	11,079
2U	15,105
3U	9,423
4R	345
4U	6,348
5N	262
5R	240
5U	1,468
6U	4,592
Unknown	522

Miscellaneous EMS Statistics:

- Average “time on task” for an EMS incident in 2012 was 49 minutes 34 seconds.

Top EMS Incident Types	
Type	Total
Medical aid, PD request code 3	5,781
Unable to complete EMD process	2,595
Medical aid, PD request code 2	1,742
Traffic accident, PD request code 3	1,714
Psych, PD request 2 ALS assist	1,396
Fainting, not alert	1,239
Difficulty breathing, severe respiratory distress	1,219
Fall victim, possibly dangerous injury, ground level	1,184
Sick call, not alert	973
Unconscious, effective breathing	960
Vehicle collision with injuries	916
Fall victim, non dangerous injury, ground level	845
Fall victim, possibly dangerous injury	731
Sick call, no priority symptoms	711
Psych, PD request 2	701
Sick call, abnormal breathing	692
Fall victim, non injury, no priority symptoms	654
Difficulty breathing	637
Fall victim, not alert	588
Fall victim, unknown status	575
Difficulty breathing, asthma	530
Medical alarm, no patient information	525
Difficulty breathing, not alert	521

2012 Annual Statistics

Fire Specific Statistics:

Battalion Chief Responses	
Unit	Total Runs
BC20	1,222
BC3	1,127
BC1	817
BC5	758
BC17	667
BC8	648
BC4	635
BC9	390
BC2	375
BC10	327
BC11	324
BC16	236
BC6	189
BC19	95

Truck Responses	
Unit	Total Runs
T9	2,755
T95	1,226
T14	955
T1	906
T51	899
T61	789
T34	746
T21	697
T28	623
T85	80

Quint Responses	
Unit	Total Runs
SQ65	176
SQ61	4
Q40	4

Fire Chief Responses	
Unit	Total Runs
CH8A	16
CH3A	13
CH1	12
CH1B	8
CH20B	6
CH8	6
CH2	5

USAR Responses	
Unit	Total Runs
USR165	7
USR133	1
USR233	1

IDT Responses	
Unit	Total Runs
COM47	20
COM32	11
COM81	10
COM80	3



2012 Annual Statistics

Miscellaneous Units	
Unit	Total Runs
AB1	3
BOAT28	9
BOAT11	7
BOAT62	4
HM30	21
BR57	163
BR56	58
BR95	13
BR72	7
BR40	1
BS86	15
BS17	11
BS9	8
R7	160
R57	14
R40	8
R56	8
RS7	8
R59	2
R1	1
WT56	7
WT8	7
WT57	4

Training Coordinators	
Unit	Total Runs
TO3	26
TO10	5
TO8	4
TO9	3
TO17	2
TO5	1

Prevention Responses	
Unit	Total Runs
PR3	29
PR5A	22
PR20D	20
PR20C	18
PR1C	17
PR1A	14
PR3A	13
PR20B	12
PR1B	10
PR16	8
PR3B	7
PR6	7
PR17	5
PR17B	5
PR2	5
PR11	4
PR17A	4
PR5	3
PR8B	3
PR17C	2
PR8A	2

EMS Coordinator Responses	
Unit	Total Runs
MED17	59
MED19	53
MED8	25
MED20	20
MED2	14

2012 Annual Statistics

Total Engine Response	
Unit	Total Runs
E10	2,385
E2	2,140
E51	2,088
E34	1,905
E24	1,833
E37	1,826
E61	1,814
E92	1,763
E64	1,733
E94	1,686
E26	1,659
E21	1,592
E95	1,575
E11	1,552
E13	1,533
E23	1,492
E6	1,319
E71	1,319
E1	1,312
E91	1,304
E52	1,289
E15	1,265
E72	1,232
E4	1,215
E40	1,174
E77	1,110
E62	1,101
E25	964
E29	934
E3	934
E12	923
E5	922
E16	771
E32	744
E38	728
E28	719
E41	706
E35	691
E8	653
E20	635

Total Engine Response	
Unit	Total Runs
E7	589
E81	588
E14	555
E86	547
E93	526
E27	518
E44	490
E18	482
E33	426
E217	383
E19	374
E17	372
E65	326
E58	319
E59	236
BE357	41
BE55	38
E1765	35
BE356	33
E85	30
E1761	29
BE57	24
E161	21
E1769	16
E1767	11
E9	8



2012 Annual Statistics

Responses by District	
District	Count
FS09	3,243
FS02	2,725
FS10	2,687
FS51	2,430
FS24	1,938
FS37	1,932
FS92	1,920
FS34	1,833
FS21	1,804
FS26	1,783
FS63	1,656
FS13	1,587
FS23	1,584
FS62	1,509
FS61	1,479
FS95	1,451
FS72	1,441
FS94	1,432
FS15	1,352
FS11	1,328
FS04	1,293
FS06	1,291
FS71	1,265
FS40	1,263
FS52	1,240
FS91	1,220
FS01	1,216
FS36	1,153
FS14	1,125
FS28	1,047
FS29	1,029
FS77	944
FS64	895
FS25	862
FS08	708
FS05	698
FS32	671
FS07	668
FS03	660
FS20	657
FS35	643
FS86	627

Responses by District	
District	Count
FS16	621
FS65	592
FS41	541
FS12	535
FS93	488
FS18	483
FS27	475
FS81	473
FS17	403
FS44	390
FS38	381
FS33	369
FS58	243
FS19	193
FS59	183
FS57	170
FS55	76
FS56	68
CF21	31



2012 Annual Statistics

Best Chute Times	
Unit	Avg. Time
E40	01:04
E41	01:07
E7	01:11
E9	01:11
E32	01:14
E19	01:16
E6	01:16
SQ65	01:16
R7	01:17
E62	01:19
E64	01:19
E8	01:20
SQ65	01:20
E3	01:21
E38	01:21
E65	01:21
E81	01:21
E91	01:21
E44	01:22
E5	01:22
E10	01:23
E33	01:23
E4	01:23
E61	01:23
E94	01:23
BC5	01:24
E16	01:25
E12	01:26
E2	01:26
T61	01:26
E77	01:28
T1	01:28
E95	01:29
E72	01:30
E92	01:30
E18	01:31
E24	01:31
E37	01:31
E35	01:32

Worst Chute Times	
Unit	Avg. Time
HM14	07:24
BR56	07:07
BS9	07:07
BS17	06:56
BE57	05:48
BS86	05:19
BE85	04:54
WT8	04:39
BE56	04:37
T85	04:31
BR57	04:17
E85	03:49
E86	03:02
E14	02:17
E58	02:15
T51	02:05
T14	01:60
E17	01:53
BC10	01:50
E71	01:50
T21	01:49
SQ61	01:49
BC11	01:48
E28	01:48
E29	01:48
T28	01:46
T95	01:45
BC9	01:44
E15	01:44
E59	01:43
BC16	01:42
E20	01:42
E93	01:42
BC8	01:41
E27	01:41
E26	01:40

Average Countywide chute time is 1:34

2012 Annual Statistics

Agency 90 Second Ack Time	
Agency	Compliance %
BIF	80.1%
BLF	84.7%
CCF	84.1%
CLF	91.8%
COF	78.2%
DCF	88.4%
FCF	93.4%
HMF	89.4%
MLF	89.5%
MNF	88.4%
PIF	89.9%
RCF	90.0%
SBF	94.2%
SCF	90.2%
SMF	89.7%
SOF	83.3%
WOF	83.4%

Mutual Aid Responses	
Team	Dispatches
2275 North	0
2276 Central	0
2277 South	0
OES	31



Most Runs after 2200 hrs	
Unit	Total Dispatches
PT9	461
E10	455
E2	448
E51	416
E92	388
E61	365
E64	350
E34	347
E24	337
E37	330
E26	322
E95	297
E94	288
E21	283
E11	269
E23	259
E15	249
E71	245
E72	242
E52	237
E6	233
E13	228
E91	228
E4	224
E62	217
E1	207
BC20	199
T95	199
E40	175
E77	175
BC3	171
E3	158
E5	158
E28	147
T14	144
E29	136
E32	132
E25	128
E35	128
E12	126

2012 Annual Statistics

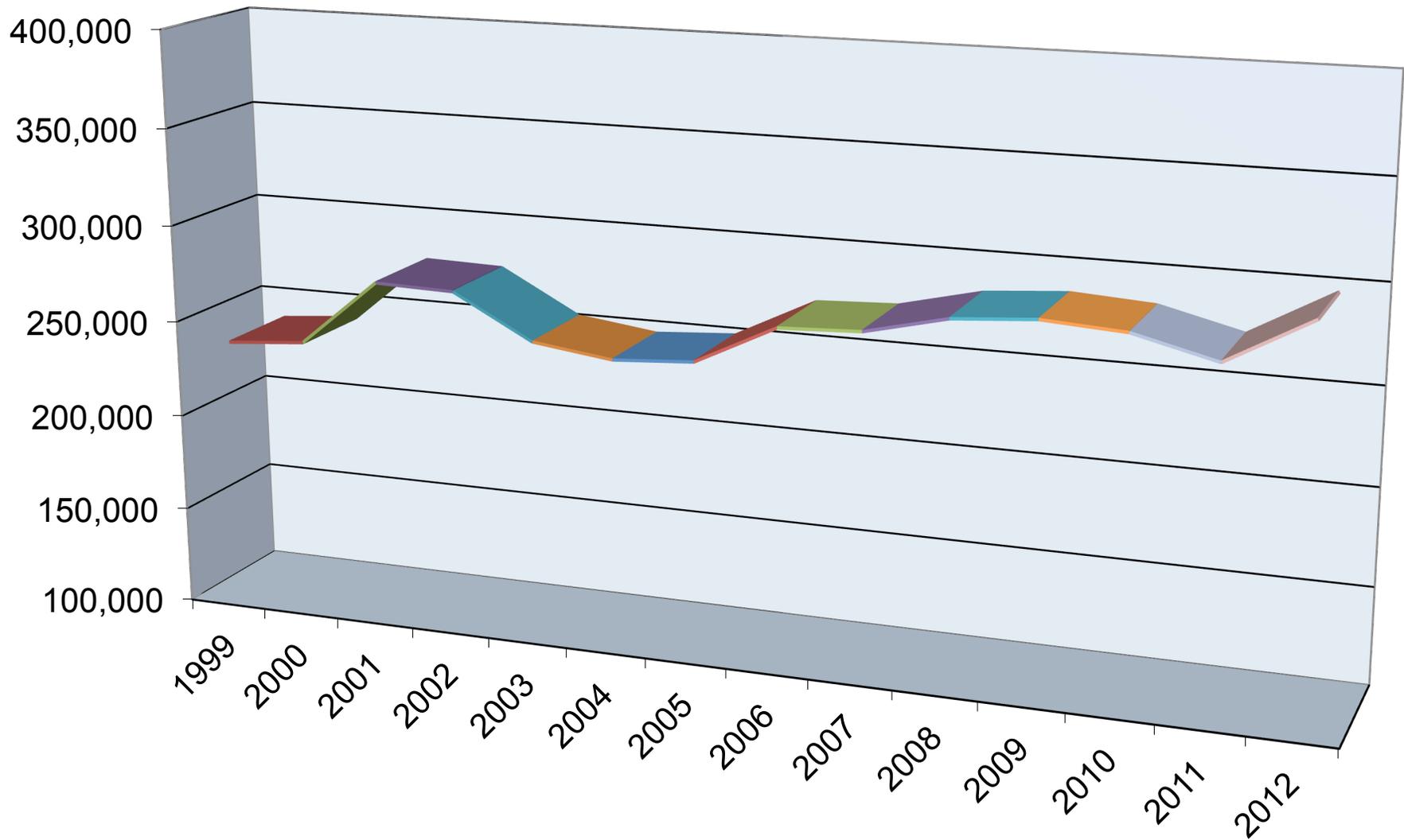
Number of Incidents per Agency per Alarm Level

Agency / Level	1st	2nd	3rd	4th	5th	6th	7th	8th	Total
Belmont Fire	2,332	0	0	0	0	0	0	0	2,332
Brisbane Fire	498	1	1	0	0	0	0	0	500
Central County Fire	4,386	0	1	0	0	0	0	0	4,387
Coastside Fire	2,201	1	0	0	0	0	0	0	2,202
Colma Fire	637	0	0	0	0	0	0	0	637
County Fire	1,885	3	0	0	0	0	0	0	1,888
Daly City Fire	6,424	4	0	0	0	0	0	0	6,428
Fire Mutual Aid	702	0	0	0	0	0	0	0	702
Foster City Fire	2,076	1	0	0	0	0	0	0	2,077
Menlo Park Fire	8,855	6	0	0	0	0	0	0	8,861
Millbrae Fire	2,156	1	0	0	0	0	0	0	2,157
Pacifica Fire	2,771	1	1	0	0	0	0	0	2,773
Redwood City Fire	8,388	4	2	0	0	0	0	0	8,394
San Bruno Fire	3,770	3	0	0	0	0	0	0	3,773
San Carlos Fire	2,407	0	1	0	0	0	0	0	2,408
San Mateo Fire	8,850	2	1	0	0	0	0	0	8,853
South San Francisco Fire	6,031	6	1	0	0	0	0	0	6,038
Woodside Fire	1,748	1	1	0	0	0	0	0	1,750
Total	66,117	34	9	0	0	0	0	0	66,160



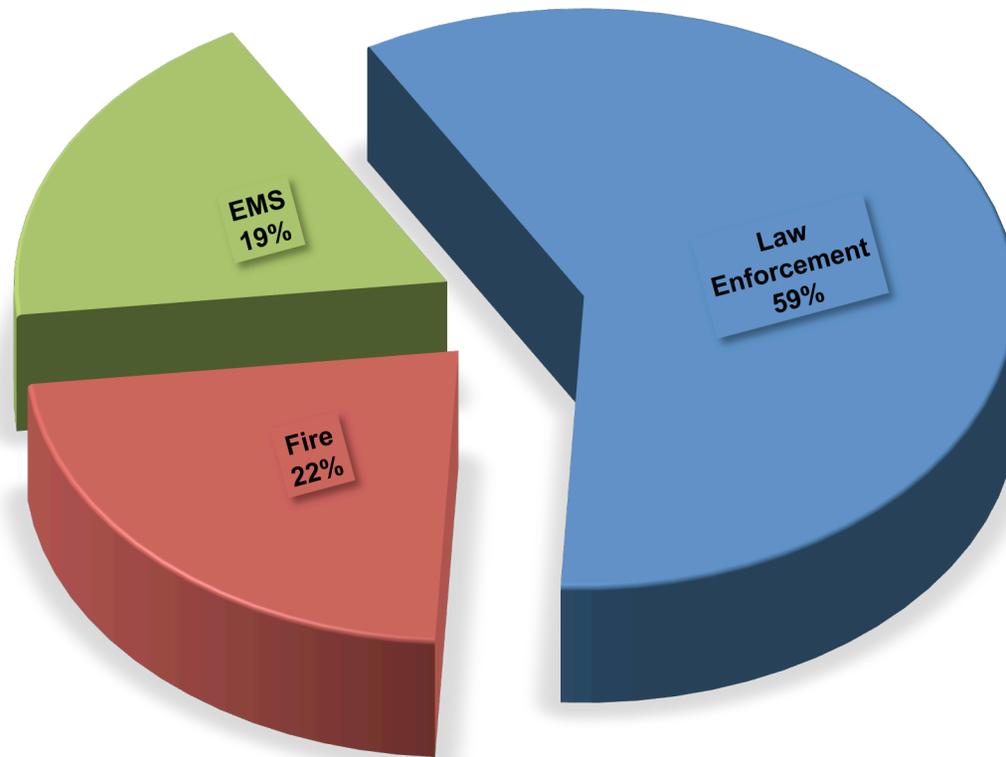
2012 Annual Statistics

Dispatch Center Workload - Number of Incidents



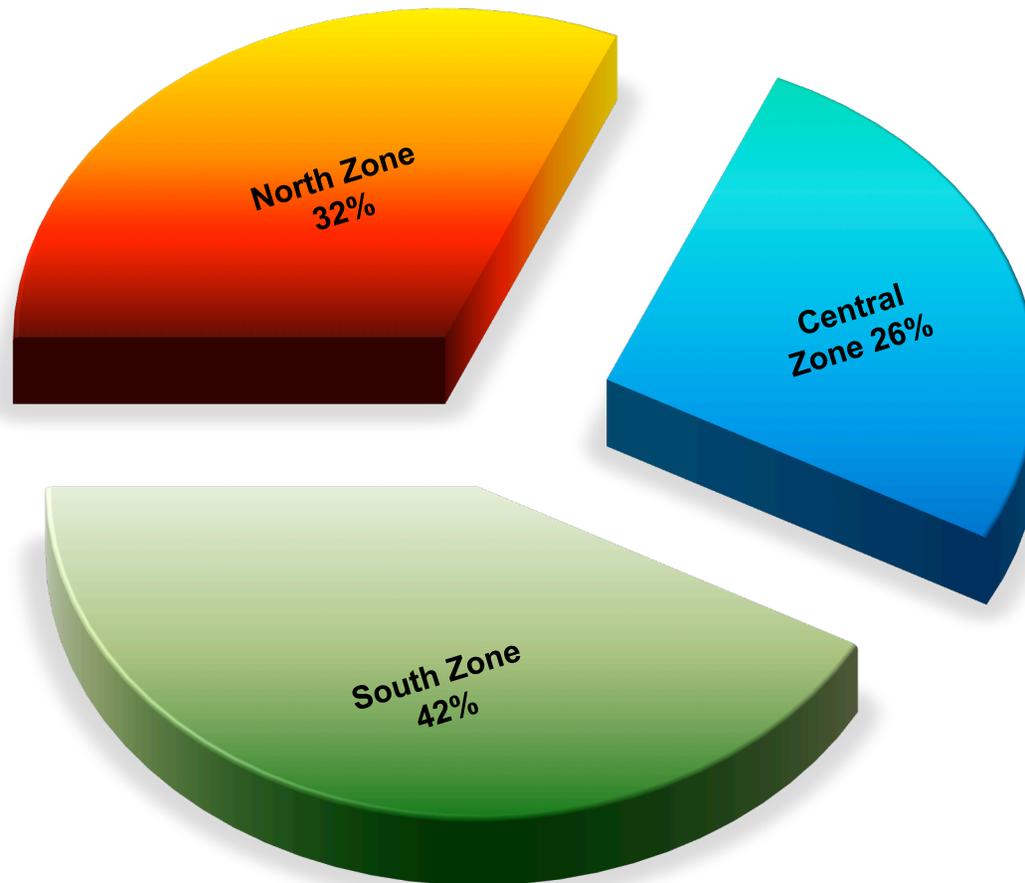
2012 Annual Statistics

Incident Breakdown by Class



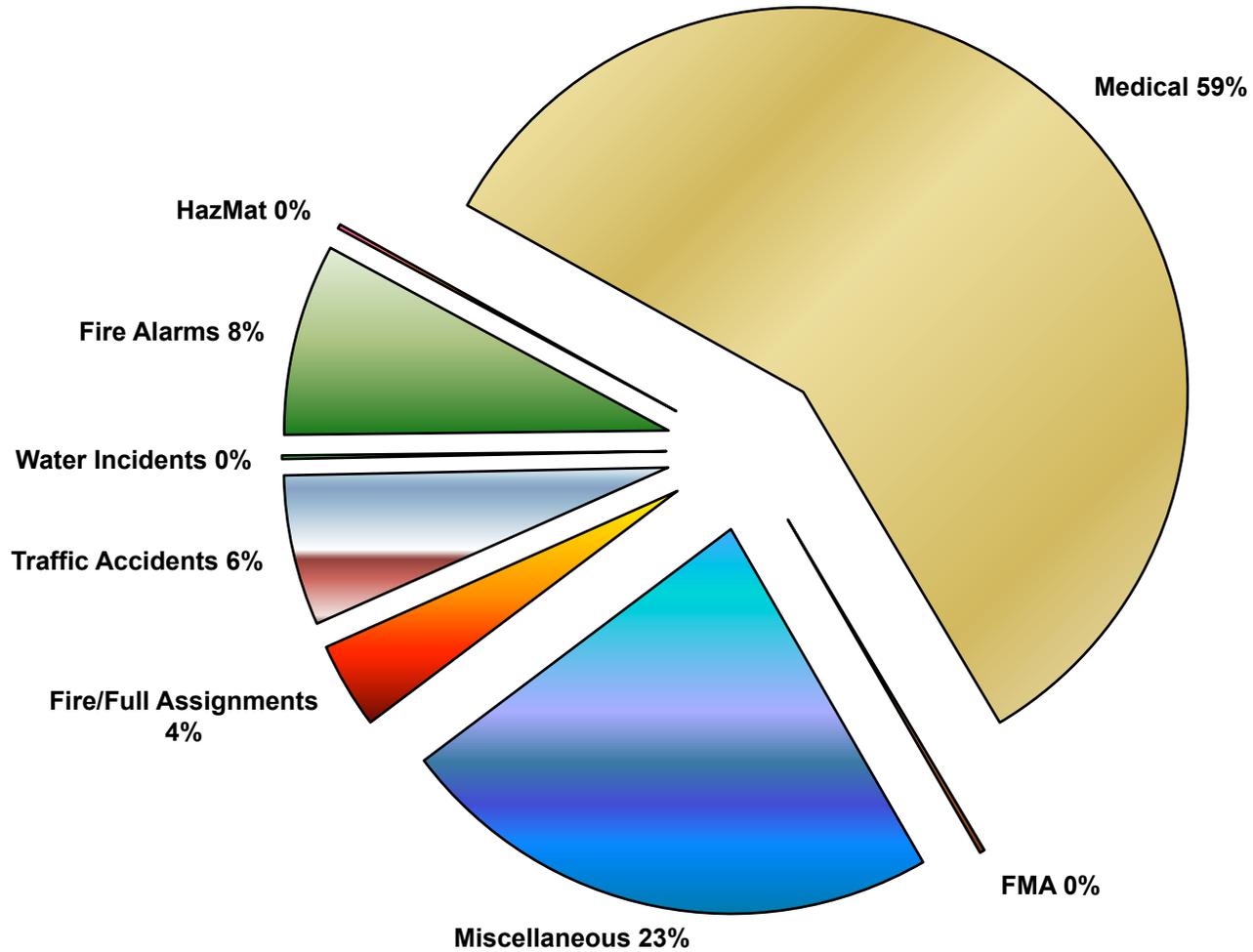
2012 Annual Statistics

Fire Incidents by Zone



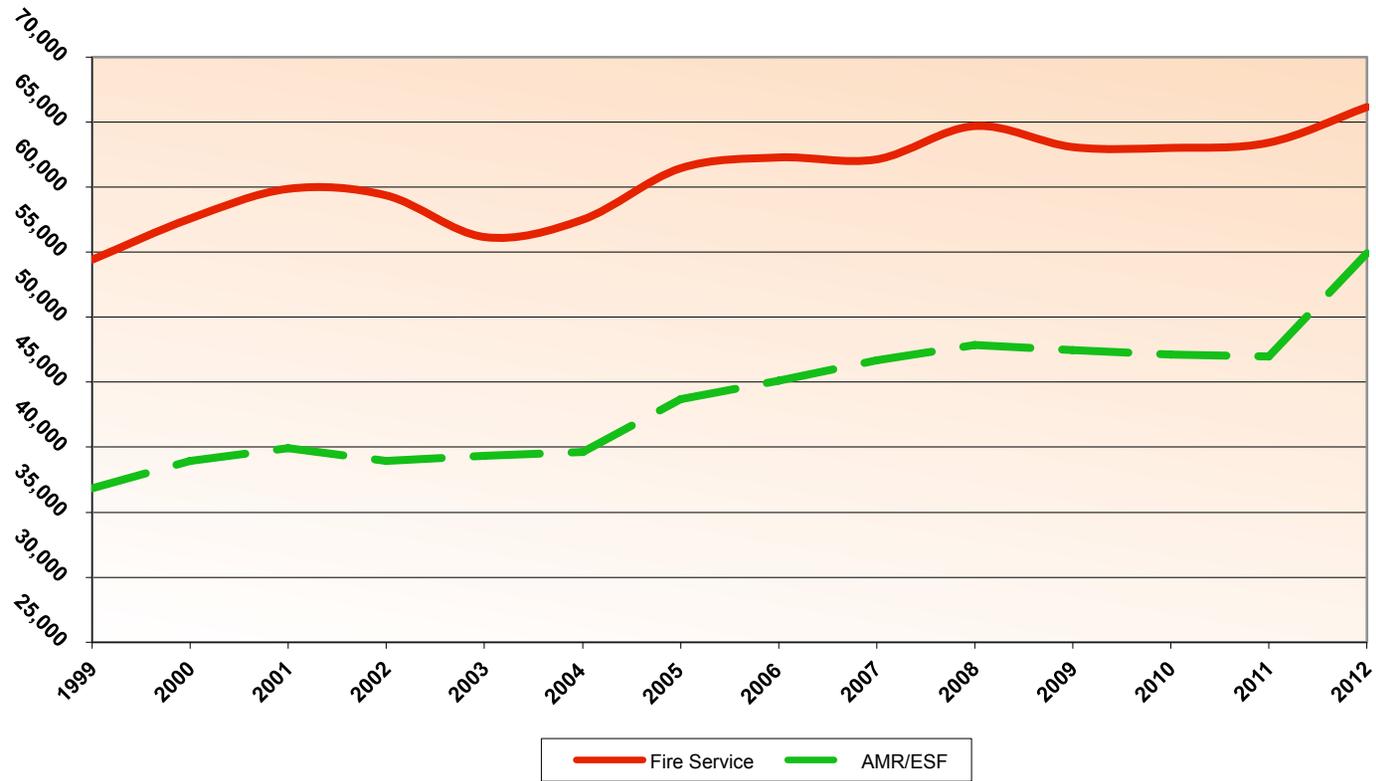
2012 Annual Statistics

Fire Incident Type Breakdown



2012 Annual Statistics

Fire/EMS Call Volume Comparison



2012 Annual Statistics

Law Enforcement Specific Statistics:

Number of CLETS/AWS/CJIS Inquiries by agency:	
Agency	Count
Broadmoor Police:	27,924
East Palo Alto Police:	24,710
Law Mutual Aid:	31,944
Millbrae Police:	3,421
Sheriff's Office:	191,499
Special:	14,545
Transit:	4,224
Total	298,267



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	0	2	0	1	3
East Palo Alto	0	0	21	1	0	26	136	172	246	602
Sheriff's Office	0	0	12	2	0	64	223	361	450	1,112
Totals	0	0	33	3	0	90	361	533	697	1,717

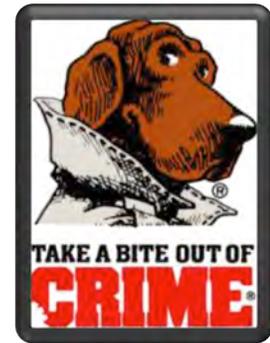
Total Number of Stolen Vehicle System Entries for year 2012: 1,717

2012 Annual Statistics

Sheriff Beat Activity	
Beat	Total
10	895
11	14,093
20	8,097
31	5,517
32	2,528
40	2,155
50 ²	21,891
60	2,980
65 ³	12,684
70	10,891
75 ⁴	11,260
80	4,865
OJ	15,404
Total	113,260

Transit Police Activity	
Beat	Total
N	2,819
S	2,159
OJ	1,865
Total	4,024

Broadmoor Beat Activity	
Beat	Total
1	3,070
2	1,775
OJ	3,280
Total	8,125



East Palo Alto Beat Activity	
Beat	Total
1	8,496
2	6,536
3	8,719
4	4,535
OJ	2,311
Total	30,597

Activity Breakdown by Source of Incident		
Agency	Citizen	Field
Sheriff's Office	60,596	49,714
East Palo Alto Police	23,841	6,684
Broadmoor Police	1,972	6,162
Transit	3,805	3,205



² Beat 50 is the City of San Carlos.

³ Beat 65 is the City of Millbrae.

⁴ Beat 75 is the City of Half Moon Bay.

2012 Annual Statistics

Law Mutual Aid Incidents	
Incident Type	Total
Amber Alerts	2
Child Abduction Protocol	0
Code 2000	0
Code 30	3
Code 500 (Laser Assault on Aircraft)	22
Code 666	59
Probation Hold Teletypes	248
Tactical Alert Phase I	38
Tactical Alert Phase II	4
Tactical Alert Phase III	0
Tactical Alert Phase IV	0
SWAT Activations	4

ETS Incidents	
Type	Total
Signals Received	20
Actual Robbery	0
Captures	0

3Si Incidents	
Type	Total
Signals Received	10
Actual Robbery	0
Captures	0

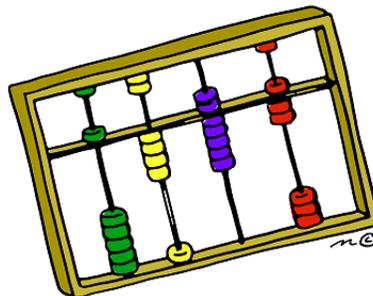
East Palo Alto ShotSpotter	
Type	Total
Signals Received	1,521
Homicide	3
Attempted Homicide	1
Assault with Deadly Weapon	10
Shot into Dwelling/Vehicle	54
Shots Fired (case number issued)	82
Arrests	3
Classified as fireworks	418



2012 Annual Statistics

On Call Statistics:

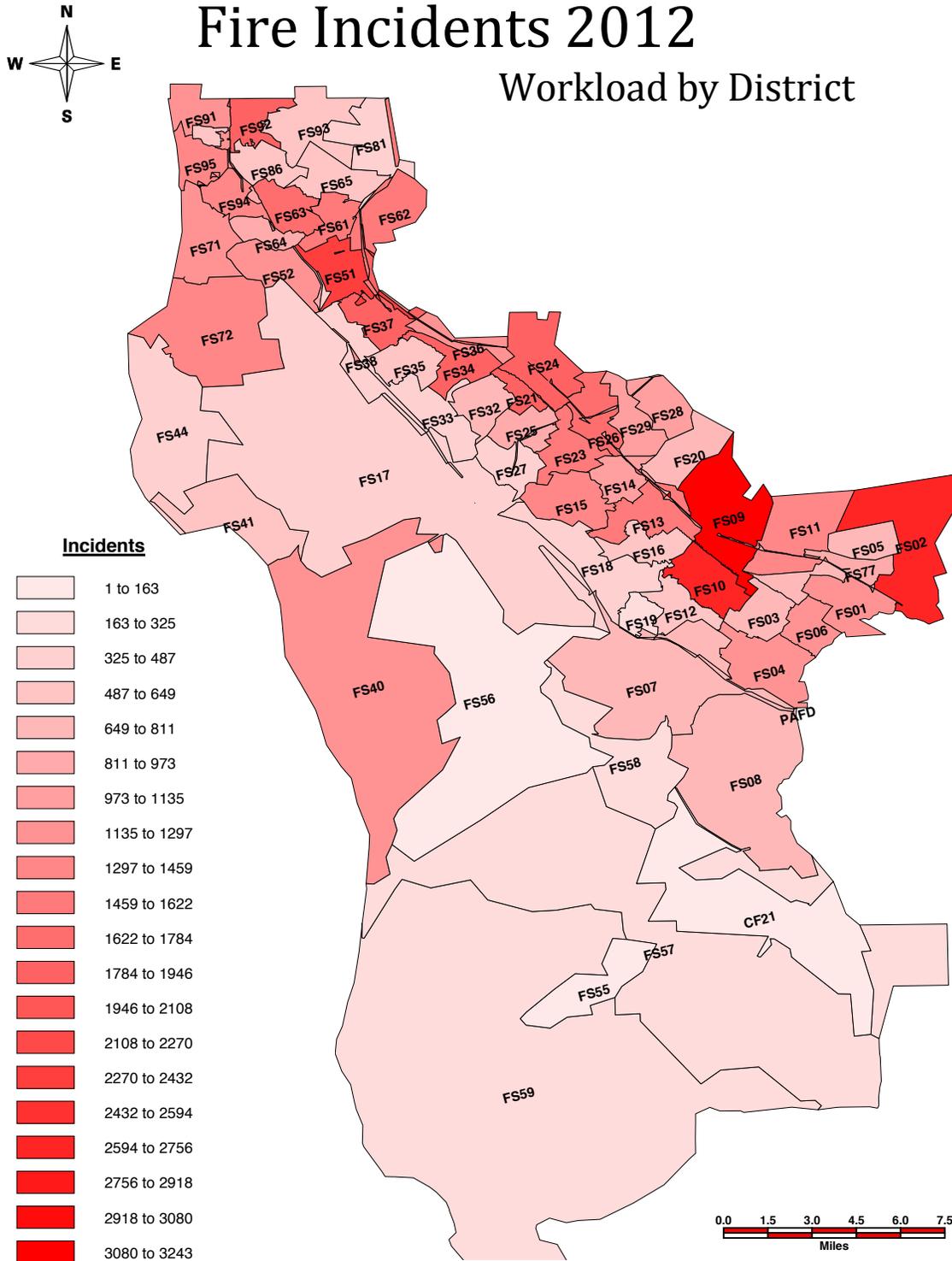
Agency	Number of Calls
Coastside County Water	83
Coroners Office	168
County Parks	167
County Roads Department	158
County Sewer Department	288
County Water Department	49
D.A.'s Office	191
East Palo Alto CID	10
East Palo Alto Public Works	10
Environmental Health	62
Half Moon Bay Public Works	4
ISD Radio Shop	14
Judges	858
Millbrae Public Works	99
Millbrae SCADA	94
Millbrae Treatment Plant	19
Narcotics Task Force	64
Palo Alto Municipal Water	0
Portola Valley Public Works	10
Probation	4,016
San Carlos Public Works	252
Sheriff O.E.S.	266
Sheriff's Office Bomb Unit	64
Sheriff's Office Crime Lab	55
Sheriff's Office Major Crimes Unit	146
Sheriff's Office SFIA	6
Sheriff's Office SHOP	3
Vehicle Theft Task Force	53
Woodside Public Works	21



2012 Annual Statistics

Fire Incidents 2012

Workload by District



2012 Annual Statistics

Glossary of abbreviations:

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

