

2004 ANNUAL STATISTICS

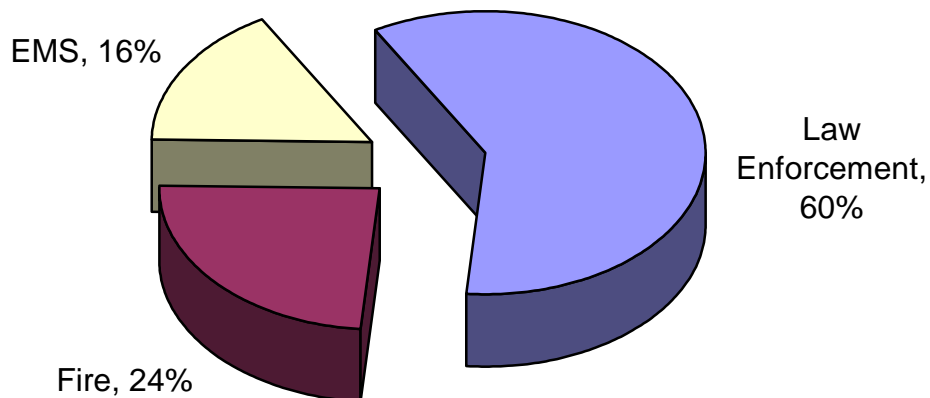
General Center Statistics:

Total Messages Processed		
System	Input	Output
CAD	27,766,695	178,245,393
DBS	53,583,948	27,528,811
MSS	29,794,652	30,159,108
Total	111,145,295	235,933,312

System Statistics	
System	Total
MST Button Pushes	777,034
Sunpro/FireHouse Messages	40,113
Alpha Paging Messages	1,727,162
Web Paging Messages	61,934
Palm VII Messages	4,730
CAD Faxes	11,418
HART Messages	7,003
CAD Email Messages	32,565
Zetron 25 Alerts	100,710
Zetron 26 Messages	2,277,293
ProQA Messages	92,848
CAD Availability	99.97%
MSS Availability	99.96%
Total Messages Processed	347,078,607



Incident Breakdown by Class



2004 ANNUAL STATISTICS

Incoming Telephone Statistics

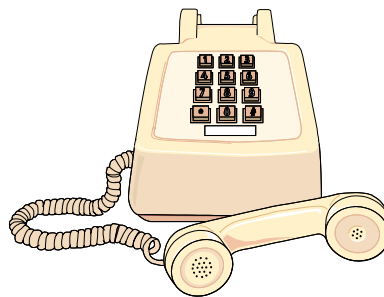
<u>Month</u>	<u>Number of Calls Fire/EMS Dispatchers</u>	<u>Number of Calls Law Dispatchers</u>	<u>Total Calls</u>
January	16,907	14,255	31,162
February	16,124	13,919	30,043
March	17,685	14,744	32,429
April	16,281	14,985	31,266
May	16,240	16,022	32,262
June	16,547	16,067	32,614
July	17,386	17,486	34,872
August	16,802	17,148	33,950
September	17,004	16,550	33,554
October	18,294	15,420	33,714
November	15,576	14,944	30,520
December	16,253	15,737	31,990
Totals	201,099	187,277	388,376

911 Calls Received:

Law Enforcement: 24,789

Fire: 4,855

EMS: 29,644



Telephone Call Summary:

Busiest day of week: Tuesday

Busiest hour of day: 5 PM

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Number of Incidents by Jurisdiction

Agency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
DPW	442	329	371	447	528	570	634	593	648	530	411	355	5,858
EMS	3,286	3,235	3,140	3,192	3,260	3,158	3,269	3,187	3,306	3,518	3,345	3,758	39,654
SubTotal	3,728	3,564	3,511	3,639	3,788	3,728	3,903	3,780	3,954	4,048	3,756	4,113	45,512
BIF	46	49	53	62	41	63	56	55	40	48	46	41	600
BRF	273	277	282	265	267	272	130						1,766
CCF							161	341	429	345	320	387	1,983
CDF	55	45	48	49	53	48	51	61	46	46	37	41	580
CLF	47	76	55	46	60	52	60	53	68	82	60	56	715
COF	88	92	74	66	77	78	75	76	87	122	52	103	990
DCF	513	547	439	469	445	479	474	458	495	491	485	565	5,860
FCF	180	165	154	178	180	143	154	168	167	176	149	151	1,965
FMA	107	165	196	166	181	169	201	162	195	147	125	155	1,969
HIF	74	85	74	78	65	74	35						485
HMF	159	198	177	168	194	192	173	160	175	187	170	187	2,140
MLF	153	163	147	141	136	124	147	131	157	187	149	200	1,835
MNF	758	653	656	737	718	708	750	708	770	708	679	699	8,544
PIF	210	221	189	173	189	198	230	199	225	213	187	241	2,475
RCF	631	618	650	617	719	622	656	629	684	681	650	621	7,778
SBF	271	245	248	215	217	248	252	204	249	253	242	284	2,928
SCF	363	343	332	306	313	321	334	338	367	420	331	413	4,181
SMF	696	677	650	639	623	622	655	702	670	748	652	646	7,980
SOF									4	374	414	433	1,225
WOF	130	105	111	97	113	143	138	125	142	150	110	131	1,495
SubTotal	4,754	4,724	4,535	4,472	4,591	4,556	4,732	4,570	4,970	5,378	4,858	5,354	57,494
BRD	670	607	586	569	833	711	697	643	613	678	643	665	7,915
BRS	1,048	987	17	2	2		2	1					2,059
EPA	3,384	3,318	3,909	3,629	3,684	3,548	3,469	4,360	4,217	4,556	4,040	3,600	45,714
HMB	1,081	1,072	1,185	1,168	1,098	1,194	1,223	1,218	1,266	1,263	1,044	1,075	13,887
LMA	929	956	1,115	1,164	1,049	1,080	1,124	1,019	1,031	1,087	998	1,071	12,623
SOS	4,675	4,473	5,017	4,714	5,114	5,252	5,638	5,047	4,836	5,130	4,626	4,345	58,867
SPL		7		1	3		43	138	454	3		915	1,564
TRA								181	424	388	367	401	1,761
SubTotal	11,787	11,420	11,829	11,247	11,783	11,785	12,196	12,607	12,841	13,105	11,718	12,072	144,390
Totals	20,269	19,708	19,875	19,358	20,162	20,069	20,831	20,957	21,765	22,531	20,332	21,539	247,396

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EMS Specific Statistics:

Number of Hospitals Transports	
Peninsula	5,398
Stanford	3,499
Seton	2,886
Kaiser South City	2,861
County General	2,761
Kaiser Redwood City	2,597
Sequoia	2,077
San Francisco General	394
Mills	331
VA Palo Alto	264
Seton Coastside	76
Out of County	55
Total	23,199

Number of Helicopter Dispatches	
LifeFlight	51
Calstar	5

Number of MCI's	
Level 1	35
Level 2	4



EMD Pre-Arrival Statistics:	
Sequence	Count
Airway / Arrest - Infant	16
Airway / Arrest - Child	54
Airway / Arrest - Adult	1,730
Choking - Infant	61
Choking - Adult	96
Childbirth	32
Tracheotomy Airway / Arrest	0
AED Support	0
Total sequences provided	1,989

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24 Hour Unit Responses	
Unit	Total Runs
301	2,912
107	2,218
110 ¹	1,801
403	1,558
440	1,165

Top 20 VSU Responses	
Unit	Total Runs
263	1,244
264	1,178
262	1,164
160	1,085
265	988
169	965
261	962
111	934
368	913
370	899
284	892
367	889
285	888
108	882
283	876
282	875
281	852
187	808
186	695
114	501



Chute Times	
Unit	Avg. Time
189	00:39
187	00:41
188	00:41
166	00:43
283	00:43
285	00:43
169	00:45
262	00:45
263	00:45
108	00:46
111	00:46
112	00:46
284	00:46
368	00:46
114	00:47
261	00:47
282	00:47
266	00:48
160	00:49
264	00:50
186	00:51
281	00:51
370	00:51
265	00:52
367	00:52
510	00:52
441	00:56
301	00:57
403	01:01
107	01:04
110	01:04
440	01:09
R61	01:11
R63	01:13

¹ Medic 110 responses are from January 1 through June 30, as of July 1 the unit was no longer in operation.

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Fire Specific Statistics:

Battalion Chief Responses	
Unit	Total Runs
BC3	766
BC1	578
BC4	462
BC16	448
BC6	423
BC5	300
BC20	254
BC2	247
BC10	227
BC18	169
BC8	167
BC17	155
BC9	149
BC19	135
BC11	65
BC21	50
BC15	33

Truck Responses	
Unit	Total Runs
T13	1,205
T9	1,190
T21	815
T28	592
T34	539
T1	485
T95	422
T51	383
T85	103
Q62	303
Q65	9

IDT Units	
Unit	Total Runs
COM1	9
COM32	9
COM59	9
COM47	8
COM2	5
COM61	5
COM62	4

Fire Chief Responses	
Unit	Total Runs
CH8	11
CH6	8
CH8A	8
CH1	5
CH10	5
CH20A	5
CH20C	5
CH3	5
CH5A	5

Miscellaneous Units	
Unit	Total Runs
HM13	29
BS17	17
BS61	13
BS9	21
AB1	4
RS7	109
WT8	12
SQ65	134

Fire Buffs Responses	
Unit	Total Runs
SUP20	26
SUP61	14
SUP14	8
SUP23	1



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Engine Response	
Unit	Total Runs
E2	2,126
E10	1,932
E24	1,644
E92	1,570
E9	1,565
E51	1,544
E37	1,434
E23	1,338
E26	1,307
E34	1,302
E14	1,266
E1	1,221
E94	1,176
E95	1,153
E91	1,149
E11	1,112
E72	1,112
E71	1,061
E6	1,048
E40	1,042
E77	1,011
E15	1,010
E4	951
E21	912
E52	878
E25	833
E36	827
E29	818
E16	791
E3	755
E5	748
E28	723
E12	689
E32	665
E20	639
E35	557
E41	556
E81	516
E38	498
E85	492
E8	489

Engine Response	
Unit	Total Runs
E93	456
E7	450
E18	438
E33	425
E27	417
E44	415
E17	317
E19	260
E217	231

EMS Coordinator Responses	
Unit	Total Runs
MED19	125
MED11	23
MED9	12
MED20	11
MED17	8
MED2	8

Training Coordinator	
Unit	Total Runs
TO3	27
TO11	17
TO5	7
TO20A	6
TO19	5

Prevention Responses	
Unit	Total Runs
PR3B	38
PR4A	38
PR4	35
PR5D	27
PR3C	25
PR5A	24
PR5F	18
PR8	18

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Responses by District	
District	Count
FS09	2,983
FS02	2,849
FS10	2,295
FS51	1,972
FS26	1,811
FS24	1,809
FS92	1,764
FS37	1,725
FS23	1,570
FS21	1,503
FS13	1,416
FS01	1,313
FS11	1,258
FS40	1,230
FS91	1,221
FS14	1,220
FS06	1,191
FS94	1,188
FS34	1,179
FS95	1,111
FS72	1,093
FS15	1,073
FS28	1,014
FS36	1,008
FS04	989
FS77	987
FS29	942
FS52	870
FS25	720
FS20	715
FS05	644
FS08	612
FS35	612
FS07	604
FS32	599
FS85	599
FS03	591
FS71	578
FS31	575
FS12	572
FS81	549
FS16	540
FS74	506

Responses by District	
District	Count
FS41	496
FS93	483
FS44	441
FS18	433
FS33	388
FS58	385
FS27	374
FS17	349
FS38	304
FS19	153
FS86	111

Worst Chute Times	
Unit	Avg. Time
E87	03:01
WT8	02:55
E86	02:43
E85	02:33
T85	02:32
Q62	02:12
E93	02:04
T51	02:01
RS7	01:58
E62	01:56
E64	01:48
T13	01:46
E13	01:45
T28	01:45
T21	01:44
Q65	01:42
E19	01:40
E52	01:40
E217	01:39
E51	01:39
T13	01:39
E16	01:38
E64	01:38
E14	01:38
T21	01:37
SQ65	01:36

Average County-wide chute time is 1:15

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Most Runs after 2200 hrs	
Unit	Total Dispatches
107	526
E2	463
E10	389
E92	352
E24	336
E51	335
403	328
E9	322
E37	317
E14	286
E34	286
E1	271
E26	269
T13	254
E94	236
E72	231
E77	231
E95	228
T9	227
E23	221
E91	219
E6	216
E71	216
440	203
E52	197
E11	194
E15	194
T21	172
E36	171
E5	162
BC1	162
BC3	159
E4	159
E29	153
T1	150
E32	139
E3	135
E40	131

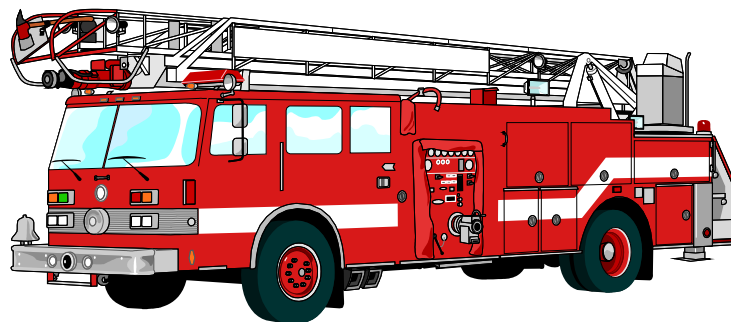
Best Chute Times	
Unit	Avg. Time
E41	01:09
E81	01:10
E40	01:12
E10	01:13
E91	01:15
E94	01:15
E32	01:16
E28	01:17
E92	01:17
E44	01:18
E71	01:18
E95	01:18
E9	01:19
E21	01:23
E23	01:23
E33	01:23
E37	01:23
E5	01:23
E35	01:24
E6	01:24
T95	01:24
E17	01:26
E2	01:26
E24	01:26
E38	01:26
E63	01:26
E72	01:26
E77	01:26
E8	01:26
E15	01:27
E20	01:27
E3	01:27
E12	01:28
E34	01:28

Average County-wide chute time is 1:15

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Number of Incidents By Alarm Level By Group

Group	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	Total
BIF	601									601
BRF	1,763	2		1						1,766
CCF	1,967	1								1,968
CDF	582									582
CLF	712									712
COF	992		1							993
DCF	5,778	5	1							5,784
FCF	1,954	1		1						1,956
HIF	483	1								484
HMF	2,125	1	1							2,127
IAF	79									79
MLF	1,827	2	1							1,830
MNF	8,505	6								8,511
PAF	11									11
PIF	2,472	2								2,474
RCF	7,765	8	1		1					7,775
SBF	2,891	4		1	1					2,897
SCC	1									1
SCF	4,164	9	1	1						4,175
SMF	7,959	8			1					7,968
SOF	1,310	2	1							1,313
UNK	2,009	2								2,011
WOF	1,474	2								1,476
TOTAL	57,424	56	7	4	3					57,494



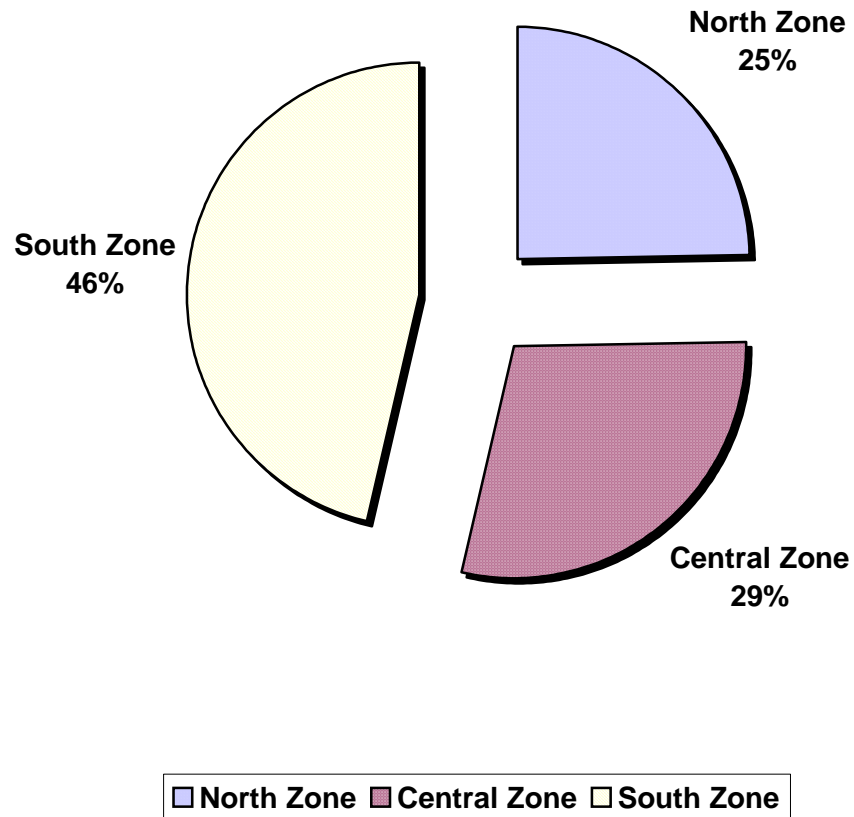
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Number of Incidents by Fire Jurisdiction

Agency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
BIF	46	49	53	62	41	63	56	55	40	48	46	41	600
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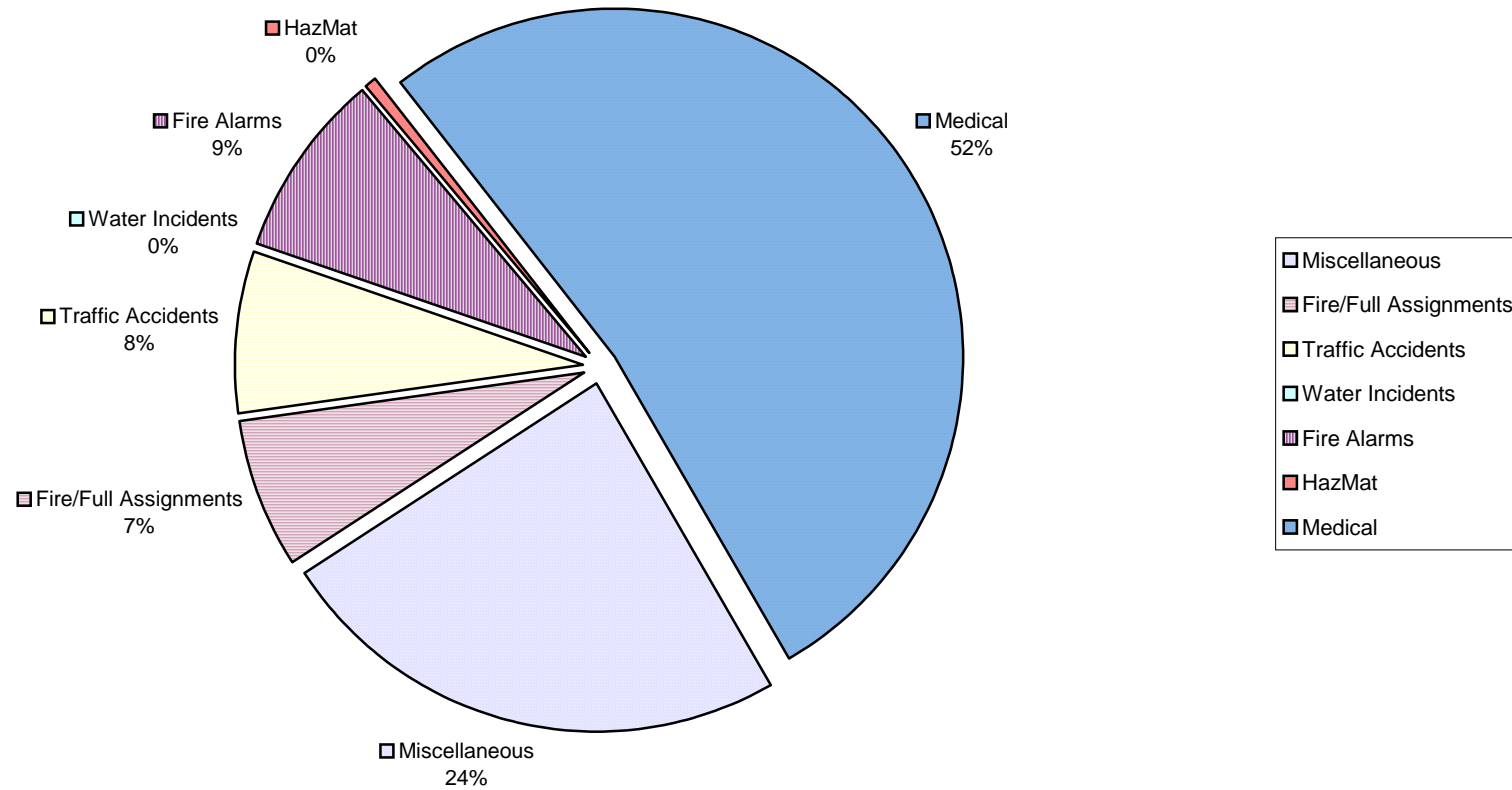
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Fire Incidents by Zone for Year 2004



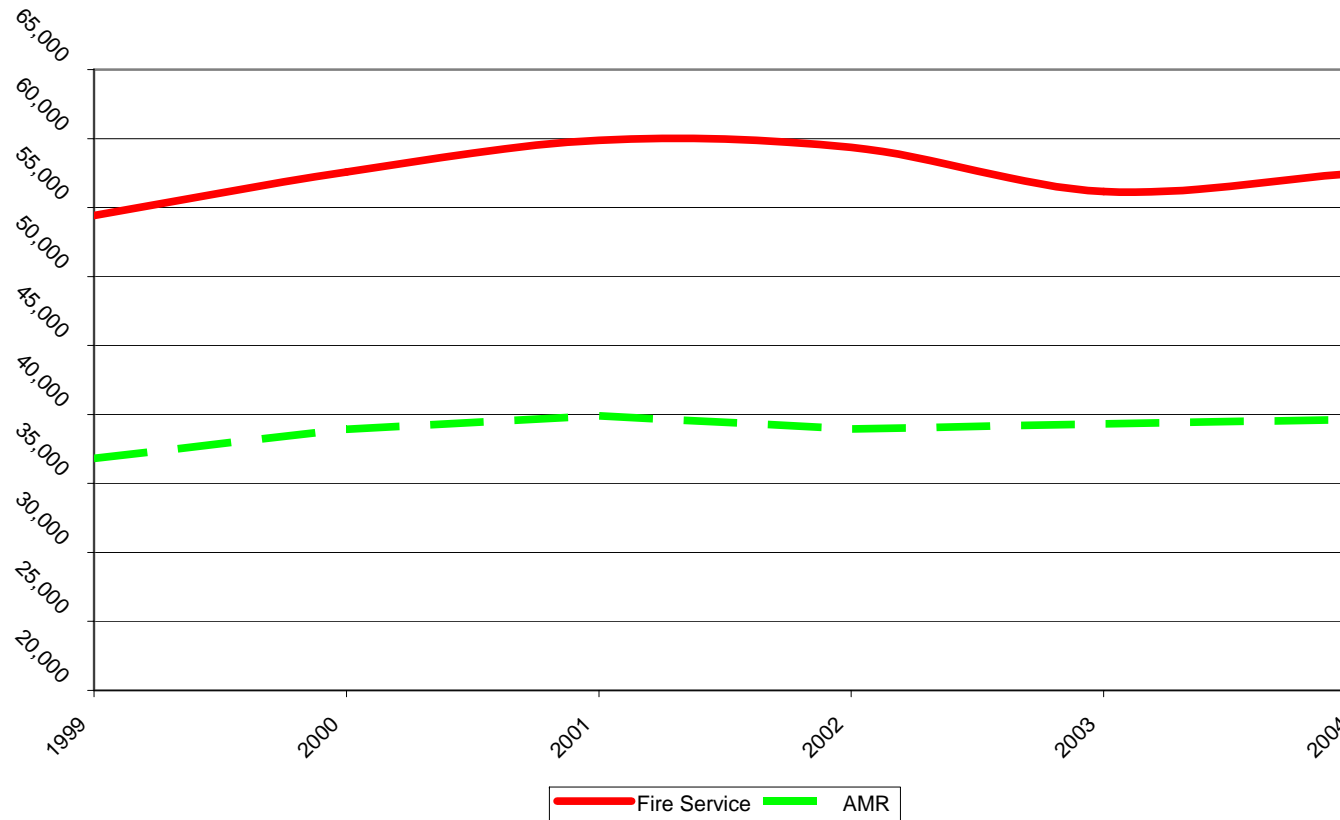
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Fire Incident Type Breakdown



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Fire/EMS Call Volume Comparison



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Law Enforcement Specific Statistics:



Number of CLETS/AWS Inquiries by agency:	
Agency	Count
Broadmoor Police:	20,132
Brisbane Police:	2,711
East Palo Alto Police:	65,627
Half Moon Bay Police:	13,872
Law Mutual Aid:	37,689
Sheriff's Office:	98,777
Special:	3,002
Transit:	1,774
Total	243,584

CLETS SVS Statistics by Agency for 2004											
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
Brisbane	0	0	3	0	0	1	2	3	18	0	27
Broadmoor	0	0	0	0	0	0	2	0	3	0	5
East Palo Alto	0	9	295	1	0	118	148	445	1,425	0	2,441
Half Moon Bay	0	2	4	0	0	8	19	13	172	0	218
Sheriff's Office	0	7	132	6	0	77	138	284	1,059	0	1,703
Totals	0	18	434	7	0	204	309	745	2,677	0	4,394

Total SVS Entries for year 2004: 4,394

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Sheriff Beat Activity	
Beat	Total
10	902
11	14,321
20	7,862
31	5,049
32	2,487
40	1,337
60	2,412
70	10,341
80	4,275
Other	9,881
Total	58,867

East Palo Alto Beat Activity	
Beat	Total
1	14,626
2	8,039
3	15,960
4	6,521
Other	568
Total	45,714

Half Moon Bay Beat Activity	
Beat	Total
1	8,005
2	4,891
Other	991
Total	13,887

Broadmoor Police Activity	
Beat	Total
1	2,968
2	1,038
Other	3,909
Total	7,915

Activity Breakdown by Source of Incident		
Agency	Citizen	Field
Sheriff's Office	35,213 (60%)	23,654 (40%)
East Palo Alto Police	26,853 (59%)	18,861 (41%)
Half Moon Bay Police	7,734 (56%)	6,153 (44%)
Broadmoor Police	2,739 (35%)	5,176 (65%)
Transit	812 (46%)	949 (54%)

Law Mutual Aid Incidents	
Incident Type	Total
Amber Alerts	0
Avoid the 23 traffic stops	945
Bank ETS Activations	156
Bank ETS Captures	1
Code 2000	2
Code 30	2
Code 666	70
Probation Hold Teletypes	169
Tactical Alert Phase I	38
Tactical Alert Phase II	2



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On Call Statistics:

Agency	Number of Calls
ISD Radio Shop	96
Coroners Office	244
Probation	2,188
D.A.'s Office	211
Environmental Health	26
Judges	701
County Parks	84
County Road Department	173
County Sewer Department	352
County Water Department	76
Palo Alto Municipal Water	0
Coastside County Water	65
NTF	96
VTTF	66
Sheriff O.E.S.	115
Sheriff's Office Bomb Unit	54
Sheriff's Office EPA Detectives	34
Sheriff's Office Crime Lab	66
Sheriff's Office Major Crimes Unit	71
Sheriff's Office SHOP	10
Sheriff's Office SFIA	127

