



Annual Statistics

2009

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.
- Motorola GoldElite Radio Controllers and Trunked Radio System utilizing Touch-Screen technology.

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, Fleet Management 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 Office, 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

2009 Annual Statistics

General Center Statistics:

Performance Measure Received to Dispatch	
EMS	89%
Fire	92%
Law	82%

Fire/EMS Backup Dispatcher Activations	
Hours at Backup Center	191
Number of times at Backup Center	20

System Availability	
CAD Availability ¹	99.95%
MSS Availability ¹	99.98%

Total Messages Processed		
System	Input	Output
CAD	67,887,030	194,951,346
MSS	38,989,857	81,254,078
Total	106,876,887	276,205,424

System Statistics	
System	Total
MST Button Pushes	882,428
Sunpro/FireHouse Messages	53,787
Alpha Paging Messages	1,848,876
Web Paging Messages	30,957
CAD Faxes	11,264
EMSystem Messages	682,149
CAD Email Messages	36,269
Zetron 25 Alerts	68,785
Zetron 26 Messages	5,151,341
ProQA Messages	147,933
RIMS Messages	1,005,360
Trunking Messages	2,138,498
Total Messages Processed	12,057,647



Dispatch Protocol Compliance	
Emergency Medical Dispatch	98.83%
Emergency Fire Dispatch	Program not yet implemented
Emergency Police Dispatch	Program not yet implemented

¹ The availability includes scheduled downtime.

2009 Annual Statistics

Telephone Statistics

<u>Group</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Total Calls</u>
911 – EMS	25,892	0	25,892
911 – Fire	5,368	0	5,368
911 – Law	32,937	0	32,937
Admin	39,187	106,030	145,217
Microwave	7,771	7,465	15,236
Business – EMS	22,881	24	22,905
Business – Fire	24,691	553	25,244
Business – Law	44,250	1,691	45,941
Emergency – EMS	23,104	1,611	24,715
Emergency – Fire	35,308	277	35,585
Emergency – Law	96,251	944	97,195
Intercom	10	258	268
Misc	9,674	112	9,786
Totals	367,324	118,965	486,289

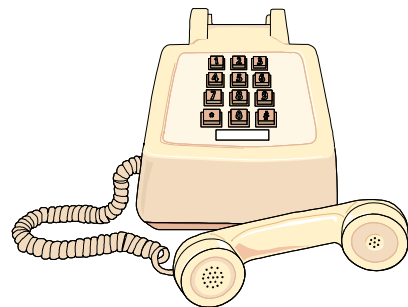
911 Calls Received Breakdown:

<u>Class of Service</u>	<u>Total</u>	<u>% of total 911</u>
Pay Phones	1,395	2.2%
Voice over IP (VoIP)	789	1.2%
Telematics	60	.1%
Wireless	26,752	41.7%
Wire line	37,445	54.8%

Telephone Call Summary:

Busiest day of week: Thursday

Busiest hour of day: 17:00



2009 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	75	97	63	54	70	70	56	59	65	83	83	62	837
EMS	3,596	3,424	3,670	3,711	3,803	3,691	3,654	3,619	3,524	3,685	3,412	3,605	43,394
ESF	386	356	387	390	385	365	370	382	348	348	363	349	4,429
PHS	244	208	238	307	379	442	431	391	369	308	213	191	3,721
Subtotal	4,301	4,085	4,358	4,462	4,637	4,568	4,511	4,451	4,306	4,424	4,071	4,207	52,381
BIF	42	43	33	48	37	45	44	54	40	52	42	41	521
BSF	349	350	357	352	351	318	300	309	321	374	326	338	4,045
CCF	339	297	348	328	338	339	345	327	331	393	316	351	4,052
CLF	49	50	61	74	73	66	79	73	49	58	60	56	748
COF	133	187	188	190	166	161	158	221	160	204	151	138	2,057
DCF	513	483	522	540	512	604	556	507	532	549	497	573	6,388
FCF	155	149	163	194	170	177	167	138	180	151	156	169	1,969
FMA	72	60	112	94	78	90	106	95	97	71	53	59	987
HMF	155	156	188	180	168	176	159	163	143	223	145	162	2,018
MLF	179	159	185	184	173	160	213	185	151	181	163	207	2,140
MNF	625	619	655	705	680	707	712	653	592	753	625	638	7,964
PIF	232	195	207	259	223	233	206	224	186	242	184	239	2,630
RCF	582	595	663	704	707	636	622	629	686	680	663	659	7,826
SBF	283	290	305	324	279	275	262	268	312	306	292	310	3,506
SMF	707	629	701	721	697	663	704	806	675	820	745	751	8,619
SOF	465	467	516	523	494	487	496	479	450	540	496	509	5,922
WOF	111	146	106	127	148	169	150	130	145	194	147	117	1,690
Subtotal	4,991	4,875	5,310	5,547	5,294	5,306	5,279	5,261	5,050	5,791	5,061	5,317	63,082
BRD	766	747	842	795	768	822	802	793	853	933	889	832	9,842
EPA	3,138	2,914	3,259	3,242	3,440	3,432	3,800	3,298	2,982	3,067	2,804	3,056	38,432
HMB	1,095	968	1,140	1,118	1,268	1,127	1,287	1,181	1,139	1,291	961	950	13,525
LMA	934	914	949	962	976	919	940	1,065	915	1,000	754	832	11,160
MLB	1,537	1,300	1,458	1,562	1,627	1,566	1,678	1,587	1,619	1,715	1,492	1,595	18,736
SOS	4,950	4,494	5,380	5,435	5,610	5,406	5,381	5,515	5,434	5,227	4,825	4,537	62,194
SPL	269	266	260	243	408	969	847	1,237	306	25	356	250	5,436
TRA	907	730	843	985	983	986	1,049	1,025	866	1,017	891	740	11,022
Subtotal	13,596	12,333	14,131	14,342	15,080	15,227	15,784	15,701	14,114	14,275	12,972	12,792	170,347
Total	22,888	21,293	23,799	24,351	25,011	25,101	25,574	25,413	23,470	24,490	22,104	22,316	285,810

2009 Annual Statistics

EMS Specific Statistics:

Number of Hospital Transports	
Peninsula	7,121
Seton	4,033
Stanford	4,017
Kaiser South City	3,858
San Mateo Medical Center	2,972
Kaiser Redwood City	2,863
Sequoia	2,688
County General Psychiatric	673
San Francisco General	621
VA Palo Alto	353
Peninsula Psychiatric	320
Mills	185
Out of County	99
Seton Coastside	77
Total	29,880

Number of Helicopter Dispatches	
LifeFlight	117
Calstar	25

Number of MCI's	
Level 1	29
Level 2	1
Level 3	1



EMD Pre-Arrival Statistics:	
Sequence	Count
Airway / Arrest - Infant	12
Airway / Arrest - Child	57
Airway / Arrest - Adult	1,849
Choking – Infant, Child, Adult	326
Childbirth	21
Tracheotomy Airway / Arrest	0
AED Support	1
Total sequences provided	2,266

2009 Annual Statistics

Accredited Dispatch *Center of Excellence*

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

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

	Case Entry	Key Questions	Pre-Arrival Instructions	Post Dispatch Instructions	Chief Complaint Selection	Code of Response Selection	Total
Academy Standard	95%	90%	95%	90%	95%	90%	90%
2007 PSC scores	98%	97%	98%	98%	98%	98%	98%
2009 PSC Score	98.5%	99%	98%	98%	99%	99%	99%
<i>PSC Exceeds Academy Standards by:</i>	3.5%	9%	3%	8%	4%	9%	9%
National Accredited Centers (ACE) Averages	97%	98%	96%	97%	97%	98%	97%
PSC exceeds other ACE Centers by:	1.5%	1%	2%	1%	2%	1%	2%

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

PSC processed 47,823 requests for ambulances in Year 2009. Of those, 911 Dispatchers applied 2,266 pre-arrival instructions to callers reporting airway/cardiac arrest, choking, childbirth, airway maintenance and AED Support.

2009 Annual Statistics

24 Hour Unit Responses	
Unit	Total Runs
107	2,969
403	2,315
R63	2,307
R61	2,129
440	1,538

Top 20 VSU Responses	
Unit	Total Runs
110	2,145
301	1,965
262	1,650
160	1,538
264	1,391
265	1,385
108	1,284
266	1,283
112	1,274
261	1,259
111	1,214
166	1,158
281	1,094
285	1,092
512	1,034
187	904
263	828
186	801
284	737
368	688

Chute Times	
Unit	Avg. Time
511	00:24
802	00:27
373	00:29
182	00:30
187	00:30
365	00:30
282	00:31
284	00:31
285	00:31
287	00:31

Chute Times	
Unit	Avg. Time
363	00:31
364	00:31
366	00:31
370	00:31
801	00:31
166	00:32
174	00:32
268	00:32
369	00:32
161	00:33
186	00:33
266	00:33
308	00:33
368	00:33
385	00:33
387	00:33
162	00:34
184	00:34
212	00:34
264	00:34
169	00:35
183	00:35
260	00:35
262	00:35
265	00:35
269	00:35
271	00:35
273	00:35
286	00:35
301	00:35
403	00:35
164	00:36
263	00:36
283	00:36
468	00:36

Units not listed had a chute time that exceeded 36 seconds.



2009 Annual Statistics

Special Unit Responses	
Unit	Total Runs
510	1,509
511	17
512	1,034
ESF861	373
MSU137	17

Incidents by Zones	
Zone	Runs
1U	9,833
2U	13,596
3U	7,995
4R	193
4U	5,780
5N	286
5R	285
5U	1,291
6U	4,130
Unknown	89

Miscellaneous EMS Statistics:

- Average “time on task” for an EMS incident is 43 minutes 32 seconds.

Top EMS Incident Types	
Type	Total
Medical Aid PD Request Code 3	5,333
Unable To Complete EMD Process	2,955
Traffic Accident PD Request C3	1,980
Medical Aid PD Request Code 2	1,642
Phlebotomy Request	1,499
Fainting - Not Alert	1,451
Fall Possibly Dangerous	1,446
Severe Respiratory Distress – Not Alert	1,322
Psych PD Req Code 2	978
Vehicle Collision with Injuries	953
Unconscious	871
EMS Information Advisement	679
Psych PD Req Code 3 – ALS	663
Sick Call – No Priority Symptoms	648
Unknown Problem – Medical Alert	571
Unknown Problem	534
Fall Victim Non Dangerous Injuries	495
Severe Respiratory Distress	491
Severe Respiratory Distress - Asthma	442
Sick Person – Not Alert	440
Single Fainting – Alert Over 35	404
Arrest – Not Breathing	401

2009 Annual Statistics

Fire Specific Statistics:

Battalion Chief Responses	
Unit	Total Runs
BC3	1,026
BC20	964
BC4	929
BC1	886
BC5	716
BC17	644
BC18	626
BC6	514
BC8	473
BC9	473
BC2	450
BC10	417
BC16	259
BC11	175
BC12	124
BC19	122
BC13	99

Truck Responses	
Unit	Total Runs
T14	1,519
Q62	1,459
T95	1,340
T9	1,288
T51	1,016
T1	1,000
T21	736
T34	670
T28	605
Q65	161
T13	73
T85	69

Fire Buffs Responses	
Unit	Total Runs
SUP20	20
SUP14	15
SUP23	1

Top Fire Chief Responses	
Unit	Total Runs
CH5	22
CH1	14
CH4	14
CH1B	12
CH8A	12
CH5A	11
CH8	7
CH20B	6
CH6	6
CH1A	5
CH20C	3
CH3	3
CH9	3

IDT Responses	
Unit	Total Runs
COM47	34
COM81	17
COM32	10
COM80	6
COM22	2



2009 Annual Statistics

Miscellaneous Units	
Unit	Total Runs
R57	206
RS7	171
R56	77
HM30	61
HM13	39
U57	28
BR95	25
P40	25
WTG	25
U40	23
BS17	22
U56	20
FMC	16
BOAT28	14
BS9	14
BS86	12
R40	12
P77	10
WT57	9
WT8	8

Training Officers	
Unit	Total Runs
TO3	25
TO5	11
TO10	10
TO9	6
TO8	5
TO17	4
TO20A	2

Prevention Responses	
Unit	Total Runs
PR3C	41
PR3B	40
PR3A	31
PR5A	31
PR1C	29
PR4	29
PR17C	26
PR8B	23
PR17B	22
PR17E	22
PR17F	22
PR16	16
PR1A	16
PR20C	14
PR17D	13
PR20A	13
PR9	12
PR17	11
PR1B	11
PR20D	11

EMS Coordinator Responses	
Unit	Total Runs
MED8	55
MED19	48
MED20	31
MED11	12
MED2	7
MED17	2



2009 Annual Statistics

Total Engine Response	
Unit	Total Runs
E9	2,236
E51	2,228
E2	2,187
E10	2,164
E24	1,871
E37	1,829
E92	1,779
E63	1,731
E61	1,708
E21	1,658
E23	1,640
E94	1,586
E26	1,553
E34	1,533
E95	1,510
E1	1,505
E13	1,504
E72	1,351
E11	1,289
E71	1,278
E6	1,272
E91	1,261
E77	1,214
E64	1,207
E40	1,195
E52	1,189
E15	1,160
E4	1,133
E25	1,037
E29	947
E16	894
E36	886
E5	875
E3	821
E28	814
E32	782
E12	760
E41	757
E38	728
E35	716
E8	695
E7	681

Total Engine Response	
Unit	Total Runs
E20	635
E81	624
E86	599
E93	583
E17	561
E27	555
E18	507
E44	485
E33	477
E19	402
E58	388
E59	350
E217	328
E57	192
E56	96
E85	89
E357	75
E14	74
E55	62
E1765	29
E1775	23
E356	22
E65	22
E285	21
E1762	15
E1771	14
E161	10
E1782	8
E317	7



2009 Annual Statistics

Responses by District	
District	Count
FS09	2,919
FS02	2,574
FS10	2,513
FS51	2,382
FS24	1,968
FS37	1,952
FS92	1,931
FS23	1,746
FS34	1,702
FS63	1,700
FS21	1,614
FS26	1,559
FS61	1,515
FS72	1,373
FS91	1,366
FS13	1,349
FS01	1,334
FS94	1,323
FS95	1,313
FS11	1,310
FS62	1,284
FS06	1,223
FS40	1,184
FS71	1,157
FS14	1,075
FS28	1,069
FS15	1,065
FS52	1,054
FS04	984
FS64	898
FS29	879
FS25	848
FS36	832
FS77	820
FS86	741
FS35	731
FS32	685
FS07	674
FS08	674
FS20	597
FS16	576
FS05	563
FS03	562

Responses by District	
District	Count
FS65	562
FS12	528
FS93	521
FS81	508
FS41	497
FS18	467
FS17	438
FS27	437
FS33	403
FS38	401
FS44	371
FS59	277
FS58	245
FS57	203
FS19	164
FS56	87
FS55	68
DF21	27
CF21	25
PAFD	12



2009 Annual Statistics

Best Chute Times	
Unit	Avg. Time
E8	01:02
E64	01:10
E19	01:11
E63	01:12
E32	01:12
E7	01:12
BC11	01:13
BC18	01:13
Q62	01:13
E3	01:14
BC2	01:15
E10	01:15
E40	01:15
E6	01:16
E1	01:17
E28	01:17
E44	01:17
E81	01:17
E91	01:17
E23	01:20
E35	01:20
Q62	01:20
E71	01:21
E94	01:21
BC16	01:22
E15	01:22
Q65	01:22
BC3	01:23
BC8	01:23
BE61	01:23
E5	01:23
SQ65	01:23
E18	01:24
E38	01:24
E34	01:25
E4	01:25
E61	01:26
E92	01:26
PT1	01:27
E2	01:28

Average County-wide chute time is 1:31

Worst Chute Times	
Unit	Avg. Time
E36	01:32
E52	01:32
E37	01:33
T95	01:33
E12	01:34
E26	01:34
PT14	01:34
BC12	01:35
E21	01:35
E41	01:35
E51	01:35
E9	01:35
PT34	01:35
BC4	01:36
BC6	01:36
PT9	01:36
T28	01:36
E17	01:40
E29	01:41
E27	01:45
E217	01:46
PT51	01:46
RS7	01:46
E16	01:49
E58	01:49
BC17	01:50
BC9	01:50
T21	01:52
BC13	01:53
E59	01:53
BC5	01:54
BC10	01:55
T21	01:55
BC19	02:16
E85	02:29
E86	02:59
R56	03:35
R57	03:49
T85	03:56

Average County-wide chute time is 1:31

2009 Annual Statistics

Agency 90 Second Ack Time	
Agency	Compliance %
WOF	96%
FCF	95%
CLF	93%
RCF	92%
SBF	92%
BIF	91%
HMF	89%
MNF	89%
PIF	89%
SMF	89%
DCF	88%
SCF	85%
MLF	83%
COF	82%
CCF	81%
SOF	80%

Mutual Aid Responses	
Team	Dispatches
2275 North	2
2276 Central	1
2277 South	2
Overhead	24
OES	22



Most Runs after 2200 hrs	
Unit	Total Dispatches
510	874
107	487
110	478
285	471
281	451
E2	434
E51	407
187	403
R63	402
403	400
R61	394
301	386
E24	379
E9	357
E37	355
283	354
E92	347
E10	346
186	335
E95	297
284	293
E61	293
E63	282
E26	281
183	270
E21	268
182	258
369	253
E23	250
E94	247
282	243
T14	243
440	242
370	241
E72	238
E91	235
E71	224
E52	220
E34	219
E13	213
E1	196
E6	196

2009 Annual Statistics

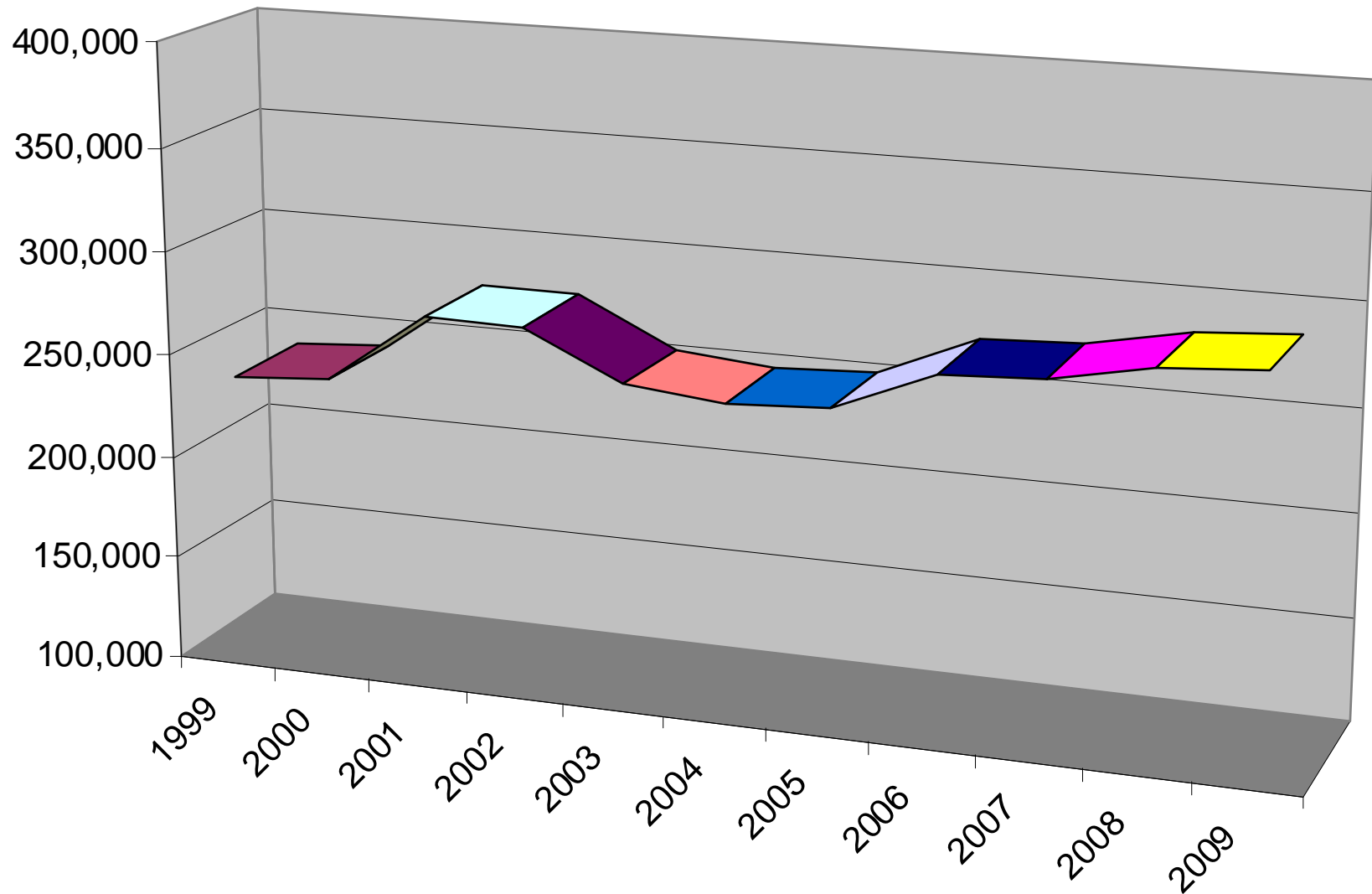
Number of Incidents per Agency per Alarm Level

Agency / Level	1st	2nd	3rd	4th	5th	6th	7th	8th	Total
Belmont San Carlos Fire	4,044	1	0	0	0	0	0	0	4,045
Brisbane Fire	521	0	0	0	0	0	0	0	521
Central County Fire	4,049	3	0	0	0	0	0	0	4,052
Coastside Fire	2,018	0	0	0	0	0	0	0	2,018
Colma Fire	747	1	0	0	0	0	0	0	748
County Fire	2,056	1	0	0	0	0	0	0	2,057
Daly City Fire	6,386	2	0	0	0	0	0	0	6,388
Fire Mutual Aid	987	0	0	0	0	0	0	0	987
Foster City Fire	1,967	2	0	0	0	0	0	0	1,969
Menlo Park Fire	7,957	5	0	1	1	0	0	0	7,964
Millbrae Fire	2,140	0	0	0	0	0	0	0	2,140
Pacifica Fire	2,630	0	0	0	0	0	0	0	2,630
Redwood City Fire	7,822	4	0	0	0	0	0	0	7,826
San Bruno Fire	3,500	6	0	0	0	0	0	0	3,506
San Mateo Fire	8,609	9	0	0	1	0	0	0	8,619
South San Francisco Fire	5,919	0	2	1	0	0	0	0	5,922
Woodside Fire	1,687	3	0	0	0	0	0	0	1,690
Total	63,039	37	2	2	2	0	0	0	63,082



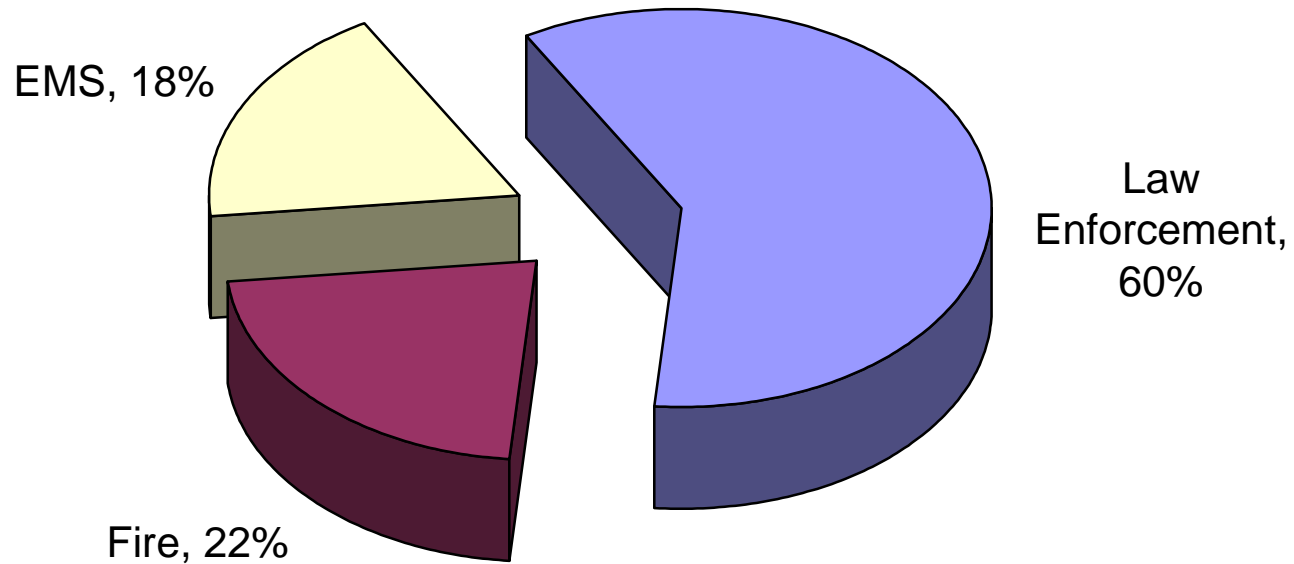
2009 Annual Statistics

Dispatch Center Workload - Number of Incidents



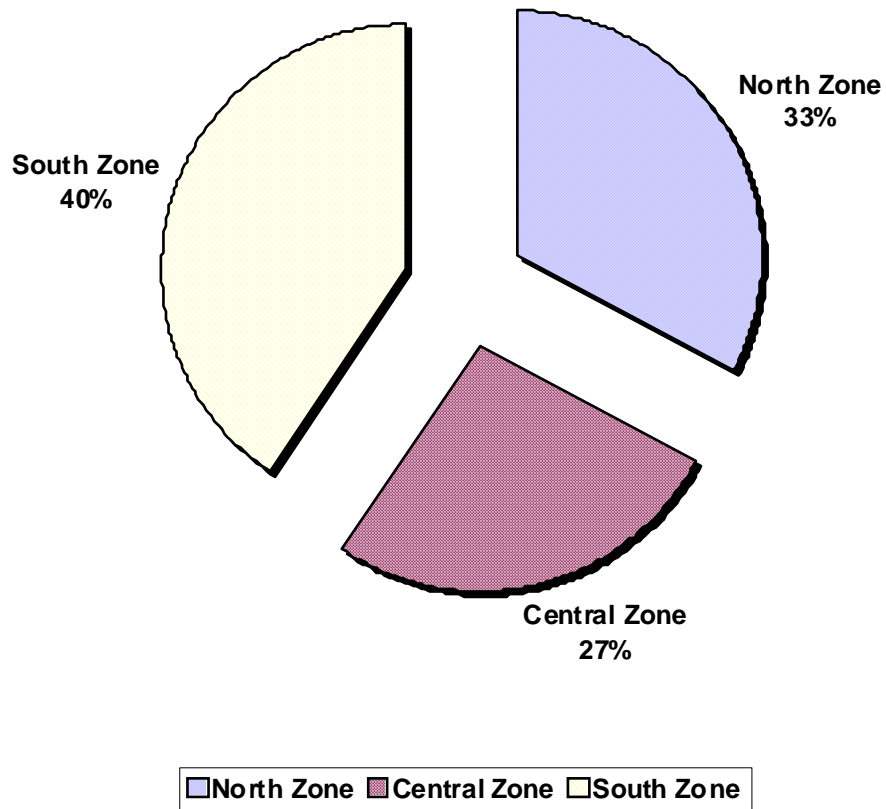
2009 Annual Statistics

Incident Breakdown by Class



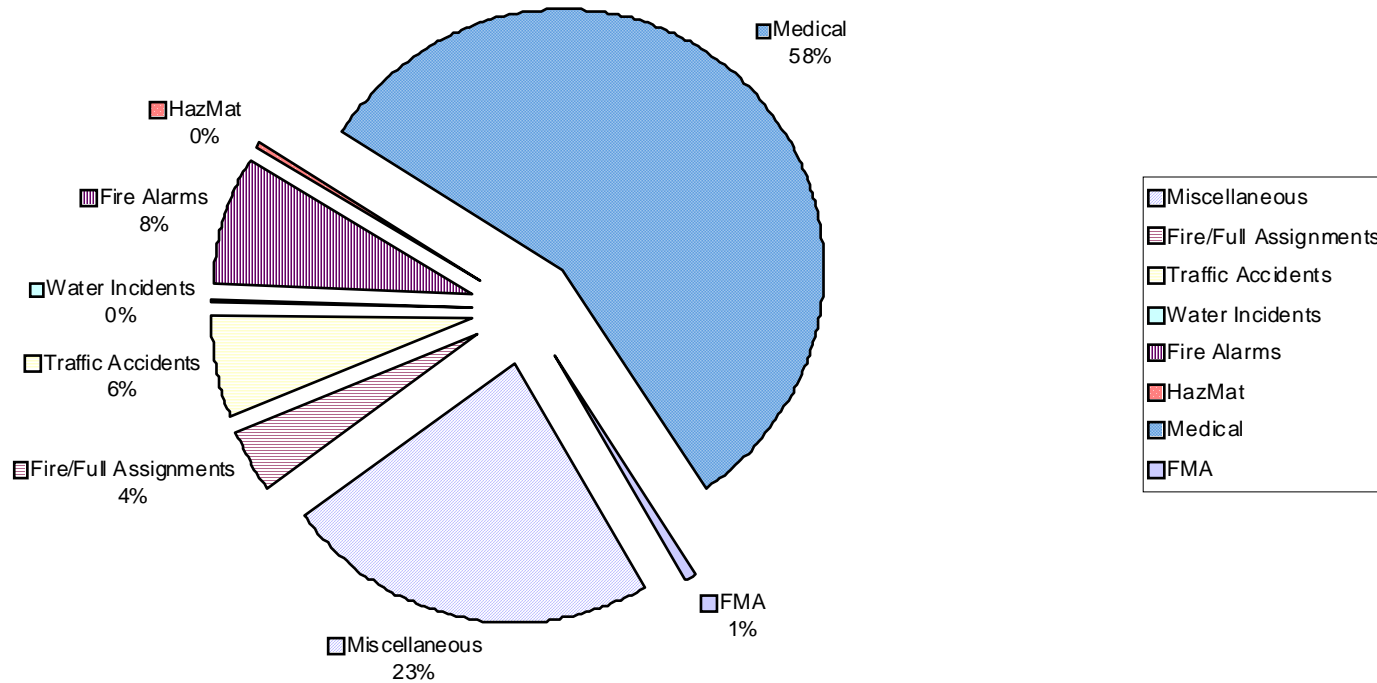
2009 Annual Statistics

Fire Incidents by Zone for Year 2009



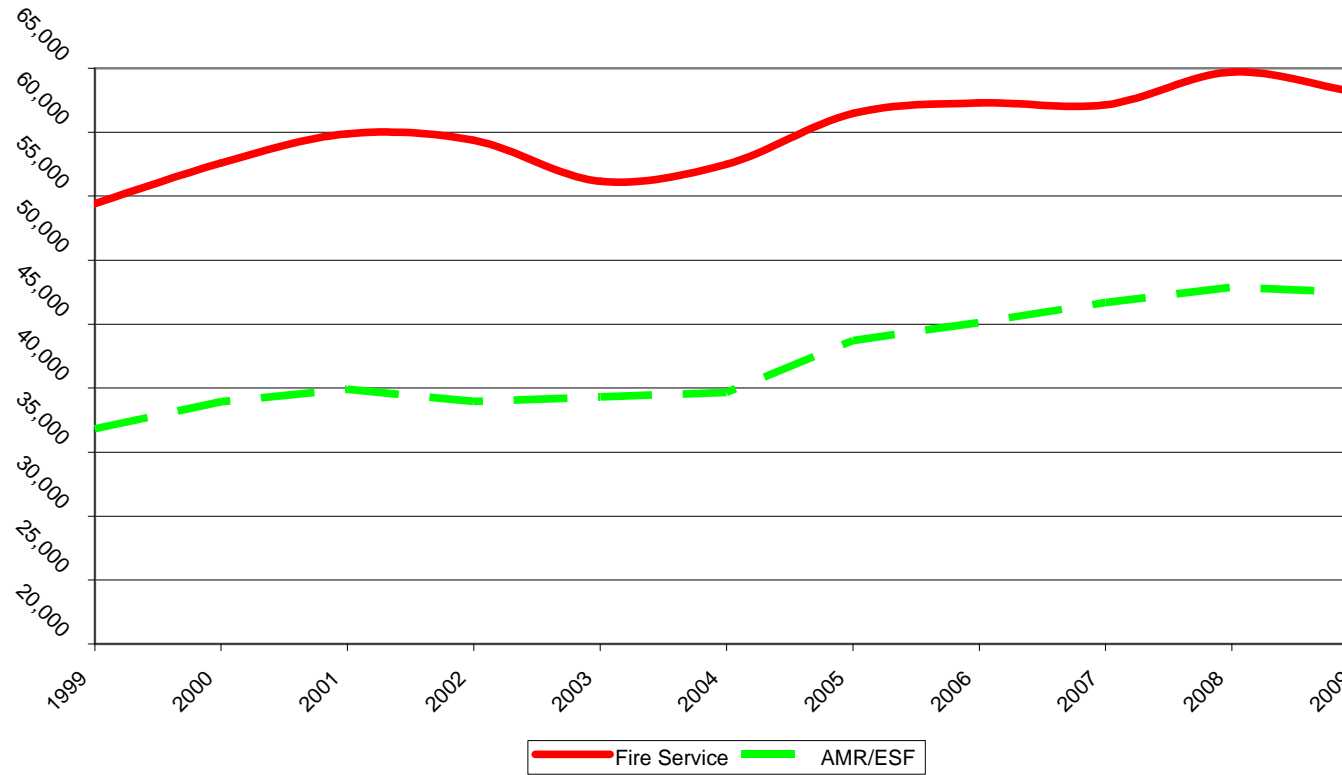
2009 Annual Statistics

Fire Incident Type Breakdown



2009 Annual Statistics

Fire/EMS Call Volume Comparison



2009 Annual Statistics

Law Enforcement Specific Statistics:

Number of CLETS/AWS Inquiries by agency:	
Agency	Count
Broadmoor Police:	28,642
East Palo Alto Police:	24,815
Half Moon Bay Police:	11,778
Law Mutual Aid:	35,849
Millbrae Police:	21,316
Sheriff's Office:	124,686
Special:	14,185
Transit:	10,054
Total	271,325



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	5	1	1	7
East Palo Alto	0	0	34	0	0	40	239	218	373	904
Half Moon Bay	0	0	3	0	0	4	35	12	98	152
Millbrae	0	0	16	0	0	6	61	50	158	291
Sheriff's Office	1	0	38	1	0	27	239	214	328	848
Totals	1	0	91	1	0	77	579	495	958	2,202

Total SVS Entries for year 2009: 2,202

2009 Annual Statistics

Sheriff Beat Activity	
Beat	Total
10	1,020
11	14,660
20	8,251
31	5,811
32	3,003
40	1,487
60	2,529
70	9,712
80	5,538
OJ	10,183
Total	62,194

Broadmoor Beat Activity	
Beat	Total
1	3,362
2	1,663
OJ	4,817
Total	9,842

Activity Breakdown by Source of Incident		
Agency	Citizen	Field
Sheriff's Office	31,130	31,064
East Palo Alto Police	28,847	9,585
Millbrae Police	10,875	7,861
Half Moon Bay Police	7,613	5,912
Broadmoor Police	2,840	7,002
Transit	2,873	8,149

East Palo Alto Beat Activity	
Beat	Total
1	10,009
2	10,114
3	10,935
4	4,929
OJ	2,445
Total	38,432

Millbrae Beat Activity	
Beat	Total
1	3,599
2	2,394
3	4,607
4	4,452
OJ	3,684
Total	0

Half Moon Bay Beat Activity	
Beat	Total
1	8,208
2	4,196
OJ	1,121
Total	13,525

Transit Police Activity	
Beat	Total
N	4,259
S	2,967
OJ	3,796
Total	11,022



2009 Annual Statistics

Law Mutual Aid Incidents	
Incident Type	Total
Amber Alerts	0
Code 2000	1
Code 30	5
Code 666	33
Probation Hold Teletypes	154
Tactical Alert Phase I	41
Tactical Alert Phase II	4
Tactical Alert Phase III	1
SWAT Activations	4

ETS Incidents	
Type	Total
Signals Received	48
Actual Robbery	2
Captures	0

3Si Incidents	
Type	Total
Signals Received	11
Actual Robbery	0
Captures	0

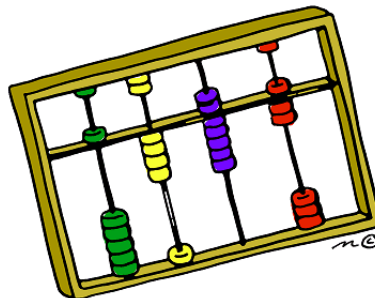
East Palo Alto ShotSpotter	
Type	Total
Signals Received	4,985
Homicide	3
Attempted Homicide	2
Assault with Deadly Weapon	10
Shot into Dwelling/Vehicle	58
Shots Fired (case number issued)	13
Arrests	4



2009 Annual Statistics

On Call Statistics:

Agency	Number of Calls
ISD Radio Shop	24
Coroners Office	66
Probation	1,777
D.A.'s Office	161
Environmental Health	99
Judges	896
County Parks	124
County Roads Department	108
County Sewer Department	341
County Water Department	40
Palo Alto Municipal Water	1
Coastside County Water	58
Narcotics Task Force	74
Vehicle Theft Task Force	36
Sheriff O.E.S.	187
Sheriff's Office Bomb Unit	77
Sheriff's Office Crime Lab	35
Sheriff's Office Major Crimes Unit	77
Sheriff's Office SHOP	3
Sheriff's Office SFIA	92
Millbrae Detectives	1
Millbrae Public Works	188
East Palo Alto CID	17
East Palo Alto Public Works	10
Millbrae Treatment Plant	14
Millbrae SCADA	1
Woodside Public Works	19
Portola Valley Public Works	1



2009 Annual Statistics

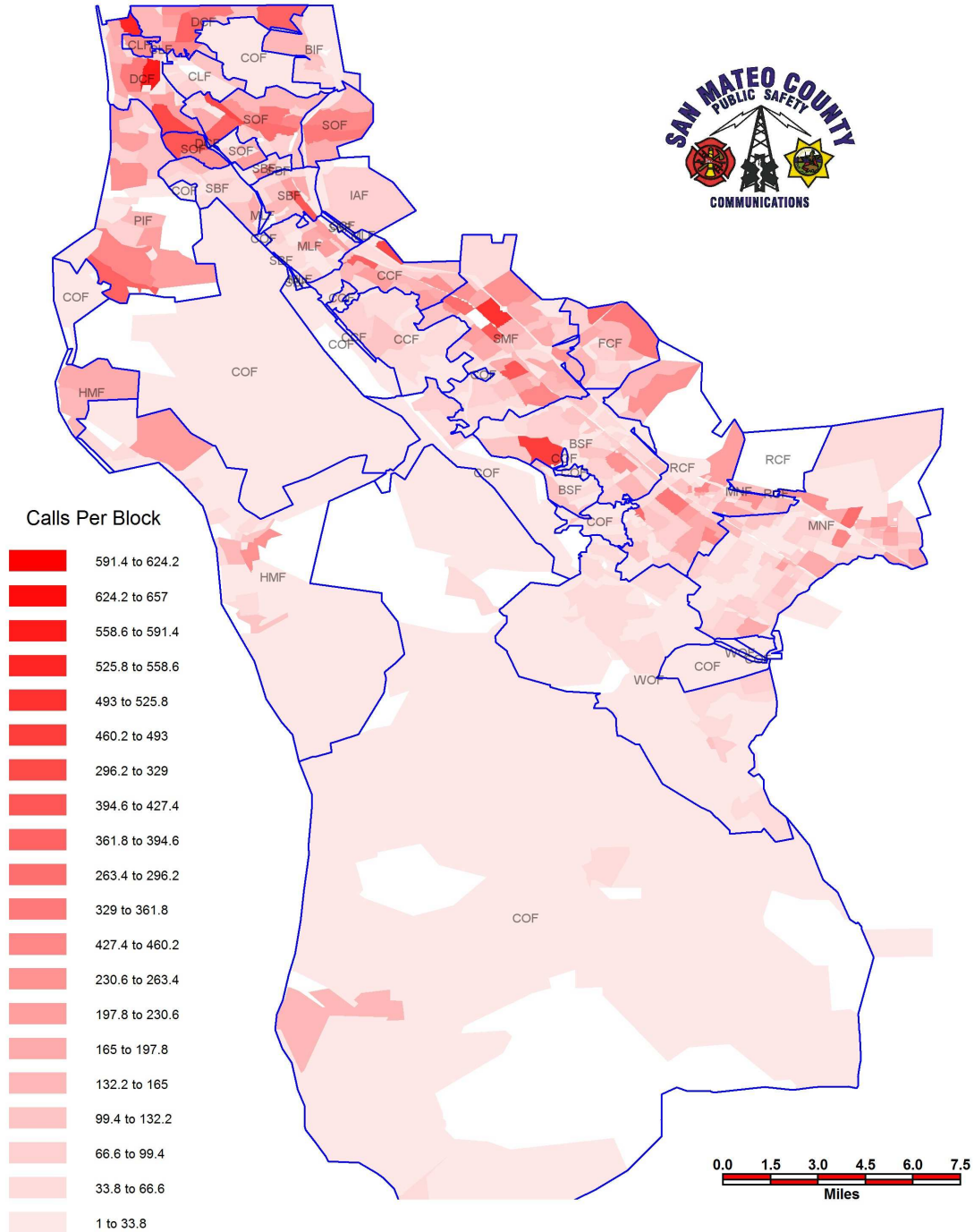
Glossary of abbreviations:

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



2009 Annual Statistics

Fire Incident Workload 2009 by Block



2009 Annual Statistics

East Palo Alto Police ShotSpotter Activations 2009

