

**SAN MATEO COUNTY FIRE DEPARTMENT FACTS-**

AREA PROTECTED– 165 SQ. MILES

POPULATION SERVED– 26000

**FY 2007-08: FIRE PROTECTION SERVICES INCIDENT REPORT: YEAR TOTALS**

**FIRE RELATED CALLS:**

FIRE ALARM	58
FIRE ALARM MANUAL PULL	4
FIRE ALARM SMOKE DETECTOR	41
FIRE ALARM WATER FLOW	4
FIRE RELATED	5
FULL ASSIGNMENT	18
GRASS FIRE	14
UTILITY POLE FIRE	8
STRUCTURAL FIRE	5
SMOKE INVESTIGATION	47
TRASH FIRE	20
VEHICLE FIRE	16

**MEDICAL CALLS:**

MEDICAL AID	680
TRAFFIC ACCIDENT	218

**PUBLIC SERVICE:**

PUBLIC ASSIST	48
LOCK OUT RESIDENTIAL BLDG	3
LOCK OUT VEHICLE	24
TREE DOWN	47
ODOR INVESTIGATION	28

**OTHER CALLS:**

GAS MAIN BREAK	3
HAZMAT INVESTIGATION	6
AUTO AID	2
CLIFF RESCUE	2
WATER RESCUE	8

**TOTAL:** 1,309

**FIRE MARSHAL'S OFFICE**

The Fire Protection/ Planning Division of the San Mateo County Fire Department provides comprehensive fire and life safety review for new construction, remodels and land development. The Division is responsible for consulting with and securing the cooperation of developers, building contractors, property owners and public officials regarding matters of life safety and fire suppression. The fire protection and planning staff provides various plan review and inspection services; including the testing of new fire protection equipment installations such as automatic fire sprinkler and fire alarm systems. Numerous inspections are performed to ensure compliance with state and local fire safety regulations.

**FIRE PREVENTION**

- Fire/arson investigation
- Fire safety code enforcement
- School Public fire safety programs
- Residential & commercial fire defense planning

**EXPLORER POST 955**

Explorers gain valuable training and experience by working alongside paid professional firefighters. Explorers learn CPR, First Aid, the proper use of tools & equipment, basic fire control, auto extrication, and how to become a professional firefighter.

320 Paul Scannell Drive  
San Mateo  
CA 94402



**YOUR FULL SERVICE FIRE DEPARTMENT**



[www.cfsfire.org](http://www.cfsfire.org)

This brochure highlights the commitment and service provided to you as a resident of San Mateo County, including:

- **FIRE SUPPRESSION & EMERGENCY MANAGEMENT**
- **EMERGENCY MEDICAL SERVICES, ADVANCED LIFE SUPPORT**
- **HAZ MAT AND TECHNICAL RESCUE**
- **FIRE PREVENTION**
- **COMMUNITY SERVICES**

**San Mateo County  
Fire Department  
320 Paul Scannell Drive  
San Mateo , CA 94402**

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PLACE  
STAMP  
HERE

## YOUR FIRE DEPARTMENT

The California Department of Forestry and Fire Protection/San Mateo County Fire Department (CALFIRE/County Fire) provides emergency response to the citizens of San Mateo County. As an all risk fire department CALFIRE/County Fire responds to wildland fires, structure fires, medical emergencies, motor vehicle accidents, hazardous material spills, swift water rescues, cliff rescues, floods, civil disturbances, and earthquakes. CALFIRE/County Fire operates five fire engines out of four county owned fire stations. These five engines are each staffed with three firefighters, one of which is a paramedic. Additionally, in declared fire season, one wildland engine is staffed at three of those stations, and one bulldozer is staffed at the headquarters station.



Through CALFIRE's Cooperative Fire Protection Program, San Mateo County has contracted with CALFIRE for Fire Protection since 1962. This cooperative agreement is cost effective and enables San Mateo County access to the full depth of statewide resources from CALFIRE, one of the largest fire departments in the world. Drawing from over 15,000 firefighters, over 900 fire engines and a full range of firefighting aircraft, you can rest assured that in time of need these resources will be available to assist the citizens of San Mateo County.

## SAN MATEO COUNTY VOLUNTEER FIRE DEPARTMENTS

Volunteer Firefighters play a key role in helping protect San Mateo County's rural coastsides. With volunteer stations located in La Honda, Kings Mountain, and Loma Mar, these highly trained firefighters protect the communities in which they reside. Many times they are the first emergency responders to arrive and are trained to take whatever action may be necessary to minimize the effects of an emergency or to assist the public.



These dedicated individuals, who come from all walks of life, receive training in wildland, structural firefighting, Haz Mat response, emergency medical care. Additionally, many have technical rescue training. While the program is not for everyone, for those who do join they find it personally rewarding, educational, and a wonderful way of giving something back to their community.

## Community Service

**Child Safety Seat Inspection-** Did you know that four out of five car seats are used improperly?

**CPR Training—** We offer BLS, Heartsaver and Friends and Family CPR Courses.



## COMMUNITY EMERGENCY RESPONSE TEAM

The Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community. For more information on the Highlands CERT program call: (650) 341-4251



## Fire Safe

The Mission of Fire Safe San Mateo County is to maintain the quality of life and property for the citizens living in the wildland-urban interface zones of San Mateo County.



[www.smcfiresafe.org](http://www.smcfiresafe.org)

## **San Mateo County Fire Department Customer Care Survey**

We are always looking at ways to improve the services we provide you, our customers. This survey is intended to assist us in gathering input that will help identify our "good" areas of service as well as services that that we need to improve or implement. This survey is completely voluntary and always confidential. We would greatly appreciate if you spend a little time helping us improve our services by completing this form. You may also complete this survey online at [www.cfsfire.org](http://www.cfsfire.org).

NAME: \_\_\_\_\_  
PHONE # \_\_\_\_\_  
BEST TIME OF DAY TO CONTACT ME? \_\_\_\_\_

What type of service did you use?

- |   |  |
|---|--|
| <input type="checkbox"/> Fire Emergency     | <input type="checkbox"/> Public fire education       |
| <input type="checkbox"/> Medical Emergency  | <input type="checkbox"/> Fire Prevention/ Inspection |
| <input type="checkbox"/> Rescue             | <input type="checkbox"/> Other (Please List): _____  |
| <input type="checkbox"/> Public Assist      |  |
| <input type="checkbox"/> Fire Investigation |  |

Did fire personnel perform their jobs professionally and competently? YES NO

Did we listen to your concerns? YES NO

Did we treat you with respect and dignity? YES NO

Did we explain procedures clearly? YES NO

Were we prompt in response time? YES NO

Did we take personal responsibility to answer your concerns and resolve them? YES NO

Please rate your satisfaction with the care and service you received. (circle number)

1	2	3	4	5
VERY DISSATISFIED	SOMEWHAT DISSATISFIED	OK	SATISFIED	VERY SATISFIED