NORTH COUNTY FIRE AUTHORITY
2022 Annual Report

SERVING BRISBANE, DALY CITY AND PACIFICA

The "Mission" of the North County Fire Authority

Be Kind
Always Prepared
Care for Others
**FIRE PREVENTION**

- Fire Safety Inspectors completed all annual required, mandated and routine fire and life safety occupancy inspections ensuring code compliance.
- Fire Prevention Services Division completed timely, professional and high-quality pre-fire engineering development reviews, plan check analysis and inspections for new construction projects, tenant improvements, fire detection alarm and suppression systems.
- Fire Safety Inspectors completed necessary fire code reviews of occupancies allowing for the opening of new businesses to the public.
- Fire Companies assisted in completion of all annual required, mandated and fire and life safety occupancy inspections ensuring code compliance.
- Completed fire investigation cause and origin determinations and analysis for fire incidents.
- Provided virtual fire extinguisher training to businesses and general public.
- 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.

**INSPECTIONS BY OCCUPANCY TYPE**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>48%</td>
</tr>
<tr>
<td>Educational</td>
<td>3%</td>
</tr>
<tr>
<td>Assembly</td>
<td>6%</td>
</tr>
<tr>
<td>Mercantile</td>
<td>9%</td>
</tr>
<tr>
<td>Misc.</td>
<td>9%</td>
</tr>
<tr>
<td>Apartments</td>
<td>25%</td>
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</tbody>
</table>

**PUBLIC EDUCATION AND COMMUNITY OUTREACH**

- Distributed the Ready-Set-Go Wildfire preparedness brochure and information through NCFA and Cities social media and websites.
- Updated the Wildfire and All Risk evacuation plan and tool which is available to the public on-line through a web-based platform to assist in major emergency evacuations.
- Provided a virtual on-line “Fire Service Day” during the COVID 19 pandemic.
- Participated in a drive to collect new supplies and backpacks for kids staring back to school.
- Distributed throughout the year public information and media releases through NCFA and other online social media platforms regarding emergency incidents and significant events.
- Partnered and participated in the ‘Operation Santa Claus’ program, as well as other toy and assistance drive initiatives within each community.
- For October Fire Prevention Week all schools were provided fire prevention education materials including the importance of smoke detectors in the home.
- Provided Basic Emergency Preparedness, Individual and Family Preparedness seminars, as well as Community Emergency Response Team (CERT) classes to prepare for disasters.
- Distributed and provided education on Senior Citizen Fall Prevention, as well as a Home Safety Checklist information.
- Presented “Hands Only CPR” and “Stop the Bleed” instruction through either in person or on-line.
- Presented Community Wildfire Awareness and Preparedness outreach through web based, social media and online education platforms as well as other forms of communications.
- Participated in the San Mateo County Emergency Preparedness event.
- Coordinated and participated in Community Wildfire Awareness and Education events.
- Administered a community chipping program through grant funding to make roadways safer from wildfire intrusion during evacuations.
EMERGENCY OPERATIONS AND TRAINING

- Continued to adhere to the NCFA Pandemic Response Plan focusing on preparedness, response, personnel protective equipment and operational readiness.
- Continued to implement the NCFA Continuity of Operations plan to prepare, react and overcome challenges associated with COVID 19.
- Completed a new hire firefighter recruit academy through the NCFA Training Division.
- Deployed fire companies and chief officers to major wildfire incidents throughout California through the Statewide Fire and Rescue Mutual Aid system.
- Achieved an overall “Customer Satisfaction” rating of 98% in the delivery of emergency and non-emergency services.
- Developed a NCFA 5 Year Business and Operational “Strategic Plan” establishing goals and benchmarks for accomplishments.
- Achieved getting a first due fire company on scene in 5 minutes and 28 seconds to all fire and medical emergencies from time of dispatch to arrival, which more than achieved the established goal.
- Provided Pre-Hospital Advanced Life Saving (ALS) medical interventions and treatments for residents, businesses and visitors through paramedics staffed engine and truck companies, as well over 50% of emergency medical services were for senior citizens.
- Completed all required annual training, continuing education and certifications for our fire company based paramedics and emergency medical technicians,
- Averaged 240 hours per firefighter over the year of in-service recurrent and mandated training through efforts of the Operations Bureau, Training Division and Special Operations Division.

INCIDENTS BY TYPE

- Medical 73.9%
- Vehicle Accident 4.8%
- Other/Unknown 3.9%
- Rescue .9%
- Alarm 6.6%
- Assist 5.6%
- Fires 2.9%
- Hazmat/ Hazardous Cond. 1.4%

- Provided mental health awareness training and peer support for all personnel
- Completed medical evaluation and screening of all personnel to ensure the health of our people.
- Convened the NCFA Structure Fire Risk Management Ad Hoc committee to review and analyze standard operating procedures, safety protocols, best practices and equipment needs or upgrades.

<table>
<thead>
<tr>
<th>Busiest hour of the day:</th>
<th>2:00 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Busiest day of the week:</td>
<td>Saturday</td>
</tr>
<tr>
<td>Busiest day of the month:</td>
<td>27th</td>
</tr>
<tr>
<td>Average Emergency Response Time</td>
<td>0:05:28</td>
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</tbody>
</table>
FIRE CHIEF'S MESSAGE

This 2022 Annual Report of Accomplishments and Successes reflects the continued commitment and dedication of all members of our fire agency in providing services 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 a culture of excellence and integrity.

Ron D. Myers, Fire Chief

VALUES
- SERVICE
- TEAM
- RESPONSIBILITY
- INTEGRITY
- VISION
- EMPATHY

PRIORITIES
- SAFETY
- OPERATIONAL READINESS
- INCIDENT RESPONSE
- TRAINING

GOALS
- CUSTOMER SERVICE
- HIGH PERFORMANCE ORGANIZATION
- DELIVERY OF SERVICES AND PROGRAMS MEETING THE NEEDS OF PEOPLE
- COMMUNITY FOCUSED ACTIVITIES AND VENTURES

NORTH COUNTY FIRE AUTHORITY HEADQUARTERS
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