



NORTH COUNTY FIRE AUTHORITY-PACIFICA

MONTHLY WORKLOAD STATISTICS

JULY 2016

I. INCIDENTS (Type)	July		Year To Date	
	2016	2015	2016	2015
Fire	17	20	50	72
Medical/Rescue	175	133	1238	1119
Traffic Accidents	8	8	37	48
Hazardous Conditions	11	9	105	118
Service Calls	46	48	305	297
Miscellaneous	33	37	196	173
TOTAL	290	255	1931	1827

II. TRAINING (Number of Sessions)	July	Year To Date
	Multi-Company Drill (2/month)	8
In Service EMS (1/month)	8	54
Tactics/Strategy (3/year)	12	48
Skills Evaluation (1/year)	0	34
Mandated/Specialized	9	33
Miscellaneous Training	3	43
TOTAL	40	286

III. FIRE PREVENTION (Activity)	July		Year To Date	
	2016	2015	2016	2015
FP Insp. - Mandated/Permit	17	12	96	78
Construction Inspections	0	0	4	3
FP Re-inspections	11	4	69	84
Plan Checks	6	4	68	49
Vegetation Inspections	0	0	1	0
Task Force Inspections	0	0	0	0
Company Inspections (R-1)	0	5	130	119
Company Inspections (B, M)	12	45	332	349
Company Re-inspections	0	0	2	0
Community Outreach Events	4	3	29	28
TOTAL	50	73	731	710

IV. Customer Service Rating (Goal = >95%)	Year to Date	
	Standard	Actual
Courtesy	95%	99%
Efficiency	95%	99%
Knowledge	95%	99%
Understanding	95%	98%
Overall Service	95%	99%
Average	95%	99%



NORTH COUNTY FIRE AUTHORITY

MONTHLY WORKLOAD STATISTICS

JULY 2016

I. INCIDENTS (Type)	2015	2016	2016 Year To Date
Fire	52	40	178
Medical/Rescue	601	634	4773
Traffic Accidents	28	25	187
Hazardous Conditions	29	33	296
Service Calls	134	131	898
Miscellaneous	115	93	825
TOTAL	959	956	7157

II. TRAINING (Number of Sessions)	2015	2016	2016 Year To Date
Multi-Company Drill (2/month)	20	8	74
In Service EMS (1/month)	8	8	54
Tactics/Strategy (3/year)	6	12	48
Skills Evaluation (1/year)	0	0	34
Mandated/Specialized	0	9	33
Miscellaneous Training	8	3	43
TOTAL	42	40	286

III. FIRE PREVENTION (Activity)	2015	2016	2016 Year To Date
FP Insp. - Mandated/Permit	47	46	373
Construction Inspections	10	1	41
FP Re-inspections	24	40	419
Plan Checks	71	48	441
Vegetation Inspections	49	132	694
Task Force Inspections	0	0	0
Company Inspections (R-1)	87	30	637
Company Inspections (B, M)	189	138	1234
Company Re-inspections	0	0	3
Community Outreach Events	11	11	79
TOTAL	488	446	3921

IV. Customer Service Rating (Goal = >95%)	2016 Year To Date	
	Standard	Actual
Courtesy	95%	100%
Efficiency	95%	100%
Knowledge	95%	100%
Understanding	95%	99%
Overall Service	95%	100%
Average	95%	100%

