



# Workload and Performance Indicators 2011

# **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.

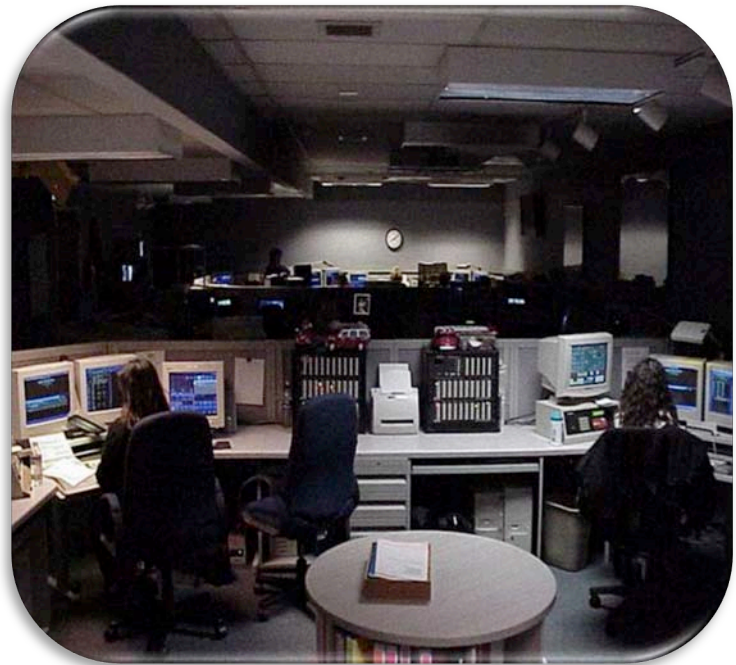
Who we Are and What we Do

### 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, Operations Managers and Supervising Communications Dispatchers. There are four administrative staff, a Dispatcher Specialist, an Office Specialist, Senior IT Technician and an Intern. 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:

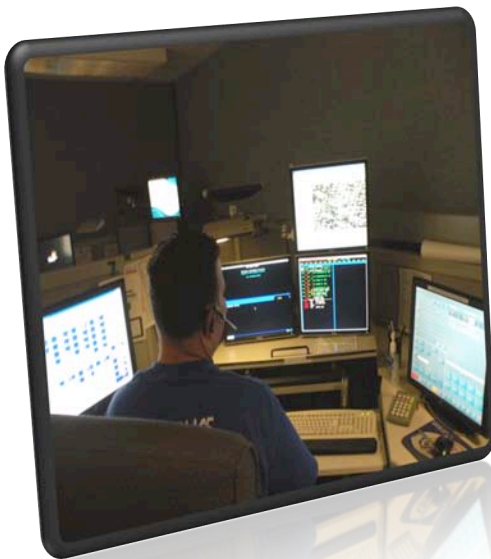
- Primary and Secondary Public Safety Answering Point (PSAP) providing 911 callers access to public safety resources. This program also provides access to translation services and hearing impaired translation if needed.
- Administration of Medical Priority Dispatch and Emergency Police Dispatch protocols 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 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.



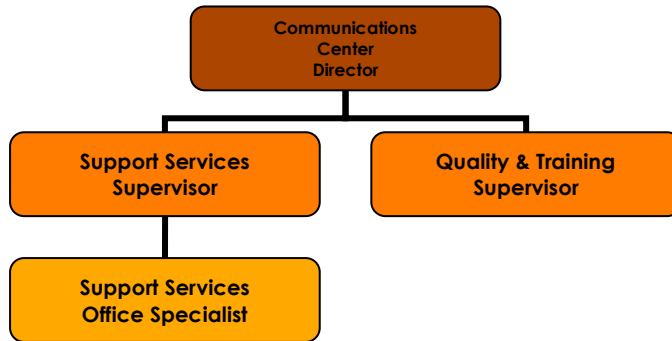
**Don Maynard** – Fire Operations Manager  
650-363-4118 [dkm@smc911dispatch.org](mailto:dkm@smc911dispatch.org)

**Elise Moeck** – Police Operations Manager  
650-363-4615 [emm@smc911dispatch.org](mailto:emm@smc911dispatch.org)

**Sue Anderson** – EMS Operations Manager  
650-363-4900 [sma@smc911dispatch.org](mailto: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 9 million dollars, in partnership with fiscal officers from the County's Human Resources Department. 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.

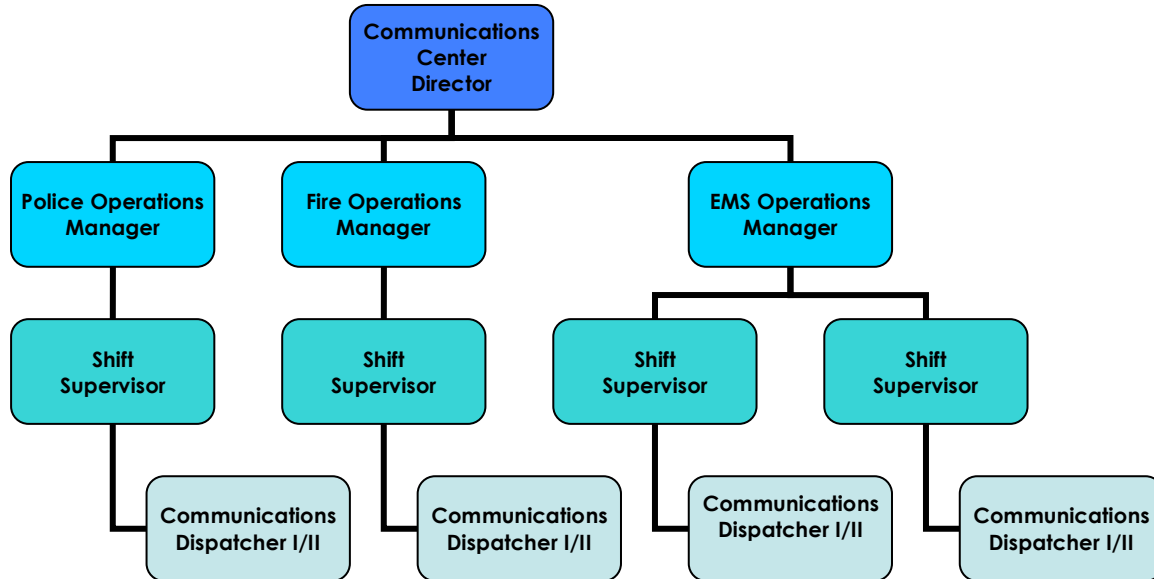
The Office Specialist conducts a variety of duties including reception, the department's purchasing of non-fixed asset items and initial accounts payable/receiving processing. The position represents the Department in the County's Countywide Safety Committee and oversees facilities maintenance and emergency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

## Overview of the San Mateo County Office of Public Safety Communications

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 four law enforcement agencies:

- San Mateo County Sheriffs Office
- Broadmoor Police District
- East Palo Alto 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
- Central County Fire Department (serving the communities of Burlingame and Hillsborough)
- San Mateo Fire Department
- Foster City Fire Department

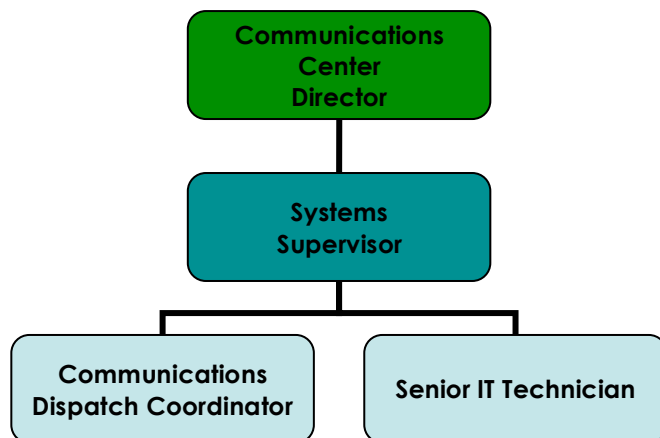


## Overview of the San Mateo County Office of Public Safety Communications

- Belmont Fire Protection District
- Redwood City / San Carlos Fire Department's
- Menlo Park Fire Protection District (serving the communities of Menlo Park, Atherton and East Palo Alto)
- Woodside Fire Protection District – Serving Woodside and Portola Valley
- 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 has an 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
- 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

## Overview of the San Mateo County Office of Public Safety Communications

- 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

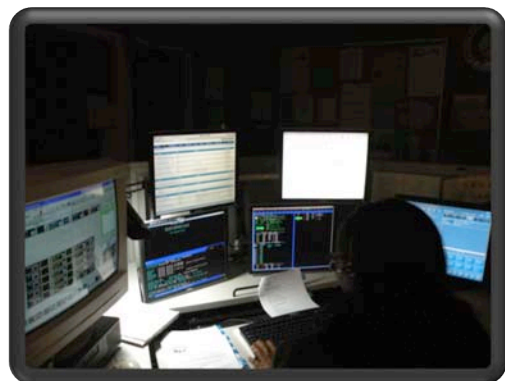
Other equipment used in the Center includes the Countywide Electronic Tracking System (used in Bank Robbery Apprehension), a regional Hospital Availability System (EMSystems) and many others.

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 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%).

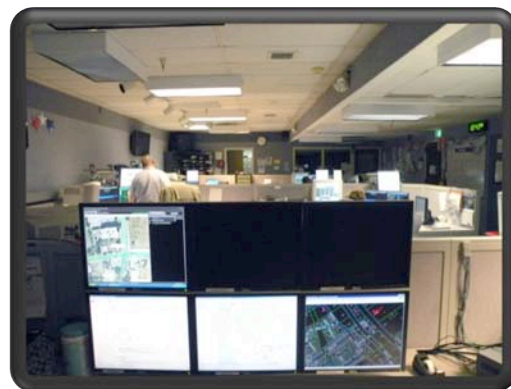
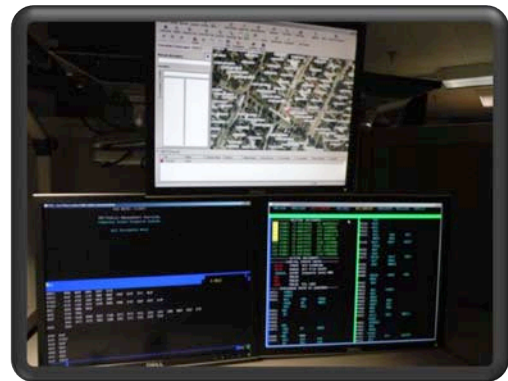
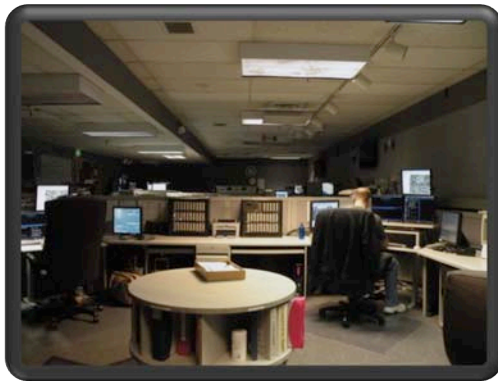


# Overview of the San Mateo County Office of Public Safety Communications

## 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), 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



# 2011 Annual Statistics

## General Center Statistics:

Performance Measure Received to Dispatch	
EMS	84.25%
Fire	87.23%
Law	63.82%

Total Messages Processed		
System	Input	Output
CAD	122,174,020	225,095,108
MSS	38,716,959	77,845,882
<b>Total</b>	<b>160,890,979</b>	<b>302,940,990</b>

Fire/EMS Backup Dispatcher Activations	
Hours at Backup Center in 2011	6
Number of times at Backup Center in 2011	52
Hours at Backup Center since 2003	721
Number of times at Backup Center since 2003	91

System Statistics	
System	Total
MST Button Pushes	671,492
Sunpro/FireHouse Messages	63,294
Alpha Paging Messages	1,641,465
Web Paging Messages	16,389
CAD Faxes	10,761
EMSystem Messages	685,874
CAD Email Messages	26,643
Zetron 25 Alerts	68,804
Zetron 26 Messages	5,078,499
ProQA Messages	303,365
RIMS Messages	1,021,251
Trunking Messages	1,948,383
Air-Trak Messages	182,035
<b>Total Messages Processed</b>	<b>11,718,255</b>

System Availability	
CAD Availability <sup>1</sup>	99.999%
MSS Availability <sup>1</sup>	99.999%

Dispatch Protocol Compliance	
Emergency Medical Dispatch	98.33%
Emergency Police Dispatch <sup>2</sup>	95.46%
Emergency Fire Dispatch	Program not yet implemented



<sup>1</sup> The availability includes scheduled downtime.

<sup>2</sup> Reflects 4 months of data.

# 2011 Annual Statistics

## Telephone Statistics

<b>Group</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>Total Calls</b>
911 – EMS	30,583	2	30,585
911 – Fire	6,353	2	6,355
911 – Law	34,583	22	34,605
Admin	31,095	88,798	119,893
Business – EMS	18,919	23	18,942
Business – Fire	21,910	414	22,324
Business – Law	42,119	194	42,313
Emergency – EMS	19,222	1,199	20,421
Emergency – Fire	32,176	286	32,462
Emergency – Law	82,103	395	82,498
Law Microwave	8,841	17,050	25,891
Misc	8,998	60	9,058
<b>Totals</b>	<b>336,902</b>	<b>108,445</b>	<b>445,347</b>

### 911 Calls Received Breakdown:

<b>Class of Service</b>	<b>Total</b>	<b>% of total 911</b>
BUSN	5,894	7.53
CNTX	3,010	3.84
COIN	15	0.02
N/A	118	0.15
No Value	497	0.63
PAY\$	838	1.07
PBXb	3,455	4.41
RESD	19,234	24.56
TLMA	79	0.10
VOIP	4,027	5.14
W911	16,338	20.86
WPH2	24,819	31.69

### Telephone Call Summary:

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

# 2011 Annual Statistics

## Incidents by Agency by Month

<b>Agency</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
DPW	62	47	80	40	43	52	51	53	45	59	82	98	712
EMS	3,603	3,382	3,760	3,491	3,570	3,441	3,459	3,505	3,585	3,643	3,497	3,937	42,873
ESF	367	286	349	374	334	318	326	353	336	369	354	344	4,110
PHS	157	180	198	262	338	360	397	365	409	426	243	225	3,560
<b>Subtotal</b>	<b>4,189</b>	<b>3,895</b>	<b>4,387</b>	<b>4,167</b>	<b>4,285</b>	<b>4,171</b>	<b>4,233</b>	<b>4,276</b>	<b>4,375</b>	<b>4,497</b>	<b>4,176</b>	<b>4,604</b>	<b>51,255</b>
BIF	54	37	35	33	58	39	35	42	48	49	31	35	496
BSF	329	316	364	287	338	331	362	367	346	200	175	260	3,675
CCF	296	331	404	326	317	292	292	327	358	367	344	359	4,013
CLF	71	51	73	59	60	45	63	51	67	58	48	57	703
COF	145	158	204	179	144	156	162	152	164	153	132	158	1,907
DCF	582	520	545	511	514	530	519	475	528	547	527	598	6,396
FCF	146	165	179	154	188	176	166	193	203	186	195	224	2,175
FMA	36	34	38	32	22	23	56	55	41	47	46	27	457
HMF	186	146	211	166	180	166	179	138	175	196	176	233	2,152
MLF	195	195	171	187	176	170	180	173	184	185	189	183	2,188
MNF	748	594	713	622	729	713	707	825	753	727	709	750	8,590
PIF	205	225	274	239	205	191	220	202	224	249	220	241	2,695
RCF	684	654	728	637	683	626	593	696	664	905	791	784	8,445
SBF	301	292	358	299	299	312	308	288	293	305	293	312	3,660
SMF	692	676	741	755	711	649	686	756	696	717	724	758	8,561
SOF	473	385	492	468	447	426	457	503	503	491	494	470	5,609
WOF	113	135	193	126	137	154	129	156	137	161	138	124	1,703
<b>Subtotal</b>	<b>5,256</b>	<b>4,914</b>	<b>5,723</b>	<b>5,080</b>	<b>5,208</b>	<b>4,999</b>	<b>5,114</b>	<b>5,399</b>	<b>5,384</b>	<b>5,543</b>	<b>5,232</b>	<b>5,573</b>	<b>63,425</b>
BRD	683	552	787	773	773	745	778	746	742	841	674	772	8,866
EPA	2,845	2,396	2,869	2,911	2,861	2,919	3,197	2,834	2,604	2,548	2,194	2,436	32,614
HMB	977	749	921	788	773	351	8	9	5	4	2	3	4,590
LMA	874	914	865	850	921	907	966	1,111	878	909	792	903	10,890
MLB	1,766	1,550	1,739	1,751	1,707	1,594	1,755	1,974	1,855	1,764	1,485	1,538	20,478
SOS	5,210	4,613	5,043	4,949	4,792	5,383	6,034	5,866	5,770	5,806	6,870	7,337	67,673
SPL	237	225	293	273	526	1,264	1,195	1,056	123	71	221	145	5,629
TRA	593	525	521	640	675	707	653	713	679	688	601	592	7,587
<b>Subtotal</b>	<b>13,185</b>	<b>11,524</b>	<b>13,038</b>	<b>12,935</b>	<b>13,028</b>	<b>13,870</b>	<b>14,586</b>	<b>14,309</b>	<b>12,656</b>	<b>12,631</b>	<b>12,839</b>	<b>13,726</b>	<b>158,327</b>
<b>Total</b>	<b>22,630</b>	<b>20,333</b>	<b>23,148</b>	<b>22,182</b>	<b>22,521</b>	<b>23,040</b>	<b>23,933</b>	<b>23,984</b>	<b>22,415</b>	<b>22,671</b>	<b>22,247</b>	<b>23,903</b>	<b>273,007</b>

# 2011 Annual Statistics

## EMS Specific Statistics:

Number of Hospital Transports	
Peninsula	7,948
Stanford	4,184
Seton	4,053
Kaiser South City	3,677
San Mateo Medical Center	2,921
Kaiser Redwood City	2,731
Sequoia	2,684
County General Psychiatric	730
San Francisco General	604
Peninsula Psychiatric	497
VA Palo Alto	325
Out of County	123
Mills	99
Seton Coastside	32
<b>Total</b>	<b>30,608</b>

Number of Helicopter Dispatches	
LifeFlight	90
Calstar	41

Number of MCI's	
Level 1	26
Level 2	4
Level 3	0



EMD Pre-Arrival Statistics:	
Sequence	Count
Airway / Arrest - Infant	11
Airway / Arrest - Child	22
Airway / Arrest - Adult	1,027
Choking – Infant, Child, Adult	280
Childbirth	11
Tracheotomy Airway / Arrest	0
AED Support	2
<b>Total sequences provided</b>	<b>1,353</b>

# 2011 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 97<sup>th</sup> 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%
<b>2007 Score</b>	<b>98%</b>	<b>97%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>
<b>2009 Score</b>	<b>98.5%</b>	<b>99%</b>	<b>98%</b>	<b>98%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>
<b>2010 Score</b>	<b>97.6%</b>	<b>98.2%</b>	<b>96.3%</b>	<b>97.3%</b>	<b>98.1%</b>	<b>98.1%</b>	<b>97.6%</b>
<b>2011 Score</b>	<b>96.8%</b>	<b>98.6%</b>	<b>96.1%</b>	<b>98.1%</b>	<b>99.5%</b>	<b>99.0%</b>	<b>98.3%</b>
<b>National Accredited Centers (ACE) Averages</b>	98.0%	98.5%	96.5%	97.6%	98.1%	98.2%	98.0%
<b>PSC exceeds other ACE Centers by:</b>	<b>-1.2%</b>	<b>.1%</b>	<b>-.4%</b>	<b>.5%</b>	<b>1.4%</b>	<b>.8%</b>	<b>.3%</b>

PSC well exceeds the National Academy Standard

PSC processed 46,983 requests for ambulances in Year 2011. Of those, 911 Dispatchers applied 1,353 pre-arrival instructions to callers reporting airway/cardiac arrest, choking, childbirth, airway maintenance and AED Support.



# 2011 Annual Statistics

24 Hour Unit Responses	
Unit	Total Runs
M107	2,912
R61	2,445
M403	2,322
R63	2,311
M440	1,610

Top 20 VSU Responses	
Unit	Total Runs
M11	1,577
M35	1,550
M23	1,527
M34	1,507
M24	1,481
M43	1,474
M45	1,447
M37	1,445
M32	1,407
M41	1,395
M26	1,381
M31	1,376
M42	1,374
M14	1,327
M27	1,301
M15	1,297
M09	1,295
M44	1,293
M20	1,276
M06	1,264

Top Chute Times	
Unit	Avg. Time
M17	00:32
M27	00:32
M49	00:32
M15	00:33
M19	00:33
M29	00:33
M46	00:34
M47	00:34
M663	00:34
M06	00:35

Top Chute Times	
Unit	Avg. Time
M23	00:35
M24	00:35
M26	00:35
M35	00:35
M44	00:35
M802	00:35
M11	00:36
M42	00:36
M48	00:36
M801	00:36
M37	00:37
M39	00:37
M403	00:37
M41	00:37
M45	00:37
M662	00:37
M13	00:38
M31	00:38
M43	00:38
M09	00:39
M14	00:39
M20	00:39
M512	00:39
M32	00:40
M34	00:41
ESF861	00:43
M107	00:44
M440	00:45
R61	01:17
R63	01:18



# 2011 Annual Statistics

Special Unit Responses	
Unit	Total Runs
M512	523
M802	775
M801	549
MSU100	1
ESF861	126

Incidents by Zones	
Zone	Runs
1U	10,392
2U	13,935
3U	8,343
4R	368
4U	5,635
5N	295
5R	204
5U	1,75
6U	4,180
Unknown	5

## Miscellaneous EMS Statistics:

- Average “time on task” for an EMS incident in 2011 was 48 minutes 10 seconds.

Top EMS Incident Types	
Type	Total
Medical aid, PD request code 3	5,451
Unable to complete EMD process	2,643
Medical aid, PD request code 2	1,808
Traffic accident, PD request code 3	1,808
Fainting, not alert	1,328
Psych, PD request 2 ALS assist	1,282
Difficulty breathing, severe respiratory distress	1,200
Fall, possible dangerous injury on ground	1,158
Sick call, not alert	931
Traffic accident, injuries	852
Unconscious	792
Unknown problem	743
Sick call, no priority symptoms	726
Fall, dangerous injury	709
Fall, possible dangerous	663
Sick call, abnormal breathing	613
Fall, assist with no injury/priority symptom	609
Difficulty breathing	587
Difficulty breathing not alert	581
Fall, not alert	559

# 2011 Annual Statistics

## Fire Specific Statistics:

Battalion Chief Responses	
Unit	Total Runs
BC20	1,167
BC3	1,068
BC4	873
BC1	833
BC5	737
BC17	661
BC8	521
BC9	448
BC2	403
BC6	401
BC10	393
BC11	253
BC18	244
BC16	235
BC19	133
BC12	60
BC13	35

Truck Responses	
Unit	Total Runs
T9	2,638
T95	1,370
T14	1,353
T51	1,010
T1	919
T34	764
T21	698
T28	617
T85	124
T61	115
T13	58
T61	45

Quint Responses	
Unit	Total Runs
PQ62	992
SQ65	580
SQ61	14
Q40	2

Fire Chief Responses	
Unit	Total Runs
CH8A	38
CH5	12
CH1B	11
CH1	9
CH8	8
CH5A	5
CH2	4
CH20B	4
CH20C	4
CH3A	3
CH6A	3
CH20	2
CH3	2
CH4	2
CH6	2

Fire Buffs Responses	
Unit	Total Runs
SUP20	15
SUP14	5

IDT Responses	
Unit	Total Runs
COM47	18
COM81	7
COM32	6
COM80	4

# 2011 Annual Statistics

Miscellaneous Units	
Unit	Total Runs
BR57	197
BR56	84
HM13	23
BOAT28	21
BS9	17
BR95	15
BS17	10
P8	10
P40	9
WT56	9
WT8	9
BS86	8
P77	8
USR165	8
BOAT11	7
BR40	7
WT57	7
AB1	6
BR72	5
HM14	5
P44	4
BOAT62	3
LT21	2
P14	2
USR233	2
USAR16	1
WT58	1

Training Coordinators	
Unit	Total Runs
TO11	19
TO3	18
TO10	15
TO5	10
TO17	7
TO9	7
TO8	6

Prevention Responses	
Unit	Total Runs
PR17E	49
PR3A	49
PR3B	33
PR5A	33
PR1C	28
PR17B	27
PR17C	27
PR20C	27
PR16	24
PR3	23
PR1A	19
PR1B	19
PR20D	19
PR17D	17
PR5D	16
PR8B	16
PR20B	14
PR4A	14
PR10	12
PR4B	11
PR8A	10
PR4	8
PR17A	6
PR2	6
PR5	6
PR5F	6
PR9	6
PR17	5

EMS Coordinator Responses	
Unit	Total Runs
MED11	3
MED17	58
MED19	86
MED2	11
MED20	22
MED8	33

# 2011 Annual Statistics

Total Engine Response	
Unit	Total Runs
E10	2,402
E2	2,222
E51	2,183
E34	2,063
E37	1,933
E24	1,871
E92	1,848
E61	1,798
E21	1,716
E94	1,674
E11	1,642
E95	1,597
E26	1,568
E23	1,558
E13	1,446
E1	1,424
E91	1,360
E71	1,319
E72	1,294
E63	1,254
E6	1,251
E52	1,235
E40	1,219
E64	1,202
E15	1,198
E4	1,151
E77	1,069
E29	957
E25	951
E3	898
E5	888
E12	884
E16	858
E41	801
E32	782
E28	777
E38	746
E8	727
E7	690
E35	687

Total Engine Response	
Unit	Total Runs
E20	662
E86	640
E81	609
E27	565
E17	526
E18	489
E33	476
E93	469
E44	461
E217	386
E14	370
E19	370
E58	339
E59	303
E62	262
E65	168
BE57	144
BE56	88
BE357	87
E55	62
E85	47
E1765	37
E1761	26
E1769	25
BE356	24
E9	16
E285	15



# 2011 Annual Statistics

Responses by District	
District	Count
FS09	3,068
FS02	2,639
FS10	2,561
FS51	2,405
FS24	2,022
FS92	1,954
FS37	1,925
FS34	1,804
FS21	1,649
FS23	1,638
FS26	1,592
FS61	1,543
FS63	1,487
FS95	1,399
FS72	1,397
FS13	1,360
FS94	1,359
FS91	1,332
FS62	1,281
FS40	1,235
FS71	1,213
FS11	1,212
FS01	1,205
FS14	1,190
FS52	1,168
FS06	1,159
FS15	1,110
FS29	1,095
FS28	1,077
FS04	1,052
FS77	1,051
FS64	835
FS05	800
FS36	795
FS25	770
FS08	727
FS86	696
FS32	688
FS35	672
FS07	660
FS03	631
FS20	616

Responses by District	
District	Count
FS16	558
FS41	557
FS12	541
FS65	536
FS81	482
FS27	474
FS18	461
FS93	442
FS17	391
FS38	391
FS33	367
FS44	350
FS59	261
FS58	201
FS57	175
FS19	147
FS56	76
FS55	54
CF21	42



# 2011 Annual Statistics

Best Chute Times	
Unit	Avg. Time
Q62	01:14
T61	01:18
Q65	01:22
T1	01:26
T21	01:37
BC19	00:36
E40	00:54
BC12	00:55
E19	01:02
E38	01:02
E217	01:03
E7	01:04
BE357	01:05
E44	01:07
E41	01:10
E32	01:11
E65	01:11
E8	01:12
E81	01:12
E10	01:13
E94	01:15
E62	01:16
E64	01:16
E2	01:17
E5	01:17
E6	01:17
E63	01:17
E91	01:17
T34	01:17
E33	01:18
E4	01:18
BC18	01:19
E16	01:20
BC8	01:21
E71	01:21
E95	01:22
BC11	01:23
E15	01:23
E61	01:23

Worst Chute Times	
Unit	Avg. Time
HM13	09:42
BE55	05:51
T85	04:49
BE56	03:58
BE57	03:12
E86	02:54
BE85	02:51
T51	01:47
E17	01:46
BC9	01:43
BC13	01:42
E18	01:42
E28	01:42
E24	01:40
T28	01:40
E13	01:38
E14	01:38
E26	01:37
E93	01:37
BC3	01:36
BC4	01:36
E27	01:36
E29	01:36
T13	01:36
BC16	01:35
E34	01:33
E58	01:33
T14	01:33
BC1	01:32
T9	01:32
BC17	01:31
BC6	01:31
E21	01:31
E51	01:31
E52	01:31
E59	01:31
E9	01:31

*Average Countywide chute time is 1:30*

# 2011 Annual Statistics

Agency 90 Second Ack Time	
Agency	Compliance %
BIF	83%
BLF	78.7%
BSF	85%
CCF	83.6%
CLF	93.7%
COF	78.9%
DCF	89.3%
FCF	94.7%
HMF	91.7%
MLF	87.1%
MNF	86.6%
PIF	88.9%
RCF	90.4%
SBF	93.9%
SCF	83.3%
SMF	90.5%
SOF	80.0%
WOF	81.5%

Most Runs after 2200 hrs	
Unit	Total Dispatches
E2	450
T9	410
E10	408
E92	388
E51	358
E34	345
E24	344
E37	319
E26	290
E95	285
E61	267
E21	266
E23	257
E94	257
E91	245
E52	240
E71	239
E11	237
E13	237
E1	236
E72	236
T14	217
E64	215
T95	211
E63	207
E6	200
BC20	190
Q62	179
E15	177
E4	177
E40	172
E77	169
E3	161
E5	147
BC3	143
E28	139
E32	127
Q65	126
E25	122
E29	122
E12	119
E16	119

Mutual Aid Responses	
Team	Dispatches
2275 North	0
2276 Central	0
2277 South	0
Overhead	2
OES	6





# 2011 Annual Statistics

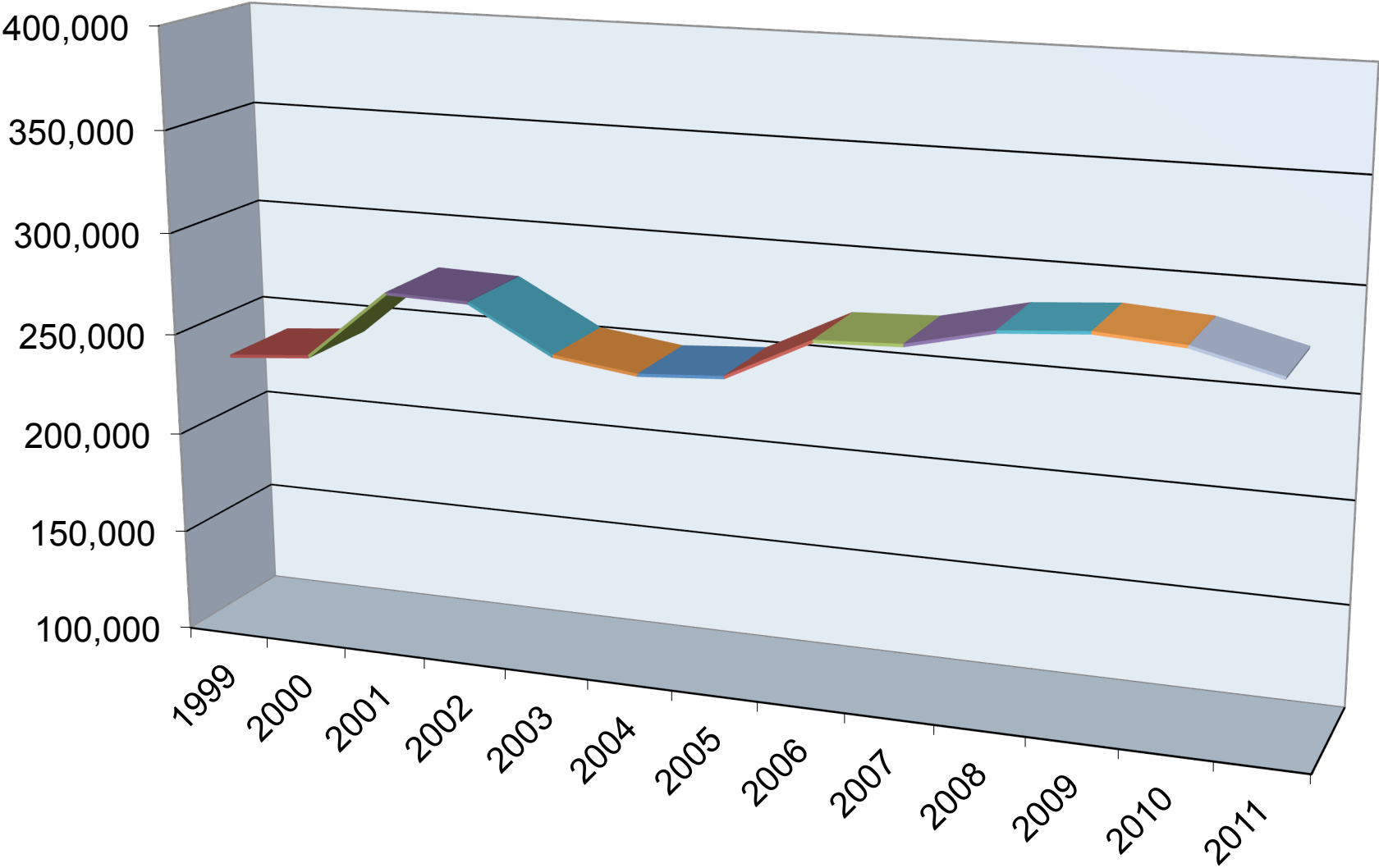
## Number of Incidents per Agency per Alarm Level

Agency / Level	1st	2nd	3rd	4th	5th	6th	7th	8th	Total
Belmont San Carlos Fire	3,607	2	0	0	0	0	0	0	3,609
Brisbane Fire	495	1	0	0	0	0	0	0	496
Central County Fire	4,013	0	0	0	0	0	0	0	4,013
Coastside Fire	2,152	0	0	0	0	0	0	0	2,152
Colma Fire	702	1	0	0	0	0	0	0	703
County Fire	1,906	1	0	0	0	0	0	0	1,907
Daly City Fire	6,393	2	1	0	0	0	0	0	6,396
Fire Mutual Aid	457	0	0	0	0	0	0	0	457
Foster City Fire	2,175	0	0	0	0	0	0	0	2,175
Menlo Park Fire	8,584	6	0	0	0	0	0	0	8,590
Millbrae Fire	2,187	1	0	0	0	0	0	0	2,188
Pacifica Fire	2,695	0	0	0	0	0	0	0	2,695
Redwood City Fire	8,441	4	0	0	0	0	0	0	8,445
San Bruno Fire	3,659	1	0	0	0	0	0	0	3,660
San Mateo Fire	8,560	1	0	0	0	0	0	0	8,561
South San Francisco Fire	5,605	2	2	0	0	0	0	0	5,609
Woodside Fire	1,701	2	0	0	0	0	0	0	1,703
<b>Total</b>	<b>63,332</b>	<b>24</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>63,359</b>



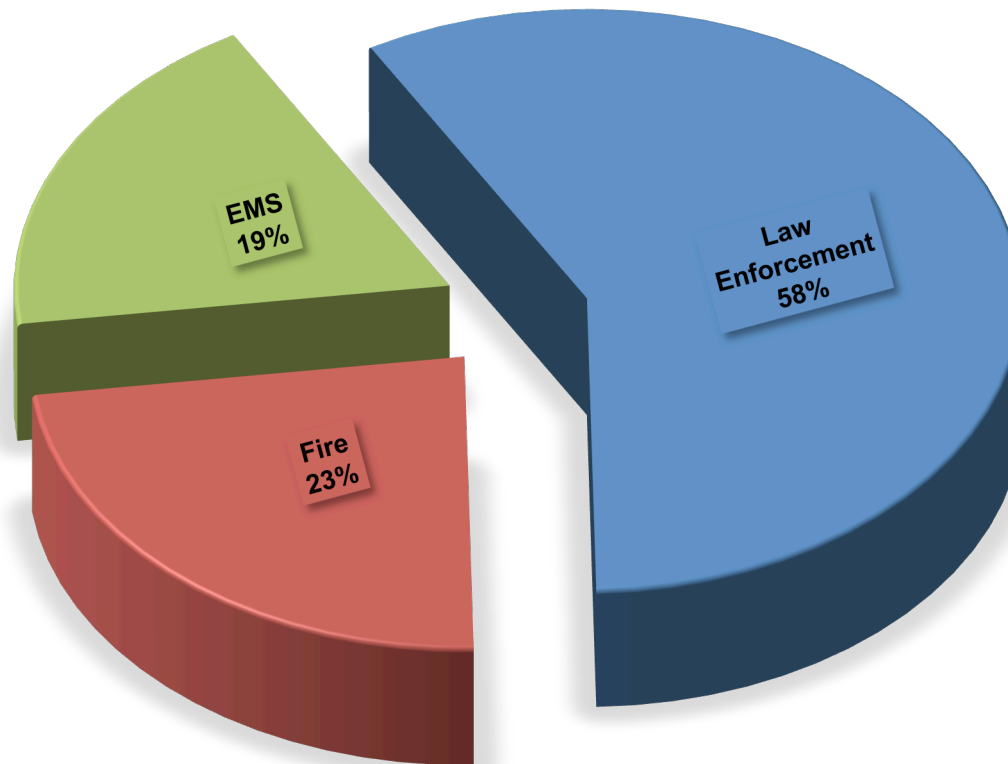
# 2011 Annual Statistics

## Dispatch Center Workload - Number of Incidents



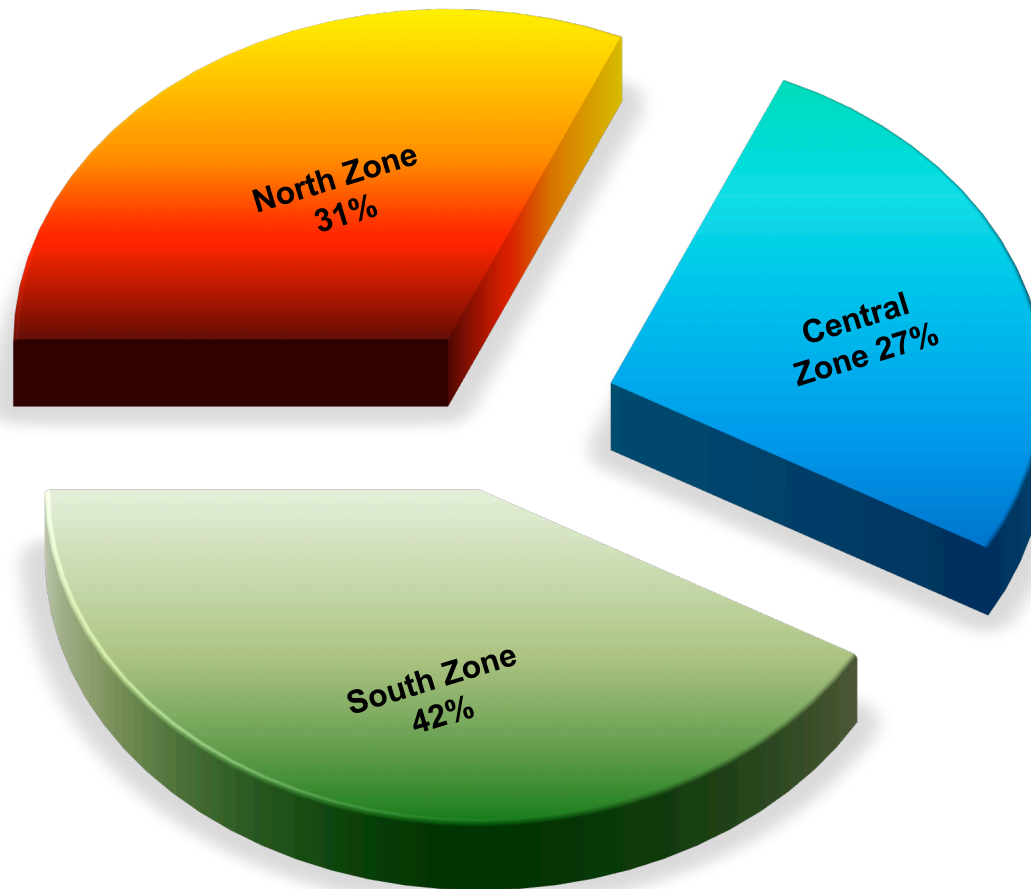
# 2011 Annual Statistics

## Incident Breakdown by Class



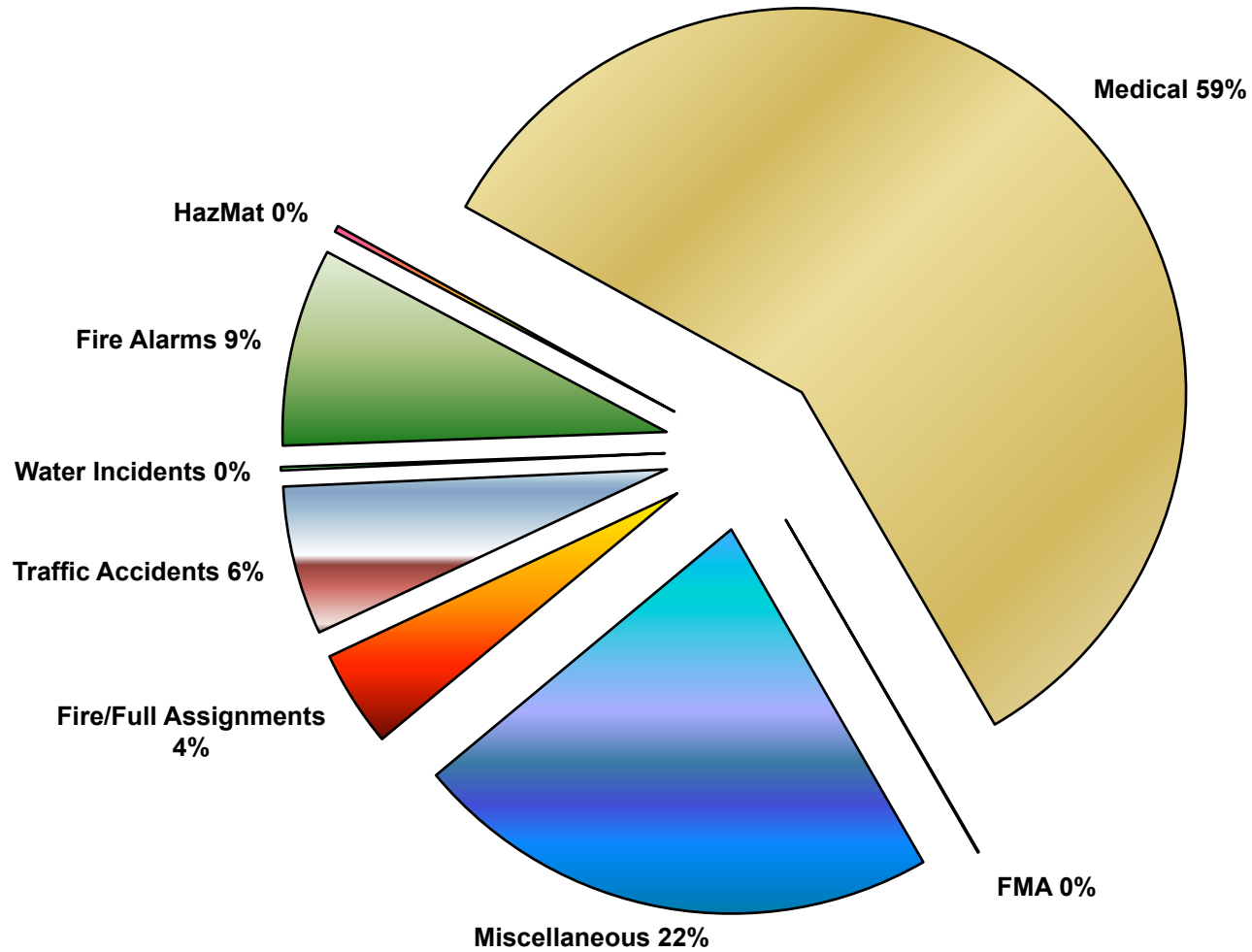
# 2011 Annual Statistics

## Fire Incidents by Zone



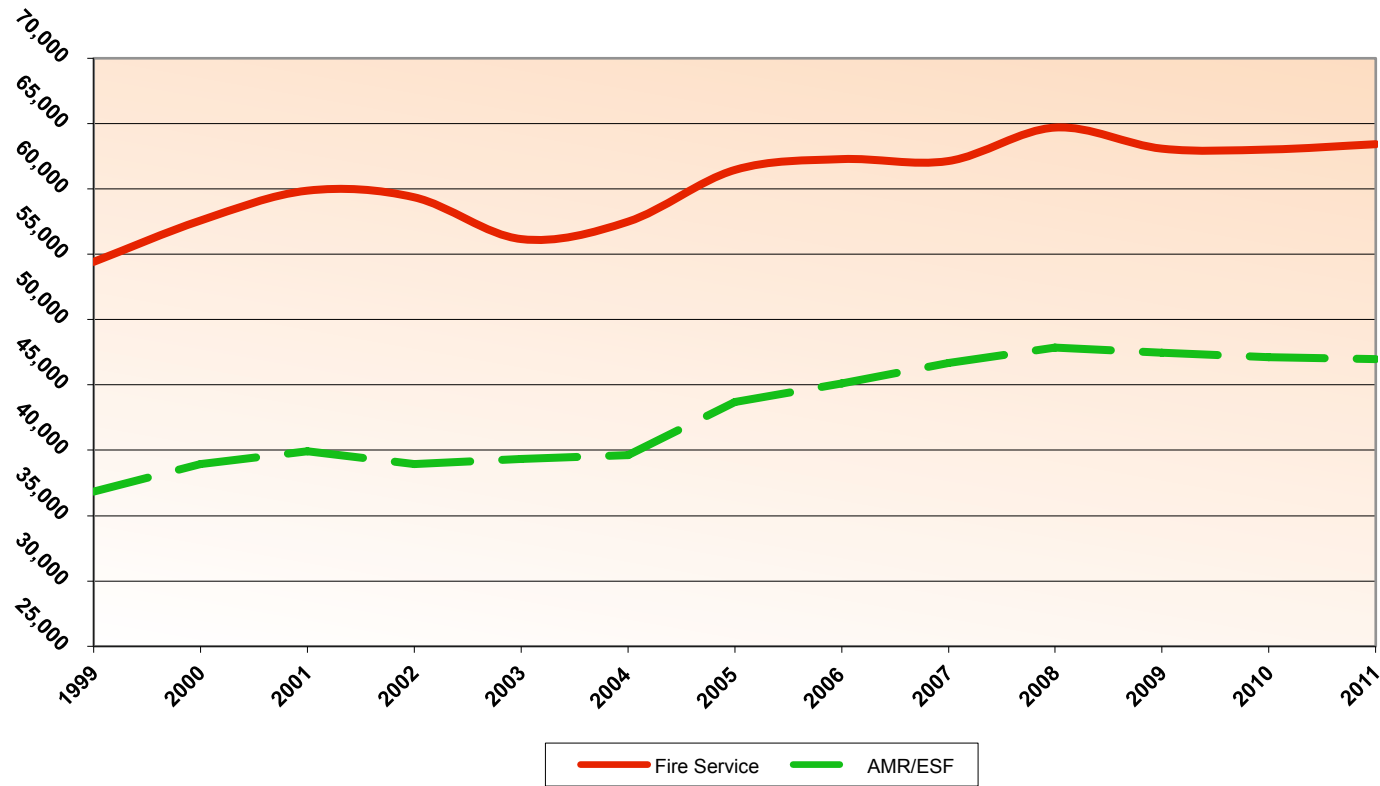
# 2011 Annual Statistics

## Fire Incident Type Breakdown



# 2011 Annual Statistics

## Fire/EMS Call Volume Comparison



# 2011 Annual Statistics

## Law Enforcement Specific Statistics:

Number of CLETS/AWS/CJIS Inquiries by agency:	
Agency	Count
Broadmoor Police:	32,173
East Palo Alto Police:	25,561
Half Moon Bay Police:	3,621
Law Mutual Aid:	28,724
Millbrae Police:	35,364
Sheriff's Office:	137,116
Special:	14,860
Transit:	5,306
<b>Total</b>	<b>282,725</b>



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	0	0	3	3
East Palo Alto	0	0	31	0	0	29	144	173	217	594
Half Moon Bay	0	0	0	0	0	0	9	7	21	37
Millbrae	0	0	7	0	0	10	51	41	101	210
Sheriff's Office	0	0	22	0	0	28	143	198	292	683
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>60</b>	<b>0</b>	<b>0</b>	<b>67</b>	<b>347</b>	<b>419</b>	<b>634</b>	<b>1,527</b>

Total SVS Entries for year 2011: 1,527

# 2011 Annual Statistics

Sheriff Beat Activity	
Beat	Total
10	642
11	13,633
20	7,766
31	5,289
32	2,454
40	1,559
50 <sup>3</sup>	3,419
60	2,068
70	9,570
75 <sup>4</sup>	6,328
80	4,706
OJ	10,239
<b>Total</b>	<b>67,673</b>

Transit Police Activity	
Beat	Total
N	3,046
S	2,225
OJ	2,316
<b>Total</b>	<b>7,587</b>

Broadmoor Beat Activity	
Beat	Total
1	3,317
2	1,627
OJ	3,922
<b>Total</b>	<b>8,866</b>

East Palo Alto Beat Activity	
Beat	Total
1	8,908
2	7,729
3	9,347
4	4,140
OJ	2,490
<b>Total</b>	<b>32,614</b>

Activity Breakdown by Source of Incident		
Agency	Citizen	Field
Sheriff's Office	36,447	31,226
East Palo Alto Police	24,146	8,468
Millbrae Police	10,716	9,762
Half Moon Bay Police	3,100	1,490
Broadmoor Police	2,073	6,793
Transit	3,216	4,371

Millbrae Beat Activity	
Beat	Total
1	3,442
2	4,115
3	5,124
4	5,621
OJ	2,176
<b>Total</b>	<b>20,478</b>

As of 6/12/2011, the City of Half Moon Bay contracted police services to the Sheriff's Office. Statistics for Half Moon Bay PD only reflect until 6/12/2011.

As of 11/01/2011, Public Safety Communications began dispatching for the Sheriff's units in San Carlos.

Half Moon Bay Beat Activity	
Beat	Total
1	2,572
2	1,457
OJ	561
<b>Total</b>	<b>4,590</b>



<sup>3</sup> Beat 50 is the City of San Carlos.

<sup>4</sup> Beat 75 is the City of Half Moon Bay.



# 2011 Annual Statistics

Law Mutual Aid Incidents	
Incident Type	Total
Amber Alerts	0
Child Abduction Protocol	0
Code 2000	0
Code 30	3
Code 500 (Laser Assault on Aircraft)	22
Code 666	47
Probation Hold Teletypes	190
Tactical Alert Phase I	44
Tactical Alert Phase II	2
Tactical Alert Phase III	0
Tactical Alert Phase IV	0
SWAT Activations	4

ETS Incidents	
Type	Total
Signals Received	31
Actual Robbery	0
Captures	0

3Si Incidents	
Type	Total
Signals Received	4
Actual Robbery	0
Captures	0

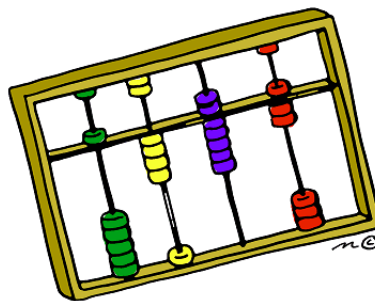
East Palo Alto ShotSpotter	
Type	Total
Signals Received	2,386
Homicide	3
Attempted Homicide	2
Assault with Deadly Weapon	6
Shot into Dwelling/Vehicle	28
Shots Fired (case number issued)	49
Arrests	1
Classified as fireworks	1,022



# 2011 Annual Statistics

## On Call Statistics:

Agency	Number of Calls
Coastside County Water	68
Coroners Office	56
County Parks	158
County Roads Department	110
County Sewer Department	285
County Water Department	47
D.A.'s Office	172
East Palo Alto CID	15
East Palo Alto Public Works	12
Environmental Health	53
ISD Radio Shop	39
Judges	892
Millbrae Detectives	0
Millbrae Public Works	68
Millbrae SCADA	86
Millbrae Treatment Plant	26
Narcotics Task Force	89
Palo Alto Municipal Water	0
Portola Valley Public Works	4
Probation	1,923
Sheriff O.E.S.	218
Sheriff's Office Bomb Unit	67
Sheriff's Office Crime Lab	48
Sheriff's Office Major Crimes Unit	105
Sheriff's Office SFIA	128
Sheriff's Office SHOP	2
Vehicle Theft Task Force	35
Woodside Public Works	9



# 2011 Annual Statistics

## Glossary of abbreviations:

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

