

Contents

AMR:	1
AMR Call Number Report:	1
AMR Compliance Zone Report:	1
AMR Data Export:	1
AMR Late Call Report:	1
AMR Login Report:	1
AMR Out of Service Times Report:	1
AMR Transport Summary Report:	1
Call Back Unit Report:	1
Chute Time by Unit:	2
EMS Transport Priority Change	2
Multiple EMS Responses by Address	2
Coroner's Office:	2
Coroner's Office Daily Report	2
DEM:	2
San Francisco Airport Responses	2
Fire:	2
Calls by First Due Station	2
Chute Time by Unit (Call Jurisdiction)	2
Chute Time by Unit (Unit Jurisdiction)	3
Fire Data Export	3
Firefighter Pickup Report	3
Response Time by Unit	3
Response Time by Zone	3
Responses by Call Type	4
County Fire	4
T17 Calls for Service	4
County Fire Engine Response Times	4
South San Francisco:	4
South San Francisco Fire Transport Summary Report	4
Woodside:	4
M107 Monthly Report	4
M107 Out of Area Report	4

Woodside Fire Medical Calls	4
Law:	5
Calls for Service by Jurisdiction and Call Type	5
Case Number List	5
Law Radio Traffic Report	5
Officer Activity Report	5
PHS Report	5
Weekly Law Passing Check Report	5
Broadmoor:	5
Broadmoor Monthly Call Volume	5
Broadmoor Daily Shift Activity Summary	6
Broadmoor Monthly Incident Data	6
Daly City:	6
Daly City Monthly Total Calls for Service	6
Daly City Police Mental Health Stanford Export	6
Daly City Total Calls for Service	6
Sheriff's Office:	6
Center for Policing Equity Export	6
Citizen vs Officer Initiated Incidents	6
FW Incidents by Patrol Bureau	7
Response by Beat (Calls for Service Only)	7
Sheriff Average Response Times	7
Sheriff's Office Total Incidents by Beat	7
Shot Spotter Incidents by Patrol Bureau	7
Millbrae	7
Millbrae Alarm Report	7
Transit	8
Transit Calls for Service by County	8
Transit Average Response Times by Train or Bus Incident	8
San Carlos	8
SNC Directed Patrol Activities	8
SNC Domestic Violence Report	8
SNC False Alarm Report	8
SNC How Received Totals	8
PSC:	9

Greater Alarm Incidents	9
Incidents by Month by Agency	9
Versaterm:.....	9
Municipality Code Report	9
How Received Code Report	9
Rosters by Agency (All Disciplines)	9
Station Order Report	9
Versaterm Call Type Report	9

AMR:

*All AMR reports are set to be run automatically except for AMR Login Report and Call Back Unit Report.

AMR Call Number Report:

List of AMR calls for a specified date range. Fields include Call Number, Date/Time, Call Type, Location, Primary Unit (if applicable), Hospital (if applicable), Call Priority, Number of Patients, and EMS Zone.

AMR Compliance Zone Report:

Report broken down by AMR zones for a specified date range. Fields include the zone, number of incidents per zone, Number of Exceptions, and Compliance percentage.

Includes a line graph to compare number of exceptions per zone.

AMR Data Export:

Report for easy data excel export. Fields include all major incident fields including call number, times, location information including latitude and longitude, call type, priority, cleared by, study codes, unit information and patient information.

Not ideal for large date range as the information takes a while to load with that much information and multiple database joins, date range can only be a day or two max to run properly due to high call volume.

AMR Late Call Report:

List of all AMR calls that do not make their target response time. Fields include Call Number, Call Date/Time, Location, EMS Zone, Primary Unit, Call Priority, Initial Call Type, Final Call Type, Dispatch and Onscene Time, Response Time, Target vs Response Time and Crew Remarks.

AMR Login Report:

List of all units' log off and on times for a specified date range. Can choose to search all units or specific units when running report.

Fields include Unit ID, Date/Time of activity, and Unit Status. This includes if the unit logged on late or not.

AMR Out of Service Times Report:

Similar to AMR Login Report except this report is for all Out of Service unit statuses. Unlike AMR login Report this report is for all units in the specified date range, you cannot pick and choose units.

Fields include Unit ID, Date/Time of status change, Unit Status, Activity Code, Activity Remarks and Out of Service Time (if applicable).

AMR Transport Summary Report:

Report is broken down by day (including day of the week) with number of dispatches, transports (with percent), dry runs, and cancels.

The end of the report includes complete totals.

Same as South San Francisco Fire Transport Summary Report but for just AMR (EM).

Call Back Unit Report:

List of units that were called back for a specified date range. Can be searched by all AMR units or specific units.

Fields include Date/Time of the call back, Unit ID, and Remarks.

Chute Time by Unit:

Same exact report as the one in Fire section. Can run either Fire or EMS jurisdictions.

Report for Chute Times run by Date Range, Jurisdiction, Call Priority and Unit. You can choose more than one or all Priorities, only one jurisdiction, and all units will be the default selection. You can enter a specific unit, but you have to know the App ID. All fields must be entered to run report.

Report has average chute time, unit ID, and number of calls. Totals for average and number of calls are underneath the last line.

EMS Transport Priority Change

Report of incidents that stayed a priority 3 in the call type, but the unit transported priority 1.

Report includes both SSF EMS and EMS. Fields include Incident Number, Date, Call Type, Call Type Priority, Hospital, Transport Priority and Number of Patients.

Multiple EMS Responses by Address

List of calls that have multiple incidents at the same location.

Fields include Location and commonplace name (if applicable) on the first line of information. Then incident number, Date/Time, Call Type, and Transport Hospital (if applicable).

Coroner's Office:

Coroner's Office Daily Report

List of all Coroner's Office calls for a specified date range. Format is the Call Number and Location on the top row, then below is the details of call with Date/Time and Remarks.

DEM:

San Francisco Airport Responses

List of all medical calls responded to at the Airport for a specified date range. Fields include Call Number, Date/Time, Location, and Call Type.

Fire:

Calls by First Due Station

Report of number of calls by first due Fire Station by jurisdiction for a specified date range. Includes a bar graph of number of calls per first due for the jurisdiction underneath the total numbers.

This report also includes the option to see call information for each fire station by clicking on the station in the First Due column. Includes the fields Call Number, Call Date/Time, Response Zone, and First Due station.

Chute Time by Unit (Call Jurisdiction)

Same exact report as the one in AMR section.

Can run either Fire or EMS jurisdictions.

Report for Chute Times run by Date Range, Jurisdiction, Call Priority and Unit. You can choose more than one or all Priorities, only one jurisdiction, and all units will be the default selection. You can enter a specific unit, but you have to know the App ID. All fields must be entered to run report.

Report has average chute time, unit ID, and number of calls. Totals for average and number of calls are underneath the last line.

Chute Time by Unit (Unit Jurisdiction)

Same exact report as the one in AMR section and the Chute Time by Unit (Call Jurisdiction). The only difference between the two fire reports is that this one looks for all the units in a jurisdiction and gets all their calls. The previous one just looks for all calls in a jurisdiction and finds the units who took the calls. For example, this report will look for every unit in RF jurisdiction and find all the calls they ran: i.e. E9 ran 18 calls for a day 14 RF, 2 MF, 2 WF. Unlike the previous report that runs all calls in RF jurisdiction and T4 and E77 have chute times on that report.

Can run either Fire or EMS jurisdictions.

Report for Chute Times run by Date Range, Jurisdiction, Call Priority and Unit. You can choose more than one or all Priorities, only one jurisdiction, and all units will be the default selection. You can enter a specific unit, but you have to know the App ID. All fields must be entered to run report.

Report has average chute time, unit ID, and number of calls. Totals for average and number of calls are underneath the last line.

Fire Data Export

Report for easy data excel export. Report run by specified date range and fire jurisdiction. Fields include all major incident fields including call number, times, location information including latitude and longitude, call type, priority, cleared by, study codes, unit information and patient/hospital information. Not ideal for large date range as the information takes a while to load with that much information and multiple database joins, date range can only be a day or two max to run properly for any high call volume areas.

Firefighter Pickup Report

For a specified date range and a fire jurisdiction. You have an option to choose what jurisdictions you would like to search.

Fields include Unit ID, Date/Time, Call Number, Remarks/Hospital, Related EMS Call, Total Pickup Time. End of Report has total number of calls and average pickup time.

Response Time by Unit

Report is a chart for average response times by jurisdiction and unit for a specified date range. Search defaults to all priorities and units, but the report can be run by specific priorities and specific units. Chart has the average response time (in HH:MM:SS) for each unit with number of calls and then totals for the entire jurisdiction at the bottom.

Can get more call details by clicking on the unit. Fields include Unit ID, Dispatch Date/Time, Onscene Date/Time, Response Time (in seconds), Call Number, and Priority.

Response Time by Zone

Same as Response Time by Unit but for Response Zones.

Search defaults to all priorities and zones, but the report can be run by specific priorities and specific zones.

Chart has the average response time (in HH:MM:SS) for each zone with number of calls and then totals for the entire jurisdiction at the bottom.

Can get more call details by clicking on the Response Zone. Fields include Zone, Dispatch Date/Time, Onscene Date/Time, Response Time (in seconds), Call Number, and Priority.

Responses by Call Type

List for total number of calls for each call type within a specified date range and jurisdiction with totals at bottom of the report.

Can get the call numbers by pressing the call type.

County Fire

T17 Calls for Service

Report is all calls for service T17 went on scene for in a specified date range, including out of jurisdiction incidents.

Includes Incident Number, Call Date/Time, Call Type, Call Type Description, Full Address, and X/Y Coordinates.

County Fire Engine Response Times

Report for E17, E18, E58 and E59 Response Times for priority 1 calls only for a specified date range.

Includes number of calls and average response times grouped by Group E17, Group E18 and Group E58 and E59. For a breakdown of each group, press the line you wish to see the Incident Number, Call Date, Dispatch Time, At Scene Time, Call Type, App ID, and Response Time per call.

South San Francisco:

South San Francisco Fire Transport Summary Report

Report is broken down by day (including day of the week) with number of dispatches, transports (with percent), dry runs, and cancels.

The end of the report includes complete totals.

Same as AMR Transport Summary Report but just for SSF EMS (EF).

Woodside:

M107 Monthly Report

Contains fields of Date/Time, Call Number, Call Type, Location, Transported/Or Not, Hospital, and what the outside jurisdiction was. Same report as M107 Out of Area Report, just with WOF jurisdiction added to the list as well. No counts for number of calls though.

Automatically runs for Woodside Fire.

M107 Out of Area Report

List of calls that M107 took out of area and whether this was an overage or not for a specified time range.

Contains fields of Date/Time, Call Number, Call Type, Location, Transported/Or Not, Hospital, and what the outside jurisdiction was.

Automatically runs for Woodside Fire.

Woodside Fire Medical Calls

List of all medical calls run in the Woodside Fire Jurisdiction for a specified time range. Includes Date/Time, Call Number, Call Type, Location, Unit, Dispatch Date/Time, Transport Date/Time.

Automatically runs for Woodside Fire.

Law:

Calls for Service by Jurisdiction and Call Type

Report of Number of Calls per Jurisdiction and How Received for specified time frame by Call Type. You have the option to choose which jurisdiction and if you want all calls for service made i.e., all 911s, Emer/Non-Emer Lines, and Onviews. Also includes the priority underneath the call type.

Also has the option to see more incident details by pressing a call type. Will bring up a list of the calls for service with that call type with information columns of Incident Number, Date/Time, Commonplace Name (if applicable), Location, and How Received.

Created original for Transit to document Top 10 call types and number of Fare Evasion Calls.

Case Number List

Contains all case numbers pulled by jurisdiction (from Versaterm CAD) for any specific date range. This list does not include case numbers pulled from outside CAD i.e.: the jail/RIMS.

List is ordered by Case Number and contains the columns: Case Number, Call Number, Date/Time, Call Type, Unit ID, Officer Name, and Location. Contains the jurisdiction options of: Broadmoor, Daly City, EPA, Sheriff's Office, Transit, GTF, DA, NTF/VTTF, Special Events and LMA.

Law Radio Traffic Report

This report is a Pivot Table separated into days of the week and time of day for all calls created by the units (Onview/Radio Traffic). Created for Judy to track radio traffic flow during all hours on each day of the week.

Goes along with the Weekly Law Passing Check Report. Currently set up to be run weekly for Judy and Ametrius.

Officer Activity Report

Report for looking at a specific RIMS ID's log for a specified time frame. Broken down by jurisdiction and RIMS ID/Officer ID.

Contains: Unit ID, Incident Number (if applicable), Date/Time, Call Type (if applicable), Call Type Description (if applicable) and unit status.

PHS Report

Report is PHS calls for service. Broken down by Municipality and Call Type. Built for Christine for billing purposes.

Weekly Law Passing Check Report

This report is a Pivot Table separated by Radio Channel into days of the week and time of day for all Passing Check calls. Created for Judy to monitor how busy certain channels are by hour.

Goes along with the Law Radio Traffic Report. Currently set up to be run weekly for Judy and Ametrius.

Broadmoor:

Broadmoor Monthly Call Volume

Same as old PRC Business Objects Report. Includes same information of Total Broadmoor Incidents and Total Number of Incidents Dispatched.

Broadmoor Daily Shift Activity Summary

Report is all incidents run in a 12 hr period. Report is set to run every day at both 0600 and 1800 and is emailed to the Broadmoor All email.

Fields include the Date and Time of Call, Call type, Case Number (if applicable), Commonplace name (if applicable), Unit ID, Rims ID, Location, and any clearance remarks.

Broadmoor Monthly Incident Data

Exact same report as the Daly City Monthly Total Calls for Service, just for Broadmoor. Report is also set to run monthly and emailed to Benny Huang.

Daly City:

Daly City Monthly Total Calls for Service

Report for easy data excel export and is set to run monthly, for the previous month, and to be emailed to Trent Waterman.

Fields included: Call Number, Case Number (if applicable), Initial Call Type, Final Call Type, Call Date/Time, Location, Place Name, City, Beat, Disposition Code, Primary Unit, Primary Officer, Source Code, Priority, Received Time, Dispatch Time, Enroute Time, Onscene Time, Clear, Total Onscene Time, Study Code (if applicable), and X/Y Coordinates.

Daly City Police Mental Health Stanford Export

Report for easy data excel export. Contains information requested by Daly City for the Stanford Mental Health study including the fields: Call Number, Case Number (if applicable), Initial Call Type, Final Call Type, Date/Time, Location, Place Name (if applicable), Dispatcher, City, Beat, Disposition Code, Primary Unit, Primary Officer, Reporting Party First and Last Name, RP Address and City, Source Code, Priority, Call Taker ID, Received Time, Dispatch Time, Enroute Time, Onscene Time, Clear Time, Total Onscene Time, and Study Code (if applicable).

Daly City Total Calls for Service

Pie Chart of total Daly City calls for service broken down by how received code. This includes all how received codes including officer initiated and walk-ins.

There is also an option to get further details by clicking the Beat's piece of the pie chart you want to look at. Incident information includes Call Number, Case Number, Location, and Call Type.

Originally made for Daly City for Fiscal Year numbers.

Sheriff's Office:

Center for Policing Equity Export

Report for easy data excel export. Contains basic Incident information for a specified date range.

Columns include Call Number, Occurred Date/Time, Dispatch Date/Time, Onscene Date/Time, Clear Date/Time, Location, X and Y Coordinates, Zone, District, Grid, How Received, Call Type, Call Type Description, Cleared By, and Case Number (if applicable).

Citizen vs Officer Initiated Incidents

Report used to get numbers for total Citizen Initiated Calls (911s, Emergency and Non-Emergency Lines) and Officer Initiated Calls. Contains information based on specified date range and SO Bureau.

Has total number of calls and then columns for Call Number, Date/Time, Initial Call Type, Final Call Type, District/Zone, and How Call was received.

FW Incidents by Patrol Bureau

Number of Fireworks calls by Patrol Bureau and Division for any specified date range. Includes Incident Number, Case Number (if applicable), Date/Time, Location, Municipality/Division, and How Cleared. Made in tandem with Shot Spotter Incidents by Patrol Bureau Report.

Response by Beat (Calls for Service Only)

Pie Chart of SO and Transit Calls for Service Broken down by Beat. Unincorporated beats were combined based on Coastside, North and South. This report excludes all Officer Initiated Incidents.

There is also an option to get further details by clicking the Beat's piece of the pie chart you want to look at. Incident information includes Call Number, Date/Time, Location, Call Type, How Received and How Cleared.

This report is identical to the Sheriff's Office Total Incidents by Beat but was created for San Carlos Bureau who need the information for just calls for service.

Sheriff Average Response Times

Average Response times by Jurisdiction and Priority with the option for more call details. Initial report is broken down by Priority, Number of Calls, and Average Response Time. By clicking on the priority, you can see more incident information including Call Number, Date, Dispatch Time, Onscene Time, Call Type, District/Zone, How Received, and Response Time for each individual call in that priority.

Sheriff's Office Total Incidents by Beat

Pie Chart of Total SO and Transit Incidents broken down by Beat. Unincorporated beats were combined based on Coastside, North and South.

There is also an option to get further details by clicking the Beat's piece of the pie chart you want to look at. Incident information includes Call Number, Date/Time, Location, Call Type, How Received and How Cleared.

Created originally for the SO transparency page, upgraded for beat use. Identical to the Response by Beat (Calls for Service Only) Report just includes Officer Initiated incidents as well.

Shot Spotter Incidents by Patrol Bureau

Number of Shot Spotter and Shots Fired calls by Patrol Bureau and Division for any specified date range. Includes Incident Number, Case Number (if applicable), Date/Time, Location, Municipality/Division, and How Cleared.

Made in tandem with FW Incidents by Patrol Bureau Report.

Millbrae

Millbrae Alarm Report

Similar to Old PRC Business Objects Report. Contains Millbrae alarm calls for any specified date range and how cleared options. Contains the Incident Number, Date/Time, Location, Commonplace (if applicable), Call Type, Alarm Company (if applicable), Alarm Number (if applicable), and remarks with Date/Time.

Made for Millbrae to track False Alarms.

Transit

Transit Calls for Service by County

Pie Chart broken down by number of calls per County. Pieces include San Francisco, San Mateo, Santa Clara and Unknown (if applicable).

There is also an option to get further details by clicking the County's piece of the pie chart you want to look at. Incident information includes Call Number, Place Name (if applicable), Location, Municipality, Call Type, Final Call Type, How Received, and Priority.

Transit Average Response Times by Train or Bus Incident

Similar to Sheriff Average Response Times but this report is average response times for transit broken down by Train Incidents or Bus incidents and then priority. The option for more call details is still available if you press the priority you wish to view. Incident information includes Call Number, Date, Dispatch Time, Onscene Time, Call Type, District/Zone, How Received, and Response Time for each individual call in that priority.

There is no definite way to track Train Incidents vs Bus incidents, as the deputies do not, as the deputies do not always add the study code at the closure of the call, so the formula created was based on the location, commonplace, and County. This means it is not 100% accurate and there can be a discrepancy when an incident occurs at a bus turnaround at a train station in San Mateo County without indicating that somewhere in the location.

San Carlos

SNC Directed Patrol Activities

Similar to Old PRC CAD Passing check report. Contains all passing check calls for a specified date range in San Carlos.

Includes Incident Number, Date/Time, Location, Case Type, Unit ID and Officer Number.

SNC Domestic Violence Report

All domestic violence related calls in the San Carlos Bureau for a specified date range. Call Types Include 2735, DVC, 13700, etc.

Report includes Incident Number, Case Number (if applicable), Date/Time, Location, Original Call Type, Final Call Type, Call Type Description, Clearance Code.

SNC False Alarm Report

Similar to Millbrae False Alarm Report. Contains San Carlos alarm calls for any specified date range and how cleared options. Contains the Incident Number, Date/Time, Location, Commonplace (if applicable), Call Type, Alarm Company (if applicable), Alarm Number (if applicable), and remarks with Date/Time. Made for San Carlos to track False Alarms.

SNC How Received Totals

This report is a Pivot Table separated by how received codes into days of the week and time of day for all San Carlos calls.

PSC:

Greater Alarm Incidents

Basic call information for all calls with alarm levels greater than 1. Columns include Incident Number, Date/Time, Call Type, Alarm Level, and Address.

Incidents by Month by Agency

Pivot table of all calls for service by month for all disciplines (Fire, EMS, Law, and Other) broken down by jurisdiction. Contains totals by jurisdiction, by month, and by discipline.

Created originally for Christine for annual Fiscal Year numbers.

Versaterm:

Municipality Code Report

Report includes all three letter San Mateo County municipality codes and their full names. Also includes the two letter codes of the surrounding counties and transit municipalities.

I.e., GI = Gilroy, BRS = Brisbane, AL = Alameda County, SCZ = Santa Cruz (only exception to the out of county two letter code due to SC = Santa Clara).

How Received Code Report

Report has the how received codes and their translations. Automatically generates once selected, no time frame need.

Rosters by Agency (All Disciplines)

Report for all agencies to see most up to date roster in Versaterm. Fields include Personnel ID, Personnel Name and Pager Code.

Created to help agencies clean up their rosters and keep track of personnel.

Station Order Report

Fire: 50 Deep Station Ordering by Response Zone. Can be searched by all response zones, a specific response zone or a group of response zones. To get the group you need to remove the "All" option in the "Enter Value" field then enter the zone's general three letter (i.e. WOF, PIF, SMF, etc.) signifier and a "*". For example, "WOF*" will get you all the WOF zones. If there is more than one 3 letter signifier in a jurisdiction (i.e. NFA has BIF, DCF, and PIF) the report will need to be run for each group.

EMS: Post Ordering by Response Zone.

Versaterm Call Type Report

Contains all call types for Versaterm, including all variations of EMD codes. Also gives which discipline (Fire, EMS, Police) the call type belongs to, if there is a jurisdictional exception to the call type (used specifically for SSF Fire and EMS), Priority, if there are related call types (i.e., Police Code 1180 = Fire Code TA) and Fire/EMS Response Modifiers.

Report is in numerical and alphabetical order.