



# NORTH COUNTY FIRE AUTHORITY-PACIFICA

## MONTHLY WORKLOAD STATISTICS

### OCTOBER 2016

I. INCIDENTS (Type)	October		Year To Date	
	2016	2015	2016	2015
Fire	7	5	77	96
Medical/Rescue	170	197	1770	1637
Traffic Accidents	9	7	58	66
Hazardous Conditions	18	7	141	146
Service Calls	37	35	437	417
Miscellaneous	32	29	285	262
<b>TOTAL</b>	<b>273</b>	<b>280</b>	<b>2768</b>	<b>2624</b>

II. TRAINING (Number of Sessions)	October	Year To Date
Multi-Company Drill (2/month)	12	101
In Service EMS (1/month)	8	82
Tactics/Strategy (3/year)	6	70
Skills Evaluation (1/year)	4	38
Mandated/Specialized	4	51
Miscellaneous Training	4	61
<b>TOTAL</b>	<b>38</b>	<b>403</b>

III. FIRE PREVENTION (Activity)	October		Year To Date	
	2016	2015	2016	2015
FP Insp. - Mandated/Permit	17	10	157	127
Construction Inspections	0	0	6	3
FP Re-inspections	24	29	112	140
Plan Checks	5	3	110	91
Vegetation Inspections	0	0	1	0
Task Force Inspections	0	0	0	0
Company Inspections (R-1)	1	0	134	127
Company Inspections (B, M)	80	20	470	429
Company Re-inspections	0	0	2	0
Community Outreach Events	10	7	46	43
<b>TOTAL</b>	<b>137</b>	<b>69</b>	<b>1038</b>	<b>960</b>

IV. Customer Service Rating (Goal = >95%)	Year to Date	
	Standard	Actual
Courtesy	95%	99%
Efficiency	95%	100%
Knowledge	95%	100%
Understanding	95%	99%
Overall Service	95%	100%
<b>Average</b>	<b>95%</b>	<b>100%</b>



# NORTH COUNTY FIRE AUTHORITY

## MONTHLY WORKLOAD STATISTICS

### OCTOBER 2016

I. INCIDENTS (Type)	2015	2016	2016 Year To Date
Fire	22	25	260
Medical/Rescue	688	702	6899
Traffic Accidents	34	34	287
Hazardous Conditions	44	58	416
Service Calls	110	125	1274
Miscellaneous	103	93	1102
<b>TOTAL</b>	<b>1001</b>	<b>1037</b>	<b>10238</b>

II. TRAINING (Number of Sessions)	2015	2016	2016 Year To Date
Multi-Company Drill (2/month)	8	12	101
In Service EMS (1/month)	12	8	82
Tactics/Strategy (3/year)	10	6	70
Skills Evaluation (1/year)	0	4	38
Mandated/Specialized	12	4	51
Miscellaneous Training	21	4	61
<b>TOTAL</b>	<b>63</b>	<b>38</b>	<b>403</b>

III. FIRE PREVENTION (Activity)	2015	2016	2016 Year To Date
FP Insp. - Mandated/Permit	56	55	585
Construction Inspections	6	3	181
FP Re-inspections	85	89	579
Plan Checks	47	42	691
Vegetation Inspections	0	0	720
Task Force Inspections	0	0	0
Company Inspections (R-1)	34	45	830
Company Inspections (B, M)	153	206	1823
Company Re-inspections	0	0	3
Community Outreach Events	23	28	130
<b>TOTAL</b>	<b>404</b>	<b>468</b>	<b>5542</b>

IV. Customer Service Rating (Goal = >95%)	2016 Year To Date	
	Standard	Actual
Courtesy	95%	100%
Efficiency	95%	100%
Knowledge	95%	100%
Understanding	95%	100%
Overall Service	95%	100%
<b>Average</b>	<b>95%</b>	<b>100%</b>

