

2025 ANNUAL REPORT



NORTH COUNTY FIRE AUTHORITY

Serving Brisbane, Daly City and Pacifica

***Our Mission: Be kind, Always
Prepared, and Care for Others.***

➤ Public Education and Community Outreach

- Continued enhancing accessibility software program to make fire safety, emergency planning, preparedness, public education and community outreach materials available to the hearing and visionally impaired utilizing multi languages to better serve our diverse population.
- Continued enhancing NCFA 's public education outreach programs utilizing multi-language platforms and materials for fire safety, emergency planning and disaster preparedness.
- Conducted monthly public emergency preparedness meetings, allowing community members to view online and participate remotely with the ability to ask questions regarding planning for, reacting to and recovering from emergencies and disasters.
- Promoted a fire organization that represents its communities through recruiting initiatives, outreach opportunities, such as hiring fairs, supporting girls fire camps, etc. all focused-on learning about the fire service profession and how to become a firefighter.
- Provided the Ready-Set-Go Wildfire preparedness brochure and information through NCFA and Cities social media and websites.
- Developed a training and outreach video that demonstrates and narrates for the public a step-by-step view of actions that will be taken by fire and law incident commanders during a Wildfire and All Risk evacuation should an actual major emergency and evacuation be required.
- Provided the annual "Fire Service Day" which included opening fire stations to the community and distributing fire education and disaster preparedness information including "Hands Only CPR", "Stop the Bleed" and "Choking" instructional training.
- Participated in a drive to collect new classroom supplies and backpacks for kids starting 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 and distribution.
- For October Fire Prevention Week all schools were visited by fire companies and 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 the public for disasters.
- Distributed and provided education on Senior Citizen Fall Prevention, as well as a Home Safety Checklist information.
- Presented "Hands Only CPR", "Stop the Bleed" and "Choking" instructional public events throughout the year through many different public outreach venues.
- 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 Countywide Emergency Preparedness event.
- Coordinated and participated in Community Wildfire Awareness and Education events.

Emergency Operations and Training

- Accomplished getting a first due fire company on scene from time of dispatch to arrival in 5 minutes and 28 seconds to all fire and medical emergencies, which more than achieved the established goal 6:00 minutes.
- Achieved an overall "Customer Satisfaction" rating of 99% in the delivery of emergency and non-emergency services.
- Provided Pre-Hospital Advanced Life Support (ALS) medical interventions and treatments for residents, businesses and visitors through paramedic staffed engine and truck companies, as well over 50% of emergency medical services were provided to senior citizens.
- Implemented numerous organizational promotions for fire engineers, fire captains and chief officers.
- Participated and supported girls fire camp providing awareness and hands on learning about the fire service profession and how to become a firefighter.
- Deployed fire companies and chief officers to major wildfire incidents throughout California through the California Fire and Rescue Mutual Aid System.



- Completed elements of the NCFCA 5 Year Business and Operational "Strategic Plan" benchmarked accomplishments and goals.
- Completed all required annual training, continuing education and certifications for our fire engine and truck 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 Bureaus, Training Division and Special Operations Division.
- Provided mental health awareness training and peer support for personnel.
- Directed the NCFCA Structure Fire Risk Management Ad Hoc committee to review and analyze standard operating procedures, safety protocols, best practices and equipment needs or upgrades.
- Supported Internal firefighters completing the necessary requirements to become a Paramedic through an external training and certification program, which will increase our Paramedic ranks.

Fire Prevention

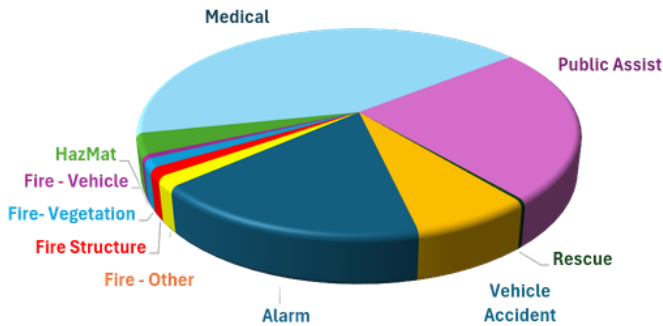
- Fire Safety Inspectors completed annual required, mandated and routine fire and life safety occupancy inspections ensuring code compliance.
- Fire Prevention Services Division completed timely, professional and high-quality pre-fire engineering development reviews.
- Fire Prevention Services Division completed 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 completed assigned 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 fire extinguisher education and hands on training to the 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 within the Cities of Brisbane and designated areas of Daly City.



North County Fire Authority Incident Response Annual Overview 2025

City of Brisbane



Incident Type	Number of Incidents
Alarm	116
Fire - Other	11
Fire Structure	9
Fire- Vegetation	9
Fire - Vehicle	4
HazMat	22
Medical	287
Public Assist	164
Rescue	2
Vehicle Accident	50
TOTAL	674

Emergency Response Time Average

Brisbane	00:05:30
Daly City	00:05:23
Pacifica	00:05:47
Overall Average	00:05:28

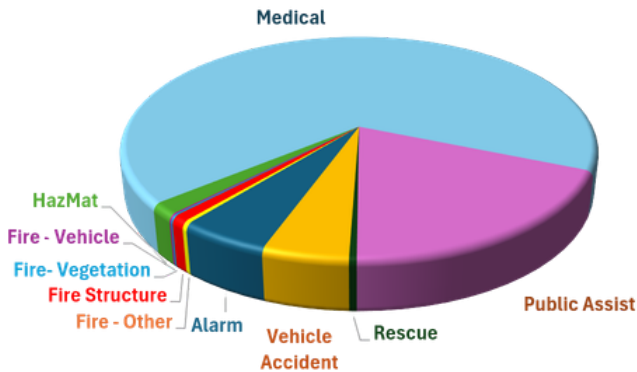
Busiest Days of the Week

1	Wednesday
2	Friday
3	Saturday

Busiest Hours of Day

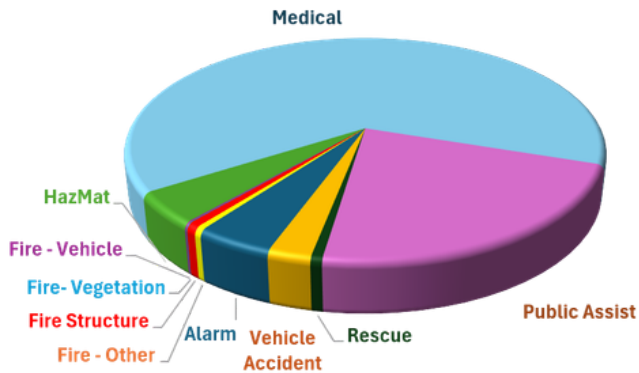
1	2:00 pm
2	11:00 am
3	4:00 pm

City of Daly City



Incident Type	Number of Incidents
Alarm	512
Fire - Other	33
Fire Structure	86
Fire- Vegetation	14
Fire - Vehicle	15
HazMat	160
Medical	6,517
Public Assist	1,830
Rescue	42
Vehicle Accident	484
TOTAL	9,693

City of Pacifica



Incident Type	Number of Incidents
Alarm	151
Fire - Other	15
Fire Structure	22
Fire- Vegetation	2
Fire - Vehicle	4
HazMat	151
Medical	2,134
Public Assist	740
Rescue	22
Vehicle Accident	83
TOTAL	3,324

North County Fire Authority

Incident Type	Number of Incidents
Alarm	779
Fire - Other	59
Fire Structure	117
Fire- Vegetation	25
Fire - Vehicle	23
HazMat	333
Medical	8,938
Public Assist	2,734
Rescue	66
Vehicle Accident	617
TOTAL	13,691

