



# NORTH COUNTY FIRE AUTHORITY-PACIFICA

## MONTHLY WORKLOAD STATISTICS

### MAY 2016

I. INCIDENTS (Type)	May		Year To Date	
	2016	2015	2016	2015
Fire	4	10	25	45
Medical/Rescue	182	180	873	859
Traffic Accidents	3	10	22	35
Hazardous Conditions	7	14	84	96
Service Calls	31	34	215	202
Miscellaneous	23	28	139	118
<b>TOTAL</b>	<b>250</b>	<b>276</b>	<b>1358</b>	<b>1355</b>

II. TRAINING (Number of Sessions)	May	Year To Date
	Multi-Company Drill (2/month)	14
In Service EMS (1/month)	8	38
Tactics/Strategy (3/year)	4	34
Skills Evaluation (1/year)	4	26
Mandated/Specialized	2	19
Miscellaneous Training	10	34
<b>TOTAL</b>	<b>42</b>	<b>209</b>

III. FIRE PREVENTION (Activity)	May		Year To Date	
	2016	2015	2016	2015
FP Insp. - Mandated/Permit	10	8	58	65
Construction Inspections	0	0	1	3
FP Re-inspections	9	13	50	65
Plan Checks	14	3	53	38
Vegetation Inspections	0	0	0	0
Task Force Inspections	0	0	0	0
Company Inspections (R-1)	43	9	110	107
Company Inspections (B, M)	91	51	256	270
Company Re-inspections	0	0	0	0
Community Outreach Events	5	4	20	21
<b>TOTAL</b>	<b>172</b>	<b>88</b>	<b>548</b>	<b>569</b>

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%
<b>Average</b>	<b>95%</b>	<b>99%</b>



# NORTH COUNTY FIRE AUTHORITY

## MONTHLY WORKLOAD STATISTICS

MAY 2016

<b>I. INCIDENTS (Type)</b>	<b>2015</b>	<b>2016</b>	<b>2016 Year To Date</b>
Fire	35	23	103
Medical/Rescue	485	706	3475
Traffic Accidents	24	19	139
Hazardous Conditions	40	33	228
Service Calls	116	118	649
Miscellaneous	118	202	658
<b>TOTAL</b>	<b>818</b>	<b>1101</b>	<b>5252</b>

<b>II. TRAINING</b>	<b>2015</b>	<b>2016</b>	<b>2016 Year To Date</b>
Multi-Company Drill (2/month)	16	14	58
In Service EMS (1/month)	16	8	38
Tactics/Strategy (3/year)	32	4	34
Skills Evaluation (1/year)	18	4	26
Mandated/Specialized	2	2	19
Miscellaneous Training	0	10	34
<b>TOTAL</b>	<b>84</b>	<b>42</b>	<b>209</b>

<b>III. FIRE PREVENTION (Activity)</b>	<b>2015</b>	<b>2016</b>	<b>2016 Year To Date</b>
FP Insp. - Mandated/Permit	23	26	286
Construction Inspections	1	4	30
FP Re-inspections	72	41	252
Plan Checks	35	57	313
Vegetation Inspections	112	155	156
Task Force Inspections	0	0	0
Company Inspections (R-1)	34	118	487
Company Inspections (B, M)	136	277	885
Company Re-inspections	0	1	1
Community Outreach Events	12	14	55
<b>TOTAL</b>	<b>425</b>	<b>693</b>	<b>2465</b>

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

