



2012 ANNUAL REPORT

NORTH COUNTY FIRE AUTHORITY

SERVING BRISBANE, DALY CITY AND PACIFICA

The "Mission" of the North County Fire Authority is to protect life, property and the environment from fires, accidents, medical emergencies and disasters through training, public education, fire prevention and emergency response.

FIRE CHIEF'S MESSAGE

This 2012 Annual Report of Accomplishments and Successes reflects the continued commitment and dedication of all members of the Fire Department in pursuit of continuing to provide a high level of service. We will always protect life and property, as well as deliver value-added quality customer service today and into the future. Our mission, organizational values, priorities, service goals, and objectives will guide us along the way to obtaining and maintaining excellence and cultural integrity. The information provided includes both achievements and informative statistics for each area of the organization.

Ron D. Myers
Fire Chief

EMERGENCY OPERATIONS AND TRAINING

Successfully handled over 12,000 emergency and non-emergency incidents, as well as move and cover assignments.

Achieved an overall 95% total reflex time for all cities combined; from receipt of call, dispatch, turnout, travel to arrival in 7 minutes or less by a single fire company for all emergency incidents.

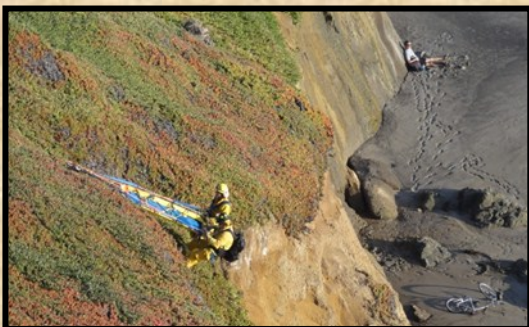
Multiple fire companies were able to respond to structure fires for all cities combined with a total reflex time from receipt of call, dispatch, turnout, travel to arrival in 11 minutes or less to 83% of all incidents.

Fire companies combined accomplished a 91% reliability rating by handling emergencies within assigned districts.

Fire companies achieved a 90% confinement success rate for all cities combined, by holding and extinguishing structure fires to the floor of origin, while the national average was in the range of 50%.

The City of Daly City maintained its Insurance Services Offices (ISO) of a Class 2 rating which has the ability to save individual property and business owners by reducing the fire premiums paid to insurance companies.

Provided quality Advanced Life Support (ALS) interventions to all emergency medical incidents handled by our fire company based paramedics. On average, over 55% of total EMS calls benefited senior citizens.



Successfully completed and received 2 FEMA Assistance to Firefighters Grants totaling over \$925,000, one for over \$500,000 to upgrade self-contained breathing apparatus, replace structural firefighting gear, thermal imaging cameras, and gas monitors and a second grant for over \$425,000 to comply with federal communications narrow banding requirements and for purchase of mobile and hand held radios, as well as fire station alerting.



Completed and distributed public information through “Media Releases” on all significant emergencies and “Public Service Messages” during the year.

Through the Training Division and Special Operations Division, averaged 240 hours per firefighter of in-service recurrent and mandated training, which resulted in over 36,000 hours for all personnel combined.

Completed all required annual training, continuing education and certifications for firefighter/paramedics and EMT’s, while on-duty and saving the expense associated with off duty instruction.

Continued to evaluate and where possible implement the goal initiatives within the 10 Year NCFE Business and Operational “Strategic Plan”.

Participated in Urban Shield 2012, a performance-based field tactical training exercise involving fire agencies throughout the region.



PUBLIC EDUCATION AND COMMUNITY OUTREACH

Achieved an overall “Customer Satisfaction” rating of 98% in the delivery of emergency and non-emergency services.

Completed the annual City of Brisbane Community Wildfire Awareness event.

Participated in the annual San Mateo County Emergency Preparedness Day event.

Provided the communities we serve with a “Fire Service Day” event whereby fire stations were open with public education and safety information available as well as demonstrations of specialized services, apparatus and equipment.

Presented throughout the year, Basic Emergency Preparedness, Individual and Family Preparedness seminars, as well as Community Emergency Response Team (CERT) classes through our Community Emergency Planning and Disaster Preparedness Division.

Provided instruction and certification in “Cardio Pulmonary Resuscitation” (CPR) and basic first aid training to the public.

Participated, completed and coordinated community service announcements, public displays, fairs, festivals, presentations, speaking engagements, and fire company visitations of all school classrooms, resulting in thousands of contacts with community adults and children.

Completed, through fire companies the monthly reading program to children at all library locations.

Partnered and participated in the “Operation Santa Claus” program, as well as other toy and assistance drive initiatives within each community.



FIRE PREVENTION

Fire Companies completed life-safety and fire code compliance inspections and re-inspections of all business and multi-family (apartment) occupancies.

Safety Inspectors from the Fire Prevention Services Bureau completed life-safety and fire code compliance inspections and re-inspections of all businesses and occupancies requiring a permit to operate.

Safety Inspectors completed all inspections and re-inspections of land parcels through the "Vegetation Abatement and Management Program," and with assistance from property owners achieved 100% compliance.

Completed a fire "cause and determination" analysis investigation for all fire incidents.

Provided timely and high quality plan check reviews for proposed new and existing building construction, remodeling and tenant improvement projects, as well as follow-up inspections.

Achieved an overall fire loss experience for all cities combined of \$20.93 per capita, while the national average was \$37.40 per capita. This success is partially attributed to annual inspections of all businesses, multi-family and permitted occupancies, as well as public education and community outreach ventures.

Conducted Fire Prevention Week in October, which is full of events and activities, including visiting each and every school and classrooms.

Provided hands on fire extinguisher training to businesses, entities, agencies, and the public.



VALUE

SERVICE ♦ TEAM ♦ RESPONSIBILITY ♦ INTEGRITY ♦ VISION ♦ EMPATHY

PRIORITIES

SAFETY ♦ OPERATIONAL READINES ♦ INCIDENT RESPONSE ♦ TRAINING

GOALS

CUSTOMER SERVICE

HIGH PERFORMANCE ORGANIZATION

DELIVERY OF SERVICE & PROGRAMS MEETING THE NEEDS OF THE PEOPLE

COMMUNITY FOCUSED ACTIVITIES AND VENTURES

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