



2015 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 2015 Annual Report of Accomplishments and Successes reflects the continued commitment and dedication of all members of our fire agency in the pursuit of continuing to provide an appropriate level of service through a high performance organization. We will strive to always protect life and property, as well as deliver value-added quality customer service today and into the future. Our mission, values, priorities, service goals, and objectives will guide us towards consistently achieving and maintaining excellence and cultural integrity.

Ron D. Myers
Fire Chief



EMERGENCY OPERATIONS AND TRAINING

Implemented through grant funds body armor protection for all fire companies, should it be required due to an active shooter or other weapons type event and firefighters are needed to rapidly assess and treat victims in close contact and coordination with law enforcement.

Achieved an overall 96% 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, and travel to arrival in 11 minutes or less to 90% of all incidents.

Fire companies accomplished a 92% reliability rating by handling emergencies within assigned districts.



Successfully handled approximately 14,000 plus emergency and non-emergency incidents, as well as move and cover assignments.

Accomplished a very low Fire Loss of \$17.41 per capita, with the goal being \$32.00 per capita, primarily due to the quick response and number of resources responding to fire incidents, as well as the skillful performance by our professional firefighters.

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 ranges in the area of 50%.



The City of Daly City continued to maintain 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 high quality Advanced Life Support (ALS) assessment and interventions to emergency medical incidents utilizing our paramedic fire companies, which over 60% of total EMS calls benefited and served senior citizens.

Averaged 240 hours per firefighter over the year of in-service recurrent and mandated training through the efforts of the Operations Bureau, Division of Training and Special Operations Division.

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 NCFB Business and Operation "Strategic Plan".

FIRE PREVENTION

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

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 inspection 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 origin" analysis for all fire incident investigations.

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.



PUBLIC EDUCATION AND COMMUNITY OUTREACH

Completed Tagalog focus language fire safety videos for the Filipino community in order to further enhance and maximize our community outreach programs.

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

Coordinated and participated in the North County "Silver Dragon" emergency response exercise.

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 by firefighters demonstrating specialized services, apparatus and equipment.



Presented and instructed the "Hands Only CPR" approach to the public through multiple events provided to residents, schools and businesses reaching more than 3,000 people.

Completed the annual City of Brisbane Community Wildfire Awareness event.

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

Distributed and provided education on Senior Citizen Fall Prevention and Home Safety Checklists.

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

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

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

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 monthly the "Children's Library Reading" program, utilizing on-duty fire companies.

Completed and distributed public information through "Media Releases" for all significant emergencies and public service messages during the year.



VALUE

SERVICE ♦ TEAM ♦ RESPONSIBILITY ♦ INTEGRITY ♦ VISION ♦ EMPATHY

PRIORITIES

SAFETY ♦ OPERATIONAL ♦ READINESS ♦ 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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