



NORTH COUNTY FIRE AUTHORITY-PACIFICA

MONTHLY WORKLOAD STATISTICS

AUGUST 2016

I. INCIDENTS (Type)	August		Year To Date	
	2016	2015	2016	2015
Fire	10	12	60	84
Medical/Rescue	181	182	1419	1301
Traffic Accidents	6	7	43	55
Hazardous Conditions	8	7	113	125
Service Calls	52	46	357	343
Miscellaneous	32	33	228	206
TOTAL	289	287	2220	2114

II. TRAINING (Number of Sessions)	August	Year To Date
Multi-Company Drill (2/month)	11	85
In Service EMS (1/month)	8	62
Tactics/Strategy (3/year)	8	56
Skills Evaluation (1/year)	0	34
Mandated/Specialized	6	39
Miscellaneous Training	8	51
TOTAL	41	327

III. FIRE PREVENTION (Activity)	August		Year To Date	
	2016	2015	2016	2015
FP Insp. - Mandated/Permit	41	37	137	115
Construction Inspections	2	0	6	3
FP Re-inspections	7	4	76	88
Plan Checks	24	27	92	76
Vegetation Inspections	0	0	1	0
Task Force Inspections	0	0	0	0
Company Inspections (R-1)	1	4	131	123
Company Inspections (B, M)	29	22	361	371
Company Re-inspections	0	0	2	0
Community Outreach Events	4	4	33	32
TOTAL	108	98	839	808

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%
Average	95%	100%



NORTH COUNTY FIRE AUTHORITY

MONTHLY WORKLOAD STATISTICS

AUGUST 2016

I. INCIDENTS (Type)	2015	2016	2016 Year To Date
Fire	33	26	204
Medical/Rescue	630	699	5472
Traffic Accidents	26	31	218
Hazardous Conditions	30	35	331
Service Calls	144	128	1026
Miscellaneous	126	98	923
TOTAL	989	1017	8174

II. TRAINING (Number of Sessions)	2015	2016	2016 Year To Date
Multi-Company Drill (2/month)	22	11	85
In Service EMS (1/month)	12	8	62
Tactics/Strategy (3/year)	20	8	56
Skills Evaluation (1/year)	4	0	34
Mandated/Specialized	0	6	39
Miscellaneous Training	6	8	51
TOTAL	64	41	327

III. FIRE PREVENTION (Activity)	2015	2016	2016 Year To Date
FP Insp. - Mandated/Permit	66	99	472
Construction Inspections	4	137	178
FP Re-inspections	36	36	455
Plan Checks	108	137	578
Vegetation Inspections	8	24	718
Task Force Inspections	0	0	0
Company Inspections (R-1)	37	70	707
Company Inspections (B, M)	129	200	1434
Company Re-inspections	0	0	3
Community Outreach Events	12	11	90
TOTAL	400	714	4635

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%

