



NORTH COUNTY FIRE AUTHORITY-PACIFICA

MONTHLY WORKLOAD STATISTICS

JUNE 2016

I. INCIDENTS (Type)	June		Year To Date	
	2016	2015	2016	2015
Fire	8	7	33	52
Medical/Rescue	190	127	1063	986
Traffic Accidents	7	5	29	40
Hazardous Conditions	10	13	94	109
Service Calls	44	47	259	249
Miscellaneous	24	18	163	136
TOTAL	283	217	1641	1572

II. TRAINING (Number of Sessions)	June	Year To Date
	Multi-Company Drill (2/month)	8
In Service EMS (1/month)	8	46
Tactics/Strategy (3/year)	2	36
Skills Evaluation (1/year)	8	34
Mandated/Specialized	5	24
Miscellaneous Training	6	40
TOTAL	37	246

III. FIRE PREVENTION (Activity)	June		Year To Date	
	2016	2015	2016	2015
FP Insp. - Mandated/Permit	21	1	79	66
Construction Inspections	3	0	4	3
FP Re-inspections	8	15	58	80
Plan Checks	9	7	62	45
Vegetation Inspections	1	0	1	0
Task Force Inspections	0	0	0	0
Company Inspections (R-1)	20	7	130	114
Company Inspections (B, M)	64	34	320	304
Company Re-inspections	2	0	2	0
Community Outreach Events	5	4	25	25
TOTAL	133	68	681	637

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

JUNE 2016

I. INCIDENTS (Type)	2015	2016	2016 Year To Date
Fire	32	35	138
Medical/Rescue	436	664	4139
Traffic Accidents	25	23	162
Hazardous Conditions	33	35	263
Service Calls	131	118	767
Miscellaneous	115	74	732
TOTAL	772	949	6201

II. TRAINING (Number of Sessions)	2015	2016	2016 Year To Date
Multi-Company Drill (2/month)	15	8	66
In Service EMS (1/month)	12	8	46
Tactics/Strategy (3/year)	20	2	36
Skills Evaluation (1/year)	0	8	34
Mandated/Specialized	0	5	24
Miscellaneous Training	4	6	40
TOTAL	51	37	246

III. FIRE PREVENTION (Activity)	2015	2016	2016 Year To Date
FP Insp. - Mandated/Permit	34	41	327
Construction Inspections	3	10	40
FP Re-inspections	63	127	379
Plan Checks	20	80	393
Vegetation Inspections	545	406	562
Task Force Inspections	0	0	0
Company Inspections (R-1)	74	120	607
Company Inspections (B, M)	196	211	1096
Company Re-inspections	10	2	3
Community Outreach Events	12	13	68
TOTAL	957	1010	3475

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%

