



Annual Statistics

2007

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 **270,000** 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. PSC recently 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, and Fire House.
- 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
- 120 telephone line, touch screen telephony system
- 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. Additionally, PSC will be installing an upgraded telephone system which will allow for wireless 9-1-1 calls to be received directly to our Center in the Fall 2007.

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 has just commenced this year. 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

2007 Annual Statistics

General Center Statistics:

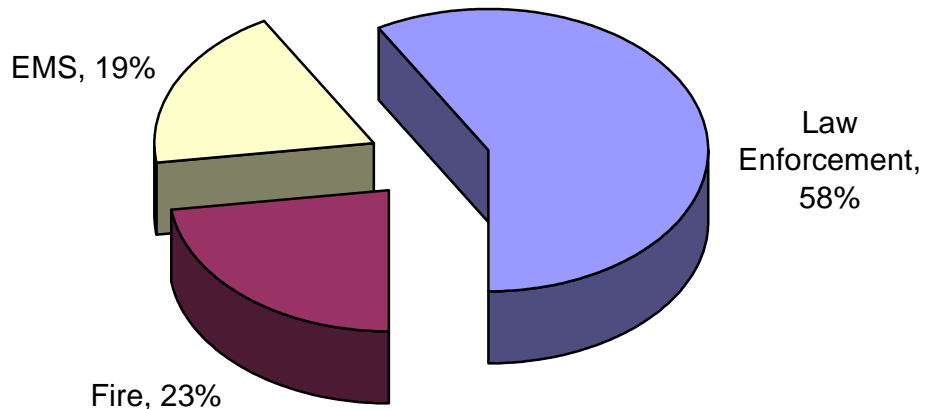
| Total Messages Processed | | |
|--------------------------|--------------------|--------------------|
| System | Input | Output |
| CAD | 56,798,483 | 141,884,318 |
| DBS | 38,283,141 | 70,565,396 |
| MSS | 968,1104 | 440,901 |
| Total | 104,762,728 | 212,890,615 |

| System Statistics | |
|---------------------------------|-------------------|
| System | Total |
| MST Button Pushes | 864,018 |
| Sunpro/FireHouse Messages | 57,395 |
| Alpha Paging Messages | 1,776,937 |
| Web Paging Messages | 54,823 |
| CAD Faxes | 10,814 |
| EMSystem Messages | 702,859 |
| CAD Email Messages | 34,527 |
| Zetron 25 Alerts | 65,333 |
| Zetron 26 Messages | 4,962,359 |
| ProQA Messages | 134,114 |
| RIMS Messages | 723,541 |
| Trunking Messages | 1,967,109 |
| Total Messages Processed | 11,353,829 |



| | |
|------------------|--------|
| CAD Availability | 99.98% |
| MSS Availability | 99.95% |

Incident Breakdown by Class



2007 Annual Statistics

Incoming Telephone Statistics

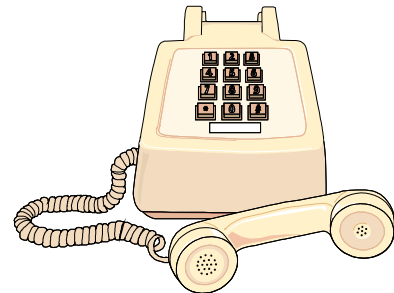
| <u>Month</u> | <u>Number of Calls Fire/EMS Dispatchers</u> | <u>Number of Calls Law Dispatchers</u> | <u>Total Calls</u> |
|---------------|---|--|--------------------|
| January | 19,186 | 14,829 | 34,015 |
| February | 17,170 | 14,489 | 31,659 |
| March | 18,749 | 15,907 | 34,656 |
| April | 17,556 | 16,155 | 33,711 |
| May | 18,065 | 17,168 | 35,233 |
| June | 17,610 | 17,412 | 35,022 |
| July | 18,327 | 19,158 | 37,485 |
| August | 17,518 | 16,186 | 33,704 |
| September | 18,420 | 14,918 | 33,338 |
| October | 18,267 | 15,019 | 33,286 |
| November | 16,316 | 14,014 | 30,330 |
| December | 17,586 | 15,593 | 33,179 |
| Totals | 214,770 | 190,848 | 405,618 |

911 Calls Received:

Law Enforcement: 22,719

Fire: 4,994

EMS: 25,464



Telephone Call Summary:

Busiest day of week: Monday – 560 average (Law)
Thursday – 639 average (Fire/EMS)

Busiest hour of day: 17:00 – 36 average (Law)
13:00 – 34 average (Fire/EMS)

2007 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 | 69 | 71 | 52 | 64 | 65 | 78 | 55 | 48 | 56 | 85 | 75 | 82 | 800 |
| EMS | 3,677 | 3,272 | 3,631 | 3,363 | 3,610 | 3,484 | 3,392 | 3,642 | 3,519 | 3,573 | 3,440 | 3,834 | 42,437 |
| ESF | 380 | 367 | 332 | 353 | 318 | 347 | 311 | 367 | 349 | 348 | 352 | 416 | 4,240 |
| PHS | 232 | 210 | 278 | 299 | 425 | 448 | 428 | 373 | 394 | 368 | 284 | 240 | 3,979 |
| Sub Total | 4,358 | 3,920 | 4,293 | 4,079 | 4,418 | 4,357 | 4,186 | 4,430 | 4,318 | 4,374 | 4,151 | 4,572 | 51,456 |
| BIF | 35 | 33 | 34 | 46 | 57 | 46 | 46 | 36 | 35 | 42 | 36 | 37 | 483 |
| CCF | 369 | 303 | 290 | 329 | 346 | 344 | 320 | 328 | 335 | 365 | 355 | 380 | 4,064 |
| CLF | 58 | 54 | 58 | 46 | 80 | 65 | 50 | 68 | 53 | 55 | 63 | 74 | 724 |
| COF | 157 | 137 | 158 | 136 | 138 | 124 | 182 | 158 | 142 | 138 | 116 | 166 | 1,752 |
| DCF | 577 | 467 | 538 | 502 | 536 | 537 | 499 | 512 | 460 | 469 | 459 | 554 | 6,110 |
| FCF | 223 | 205 | 184 | 192 | 186 | 220 | 180 | 174 | 184 | 201 | 173 | 193 | 2,315 |
| FMA | 136 | 145 | 142 | 147 | 113 | 138 | 136 | 133 | 136 | 154 | 112 | 84 | 1,576 |
| HMF | 189 | 144 | 184 | 166 | 155 | 166 | 179 | 184 | 187 | 184 | 191 | 190 | 2,119 |
| MLF | 207 | 189 | 210 | 171 | 158 | 166 | 180 | 178 | 181 | 176 | 171 | 189 | 2,176 |
| MNF | 707 | 591 | 642 | 650 | 630 | 635 | 632 | 684 | 685 | 678 | 665 | 670 | 7,869 |
| PIF | 204 | 173 | 189 | 211 | 222 | 238 | 203 | 198 | 212 | 238 | 177 | 230 | 2,495 |
| RCF | 698 | 624 | 665 | 612 | 655 | 605 | 640 | 682 | 667 | 648 | 625 | 653 | 7,774 |
| SBF | 266 | 264 | 338 | 243 | 293 | 249 | 263 | 284 | 251 | 248 | 287 | 282 | 3,268 |
| SCF | 385 | 340 | 360 | 350 | 372 | 345 | 343 | 385 | 381 | 351 | 365 | 355 | 4,332 |
| SMF | 731 | 583 | 691 | 613 | 622 | 668 | 636 | 710 | 680 | 659 | 674 | 726 | 7,993 |
| SOF | 469 | 444 | 457 | 436 | 445 | 463 | 408 | 450 | 458 | 459 | 448 | 495 | 5,432 |
| WOF | 136 | 127 | 140 | 126 | 133 | 136 | 125 | 139 | 164 | 152 | 136 | 140 | 1,654 |
| Sub Total | 5,547 | 4,823 | 5,280 | 4,976 | 5,141 | 5,145 | 5,022 | 5,303 | 5,211 | 5,217 | 5,053 | 5,418 | 62,136 |
| BRD | 550 | 609 | 687 | 662 | 841 | 778 | 807 | 772 | 785 | 952 | 878 | 959 | 9,280 |
| EPA | 2,955 | 2,725 | 3,074 | 2,810 | 3,055 | 2,852 | 3,226 | 2,832 | 2,617 | 2,932 | 2,621 | 2,842 | 34,541 |
| HMB | 902 | 856 | 984 | 894 | 1,018 | 1,124 | 1,224 | 1,203 | 1,120 | 1,286 | 1,103 | 1,055 | 12,769 |
| LMA | 958 | 801 | 985 | 877 | 1,079 | 942 | 1,061 | 945 | 819 | 918 | 817 | 1,073 | 11,275 |
| MLB | 1,675 | 1,480 | 1,652 | 1,490 | 1,918 | 1,737 | 1,735 | 1,752 | 1,576 | 1,719 | 1,610 | 1,523 | 19,867 |
| SOS | 4,626 | 4,177 | 4,978 | 4,568 | 5,099 | 5,161 | 5,138 | 4,923 | 5,061 | 5,005 | 4,832 | 4,702 | 58,270 |
| SPL | 432 | 198 | 473 | 335 | 306 | 1,131 | 737 | 1,016 | 559 | 226 | 259 | 861 | 6,533 |
| TRA | 492 | 590 | 599 | 445 | 473 | 520 | 661 | 614 | 577 | 548 | 495 | 542 | 6,556 |
| Sub Total | 12,590 | 11,436 | 13,432 | 12,081 | 13,789 | 14,245 | 14,589 | 14,057 | 13,114 | 13,586 | 12,615 | 13,557 | 159,091 |
| Total | 22,495 | 20,179 | 23,005 | 21,136 | 23,348 | 23,747 | 23,797 | 23,790 | 22,643 | 23,177 | 21,819 | 23,547 | 272,683 |

2007 Annual Statistics

EMS Specific Statistics:

| Number of Hospital Transports | |
|-------------------------------|---------------|
| Peninsula | 6,746 |
| Kaiser South City | 3,799 |
| Stanford | 3,772 |
| Seton | 3,591 |
| Kaiser Redwood City | 2,800 |
| County General | 2,795 |
| Sequoia | 2,501 |
| County General Psychiatric | 485 |
| VA Palo Alto | 290 |
| San Francisco General | 287 |
| Mills | 210 |
| Peninsula Psychiatric | 207 |
| Out of County | 104 |
| Seton Coastside | 63 |
| First Chance North | 1 |
| Total | 27,651 |

| Number of Helicopter Dispatches | |
|---------------------------------|----|
| LifeFlight | 81 |
| Calstar | 27 |

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



| EMD Pre-Arrival Statistics: | |
|---------------------------------|--------------|
| Sequence | Count |
| Airway / Arrest - Infant | 28 |
| Airway / Arrest - Child | 59 |
| Airway / Arrest - Adult | 1,753 |
| Choking – Infant, Child, Adult | 177 |
| Childbirth | 29 |
| Tracheotomy Airway / Arrest | 0 |
| AED Support | 1 |
| Total sequences provided | 2,047 |

2007 Annual Statistics

| 24 Hour Unit Responses | |
|------------------------|------------|
| Unit | Total Runs |
| 301 | 3,621 |
| 107 | 3,045 |
| 403 | 2,125 |
| R63 | 2,025 |
| R61 | 1,781 |
| 440 | 1,471 |

| Top 20 VSU Responses | |
|----------------------|------------|
| Unit | Total Runs |
| 265 | 1,532 |
| 160 | 1,464 |
| 262 | 1,426 |
| 263 | 1,417 |
| 261 | 1,386 |
| 264 | 1,344 |
| 266 | 1,314 |
| 114 | 1,305 |
| 111 | 1,193 |
| 108 | 1,184 |
| 368 | 1,180 |
| 166 | 1,157 |
| 112 | 1,136 |
| 367 | 1,119 |
| 284 | 1,071 |
| 370 | 1,063 |
| 189 | 1,048 |
| 285 | 963 |
| 187 | 955 |
| 282 | 892 |

| Chute Times | |
|-------------|-----------|
| Unit | Avg. Time |
| 189 | 00:30 |
| 369 | 00:30 |
| 211 | 00:31 |
| 187 | 00:32 |
| 282 | 00:32 |
| 284 | 00:32 |
| 166 | 00:33 |
| 208 | 00:33 |
| 285 | 00:33 |

| Chute Times | |
|-------------|-----------|
| Unit | Avg. Time |
| 214 | 00:34 |
| 286 | 00:34 |
| 266 | 00:36 |
| 368 | 00:36 |
| 370 | 00:36 |
| 112 | 00:37 |
| 169 | 00:37 |
| 188 | 00:37 |
| 261 | 00:37 |
| 264 | 00:37 |
| 283 | 00:37 |
| 111 | 00:38 |
| 160 | 00:38 |
| 263 | 00:38 |
| 301 | 00:38 |
| 108 | 00:39 |
| 186 | 00:39 |
| 281 | 00:39 |
| 265 | 00:40 |
| 269 | 00:40 |
| 367 | 00:40 |
| 114 | 00:41 |
| 287 | 00:42 |
| 262 | 00:43 |
| 302 | 00:43 |
| 212 | 00:44 |
| 441 | 00:45 |
| 107 | 00:46 |
| 510 | 00:46 |
| 403 | 00:48 |
| 512 | 00:51 |
| 440 | 00:52 |
| R61 | 01:12 |
| R63 | 01:12 |



2007 Annual Statistics

| Special Unit Responses | |
|------------------------|------------|
| Unit | Total Runs |
| 510 | 1,553 |
| 511 | 19 |
| 512 | 927 |

| Incidents by Zones | |
|--------------------|--------|
| Zone | Runs |
| 1U | 9,579 |
| 2U | 12,814 |
| 3U | 8,102 |
| 4R | 91 |
| 4U | 5,724 |
| 5N | 191 |
| 5R | 349 |
| 5U | 1,262 |
| 6U | 3,904 |
| Unknown | 114 |

Miscellaneous EMS Statistics:

- Average “time on task” 42 minutes 21 seconds

| Top EMS Incident Types | |
|--------------------------------|-------|
| Type | Total |
| Medical Aid PD Request Code 3 | 5,310 |
| Unable To Complete EMD Process | 2,578 |
| Severe Respiratory Distress | 2,450 |
| Traffic Accident PD Request C3 | 2,416 |
| Phlebotomy Request | 1,772 |
| Medical Aid PD Request Code 2 | 1,679 |
| Fall Possibly Dangerous | 1,601 |
| Fainting - Not Alert | 1,299 |
| Psych PD Req Code 2 | 1,045 |
| Sick Call-No Priority Symptoms | 951 |
| Unconscious | 930 |
| Single Fainting -Alert Over 35 | 898 |
| Severe Resp Distress - Asthma | 844 |
| Fall Victim Non Dangerous Inj | 759 |
| Vehicle Collision W/Injuries | 705 |
| Psych PD Req Code 2-Bls Assist | 642 |
| Fall Victim Public Assist | 577 |
| Unk Problem - Medical Alert | 536 |
| Continuous Or Multiple Seizure | 527 |
| EMS Information Advisement | 527 |
| Sick Person Not Alert | 521 |
| Chest Pain Clammy | 471 |
| C/P Severe Respiratory Distres | 432 |
| Fall Victim Unknown Status | 430 |
| Arrest Not Breathing | 427 |

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Fire Specific Statistics:

| Battalion Chief Responses | |
|---------------------------|------------|
| Unit | Total Runs |
| BC3 | 965 |
| BC1 | 797 |
| BC4 | 705 |
| BC17 | 612 |
| BC5 | 582 |
| BC8 | 510 |
| BC6 | 501 |
| BC2 | 431 |
| BC9 | 418 |
| BC20 | 341 |
| BC10 | 321 |
| BC18 | 263 |
| BC16 | 219 |
| BC11 | 123 |
| BC19 | 112 |
| BC15 | 67 |
| BC13 | 42 |
| BC12 | 25 |

| Truck Responses | |
|-----------------|------------|
| Unit | Total Runs |
| T13 | 1,415 |
| T9 | 1,247 |
| Q62 | 943 |
| T1 | 921 |
| T51 | 877 |
| Q65 | 793 |
| T95 | 766 |
| T34 | 747 |
| T21 | 663 |
| T28 | 625 |
| T85 | 78 |
| Q40 | 7 |
| T109 | 3 |

| Top Fire Chief Responses | |
|--------------------------|------------|
| Unit | Total Runs |
| CH20B | 17 |
| CH17A | 12 |
| CH8 | 11 |
| CH1 | 7 |
| CH4 | 6 |
| CH20C | 5 |
| CH3 | 5 |
| CH6 | 5 |
| CH8A | 7 |
| CH1B | 3 |
| CH5A | 3 |

| Fire Buffs Responses | |
|----------------------|------------|
| Unit | Total Runs |
| SUP14 | 16 |
| SUP20 | 14 |
| SUP23 | 7 |
| SUP65 | 7 |
| SUP12 | 1 |

| IDT Responses | |
|---------------|------------|
| Unit | Total Runs |
| COM47 | 30 |
| COM32 | 14 |
| COM81 | 5 |
| COM2 | 2 |
| COM59 | 2 |
| COM76 | 2 |
| COM80 | 1 |



2007 Annual Statistics

| Miscellaneous Units | |
|---------------------|------------|
| Unit | Total Runs |
| R57 | 197 |
| RS7 | 146 |
| R56 | 67 |
| HM30 | 28 |
| HM13 | 18 |
| WT8 | 16 |
| BS17 | 13 |
| WT57 | 13 |
| WT56 | 10 |
| BS9 | 8 |
| BR95 | 8 |
| BOAT11 | 6 |
| AB1 | 6 |
| R40 | 5 |
| BS86 | 5 |
| BOAT28 | 4 |
| WT58 | 2 |
| BS61 | 1 |

| Prevention Responses | |
|----------------------|------------|
| Unit | Total Runs |
| PR5A | 24 |
| PR3C | 23 |
| PR20E | 19 |
| PR1C | 18 |
| PR3 | 18 |
| PR20D | 17 |
| PR3A | 17 |
| PR4 | 17 |
| PR8D | 17 |
| PR8E | 16 |
| PR20A | 9 |
| PR3B | 9 |
| PR1D | 8 |
| PR5 | 8 |
| PR6 | 8 |
| PR8 | 4 |
| PR8A | 2 |
| PR8C | 1 |

| EMS Coordinator Responses | |
|---------------------------|------------|
| Unit | Total Runs |
| MED20 | 21 |
| MED11 | 20 |
| MED2 | 19 |
| MED19 | 17 |
| MED8 | 17 |

| Training Coordinator | |
|----------------------|------------|
| Unit | Total Runs |
| TO3 | 13 |
| TO5 | 6 |
| TO17 | 4 |
| TO9 | 2 |
| TO1 | 1 |



2007 Annual Statistics

| Total Engine Response | |
|-----------------------|------------|
| Unit | Total Runs |
| E2 | 2,091 |
| E10 | 2,086 |
| E9 | 2,019 |
| E51 | 1,862 |
| E37 | 1,758 |
| E92 | 1,709 |
| E24 | 1,603 |
| E34 | 1,560 |
| E63 | 1,499 |
| E94 | 1,478 |
| E26 | 1,441 |
| E23 | 1,437 |
| E21 | 1,418 |
| E1 | 1,409 |
| E95 | 1,388 |
| E14 | 1,366 |
| E61 | 1,362 |
| E91 | 1,228 |
| E71 | 1,219 |
| E40 | 1,207 |
| E72 | 1,150 |
| E6 | 1,146 |
| E11 | 1,139 |
| E15 | 1,124 |
| E64 | 1,100 |
| E52 | 1,033 |
| E4 | 1,028 |
| E77 | 1,007 |
| E36 | 976 |
| E16 | 950 |
| E25 | 903 |
| E29 | 886 |
| E5 | 806 |
| E28 | 788 |
| E12 | 766 |
| E32 | 730 |
| E3 | 709 |
| E41 | 674 |
| E35 | 670 |
| E7 | 662 |
| E38 | 645 |
| E86 | 641 |

| Total Engine Response | |
|-----------------------|------------|
| Unit | Total Runs |
| E20 | 638 |
| E8 | 605 |
| E81 | 536 |
| E44 | 503 |
| E18 | 492 |
| E93 | 485 |
| E27 | 470 |
| E17 | 442 |
| E33 | 434 |
| E19 | 359 |
| E217 | 334 |
| E58 | 331 |
| E59 | 242 |
| E62 | 214 |
| E65 | 52 |
| BE357 | 39 |
| BE85 | 38 |
| BE57 | 37 |
| BE356 | 25 |
| BE55 | 23 |
| E1765 | 22 |
| BE56 | 21 |
| E13 | 14 |
| BE285 | 14 |
| E1771 | 10 |
| E1775 | 7 |
| E1782 | 6 |
| E141 | 4 |
| BE151 | 3 |
| E1762 | 3 |
| E1767 | 3 |
| BE110 | 2 |
| E1760 | 2 |
| E1784 | 2 |
| E317 | 2 |
| E31 | 1 |



2007 Annual Statistics

| Responses by District | |
|-----------------------|-------|
| District | Count |
| FS02 | 2,234 |
| FS09 | 2,170 |
| FS10 | 2,114 |
| FS51 | 1,927 |
| FS37 | 1,860 |
| FS92 | 1,745 |
| FS24 | 1,587 |
| FS34 | 1,557 |
| FS63 | 1,443 |
| FS26 | 1,391 |
| FS23 | 1,383 |
| FS21 | 1,356 |
| FS61 | 1,259 |
| FS01 | 1,219 |
| FS40 | 1,200 |
| FS13 | 1,192 |
| FS94 | 1,180 |
| FS72 | 1,174 |
| FS95 | 1,159 |
| FS71 | 1,106 |
| FS15 | 1,057 |
| FS06 | 1,045 |
| FS14 | 1,030 |
| FS91 | 992 |
| FS52 | 907 |
| FS11 | 903 |
| FS29 | 892 |
| FS62 | 843 |
| FS64 | 843 |
| FS04 | 810 |
| FS28 | 750 |
| FS36 | 685 |
| FS25 | 680 |
| FS86 | 646 |
| FS07 | 632 |
| FS08 | 610 |
| FS35 | 595 |
| FS65 | 539 |
| FS20 | 534 |
| FS77 | 533 |
| FS32 | 532 |
| FS05 | 528 |
| FS12 | 519 |

| Responses by District | |
|-----------------------|-------|
| District | Count |
| FS16 | 493 |
| FS03 | 490 |
| FS41 | 478 |
| FS18 | 446 |
| FS93 | 417 |
| FS27 | 409 |
| FS81 | 396 |
| FS44 | 365 |
| FS38 | 346 |
| FS17 | 345 |
| FS33 | 284 |
| FS58 | 203 |
| FS59 | 168 |
| FS57 | 143 |
| FS19 | 137 |
| FS56 | 69 |
| FS55 | 57 |
| DF21 | 28 |



2007 Annual Statistics

| Best Chute Times | |
|------------------|-----------|
| Unit | Avg. Time |
| BC12 | 00:13 |
| BC13 | 00:16 |
| BC19 | 00:34 |
| BC15 | 00:39 |
| Q62 | 00:56 |
| E41 | 01:01 |
| E81 | 01:02 |
| BC11 | 01:03 |
| E8 | 01:03 |
| E32 | 01:05 |
| E7 | 01:06 |
| E40 | 01:06 |
| E71 | 01:06 |
| E94 | 01:09 |
| R56 | 01:10 |
| E44 | 01:10 |
| E10 | 01:10 |
| RS7 | 01:11 |
| E12 | 01:11 |
| BC2 | 01:12 |
| PQ62 | 01:12 |
| E35 | 01:13 |
| E28 | 01:13 |
| BC3 | 01:14 |
| E64 | 01:14 |
| E62 | 01:15 |
| BC20 | 01:15 |
| BC1 | 01:15 |
| E63 | 01:15 |
| BE64 | 01:16 |
| E72 | 01:16 |
| E91 | 01:16 |
| E217 | 01:17 |
| E19 | 01:17 |
| BC16 | 01:18 |
| BC18 | 01:18 |
| E33 | 01:18 |
| E3 | 01:18 |
| E6 | 01:18 |
| E61 | 01:18 |

Average County-wide chute time is 1:22

| Worst Chute Times | |
|-------------------|-----------|
| Unit | Avg. Time |
| T85 | 04:03 |
| HM30 | 03:53 |
| E86 | 02:42 |
| PT1 | 02:40 |
| BE85 | 02:39 |
| E58 | 02:19 |
| BE57 | 02:08 |
| E93 | 02:04 |
| E59 | 02:01 |
| BC4 | 01:54 |
| BE63 | 01:53 |
| BC6 | 01:43 |
| PT51 | 01:43 |
| BC9 | 01:42 |
| E29 | 01:41 |
| E27 | 01:40 |
| PT21 | 01:40 |
| E51 | 01:40 |
| R57 | 01:38 |
| E11 | 01:37 |
| E18 | 01:36 |
| PT13 | 01:33 |
| E17 | 01:32 |
| E52 | 01:32 |
| E65 | 01:31 |
| T21 | 01:31 |
| E21 | 01:31 |
| BC10 | 01:30 |
| T28 | 01:29 |
| E26 | 01:29 |
| BC5 | 01:28 |
| PT34 | 01:28 |
| E77 | 01:27 |
| BC17 | 01:26 |
| E25 | 01:26 |
| E15 | 01:25 |
| PT9 | 01:25 |
| E92 | 01:25 |
| E5 | 01:24 |
| E14 | 01:24 |

Average County-wide chute time is 1:22

2007 Annual Statistics

| Most Runs after 2200 hrs | |
|--------------------------|------------------|
| Unit | Total Dispatches |
| 510 | 1,082 |
| 301 | 782 |
| 107 | 489 |
| E2 | 418 |
| R63 | 410 |
| E10 | 375 |
| E37 | 371 |
| E92 | 371 |
| E51 | 365 |
| E9 | 357 |
| R61 | 345 |
| 403 | 341 |
| E24 | 336 |
| E63 | 298 |
| E95 | 288 |
| E26 | 279 |
| E94 | 264 |
| E34 | 263 |
| E21 | 262 |
| E1 | 250 |
| 440 | 241 |
| T13 | 238 |
| E71 | 235 |
| E14 | 231 |
| E23 | 227 |
| E91 | 226 |
| E61 | 219 |
| E15 | 208 |
| E6 | 198 |
| E72 | 196 |
| E52 | 189 |
| E11 | 188 |
| E77 | 188 |
| E36 | 177 |
| E4 | 173 |
| 512 | 169 |
| E64 | 169 |
| Q62 | 167 |
| E40 | 164 |
| E29 | 155 |
| T9 | 153 |
| E5 | 152 |



2007 Annual Statistics

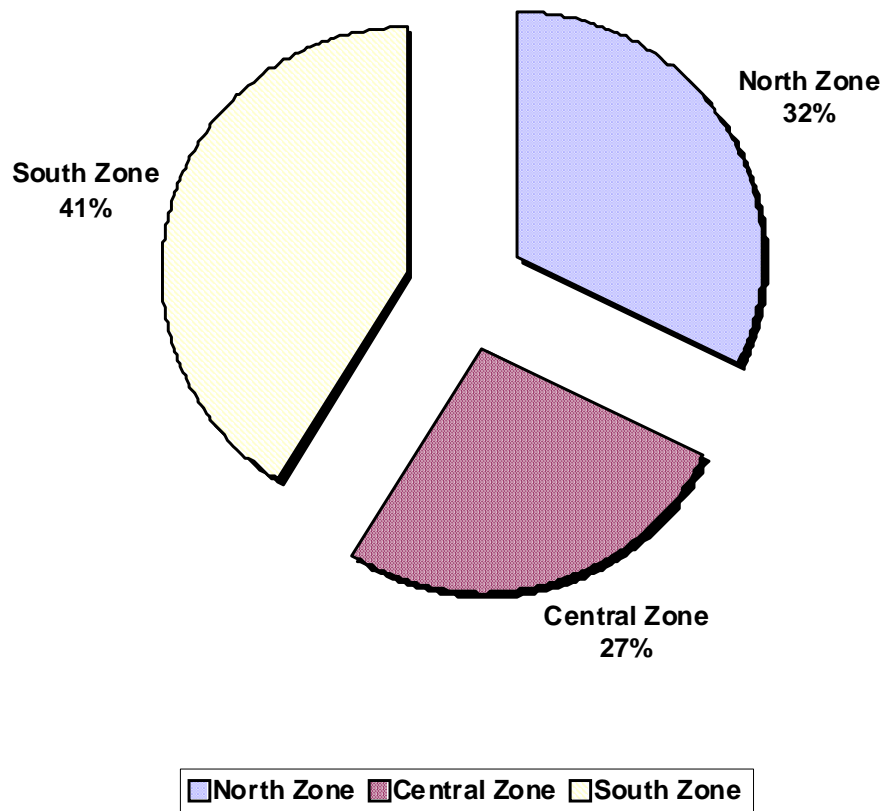
Number of Incidents per Agency per Alarm Level

| Agency / Level | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | Total |
|--------------------------|---------------|-----------|----------|----------|-----|-----|-----|-----|---------------|
| Brisbane Fire | 483 | | | | | | | | 483 |
| Central County Fire | 4,059 | 4 | 1 | | | | | | 4,064 |
| Colma Fire | 724 | | | | | | | | 724 |
| County Fire | 1,751 | | 1 | | | | | | 1,752 |
| Daly City Fire | 6,101 | 9 | | | | | | | 6,110 |
| Fire Mutual Aid | 1,576 | | | | | | | | 1,576 |
| Foster City Fire | 2,312 | 2 | 1 | | | | | | 2,315 |
| Half Moon Bay Fire | 2,118 | 1 | | | | | | | 2,119 |
| Menlo Park Fire | 7,864 | 5 | | | | | | | 7,869 |
| Millbrae Fire | 2,176 | | | | | | | | 2,176 |
| Pacifica Fire | 2,492 | 2 | 1 | | | | | | 2,495 |
| Redwood City Fire | 7,767 | 5 | 1 | 1 | | | | | 7,774 |
| San Bruno Fire | 3,264 | 4 | | | | | | | 3,268 |
| San Mateo Fire | 7,990 | 3 | | | | | | | 7,993 |
| South County Fire | 4,328 | 4 | | | | | | | 4,332 |
| South San Francisco Fire | 5,428 | 2 | 2 | | | | | | 5,432 |
| Woodside Fire | 1,653 | 1 | | | | | | | 1,654 |
| Total | 62,086 | 42 | 7 | 1 | | | | | 62,136 |



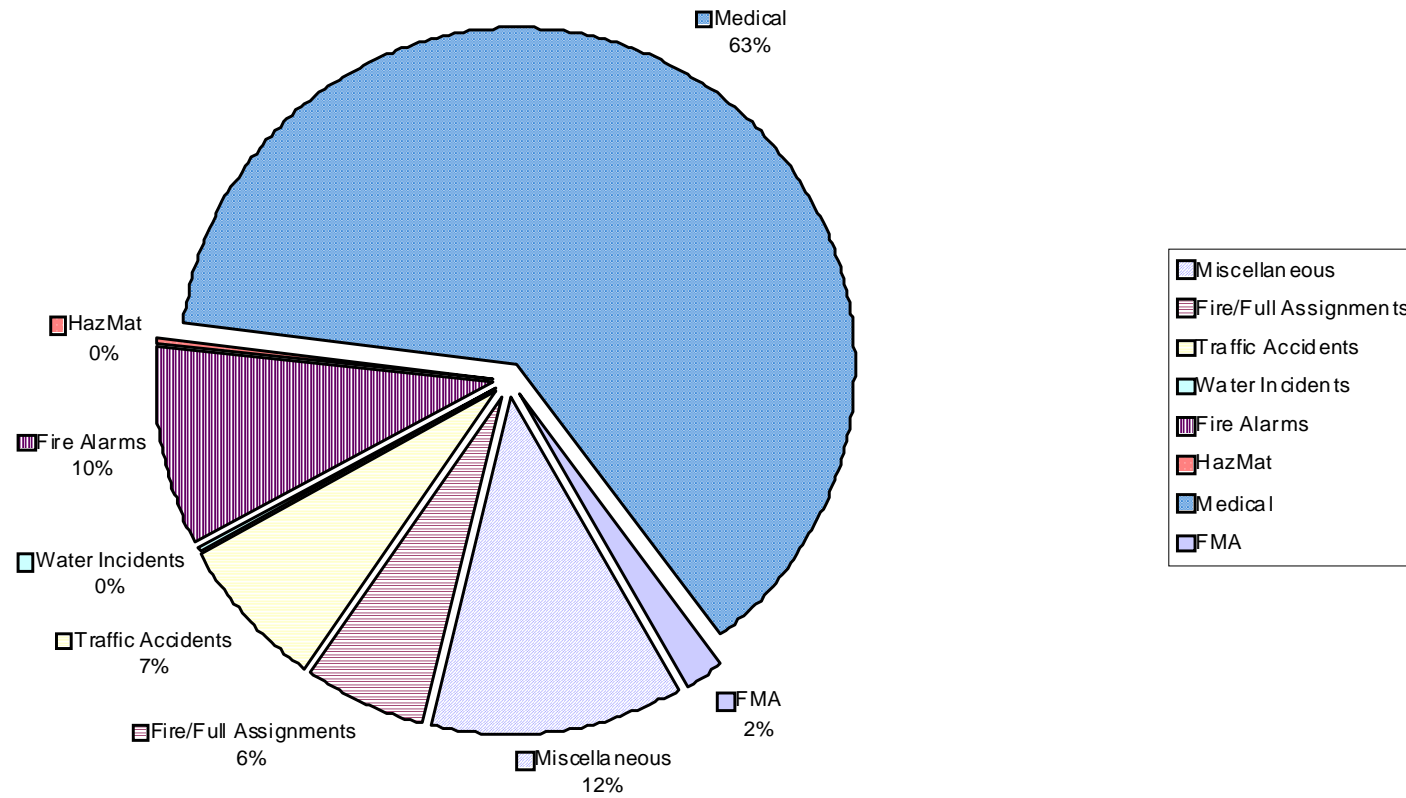
2007 Annual Statistics

Fire Incidents by Zone for Year 2007



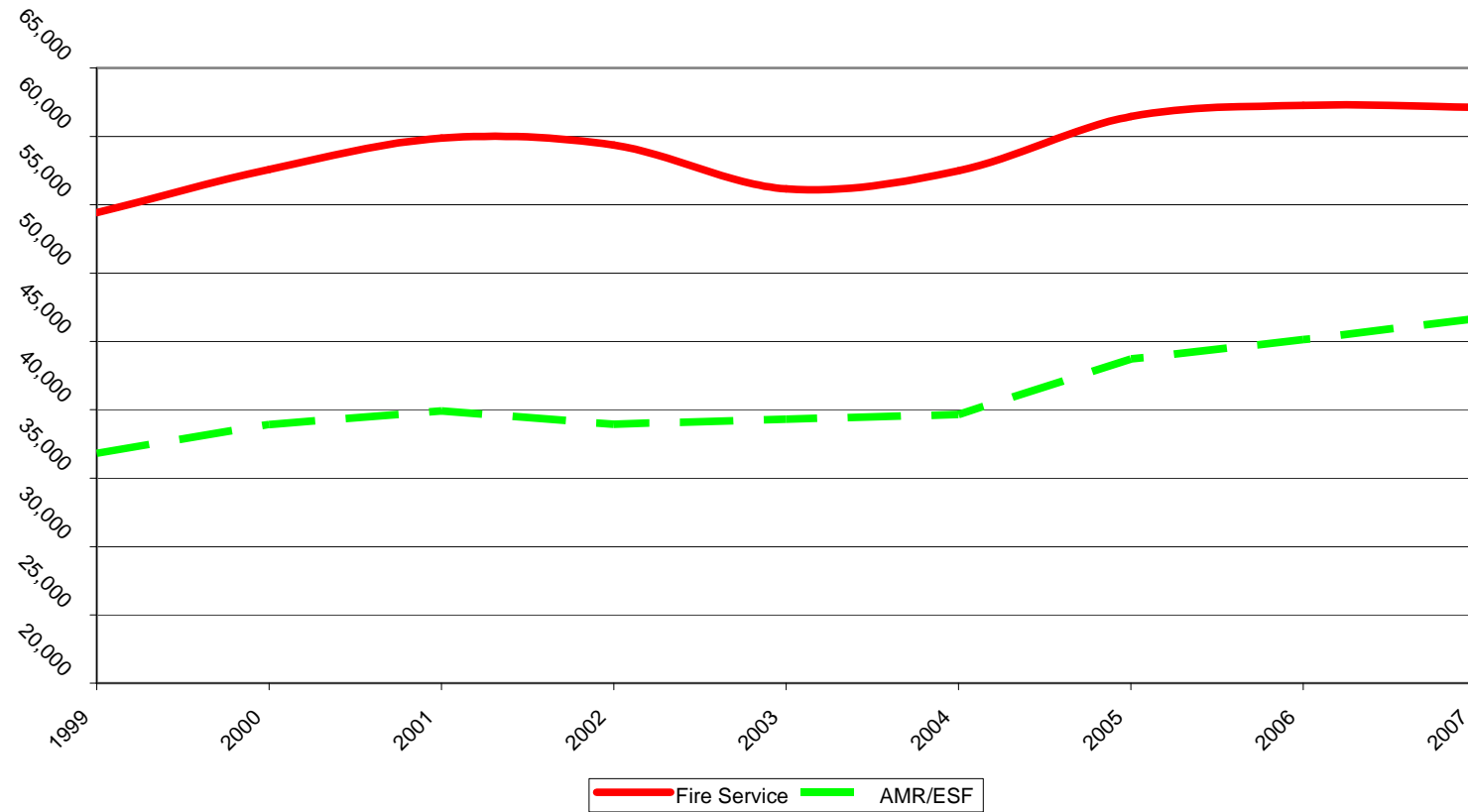
2007 Annual Statistics

Fire Incident Type Breakdown



2007 Annual Statistics

Fire/EMS Call Volume Comparison



2007 Annual Statistics

Law Enforcement Specific Statistics:

| Number of CLETS/AWS Inquiries by agency: | |
|--|----------------|
| Agency | Count |
| Broadmoor Police: | 21,530 |
| East Palo Alto Police: | 36,432 |
| Half Moon Bay Police: | 9,817 |
| Law Mutual Aid: | 37,758 |
| Millbrae Police: | 18,501 |
| Sheriff's Office: | 125,467 |
| Special: | 15,963 |
| Transit: | 4,997 |
| Total | 260,658 |



| CLETS SVS Statistics by Agency for 2006 | | | | | | | | | | | |
|---|----------------|----------------------|-----------------|--------------|------------------------|-------------------|--------------|----------------|----------------------|-------------------|--------------|
| Agency | Felony Vehicle | Found Evidence Plate | Impound Vehicle | Lost Vehicle | Missing Person Vehicle | Lost Stolen Plate | Repo Vehicle | Stolen Vehicle | Towed Stored Vehicle | Two Stolen Plates | Total |
| Broadmoor | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 2 | 0 | 5 |
| East Palo Alto | 0 | 0 | 101 | 0 | 0 | 47 | 166 | 254 | 885 | 0 | 1,453 |
| Half Moon Bay | 0 | 0 | 16 | 0 | 0 | 0 | 18 | 25 | 185 | 0 | 244 |
| Millbrae | 0 | 0 | 31 | 1 | 0 | 11 | 63 | 75 | 353 | 0 | 534 |
| Sheriff's Office | 0 | 0 | 90 | 0 | 0 | 23 | 104 | 306 | 954 | 0 | 1,477 |
| Totals | 0 | 0 | 238 | 1 | 0 | 81 | 354 | 660 | 2,379 | 0 | 3,713 |

Total SVS Entries for year 2007: 3,713

2007 Annual Statistics

| Sheriff Beat Activity | |
|-----------------------|---------------|
| Beat | Total |
| 10 | 997 |
| 11 | 14,996 |
| 20 | 7,435 |
| 31 | 5,333 |
| 32 | 2,353 |
| 40 | 1,397 |
| 60 | 2,225 |
| 70 | 9,550 |
| 80 | 4,360 |
| OJ | 9,624 |
| Total | 58,270 |

| East Palo Alto Beat Activity | |
|------------------------------|---------------|
| Beat | Total |
| 1 | 9,425 |
| 2 | 7,762 |
| 3 | 10,870 |
| 4 | 4,892 |
| OJ | 1,592 |
| Total | 34,541 |

| Millbrae Beat Activity | |
|------------------------|---------------|
| Beat | Total |
| 1 | 4,157 |
| 2 | 5,361 |
| 3 | 4,380 |
| 4 | 4,278 |
| OJ | 1,691 |
| Total | 19,867 |

| Half Moon Bay Beat Activity | |
|-----------------------------|---------------|
| Beat | Total |
| 1 | 8,051 |
| 2 | 4,111 |
| OJ | 607 |
| Total | 12,769 |

| Broadmoor Police Activity | |
|---------------------------|--------------|
| Beat | Total |
| 1 | 3,665 |
| 2 | 1,230 |
| OJ | 4,385 |
| Total | 9,280 |

| Activity Breakdown by Source of Incident | | |
|--|---------|--------|
| Agency | Citizen | Field |
| Sheriff's Office | 29,564 | 28,706 |
| East Palo Alto Police | 23,031 | 11,510 |
| Millbrae Police | 11,307 | 8,560 |
| Half Moon Bay Police | 7,487 | 5,282 |
| Broadmoor Police | 2,484 | 6,796 |
| Transit | 2,645 | 3,911 |

| Law Mutual Aid Incidents | |
|--------------------------|-------|
| Incident Type | Total |
| Amber Alerts | 1 |
| Code 2000 | 1 |
| Code 30 | 0 |
| Code 666 | 48 |
| Probation Hold Teletypes | 157 |
| Tactical Alert Phase I | 29 |
| Tactical Alert Phase II | 0 |
| Special Details | 1,762 |
| SWAT Activations | 2 |

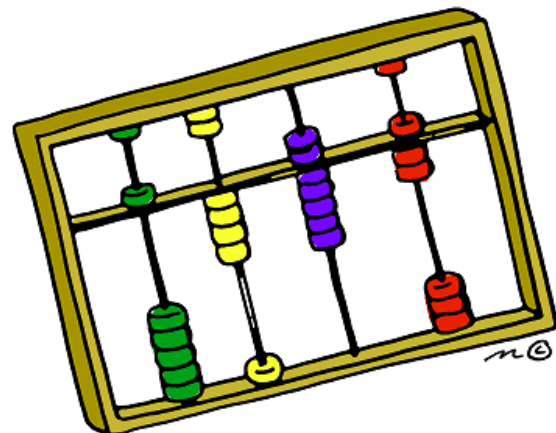
| ETS Incidents | |
|------------------|-------|
| Type | Total |
| Signals Received | 65 |
| Captures | 2 |



2007 Annual Statistics

On Call Statistics:

| Agency | Number of Calls |
|------------------------------------|-----------------|
| ISD Radio Shop | 49 |
| Coroners Office | 67 |
| Probation | 1,537 |
| D.A.'s Office | 170 |
| Environmental Health | 29 |
| Judges | 817 |
| County Parks | 188 |
| County Roads Department | 69 |
| County Sewer Department | 310 |
| County Water Department | 80 |
| Palo Alto Municipal Water | 2 |
| Coastside County Water | 79 |
| NTF | 46 |
| VTTF | 31 |
| Sheriff O.E.S. | 104 |
| Sheriff's Office Bomb Unit | 73 |
| Sheriff's Office Crime Lab | 50 |
| Sheriff's Office Major Crimes Unit | 84 |
| Sheriff's Office SHOP | 11 |
| Sheriff's Office Property Unit | 0 |
| Sheriff's Office SFIA | 113 |
| Millbrae Detectives | 2 |
| Millbrae Public Works | 87 |
| East Palo Alto CID | 52 |
| East Palo Alto Public Works | 5 |
| Millbrae Treatment Plant | 23 |
| Millbrae SCADA | 3 |
| Woodside Public Works | 6 |
| Portola Valley Public Works | 1 |



2007 Annual Statistics

Glossary of abbreviations:

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

* MLB PD began service with PSC on January 31, 2006

