



Annual Statistics

2008

Overview of the San Mateo County Public Safety Communications Center

Customers/Call Volume and Staff

Public Safety Communications (PSC) serves all branches of emergency first response including Law Enforcement, Fire and Paramedic services, in a consolidated operation.

Primary agencies served 24 hours a day, seven days a week are:

- San Mateo County Sheriff's Office
- East Palo Alto Police Department
- Half Moon Bay Police Department
- Broadmoor Police Protection District
- Millbrae Police Department
- All fire service agencies in the County
- Countywide Paramedic Services (contract with AMR)

After hours and part-time dispatch customers include: Peninsula Humane Society, County Public Works (Water, Roads, Sewer), County Parks, County Coroner, County Probation, County Narcotics and Vehicle Theft Task Force and other allied agencies. PSC coordinates communications during law mutual aid incidents by managing countywide pursuits, road blocks, tactical alerts, the Child Abduction Protocol and the Airport Closure Plan. Additionally, several special details involving multiple agencies are managed by the Center including: State Office of Traffic Safety Details such as Avoid the 23, Car seat Check Campaigns, Seat Belt Task Forces, etc. PSC also staffs a dispatcher to support the countywide Gang Task Force. The Center fields over **280,000** calls for service and employs 58 staff.

Performance Standards and Training

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.

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.

Overview of the San Mateo County Public Safety Communications Center

State-of-the-Art Technology

Public Safety Communications operates various technologies to assist the dispatcher with rapid dispatch of emergency personnel. In 2008, PSC upgraded to new hardware operating on a Northrop Grumman Computer Aided Dispatch (CAD) System (formerly PRC) which enables the dispatcher to enter calls for service, provide deployment recommendations, and tracking of units. This upgrade will maintain a system availability rate of 99.9% per year. The CAD system interfaces, supports and is maintained by PSC, to include the following:

- Mobile Data Systems using the Northrop Grumman Mobile Client Software
- CAD incident/case transfer to multiple record management systems including Tiburon, Sunpro, Fire House, First OnScene, and Zoll.
- Alpha-numeric paging
- 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
- Positron Viper Telephone system with 120 telephone lines, touch screen telephony, GIS mapping, and is wireless 911 capable.
- Touch-Screen Motorola Radio Controllers and Trunked Radio System

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

Quality Assurance and Improvement

PSC provides feedback to its employees about their performance. Two formal programs exist where tape recording audits are conducted, performance measured and feedback given to individuals on a monthly basis. The Emergency Medical Dispatch program enjoys a rating of 98% in protocol compliance, while the Law Enforcement Mutual Communications program is still in development. The outcome of these programs is dispatcher competency, confidence and improved service to the public and customers.

Overview of the San Mateo County Public Safety Communications Center

Unique and value-added features

- PSC is the only Communications Center in the County that has the ability to manage a multi-discipline incident (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 events where the Hall of Justice Communications Center requires evacuation or experiences failure

Accolades

- Awarded "Center of Excellence" from the National Academy of Emergency Dispatch
- Received the Governors Award for Individual Excellence in Training from POST for development of Weapons of Mass Destruction course
- Recognized for outstanding performance by the Local Hero's Award by the State 9-1-1 for Kids Program
- Recognized for outstanding performance by the U.S. Marshall's Office
- Recognized by the State Office of Traffic Safety for services rendered for Special Details

2008 Annual Statistics

General Center Statistics:

Total Messages Processed		
System	Input	Output
CAD	64,353,749	150,278,308
DBS	3,456	1,405,861
MSS	38,897,808	80,073,868
Total	103,255,013	231,758,037



System Statistics	
System	Total
MST Button Pushes	906,312
Sunpro/FireHouse Messages	66,539
Alpha Paging Messages	1,834,479
Web Paging Messages	38,622
CAD Faxes	11,413
EMSystem Messages	678,373
CAD Email Messages	38,599
Zetron 25 Alerts	70,626
Zetron 26 Messages	5,228,734
ProQA Messages	142,294
RIMS Messages	936,886
Trunking Messages	2,147,846
Total Messages Processed	12,100,723

CAD Availability	99.97%
MSS Availability	99.98%

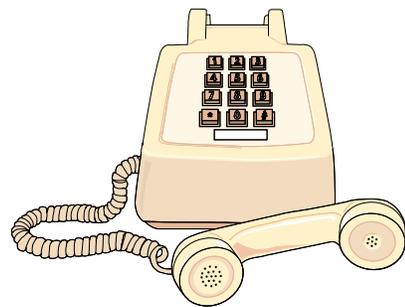
2008 Annual Statistics

Telephone Statistics

<u>Group</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Total Calls</u>
911 – EMS	15,131	0	15,131
911 – Fire	3,984	0	3,984
911 – Law	15,818	0	15,818
Admin	24,406	63,654	88,060
Admin – Microwave	1,074	11,265	12,339
Business – EMS	15,291	102	15,393
Business – Fire	17,847	525	18,372
Business – Law	32,415	1,474	33,889
Emergency – EMS	14,015	1,030	15,045
Emergency – Fire	22,678	394	23,072
Emergency – Law	68,434	876	69,310
Intercom	329	938	1,267
Misc	6,478	190	6,668
Totals	237,900	80,448	318,348

911 Calls Received Breakdown:

<u>Class of Service</u>	<u>Total</u>
Pay Phones	753
Voice over IP (VoIP)	359
Wireless	7,012



Telephone Call Summary:

Busiest day of week: Wednesday

Busiest hour of day: 17:00

The above telephone statistics reflect data from the new 9-1-1 Telephone System installed in May 2008 which only reflects data from July 2008 through December 2008.

2008 Annual Statistics

Incidents by Agency by Month

<u>Agency</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Total</u>
DPW	429	351	398	403	555	551	569	481	476	532	388	336	5,469
EMS	3,830	3,651	3,786	3,708	3,717	3,582	3,510	3,518	3,458	3,559	3,525	3,731	43,575
ESF	356	391	358	345	385	368	354	364	321	360	329	367	4,298
PHS	252	258	293	321	455	435	462	393	377	410	249	229	4,134
Subtotal	4,580	4,362	4,504	4,427	4,628	4,452	4,392	4,339	4,227	4,419	4,207	4,409	52,946
BIF	50	22	48	41	47	67	44	41	35	46	47	37	525
CCF	540	316	306	345	356	349	338	346	330	371	380	383	4,360
CLF	83	60	56	69	57	46	52	56	47	49	69	69	713
COF	224	188	184	177	138	203	156	139	131	152	162	156	2,010
DCF	655	506	537	509	495	494	486	495	485	513	481	550	6,206
FCF	191	173	171	199	213	201	191	176	208	224	178	177	2,302
FMA	116	90	101	100	107	223	124	94	100	90	91	70	1,306
HMF	269	176	183	172	167	187	163	188	171	197	204	180	2,257
MLF	232	181	165	153	169	166	179	166	169	198	183	183	2,144
MNF	744	647	662	667	691	683	686	723	612	687	670	691	8,163
PIF	358	214	237	176	206	209	232	195	227	224	201	229	2,708
RCF	690	610	631	645	701	651	676	666	563	635	595	656	7,719
SBF	357	310	303	288	342	278	326	281	298	268	281	329	3,661
SCF	433	379	370	335	400	360	350	360	341	336	336	389	4,389
SMF	897	676	687	772	749	689	729	697	757	747	658	707	8,765
SOF	542	471	468	483	505	511	492	475	434	473	425	459	5,738
WOF	178	152	124	160	138	142	154	147	140	141	122	135	1,733
Subtotal	6,559	5,171	5,233	5,291	5,481	5,459	5,378	5,245	5,048	5,351	5,083	5,400	64,699
BRD	928	827	885	927	949	831	809	881	751	757	717	731	9,993
EPA	2,873	2,418	2,824	2,921	3,166	3,468	3,484	3,036	2,984	3,064	2,689	2,732	35,659
HMB	1,255	1,054	1,149	1,065	1,129	1,083	1,122	1,177	1,210	1,188	1,067	1,167	13,666
LMA	1,012	941	1,021	925	938	1,011	1,038	955	927	1,035	813	1,106	11,722
MLB	1,691	1,649	1,661	1,637	1,811	1,811	1,809	1,734	1,873	1,698	1,724	1,666	20,764
SOS	4,795	4,602	5,017	4,739	5,256	5,098	4,985	5,284	4,892	4,749	4,572	4,520	58,509
SPL	340	259	294	257	740	1,034	993	1,175	92	346	284	515	6,329
TRA	529	473	528	664	694	714	778	813	907	849	652	678	8,279
Subtotal	13,423	12,223	13,379	13,135	14,683	15,050	15,018	15,055	13,636	13,686	12,518	13,115	164,921
Total	24,562	21,756	23,116	22,853	24,792	24,961	24,788	24,639	22,911	23,456	21,808	22,924	282,566

2008 Annual Statistics

EMS Specific Statistics:

Number of Hospital Transports	
Peninsula	6,878
Kaiser South City	4,030
Stanford	3,809
Seton	3,652
Kaiser Redwood City	2,936
San Mateo Medical Center	2,931
Sequoia	2,602
County General Psychiatric	521
VA Palo Alto	347
San Francisco General	598
Mills	256
Peninsula Psychiatric	223
Out of County	112
Seton Coastside	71
First Chance North	0
Total	28,966

Number of Helicopter Dispatches	
LifeFlight	80
Calstar	26

Number of MCI's	
Level 1	21
Level 2	2
Level 3	0



EMD Pre-Arrival Statistics:	
Sequence	Count
Airway / Arrest - Infant	15
Airway / Arrest - Child	40
Airway / Arrest - Adult	1,870
Choking – Infant, Child, Adult	276
Childbirth	22
Tracheotomy Airway / Arrest	0
AED Support	2
Total sequences provided	2,225

2008 Annual Statistics

24 Hour Unit Responses	
Unit	Total Runs
110	4,341
301	3,831
107	2,539
403	2,436
R63	2,189
R61	1,971
440	1,585

Top 20 VSU Responses	
Unit	Total Runs
265	1,695
264	1,651
262	1,619
263	1,565
266	1,543
261	1,505
112	1,470
108	1,450
368	1,390
111	1,370
367	1,248
285	1,166
282	1,153
283	1,132
281	1,119
284	1,117
187	1,034
370	971
369	929
269	251

Chute Times	
Unit	Avg. Time
369	00:30
287	00:32
301	00:32
186	00:33
284	00:33
282	00:33
368	00:33
266	00:33

Chute Times	
Unit	Avg. Time
208	00:34
169	00:34
211	00:34
281	00:34
285	00:34
166	00:34
188	00:35
286	00:35
187	00:35
441	00:36
283	00:36
108	00:36
112	00:36
264	00:36
403	00:36
370	00:37
160	00:38
212	00:39
367	00:39
263	00:39
262	00:39
510	00:39
110	00:39
111	00:40
269	00:41
261	00:41
265	00:42
189	00:43
511	00:48
440	00:48
107	00:48
512	00:53
114	00:56
R61	01:07
R63	01:08



2008 Annual Statistics

Special Unit Responses	
Unit	Total Runs
510	1,767
511	35
512	1,144

Incidents by Zones	
Zone	Runs
1U	9,598
2U	13,443
3U	7,892
4R	81
4U	5,759
5N	278
5R	337
5U	1,238
6U	3,967
Unknown	97

Miscellaneous EMS Statistics:

- Average “time on task” for an EMS incident is 42 minutes 21 seconds.

Top EMS Incident Types	
Type	Total
Medical Aid PD Request Code 3	5,494
Unable To Complete EMD Process	2,941
Severe Respiratory Distress	2,557
Traffic Accident PD Request C3	2,200
Phlebotomy Request	1,821
Medical Aid PD Request Code 2	1,609
Fall Possibly Dangerous	1,538
Fainting - Not Alert	1,398
Psych PD Req Code 2	1,096
Vehicle Collision with Injuries	953
Unconscious	944
Severe Respiratory Distress - Asthma	859
Single Fainting – Alert Over 35	843
Sick Call – No Priority Symptoms	805
Fall Victim Non Dangerous Injuries	774
Psych PD Req Code 2 – BLS Assist	620
Fall Victim Public Assist	554
Unknown Problem – Medical Alert	549
Sick Person Not Alert	547
Chest Pain Clammy	534
EMS Information Advisement	458
Chest Pain Severe Respiratory Distress	444
Sick Person Cardiac History	421
Fainting Abnormal Breathing	413
Chest Pain Abnormal Breathing	393

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Fire Specific Statistics:

Battalion Chief Responses	
Unit	Total Runs
BC3	1,131
BC4	1,016
BC1	926
BC5	754
BC17	684
BC20	571
BC8	554
BC6	550
BC2	509
BC9	505
BC10	452
BC18	440
BC16	270
BC11	216
BC19	170
BC12	141
BC13	51
BC15	39

Truck Responses	
Unit	Total Runs
T13	1,735
T9	1,377
Q62	1,258
T1	1,025
T51	1,025
T34	760
Q65	712
T28	650
T21	578
T21	197
T85	102
Q40	65
T14	3

Fire Buffs Responses	
Unit	Total Runs
SUP14	21
SUP20	11
SUP23	9
SUP65	5
SUP9	1

Top Fire Chief Responses	
Unit	Total Runs
CH4	30
CH5	20
CH20C	16
CH5A	15
CH1	12
CH6	12
CH8	12
CH1B	11
CH20	8
CH2	5
CH10	4

IDT Responses	
Unit	Total Runs
COM47	40
COM81	17
COM32	13
COM80	2



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Miscellaneous Units	
Unit	Total Runs
R57	288
RS7	170
R56	77
HM30	68
HM13	39
FMC	35
BS17	34
P40	31
BS86	25
CDFT3	23
BR95	21
R1	20
BS9	17
R40	12
P44	9
BOAT11	7
P19	7
P8	7

Prevention Responses	
Unit	Total Runs
PR3C	44
PR20A	40
PR3A	38
PR17C	37
PR5A	31
PR5D	31
PR4	30
PR3B	25
PR3	23
PR20B	22
PR20D	20
PR17B	19
PR1C	19
PR20C	16
PR16	15
PR17A	13
PR1A	13
PR4A	13

EMS Coordinator Responses	
Unit	Total Runs
MED19	48
MED20	42
MED11	14
MED8	13
MED2	10

Training Coordinator	
Unit	Total Runs
TO3	32
TO5	12
TO11	9
TO9	5
TO1	3
TO8	3
TO17	2
TO20	2



2008 Annual Statistics

Total Engine Response	
Unit	Total Runs
E9	2,370
E51	2,275
E10	2,152
E2	2,091
E37	1,879
E24	1,873
E92	1,808
E21	1,794
E61	1,729
E63	1,648
E14	1,622
E26	1,622
E34	1,619
E23	1,612
E94	1,534
E1	1,499
E95	1,491
E71	1,379
E72	1,359
E11	1,355
E91	1,292
E52	1,287
E6	1,277
E40	1,272
E77	1,183
E15	1,176
E4	1,151
E29	1,089
E64	1,086
E16	1,070
E25	1,056
E36	942
E5	913
E3	901
E28	889
E32	858
E12	850
E41	782
E7	712
E8	704
E38	678
E81	653

Total Engine Response	
Unit	Total Runs
E35	652
E20	635
E27	606
E86	605
E93	588
E17	549
E18	549
E44	520
E58	487
E33	471
E19	390
E59	363
E217	360
BE57	236
E65	172
E85	139
E62	116
BE56	89
BE357	89
BE55	70
DFE21	57
BE356	56
E285	39
E13	34
E1765	31
E151	30
DFE33	23
E123	20
E161	19
E1775	16
E317	14
E171	13
E1771	12
E1762	10
E1782	10
E101	8



2008 Annual Statistics

Responses by District	
District	Count
FS09	2,536
FS10	2,497
FS02	2,433
FS51	2,413
FS37	2,016
FS92	1,989
FS24	1,923
FS34	1,830
FS21	1,768
FS23	1,678
FS26	1,663
FS63	1,531
FS61	1,523
FS11	1,437
FS13	1,406
FS72	1,397
FS62	1,362
FS94	1,346
FS01	1,344
FS40	1,300
FS28	1,286
FS95	1,266
FS71	1,261
FS06	1,233
FS14	1,183
FS52	1,143
FS91	1,140
FS15	1,091
FS04	1,038
FS29	1,006
FS77	961
FS36	951
FS25	819
FS64	812
FS08	749
FS32	742
FS86	709
FS20	698
FS16	657
FS07	637
FS03	633
FS05	630
FS35	624

Responses by District	
District	Count
FS41	611
FS12	585
FS65	569
FS81	521
FS27	511
FS93	506
FS18	495
FS33	413
FS44	398
FS17	393
FS38	355
FS59	320
FS58	289
FS57	247
FS19	163
FS56	99
FS55	70
DF21	54
PAFD	10



2008 Annual Statistics

Best Chute Times	
Unit	Avg. Time
BC19	00:26
P40	00:30
BE356	00:30
BE357	00:30
E161	00:31
PR20B	00:37
MED20	00:39
PR5A	00:49
BE123	00:53
Q62	00:59
BC12	01:02
E8	01:03
E81	01:04
PQ62	01:05
E19	01:06
BE62	01:07
PQ40	01:07
E35	01:08
E10	01:08
E33	01:11
E64	01:11
E63	01:11
BC20	01:12
E40	01:12
E62	01:13
E72	01:13
E15	01:14
BC11	01:15
BC8	01:15
E61	01:16
E7	01:17
PQ65	01:17
E38	01:17
T195	01:18
BC2	01:18
E28	01:18
E91	01:18
BE64	01:19
BC18	01:19
BC1	01:19

Average County-wide chute time is 1:33

Worst Chute Times	
Unit	Avg. Time
E4	01:28
BC5	01:29
PT34	01:29
E41	01:29
E36	01:29
PT1	01:29
E21	01:29
T95	01:30
PT9	01:30
BC4	01:31
E52	01:31
E65	01:32
RS7	01:32
E16	01:35
E92	01:36
E29	01:37
E26	01:37
E27	01:38
BC9	01:39
PT21	01:39
E51	01:39
BC15	01:40
E17	01:40
PT51	01:40
BE151	01:45
E13	01:45
T21	01:45
R57	01:49
WT8	01:52
E85	01:56
Q65	02:02
BC10	02:02
E58	02:03
E93	02:08
BC13	02:18
BE57	02:36
E86	02:59
BE85	03:08
T85	03:24
BE285	06:12

Average County-wide chute time is 1:33

2008 Annual Statistics

Agency 90 Second Ack Time	
Agency	Compliance %
FCF	94.7
CLF	91.6
RCF	91.5
BIF	89.7
SBF	89.6
SMF	88.3
DCF	87.9
PIF	87.2
MNF	86.4
HMF	86.1
SCF	85.8
WOF	85.3
MLF	84.4
SOF	81.6
COF	79.1
CCF	78.6

Most Runs after 2200 hrs	
Unit	Total Dispatches
510	1,115
110	960
301	704
283	662
281	586
282	573
285	497
369	491
187	465
E2	434
R63	419
E51	419
284	403
E9	396
186	385
E92	384
107	380
403	367
E10	349
E37	345
R61	344
E24	308
370	302
E63	300
E95	294
E21	293
E26	280
E61	271
E23	269
440	262
E71	252
E14	250
E34	236
PT13	235
E1	228
E94	227
E72	222
E91	214
E11	210
512	202
E52	200
E77	197



2008 Annual Statistics

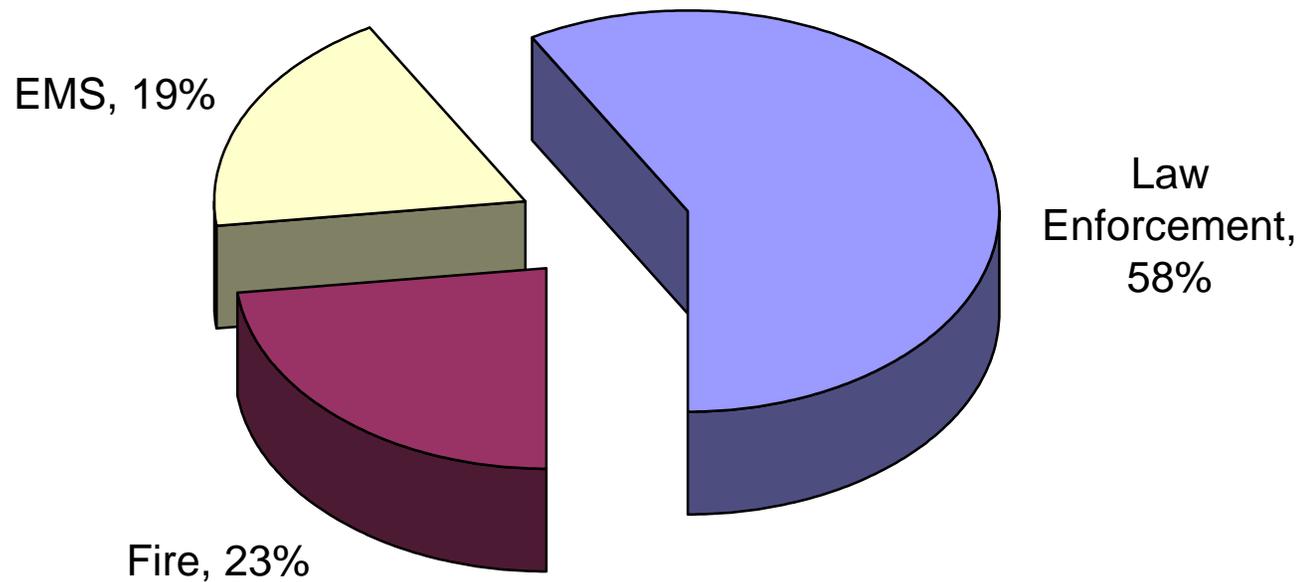
Number of Incidents per Agency per Alarm Level

Agency / Level	1st	2nd	3rd	4th	5th	6th	7th	8th	Total
Belmont San Carlos Fire	4,385	4							4,389
Brisbane Fire	520	3	1		1				525
Central County Fire	4,360								4,360
Coastside Fire	2,255	1	1						2,257
Colma Fire	710	3							713
County Fire	2,008	2							2,010
Daly City Fire	6,201	5							6,206
Fire Mutual Aid	1,306								1,306
Foster City Fire	2,300	2							2,302
Menlo Park Fire	8,157	5	1						8,163
Millbrae Fire	2,141	3							2,144
Pacifica Fire	2,704	3	1						2,708
Redwood City Fire	7,717	2							7,719
San Bruno Fire	3,655	6							3,661
San Mateo Fire	8,753	10	2						8,765
South San Francisco Fire	5,736	2							5,738
Woodside Fire	1,729	4							1,733
Total	64,637	37	2		1				64,699



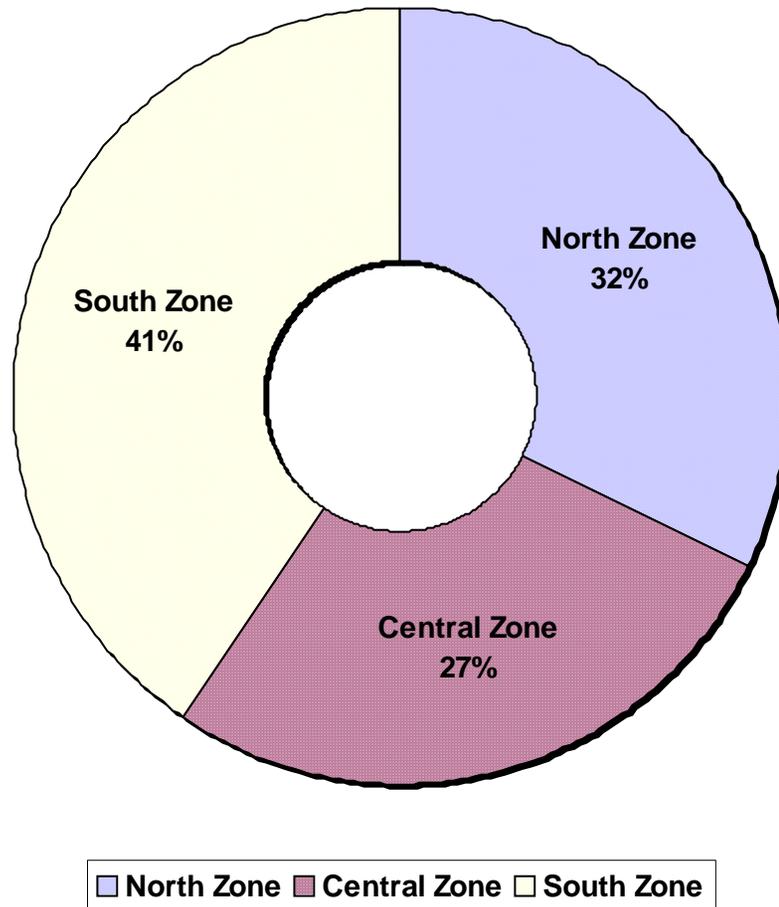
2008 Annual Statistics

Incident Breakdown by Class



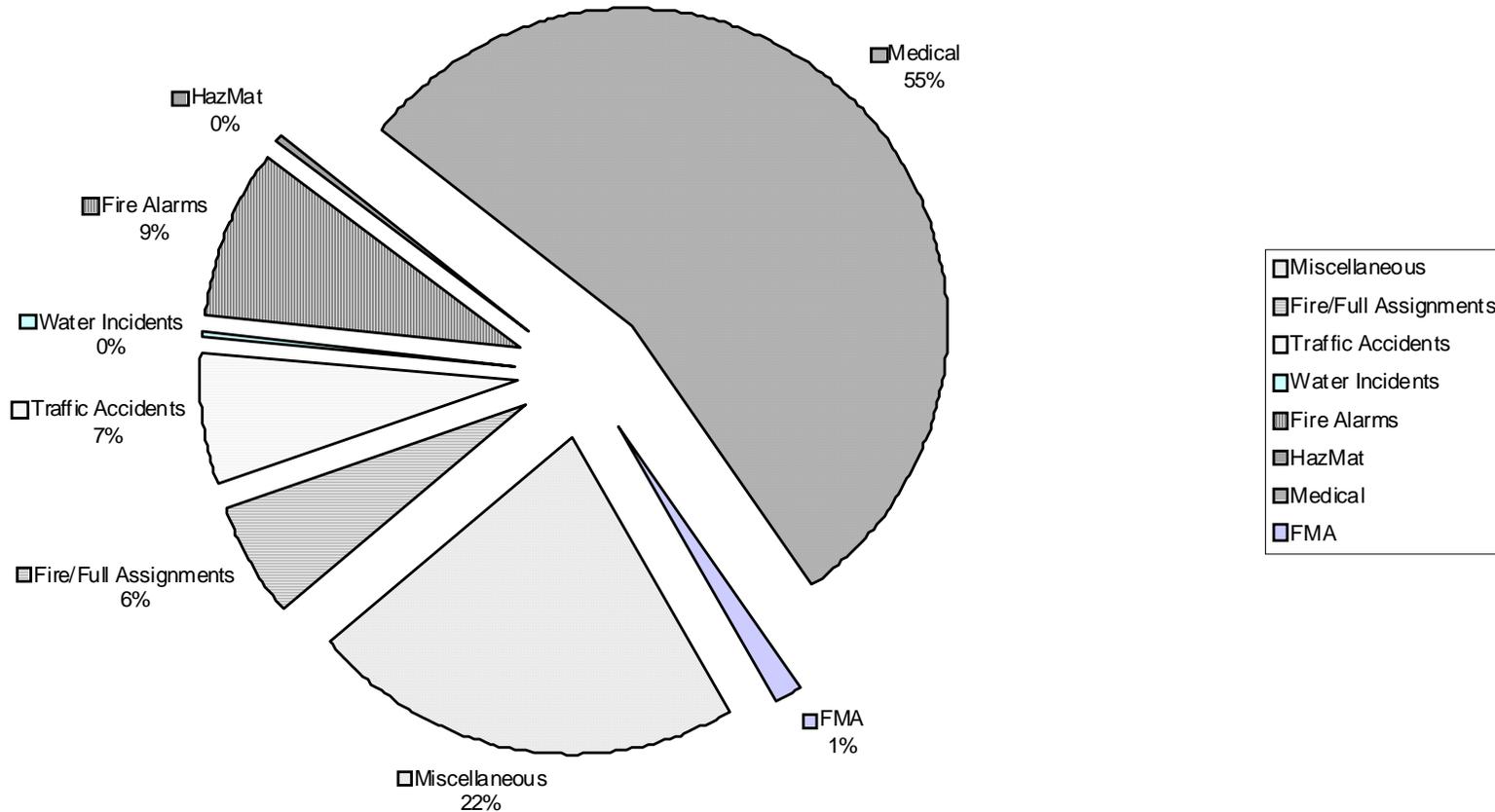
2008 Annual Statistics

Fire Incidents by Zone



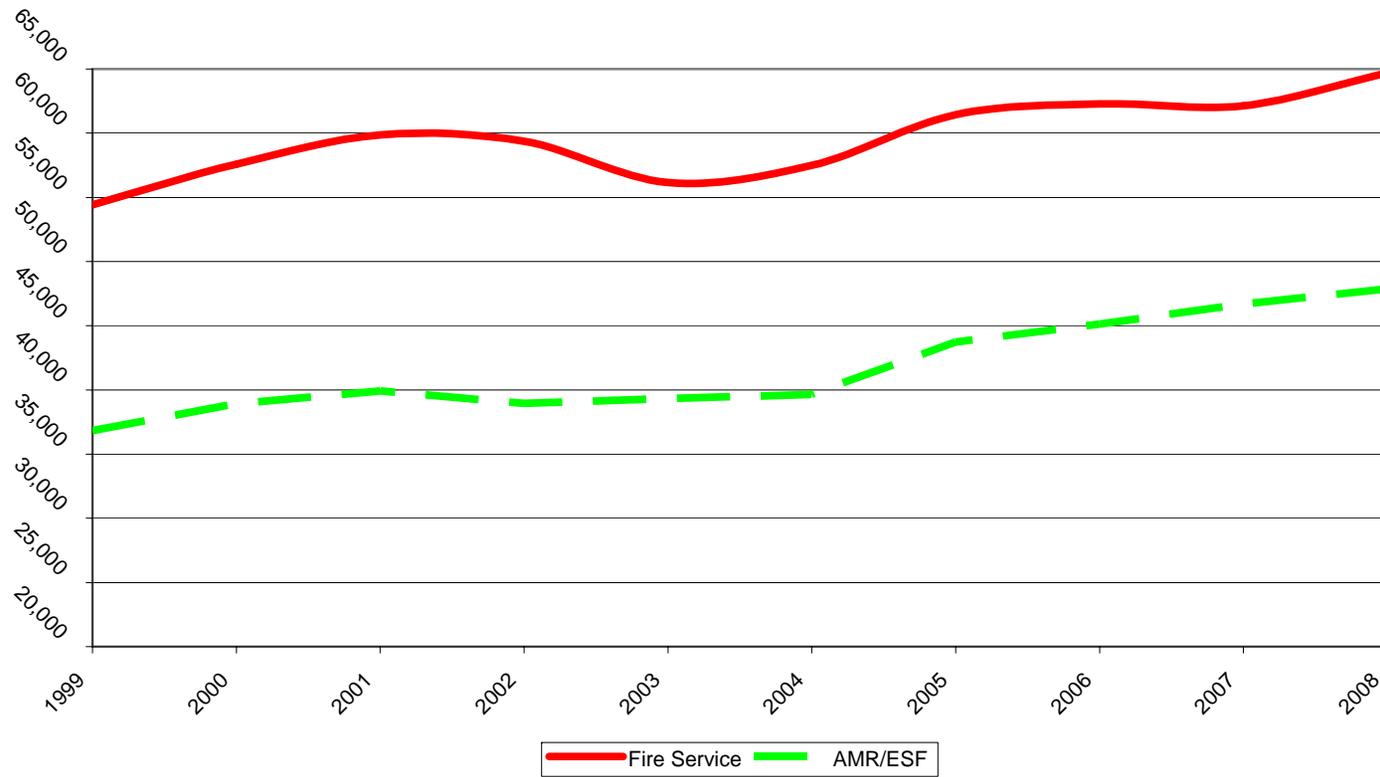
2008 Annual Statistics

Fire Incident Type Breakdown



2008 Annual Statistics

Fire/EMS Call Volume Comparison



2008 Annual Statistics

Law Enforcement Specific Statistics:

Number of CLETS/AWS Inquiries by agency:	
Agency	Count
Broadmoor Police:	38,073
East Palo Alto Police:	27,663
Half Moon Bay Police:	11,555
Law Mutual Aid:	40,557
Millbrae Police:	21,752
Sheriff's Office:	106,679
Special:	15,409
Transit:	8,552
Total	270,240



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	4	0	2	6
East Palo Alto	0	0	46	0	0	21	229	350	831	1,477
Half Moon Bay	0	0	21	0	0	5	32	10	169	237
Millbrae	0	0	26	0	0	2	50	33	349	460
Sheriff's Office	1	0	42	1	0	16	175	330	804	1,369
Totals	1	0	135	1	0	44	490	723	2,155	3,549

Total SVS Entries for year 2008: 3,549

2008 Annual Statistics

Sheriff Beat Activity	
Beat	Total
10	1,065
11	14,631
20	7,448
31	5,137
32	2,664
40	1,578
60	2,292
70	9,885
80	4,336
OJ	2,875
Total	51,911

East Palo Alto Beat Activity	
Beat	Total
1	8,982
2	8,824
3	10,981
4	5,084
OJ	1,788
Total	35,659

Millbrae Beat Activity	
Beat	Total
1	4,284
2	5,050
3	5,233
4	4,534
OJ	1,663
Total	20,764

Half Moon Bay Beat Activity	
Beat	Total
1	8,480
2	4,374
OJ	812
Total	13,666

Transit Police Activity	
Beat	Total
N	2,998
S	2,072
OJ	3,209
Total	8,279

Activity Breakdown by Source of Incident		
Agency	Citizen	Field
Sheriff's Office	30,189	27,509
East Palo Alto Police	25,094	9,480
Millbrae Police	11,772	8,832
Half Moon Bay Police	7,168	6,297
Broadmoor Police	2,604	7,374
Transit	2,811	5,395

Law Mutual Aid Incidents	
Incident Type	Total
Amber Alerts	0
Code 2000	1
Code 30	0
Code 666	67
Probation Hold Teletypes	127
Tactical Alert Phase I	51
Tactical Alert Phase II	6
Special Details	1,970
SWAT Activations	14

ETS Incidents	
Type	Total
Signals Received	37
Captures	0

3Si Incidents	
Type	Total
Signals Received	17
Captures	0

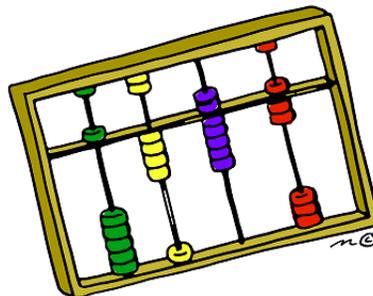
Broadmoor Beat Activity	
Beat	Total
1	3,344
2	1,848
OJ	4,801
Total	9,993



2008 Annual Statistics

On Call Statistics:

Agency	Number of Calls
ISD Radio Shop	25
Coroners Office	45
Probation	1,079
D.A.'s Office	167
Environmental Health	43
Judges	863
County Parks	143
County Roads Department	133
County Sewer Department	361
County Water Department	56
Palo Alto Municipal Water	1
Coastside County Water	87
NTF	83
VTTF	30
Sheriff O.E.S.	190
Sheriff's Office Bomb Unit	83
Sheriff's Office Crime Lab	43
Sheriff's Office Major Crimes Unit	99
Sheriff's Office SHOP	4
Sheriff's Office SFIA	98
Millbrae Detectives	2
Millbrae Public Works	209
East Palo Alto CID	38
East Palo Alto Public Works	12
Millbrae Treatment Plant	21
Millbrae SCADA	3
Woodside Public Works	11
Portola Valley Public Works	2



2008 Annual Statistics

Glossary of abbreviations:

BIF	Brisbane Fire	MLB	Millbrae Police
BRD	Broadmoor Police	MLF	Millbrae Fire
BRS	Brisbane Police	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		
MCI	Mass Causality Incident		

