



NORTH COUNTY FIRE AUTHORITY-PACIFICA

MONTHLY WORKLOAD STATISTICS

MARCH 2016

I. INCIDENTS (Type)	March		Year To Date	
	2016	2015	2016	2015
Fire	3	8	15	26
Medical/Rescue	186	187	507	521
Traffic Accidents	7	9	15	21
Hazardous Conditions	35	10	66	72
Service Calls	63	32	139	125
Miscellaneous	38	20	83	65
TOTAL	332	266	825	830

II. TRAINING (Number of Sessions)	March	Year To Date
	Multi-Company Drill (2/month)	12
In Service EMS (1/month)	4	22
Tactics/Strategy (3/year)	16	28
Skills Evaluation (1/year)	8	20
Mandated/Specialized	10	15
Miscellaneous Training	2	14
TOTAL	52	127

III. FIRE PREVENTION (Activity)	March		Year To Date	
	2016	2015	2016	2015
FP Insp. - Mandated/Permit	21	14	41	40
Construction Inspections	1	0	1	3
FP Re-inspections	6	16	24	36
Plan Checks	17	9	37	25
Vegetation Inspections	0	0	0	0
Task Force Inspections	0	0	0	0
Company Inspections (R-1)	19	5	54	68
Company Inspections (B, M)	49	97	58	165
Company Re-inspections	0	0	0	0
Community Outreach Events	5	6	11	12
TOTAL	118	147	226	349

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



NORTH COUNTY FIRE AUTHORITY

MONTHLY WORKLOAD STATISTICS

MARCH 2016

I. INCIDENTS (Type)	2015	2016	2016 Year To Date
Fire	23	11	56
Medical/Rescue	660	753	2073
Traffic Accidents	31	34	90
Hazardous Conditions	34	76	159
Service Calls	104	164	402
Miscellaneous	115	146	345
TOTAL	967	1184	3125

II. TRAINING (Number of Sessions)	2015	2016	2016 Year To Date
Multi-Company Drill (2/month)	19	12	28
In Service EMS (1/month)	4	4	22
Tactics/Strategy (3/year)	4	16	28
Skills Evaluation (1/year)	2	8	20
Mandated/Specialized	0	10	15
Miscellaneous Training	0	2	14
TOTAL	29	52	127

III. FIRE PREVENTION (Activity)	2015	2016	2016 Year To Date
FP Insp. - Mandated/Permit	105	76	244
Construction Inspections	6	6	19
FP Re-inspections	79	58	159
Plan Checks	77	90	223
Vegetation Inspections	0	0	0
Task Force Inspections	0	0	0
Company Inspections (R-1)	170	113	240
Company Inspections (B, M)	334	324	415
Company Re-inspections	0	0	0
Community Outreach Events	15	13	30
TOTAL	786	680	1330

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%
Average	95%	100%

