



## COUNTY OF SAN MATEO

**Emergency Medical Services**  
**San Mateo County Health**  
801 Gateway Blvd., Ste. 200  
South San Francisco, CA 94080

TO:  
Jed Wilson  
Fire Chief  
Coastside Fire Protections Dist.  
1191 Main Street  
Halfmoon Bay, CA 94019

Dear Chief Wilson,

Each year, EMS Week provides the opportunity to recognize the essential and outstanding work that you do. The theme of EMS week this year, "Improving Outcomes, Together," is the perfect embodiment of the teamwork and commitment to clinical excellence that has become a hallmark of our Emergency Medical Services system. On behalf of the San Mateo County EMS Agency team, we are truly humbled and proud to have the opportunity to support you as you continue to deliver exceptional patient care and service to those who call upon us in their time of need.

In honor of your efforts, County EMS has collaborated with the Board of Supervisors to proclaim May 17-23, 2026, as Emergency Medical Services Week in San Mateo County. In part, the Proclamation reads that as EMS professionals, we are "Improving Outcomes, Together" – recognizing the vital role that collaboration and cooperation amongst those working in and supporting the EMS system – including fire service first responders, ground and air emergency ambulance service personnel, emergency medical dispatchers, law enforcement officers, hospital staff, public health workers, and community partners – serves in delivering coordinated service and high-quality care to the public.

As an integrated EMS system, we continually face and overcome adversity, viewing every challenge as an opportunity to engage with colleagues and system partners and move in a positive direction. Through forward thinking, teamwork, and deliberate change, we continuously shape our system to ensure the ongoing delivery of compassionate care, coupled with the clinical and operational excellence our community deserves. A few items of particular note:

- The County's EMS system responded to over 72,000 calls for service in 2025 – that's nearly one call **every 7 minutes**;
- Last year the EMS Agency welcomed **60 new EMTs and 37 newly accredited Paramedics** to the San Mateo County 911 system workforce, including 17 established paramedics currently operating at the San Francisco International Airport;
- Effective June 30, 2025, **all** County-accredited paramedics are now trained in Prehospital Trauma Life Support (PHTLS), reinforcing our collective commitment to delivering optimal care to trauma patients in the field;
- For STEMI patients identified within the prehospital setting, the median "First Medical Contact" (FMC) by EMS to PCI time for 2025 was only **84 minutes** - an achievement that beats the national standard of 90 minutes;
- Our Stroke system continues to excel with a median FMC-to-Hospital thrombolytic administration time of **61.5 minutes** for patients transported to a primary stroke center. For Mobile Stroke Unit patients meeting treatment criteria, FMC to IV thrombolytic has a remarkable **27 minutes**; By comparison, the national standard is that 85% of patients have a hospital arrival to thrombolytic needle time of 60 minutes or less; and
- In our County, 44% of patients in cardiac arrest that have a shockable rhythm and receive CPR, a shock from an AED, or both prior to arrival of first responders **will survive** - a truly exceptional performance metric that exceeds the state and national benchmarks by nearly 10%.

Your dedication to the EMS profession and the actions that you take save lives and reduce pain and suffering.

On behalf of the team at the San Mateo County EMS Agency, THANK YOU for your service. You make a tremendous difference for those we collectively serve. Please do not hesitate to contact any member of the County EMS team or myself if we can be of assistance. Be safe and take care of yourself. YOU are the most essential component of our system.

Respectfully,

Travis Kusman, MPH, Paramedic  
EMS Director



**SAN MATEO  
COUNTY HEALTH**