

# North County Fire Authority

Serving Brisbane, Daly City, Pacifica



**Ron D. Myers**  
**Fire Chief**



# Mission Statement

**BE KIND**

**ALWAYS PREPARED**

**CARE FOR OTHERS**



# Organizational Values

- ✓ **SERVICE**
- ✓ **TEAM**
- ✓ **RESPONSIBILITY**
- ✓ **INTEGRITY**
- ✓ **VISION**
- ✓ **EMPATHY**



# Organizational Priorities

✓ SAFETY

✓ OPERATIONAL READINESS

✓ INCIDENT RESPONSE

✓ TRAINING



# Organizational Service Goals

- ✓ **Customer Service**
- ✓ **High Performance Organization**
- ✓ **Delivery of Services and Programs Meeting the Needs of People**
- ✓ **Community Focused Activities and Ventures**



# Collaboration

- ✓ Automatic Aid / Boundary Drop
- ✓ Closest Resource Concept
- ✓ Consolidated Dispatch Center
- ✓ Response Deployment Plan
- ✓ Pre-Hospital Care JPA (Fire Medics)
- ✓ Hazardous Materials Response



# NCFA Overview

- ✓ **3 Bureaus and 6 Divisions**
- ✓ **36 Average Daily Personnel On-Duty**
  - **9 Engine and Ladder Truck Companies**
  - **1 Urban Search and Rescue (USAR) Unit**
  - **2 Rescue Squads – Special Operations**
  - **1 Fire Investigator/Information Officer**
  - **2 Battalion Chiefs and Stand By Chiefs**
  - **1 Duty Chief**



# Definitions

- ◆ **Engine Company**
  - Smaller, water, hose and pump, 1 fire captain, 1 fire engineer, 1-2 firefighters
- ◆ **Ladder Truck Company**
  - Larger, tools, specialized equipment, ladders, 1 fire captain, 2 fire engineers, 1 firefighter
- ◆ **Full Assignment – Modified 1<sup>st</sup> Alarm**
  - 3 engines, 1 ladder truck, 1 Battalion Chief
- ◆ **1<sup>st</sup> Alarm Assignment**
  - 5 engines, 1 ladder truck, 2 Battalion Chiefs
- ◆ **Greater Alarm(s)**
  - 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup>, 7<sup>th</sup> Alarms





# Services

- ◆ **All Hazard Emergency Response**
  - Fires, Pre-Hospital Care, Technical Rescues, USAR Special Ops, Hazardous Materials, Explosions, Terrorism/WMD, Natural Disasters
- ◆ **Pre-Hospital Care Advanced Life Support**
- ◆ **Non-Emergency**
  - Fire and Life Safety Inspections
  - Pre-Fire Engineering Consultations
  - Fire Cause Investigations
  - Emergency & Disaster Planning
  - Wild-Fire Preparedness & Vegetation Mngt.
  - Community Outreach & Public Education



# Statistics

- ◆ Fire Company Arrival 6 Minute Average
- ◆ 98% Customer Satisfaction Rating
- ◆ Serving Approximately 200,000 Population
- ◆ 60 Square Mile Coverage Area
- ◆ All Businesses, Multi-Family, Schools, Hotels & Permitted Inspected Annually
- ◆ 68% Pre-Hospital Medical Emergencies;
- ◆ 5% Fire Incidents
- ◆ 27% All Other Incidents



# Public Education

- ◆ Fire Safety and Prevention Presentations
- ◆ Annual Fire Prevention Week
- ◆ WildFire Preparedness
- ◆ Business Fire Extinguisher Training
- ◆ School Fire and Life Safety Programs
- ◆ Community Emergency Team Training (CERT)
- ◆ General Fire and Life Safety Handouts
- ◆ Disaster & Emergency Planning Information
- ◆ North County Fire Authority Website



# Community Outreach

- ◆ “Hands Only” CPR
- ◆ “Stop Bleed”
- ◆ Public Drive Thru Flu Shots
- ◆ Senior Blood Pressure Checks
- ◆ School Backpack Program
- ◆ Toy and Food Drives
- ◆ Smoke Alarm Distribution
- ◆ Battery Replacement

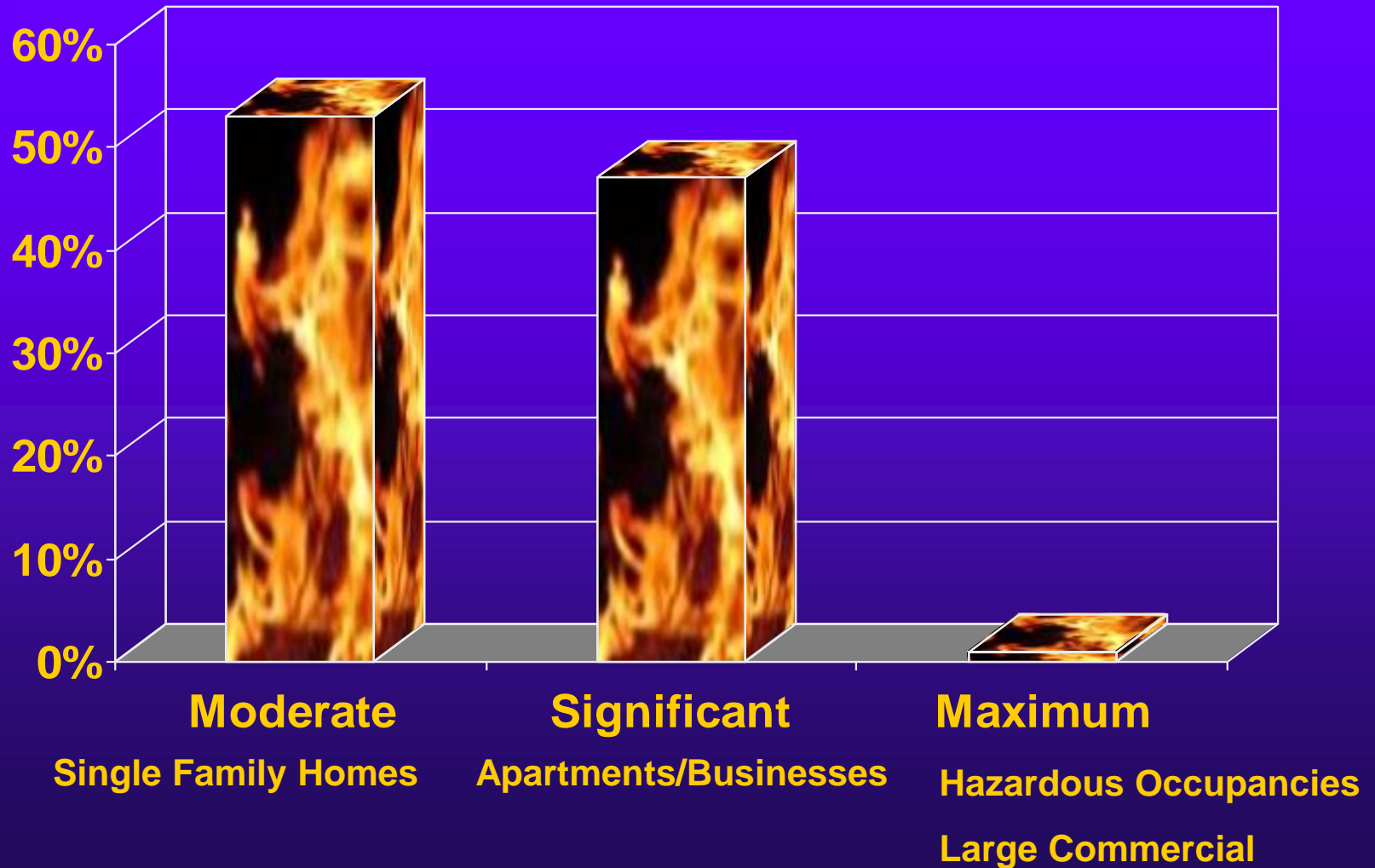


# Community Outreach

- ◆ **Customer Satisfaction Survey**
- ◆ **Fire Service Day Event**
- ◆ **Mass Vaccinations**
- ◆ **Senior Fall Prevention**
- ◆ **Home Safety Checks**
- ◆ **Social Media Public Information**
- ◆ **Participation in Community Events**
- ◆ **Individual & Family Disaster Prep**



# Fires by Risk Hazard Type





# Customer Service Surveys

	<b>Standard</b>	<b>Actual</b>
<b>Courtesy</b>	<b>95%</b>	<b>98%</b>
<b>Efficiency</b>	<b>95%</b>	<b>98%</b>
<b>Knowledge</b>	<b>95%</b>	<b>98%</b>
<b>Understanding</b>	<b>95%</b>	<b>98%</b>
<b>Overall Service</b>	<b>95%</b>	<b>98%</b>
<b>AVERAGE</b>	<b>95%</b>	<b>98%</b>



# THANK YOU

