

*Charlotte
Fire
Department*

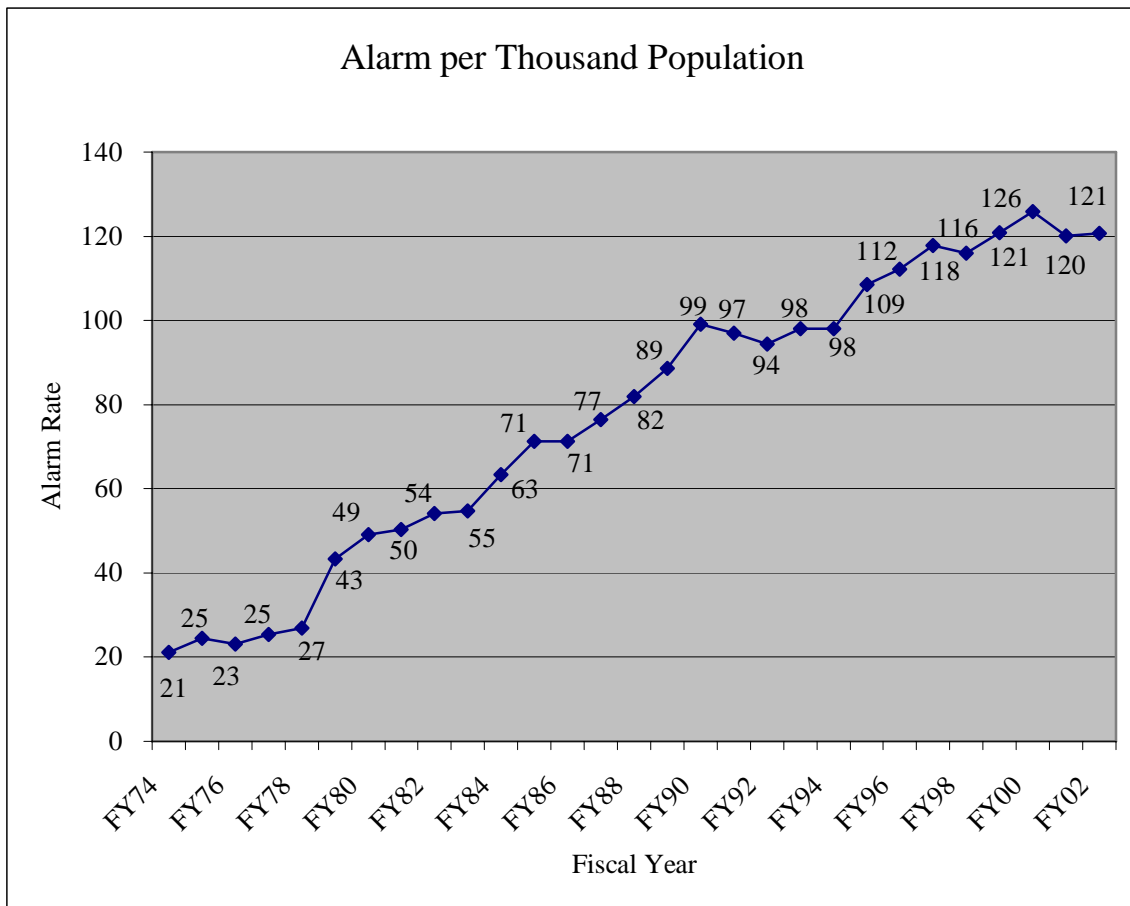


*Statistical Report
FY02*

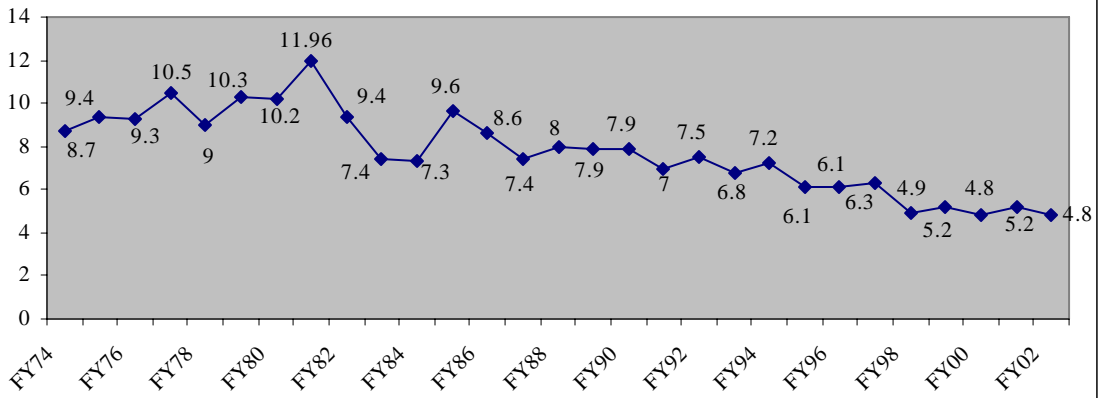
Emergency Response Experience

Total Alarms:

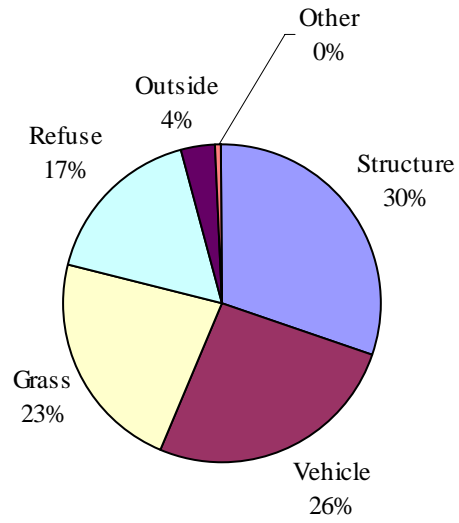
	FY99	FY00	FY01	FY02
Fires	2712	2608	2751	2732
Overheat/explosion	804	894	921	904
EMS Calls	41,371	44,899	45,169	46,319
Hazardous conditions	1682	1713	1736	2013
CO alarm activation	214	253	371	821
Service calls	4804	4853	5086	5184
Good intent	7594	8896	9611	10080
False alarms	2547	2546	2085	1966
Natural disasters	26	41	11	21
Incidents NEC	1271	1179	1433	1408

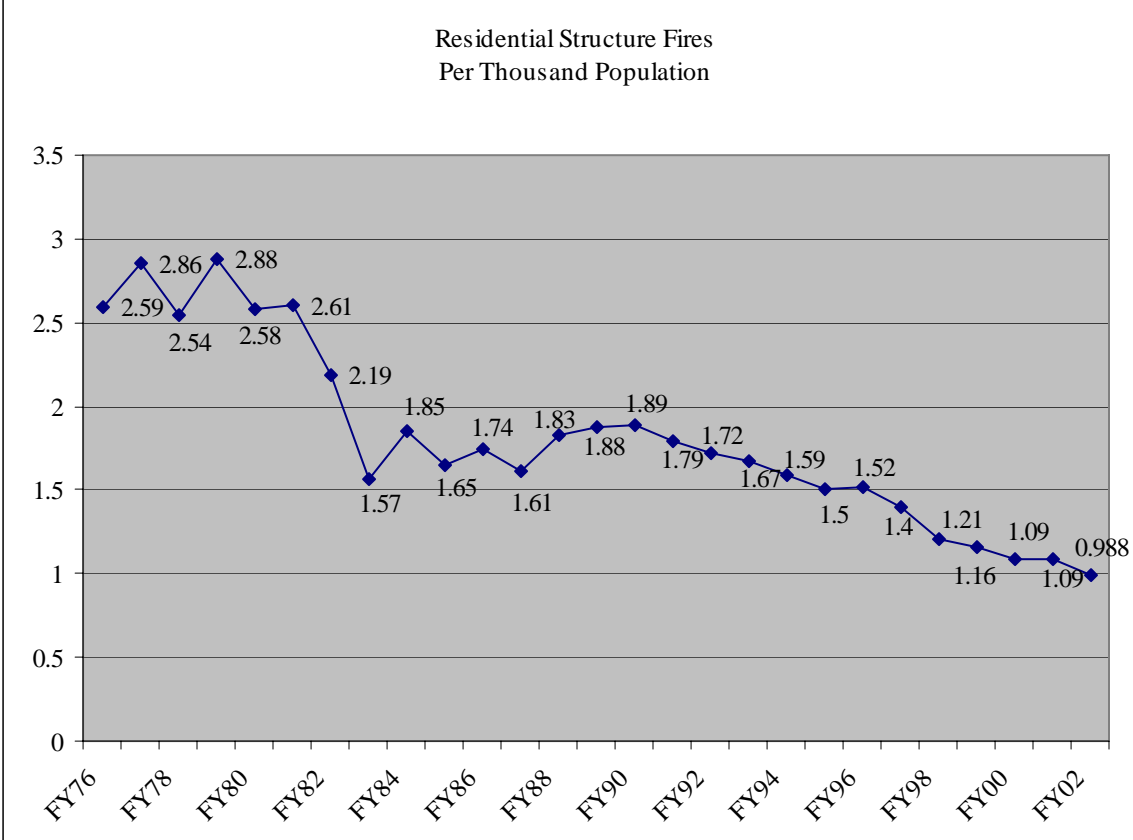
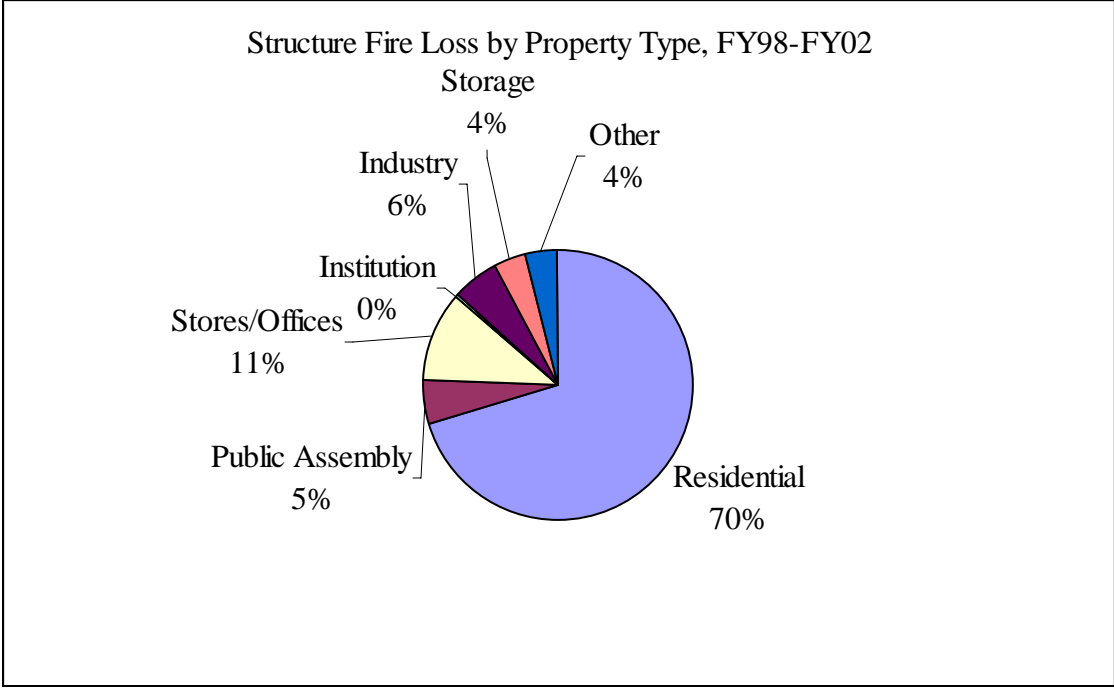


Fires per Thousand Population, FY74-FY02

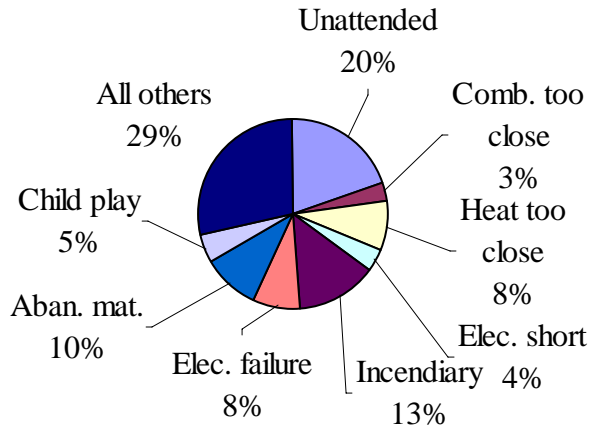


Fires by Type, FY97-FY02

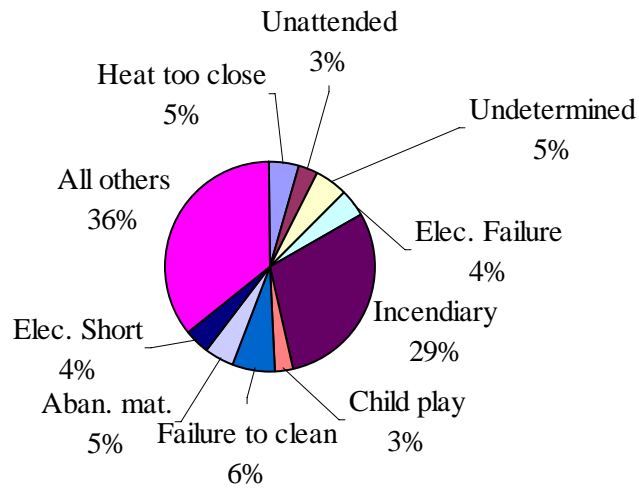


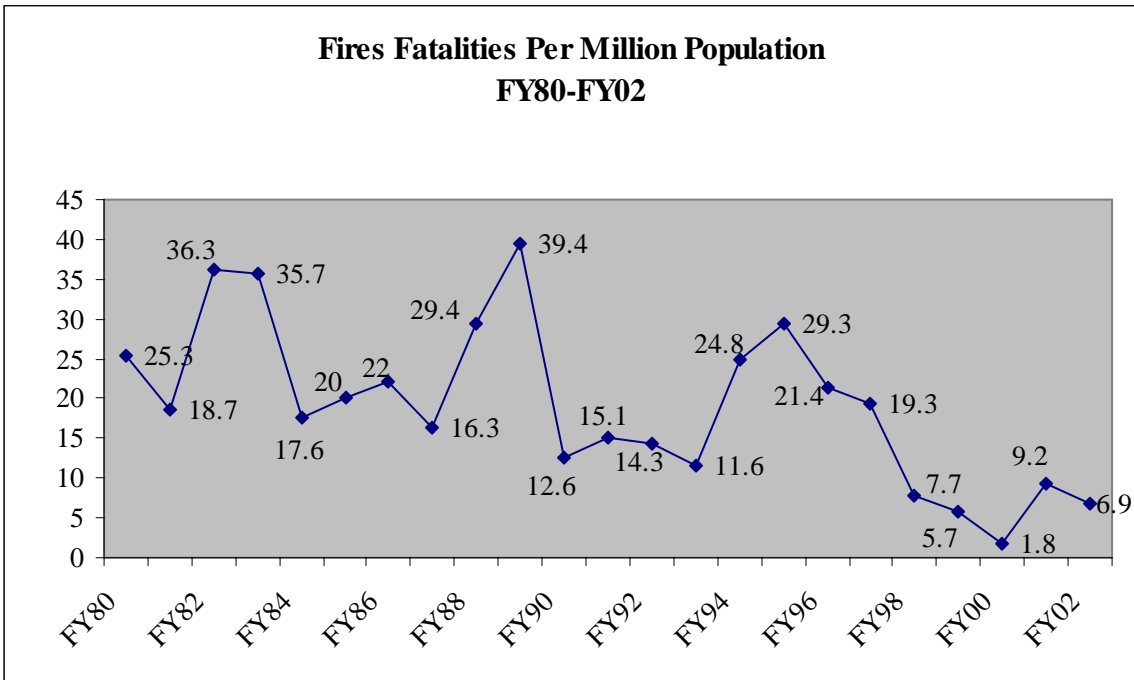
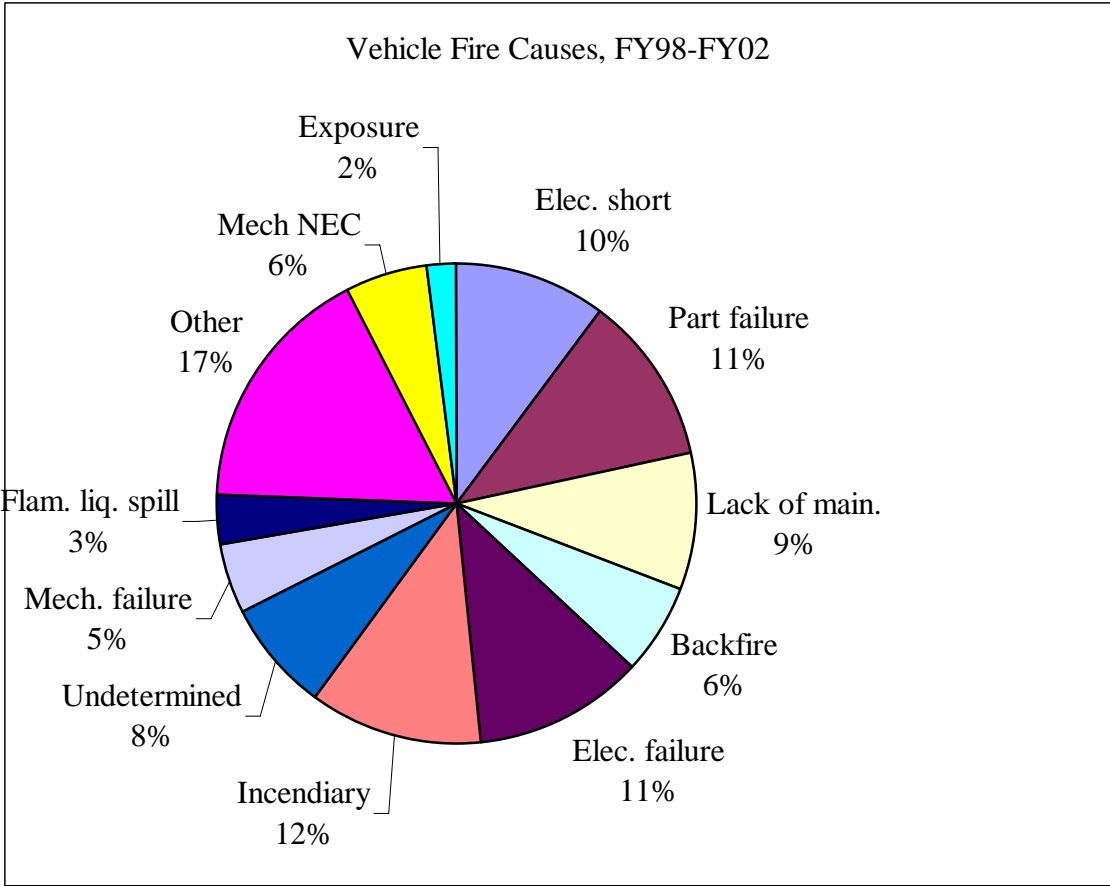


Residential Structure Fire Causes, FY99-FY02



Business and Commercial Structure Fire Causes, FY99-FY02





Charlotte Fire Department

Interoffice Memorandum

July 18, 2002

To: Curt Walton, Director
Budget and Evaluation

From: Luther L. Fincher, Jr.
Fire Chief

Re: FY02 Performance Report for the Charlotte Fire Department

With a 3.2 percent increase in emergency activity, the Charlotte Fire Department had a busy year in FY02. The FY02 Balanced Scorecard Results Table, attached below, documents the Department's achievements and concerns. Comments concerning the individual measures are listed below the table for each perspective.

FY02 Balanced Scorecard Results Table

Customer Service Objective and Targets

	FY99	FY00	FY01	FY02
Reduce crime: 30% arson clearance rate	45%	30%	30%	30.3%
Achievement	Met	met	Met	Met
Reduce crime: reduce arson rate 2%	6.3	5.4	5.3	5.9
Achievement	Not met	met	Met	Not met
Reduce crime: reduce arson loss 2%	\$12.20	\$10.13	\$5.47	\$4.30
Achievement	Not met	met	Met	Met
Increase perception of safety: effectively enforce the fire code:				
Inspections required (90% in mandated times)	12,584	19,501	13,692	14,572
Inspections done	13,693	15,957	11,092	12,794
Achievement	100%	81.8%	81%	87.8%
Violations found (95% corrected in 30 days)	15,215	15,984	11,618	12,864
Violations corrected	15,140	15,862	9,360	10,256
Achievement	99.5%	86%	81%	79.7%
Reviews requested (90% reviewed in 15 days)	2,259	2,650	4,296	4,159
Reviews completed	2,252	2,622	4,288	4,158
Achievement	99.7%	99%	99.8%	99.9%

Strengthen neighborhoods: hold residential fire rate to 1.21 per 1000	1.15	1.09	1.09	.988
Achievement	Met	met	Met	Met
Strengthen neighborhoods: hold fire fatality rate to 7.7 per 1,000,000	5.7	1.8	9.2	6.9
Achievement	Met	met	Not met	Met
Enhance service delivery: respond to 80% of all emergencies within 6 minutes			82%	79.6%
Achievement			Met	met
Enhance service delivery: Maintain average response time within 3% of 5 year average	4:13	4:21	4:23	4:34
Achievement				Not met
Enhance service delivery: maintain 3.2 rating on 4 point scale for customer satisfaction with services delivered	3.88	3.88	4.0	3.98
Enhance service delivery: maintain 3.2 rating on 4 point scale for courtesy	3.95	3.88	4.0	4.0
Achievement	Met	met	met	Met
Maintain competitive tax rate: FPB will recover 60% of fully allocated costs through fees	939,952	1,316,923	1,282,426	1,555,816
Fees generated	599,630	614,176	688,530	852,876
Achievement	63.8%	46.6%	53.7%	54.8%

The base year for comparisons for Fire Investigation is FY98. This division met its goal for the arson clearance rate, which measures the number of arson cases that are solved. Thirty percent is twice the national arson clearance rate of 15 percent. The arson rate is measured as number of arson fires per thousand population; FY02's rate of 5.9 per thousand is the same as FY98's, so the goal of decreasing it 2 percent was not met. The arson loss rate is estimated property loss per capita. The FY02 arson rate of \$4.30 is the lowest since the measure was created and a 21 percent drip from FY01, thus exceeding the goal.

Fire Prevention continues to struggle to keep pace with the enforcement workload, but inspectors made considerable progress in FY02. They performed 87.8 percent of required inspections within the mandated times, up from 81 percent in FY01. The violations corrected within 30 days fell slightly, from 81 percent in FY01 to 79.7 percent in FY02; the decline is due to the emphasis inspectors are putting on performing certificate of occupancy inspections, which cuts into the time available for follow up on violations. The plans examiners continue to exceed their goals, completing all but one plans review within 15 days. Parenthetically, it is not apparent that there is much of a recession in Charlotte-Mecklenburg; the plans reviews requested in FY02 were only 3 percent fewer than in FY01.

The residential fire rate, a measure of number of fires per thousand population, fell to its lowest point ever in FY02. At .988 fires per thousand, the FY02 rate was the first ever below 1 and a 9.4 percent decrease from FY01's 1.09. The Department also met the goal for fire fatalities. There were four fire deaths in FY02, for a rate of 6.9 deaths per million population. This is 10 percent less than the base rate of 7.7 per million that is the target.

The percentage of fire companies responding to emergencies within 6 minutes fell just below the 80 percent benchmark in FY02. The 79.6 percent figure is the first time that has occurred. This is a measure of the Department's ability to respond in a timely manner on the macro level. The fall below 80 percent indicates that the emergency workload is stressing the available resources. If the falling trend continues, additional resources will be needed.

Average response time increased 4 percent in FY02 compared to FY01, rising from 4:23 in FY01 to 4:34 in FY02. Response times for most companies also rose, as the chart on page 6 shows. Twenty-one fire companies, out of 52, showed increases in excess of 3 percent in FY02 compared to the previous fiscal years. Interestingly, the companies showing the largest increases are in the suburbs built in the late 70's/early 80's. We know that speed humps and increased congestion are impacting fire company response, and we assume these factors are at work in these areas.

Firefighters continue to excel in customer satisfaction and courtesy, receiving a rating of 3.98 out of 4 for satisfaction with services delivered and 4 out of 4 for courtesy. This exceeds the goal of 3.2 for each measure.

Fire Prevention continues to make progress toward its goal of recovering 60 percent of fully allocated costs through fees, increasing its percentage to 54.8 percent in FY02.

Internal Process Objectives and Targets

	FY99	FY00	FY01	FY02
Increase positive contacts: document four activities of community involvement per company per month	N/a	3.73	5.08	6.3
Achievement		met	Met	Met
Streamline customer interactions: Communications will answer 98% of E911, MEDIC, CMPD, and MCVFD calls within 3 rings or 12 seconds				
Number answered	18,819	19,234	112,746	125,661
Number answered in 3 rings	18,729	19,049	111,875	125,063
Achievement	99.5%	99%	99%	99%
Streamline customer interactions: Communications will answer 98% of customer service calls within 4 rings or 16 seconds				

Number answered	n/a	n/a	218,693	260,819
Number answered in 4 rings	n/a	n/a	216,663	259,106
Achievement			99%	99%
Streamline customer interaction: expand efforts to meet needs of non-English speaking customers				See comments
Secure partners: the Department will take the lead role in implementing Risk Watch in Charlotte-Mecklenburg schools				See comments
Improve productivity: the Department will maintain minimum staffing of 215				
Number of shifts			646	696
Number of shifts when 215 meet			641	650
Achievement		91.4%	99%	93.39%

Fire companies continue to increase their interaction and visibility in their communities. In FY02, the average number of activities per company per month was 6.3, a jump of almost 20 percent from FY01's 5.08.

Communications continues to be successful in meeting its goals of answering the telephone in a timely manner. Telecommunicators answered 99 percent of 125,661 emergency calls within 3 rings and 99 percent of 260,819 calls within 4 rings.

Recognizing the diversity of its customers and their special communications needs, the Department is partnering with UNC-Charlotte for language classes and certification in Spanish. The Communications Division has a contract with a language service to provide translators for a number of languages spoken in this community.

Fire educators are taking the lead role in implementing Risk Watch in Charlotte-Mecklenburg Schools and held seven teacher workshops to introduce the curriculum. Seven CMS teachers, 73 teachers from the after-school enrichment program, 18 teachers from other programs attended the workshops. Members in the Risk Watch committee include CMPD, MEDIC, Carolina Poison Center, Carolinas Medical Center, the Sheriff's Department, Mecklenburg Parks and Recreation, Charlotte-Mecklenburg Schools, and the American Red Cross.

The Operations Division achieved staffing of 215 on 93.39 percent of shifts, falling short of its goal to meet the staffing benchmark of 95 percent of all shifts. Managers encountered some difficulty in finding personnel who were available to work hireback. In addition, we had seven firefighters who were called to active duty after September 11, and their absence increased the level of expected absences.

Learning and Growth Objectives and Targets

	FY99	FY00	FY01	FY02
Enhance information management: the Department will seek funding for and prepare to implement Tritech's VisiCAD and a records management system				Met See comments
Close skills gap: the Training Division will provide courses to enable all firefighters to obtain and maintain certifications	n/a	n/a	n/a	n/a
Firefighter II				
Achievement				
EMT-Defibrillator				
Achievement				
Paramedic				
Achievement				
Emergency Rescue Technician				
Achievement				
Haz Mat Operations +				
Achievement				
Haz Mat Technician				
Achievement				
Achieve positive employee climate: all firefighters will meet the physical fitness qualifying test by rating good or above				
Exceeds	452	461	455	474
Good	262	270	328	309
Needs improvement	7	2	3	4
Achievement	99%	98%	99.6%	99.5%

City Council approved contracts Tritech for a new computer-aided dispatching system on June 24 and with FDM for a records management system on June 10. Implementation for each has already begun, and the Department's goal is to have them substantially complete by March 31, 2003.

Ensuring that all firefighters have the certifications necessary to perform the services they are required to is the primary goal of the Training Division. The current training reporting system does not have the capability to analyze where training deficiencies are occurring. This problem will be solved in the new system, currently in the implementation phase.

Physical fitness is a bona fide occupational qualification for firefighters. Only four firefighters were listed as needs improvement in the physical fitness qualifying test, for an overall achievement of 99.5 percent.

Conclusion

The Fire Department's divisions continued to make progress toward meeting their performance benchmarks in FY02. Problems are readily identified in the balanced scorecard format, and managers are aware of them and are working towards solving the issues that have caused less than perfect performance. We eagerly anticipate the accomplishments of FY03, especially the successful implementation of new software that will support all the services of the Department.

Fire Company Average Response Times

<i>Company</i>	<i>FY98-01</i>	<i>FY2002</i>	<i>% change</i>
ENG 1	03:20	03:24	2.00%
ENG 2	03:53	03:57	1.72%
ENG 3	04:25	04:37	4.53%
ENG 4	03:14	03:13	-0.52%
ENG 5	03:35	03:34	-0.47%
ENG 6	04:10	04:31	8.40%
ENG 7	04:05	04:17	4.90%
ENG 8	04:24	04:43	7.20%
ENG 9	05:57	05:57	0.00%
ENG 10	03:49	04:10	9.17%
ENG 11	03:55	04:01	2.55%
ENG 12	04:21	04:27	2.30%
ENG 13	04:13	04:25	4.74%
ENG 14	04:29	04:37	2.97%
ENG 15	04:31	04:31	0.00%
ENG 16	04:56	04:53	-1.01%
ENG 17	04:32	04:48	5.88%
ENG 18	04:15	04:11	-1.57%
ENG 19	04:53	04:58	1.71%
ENG 20	04:33	04:47	5.13%
ENG 21	04:25	04:43	6.79%
ENG 22	04:36	04:54	6.52%
ENG 23	04:53	05:09	5.46%
ENG 24	05:03	05:15	3.96%
ENG 25	05:40	05:31	-2.65%
ENG 26	04:55	05:01	2.03%
ENG 27	05:19	04:30	-15.36%
ENG 28	05:19	05:22	0.94%
ENG 29	04:36	04:43	2.54%
ENG 30	04:46	05:10	8.39%
ENG 31	05:57	06:31	9.52%
ENG 32	05:34	05:40	1.80%
ENG33	06:14	04:42	-24.60%
ENG34	05:53	05:51	-0.57%
ENG35	05:14	04:55	-6.05%

ENG 64	04:09	04:07	-0.80%
LAD 1	03:31	04:06	16.59%
LAD 2	03:44	03:41	-1.34%
LAD 4	03:22	03:41	9.41%
LAD 13	04:06	04:24	7.32%
LAD 16	04:40	04:48	2.86%
LAD 18	03:48	04:06	7.89%
LAD 23	04:37	05:01	8.66%
LAD 24	04:44	04:41	-1.06%
LAD 26	04:07	04:26	7.69%
LAD 27	04:48	04:09	-13.54%
LAD 29	04:53	04:57	1.37%
LAD31	04:38	05:51	26.26%

Situation Found Activity by Fiscal Year

Situation Found	FY98	FY99	FY00	FY01	FY02	Totals
Fire N E C	1	0	1	0	6	8
Structure Fire	834	800	770	772	765	3941
Mobile used as structure	7	4	8	6	6	31
Mobile inside structure	9	7	8	4	4	32
Mobile outside structure	713	672	672	645	661	3363
Trees, brush, grass fire	389	652	616	756	803	3216
Refuse fire outside	463	436	428	443	391	2161
Fire, explosion N E C	80	134	98	113	86	511
Fire U C F	10	7	7	12	10	46
<i>Fires</i>	2506	2712	2608	2751	2732	13309
Overpressure rupture NEC	1	1	1	2	1	6
Steam rupture	14	13	9	11	12	59
Air, gas rupture	9	16	9	7	10	51
Process vessel explosion	2	1	1	1	1	6
Munition explosion	2	3	8	0	1	14
Excessive heat	726	737	844	878	856	4041
Chimney burnout	25	26	16	20	20	107
Overpressure UCF	3	7	6	2	3	21
<i>Overpress</i>	782	804	894	921	904	4305
Rescue, EMS NEC	13	8	12	9	9	51
Emerg. medical assist	118	174	222	343	413	1270
Emergency medical call	31728	33321	35419	37492	41185	179145
Lock in	87	88	74	90	71	410
Person lost	10	9	12	12	20	63
Persons trapped, caught	114	132	105	169	109	629
Drowning	7	6	4	3	2	22
Electrocution	1	2	2	5	4	14
EMS, co. 10-22	6526	7577	9005	7019	4482	34609
Rescue, EMS UCF	34	54	44	27	24	183
<i>EMS calls</i>	38638	41371	44899	45169	46319	216396
Haz mat NEC	7	15	7	13	320	362
Flam. gas/liquid condition	588	592	555	697	670	3102
Toxic condition	337	26	28	13	28	432
Radioactive condition	3	0	1	0	0	4

Electrical arcing, short	836	790	883	764	737	4010
Oil burner delayed ignition	8	12	2	9	7	38
Vehicle accident, potential	144	188	186	176	202	896
Explosive present	3	2	1	3	1	10
Attempted burning	7	0	6	5	3	21
Haz mat UCF	50	57	44	56	45	252
<i>Haz mat</i>	1983	1682	1713	1736	2013	9127
Service call NEC	2	1	0	6	2	11
Person in distress	1846	1617	1612	1778	1790	8643
Water problem	274	327	294	317	311	1523
Smoke, odor problem	977	997	976	1009	988	4947
Animal problem	65	55	61	69	65	315
Public service assist	396	397	392	394	361	1940
Unauthorized burning	68	73	97	95	96	429
Move-up	1116	1220	1292	1307	1426	6361
Grill violation	63	65	58	66	92	344
Service call UCF	61	52	71	45	53	282
<i>Service call</i>	4868	4804	4853	5086	5184	24795
Good intent call NEC	48	48	32	32	32	192
Incident cleared before	229	226	240	268	181	1144
Wrong location	142	228	274	266	272	1182
Controlled burning	39	52	30	36	34	191
Vicinity alarm	16	26	30	25	30	127
Steam, gas mistaken	140	113	90	89	79	511
EMS, parties left scene	51	89	95	101	97	433
Alarm activation	5100	5521	6651	7300	7734	32306
CO detector activation	246	214	253	371	821	1905
Good intent NCF	1103	1331	1454	1494	1621	7003
<i>Good intent</i>	7114	7848	9149	9982	10901	44994
False call NEC	13	14	13	14	12	66
Malicious false call	281	220	295	284	240	1320
Bomb scare, no bomb	106	171	124	106	169	676
System malfunction	678	587	532	406	356	2559
Unintentional	547	555	463	402	267	2234
False EMS call	767	736	862	665	702	3732
False, no malicious intent	259	226	226	190	194	1095
False call UCF	21	38	31	18	26	134
<i>False call</i>	2672	2547	2546	2085	1966	11816

Natural disaster NEC	0	0	1	0	0	1
Earthquake	0	0	0	0	0	0
Flood	80	10	1	2	0	93
Wind storm	1	3	3	0	3	10
Lightning strike	19	13	33	7	17	89
Natural disaster UCF	1	0	3	2	1	7
<i>Natural Disaster</i>	101	26	41	11	21	200
Incident NEC	0	0	0	0	0	0
Citizen's complaint	99	131	89	100	107	526
EMS 10-40	19	6	12	7	8	52
Elevator entrapment	64	92	85	114	90	445
Community service	902	977	893	1076	1072	4920
Simulation/exercise	7	30	35	46	35	153
No incident	5	5	2	1	0	13
Investigative activity	5	3	13	18	16	55
Incident UCF	25	27	50	71	80	253
Incident undetermined	0	0	0	0	0	0
<i>Incident other</i>	993	1126	1271	1433	1408	6231

Fire Company Responses, FY96-FY02

	FY96	FY97	FY98	FY99	FY00	FY01	FY02
E01	2844	3088	3269	3618	3647	3631	3391
E02	2641	2821	2876	2986	3095	2986	2870
E03	2050	2191	2288	2483	2611	2704	2558
E04	2749	2836	3121	3218	3221	3420	3115
E05	2494	2813	2531	2562	2929	2814	3038
E06	2231	2214	2440	2552	2583	2547	2782
E07	2274	2210	2448	2575	2516	2495	2587
E08	1769	1798	2013	2019	2142	2058	2278
E64	1971	1964	1755	1755	2362	2252	2255
E09	554	635	758	922	1141	1145	985
E10	2728	3043	2939	2919	2957	3021	2710
E11	2256	2397	2513	2540	2635	2532	2114
E12	2802	3014	2975	3229	3492	3628	3421
E13	1830	1641	2026	2100	2253	2097	2106
E14	1896	1971	2277	2528	2876	2930	2651
E15	2476	2881	3091	3337	3693	3934	3614
E16	1632	1877	2073	2184	2336	2505	2491
E17	1534	1644	1805	1935	2145	2152	1858
E18	2191	2546	2413	2450	2616	2651	2465
E19	1263	1396	1562	1782	2029	2160	1946
E20	1810	2054	2295	2381	2704	2822	2898
E21	1253	1383	1395	1414	1538	1681	1648
E22	1869	2078	2383	2454	2899	2836	2566
E23	2516	2201	2487	2626	3131	3224	3030
E24	903	976	1067	1221	1462	1565	1790
E25	386	459	504	512	564	596	707
E26		6	912	1005	1234	1425	1314
E27	1579	1813	2089	2030	2368	2554	2084
E28	1029	1162	1353	1454	1744	1719	1948
E29	1058	1086	1233	1274	1526	1714	1810
E30	815	819	887	1035	1174	1292	1193
E31		1	211	249	301	325	748
E32		2	237	448	745	943	1088
E33						261	361
E34						41	1336
E35						31	1153

L01	1704	1932	1954	2136	2243	2321	2388
L02	2200	2234	2294	2351	2466	2454	2325
L04	1726	1975	2114	2039	2148	2277	2327
L13	1341	1123	1436	1409	1699	1648	1863
L16	1149	1201	1373	1485	1688	1833	1843
L18	1652	1722	1848	1812	2002	2170	2041
L23 (L15)	1602	1584	1753	1870	2170	2398	2268
L24	619	642	727	866	1209	1265	1363
L26	852	966	1137	1227	1430	1645	1650
L27	1162	1264	1534	1612	1927	1963	1798
L29 (L03)	1239	697	785	868	999	1098	1101
L31						17	556
R03 (S14)	685	725	758	929	938	999	912
R10	1159	1325	1155	1221	1262	1310	1123
H01	265	357	183	186	161	418	619
H02	260	352	154	151	119	373	497

Fire Loss, FY97-FY02

	FY97	FY98	FY99	FY00	FY01	FY02	Total
Structure	\$12,978,709	\$11,777,506	\$15,117,710	\$15,568,071	\$13,035,582	\$13,291,821	\$81,769,399
Vehicle	\$2,116,318	\$2,058,679	\$1,872,500	\$2,244,751	\$1,845,898	\$2,833,866	\$12,972,012
Other	\$126,912	\$50,767	\$99,240	\$245,858	\$68,283	\$170,732	\$761,792
Outside	\$124,486	\$15,816	\$39,517	\$55,127	\$269,438	\$33,746	\$538,130
Total	\$15,346,425	\$13,902,768	\$17,128,967	\$18,113,807	\$15,219,201	\$16,330,165	\$96,041,333

Fire Fatalities and Injuries

	FY97	FY98	FY99	FY00	FY01	FY02	Total
Deaths	7	4	2	1	5	4	23
Injuries	62	69	71	49	60	33	344

Number of Fires

	FY97	FY98	FY99	FY00	FY01	FY02	Total
Structure	932	841	814	786	794	787	4954
Vehicles	778	722	694	715	658	682	4249
Grass	501	389	652	616	754	808	3720
Trash	618	463	437	427	446	392	2783
Outside	77	80	135	120	114	74	600
Other	7	11	7	8	19	26	78
Total	2913	2506	2739	2672	2785	2769	16384

Structure Fires by Property Type

	FY97	FY98	FY99	FY00	FY01	FY02	Total
Sing Fam	389	387	391	381	349	357	2254
Apts	241	204	194	187	218	220	1264
Hotels	11	21	13	12	18	13	88
Resothr	7	8	5	9	6	6	41
Restotal	648	620	603	589	591	596	3647
Pub Ass	45	36	46	26	32	34	219
Educa	41	45	32	34	27	36	215
Instit	12	18	15	6	11	9	71
Stores/Off	44	49	39	51	42	45	270
Indust	25	34	32	27	30	15	163
Storage	35	54	25	36	30	28	208
Other	37	29	23	26	25	18	158
Total	887	885	815	795	788	781	4951
Structure Fire Loss							
	FY97	FY98	FY99	FY00	FY01	FY02	Total
Sing Fam	\$3,284,156	\$5,558,534	\$6,828,524	\$7,379,851	\$5,673,063	\$6,108,462	\$34,832,590
Apts	\$3,496,753	\$3,415,798	\$2,000,919	\$3,276,129	\$2,650,986	\$3,521,918	\$18,362,503
Hotels	\$42,094	\$305,555	\$3,953,095	\$28,875	\$166,373	\$56,997	\$4,552,989
Resothr	\$56,130	\$19,525	\$18,625	\$187,900	\$275,099	\$13,499	\$570,778
Restotal	\$6,879,133	\$9,299,412	\$12,801,163	\$10,872,755	\$8,765,521	\$9,700,876	\$58,318,860
Pub Ass	\$1,309,289	\$196,098	\$1,159,688	\$354,574	\$527,554	\$813,213	\$4,360,416
Educa	\$113,104	\$122,516	\$15,666	\$8,762	\$353,599	\$8,272	\$621,919
Instit	\$13,990	\$86,800	\$4,974	\$9,070	\$66,400	\$16,349	\$197,583

Stores/Off	\$2,484,939	\$2,814,295	\$277,150	\$937,959	\$957,789	\$1,469,494	\$8,941,626
Indust	\$335,399	\$1,117,729	\$946,850	\$494,424	\$1,223,645	\$535,274	\$4,653,321
Storage	\$453,198	\$1,550,440	\$86,547	\$395,793	\$131,829	\$601,998	\$3,219,805
Other	\$1,387,612	\$184,200	\$24,069	\$81,465	\$1,370,400	\$134,145	\$3,181,891
Total	\$12,976,664	\$15,371,490	\$15,316,107	\$13,154,802	\$13,396,737	\$13,279,621	\$83,495,421

Structure Fire Fatalities

	FY97	FY98	FY99	FY00	FY01	FY02	Total
Sing Fam	2	2	0	1	2	3	10
Apts	2	1	0	0	0	1	4
Hotels	0	0	0	0	0	0	0
Resothr	0	0	0	0	0	0	0
Restotal	4	3	0	1	1	4	13
Pub Ass	0	0	0	0	0	0	0
Educa	0	0	0	0	0	0	0
Instit	0	0	0	0	0	0	0
Stores/Off	0	0	0	0	0	0	0
Indust	0	0	0	0	0	0	0
Storage	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0
Total	4	3	0	1	1	4	13

Structure Fire Injuries

	FY97	FY98	FY99	FY00	FY01	FY02	Total
Sing Fam	28	17	23	14	17	8	107

Apts	21	10	9	10	19	12	81
Hotels	0	4	0	0	0	0	4
Resothr	0	0	0	0	0	1	1
Restotal	49	31	32	24	36	21	193
Pub Ass	2	0	0	1	0	0	3
Educa	0	0	0	0	0	0	0
Instit	1	2	0	1	1	1	6
Stores/Off	1	0	1	1	0	2	5
Indust	2	2	0	0	0	0	4
Storage	0	0	0	0	1	0	1
Other	0	0	0	0	0	0	0
Total	55	35	33	27	38	24	212

Charlotte Fire Department Non-Emergency Activities Report FY02

Pub Ed/Comm Act July August Sept. October November December January February March April May June Totals

Participants:

0-4 years	1654	1337	1443	3633	1374	1564	736	2264	1444	1660	1203	1189	19501
5-10 years	3202	2522	3432	10189	5036	2611	1705	3386	3136	4377	4631	2253	46480
11-13 years	2513	1339	1296	2338	1662	1217	644	1620	1813	1346	1433	967	18188
14-18 years	1052	854	1031	1667	1657	668	286	1066	454	690	639	589	10653
Adults 19-61	1428	4911	6526	9719	4638	3484	1998	5326	5396	5922	4455	4230	58033
Seniors 62+	1916	973	824	435	833	473	509	1153	244	402	669	422	8853

Total Participants	11765	11936	14552	27981	15200	10017	5878	14815	12487	14397	13030	9650	161708
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Detectors Installed	74	55	41	75	67	62	74	58	61	55	119	61	802
CO detectors	56	45	23	25	14	19	14	17	20	12	62	34	341
Hearing Impaired	0	2	0	0	1	0	0	0	1	4	2	1	11
Batteries	74	73	75	88	61	73	70	66	69	63	61	58	831

Total Installations	204	175	139	188	143	154	158	141	151	134	244	154	1985
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Organizations

Business	80	69	83	59	62	52	51	61	73	69	108	55	822
Civic groups	38	35	55	43	45	29	17	32	20	42	47	30	433
Day care facilities	64	33	28	65	26	34	29	43	32	34	35	42	465
Healthcare facilities	18	10	13	2	4	9	30	19	13	14	10	11	153
Industrial	10	8	10	7	12	6	5	7	9	3	10	6	93
Juvenile fire setters	1	4	1	1	1	0	2	2	4	3	3	2	24
Group homes	8	11	11	9	11	17	9	11	7	9	5	11	119

Shelters	12	4	3	1	2	2	1	4	2	5	1	3	40
Schools	23	48	81	164	99	71	42	68	92	56	86	27	857
Seniors groups	16	7	15	9	4	5	11	17	6	12	7	8	117
Youth groups	38	36	35	41	48	37	25	19	25	34	19	47	404
Churches	65	50	47	78	56	50	28	52	39	53	42	55	615
Other	197	215	251	167	170	257	210	178	265	193	257	177	2537
Foster homes		79	52	65	56	42	59	83	68	64	72	84	724
Total	570	609	685	711	596	611	519	596	655	591	702	558	7403

Programs by Type

Arson prevention	3	6	2	3	1	5	1	2	1	3	0	0	27
Burn prevention	11	6	6	3	3	2	4	3	1	4	1	0	44
Child safety seat	62	108	66	152	67	67	69	111	165	90	127	125	1209
Display/demo	64	65	82	84	53	60	47	58	44	65	60	60	742
Drills	7	8	5	7	10	3	19	14	8	10	9	3	103
Extinguishers	22	15	19	22	14	9	8	6	13	19	13	21	181
Evacuations	5	19	11	4	4	3	11	15	16	8	12	6	114
First aid & CPR	6	5	9	18	10	10	8	9	16	12	6	7	116
General fire safety	143	122	139	199	107	89	91	131	109	120	106	138	1494
Public relations	283	321	357	356	243	289	233	263	243	288	290	254	3420
Juvenile fire safety	4	7	2	10	2	1	3	2	4	2	5	1	43
SafePlace	2	1	0	0	0	1	0	0	0	0	0	0	4
Smoke detector can	27	51	31	52	26	28	36	25	16	27	29	17	365
Smoke house	23	11	23	60	34	6	0	3	15	15	6	8	204
Special events	50	41	67	71	56	47	23	28	55	61	79	81	659
Station tours	258	238	233	267	277	294	195	203	251	214	230	232	2892
Vial of life	0	0	2	0	0	0	0	2	0	2	0	0	6
Water safety	10	3	3	3	1	0	2	2	0	5	1	10	40
Risk Watch	1	2	8	0	0	1	2	1	1	3	5	0	24
Inspections		69	37	67	41	23	41	53	38	35	49	41	494

Total Programs	981	1098	1102	1378	949	938	793	931	996	983	1028	1004	12181
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Total Hours	957	821	933.7	1031	798	881.5	590.5	768	792	1127	929	886	10514.7
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Training

Academy													
number	157	229	224	149	101	123	163	245	211	159	202	131	2094
hours	1084	1322	865.5	995	634	802	1246	1486	1273	1084	1417	769.5	12978
In service fire													
number	461	391	323	364	364	339	408	401	364	346	353	305	4419
hours	854.5	813	565.5	633.5	653.5	615	580.3	658.7	618.5	667.5	671	640	7971
In service rescue													
number	155	147	154	113	118	101	126	142	117	127	126	110	1536
hours	355.5	287	321.5	234	256	202	311.5	338	297	235	243	286.5	3367
In service EMS													
number	82	94	55	75	88	123	77	121	88	87	112	74	1076
hours	219.5	142.5	89	128.5	117.5	246.5	103	125.5	140	127	151	112	1702
In service PT													
number	793	891	898	906	824	768	836	811	826	833	840	746	9972
hours	1627	1583	1683	1657	1516	1553	1743	1564	1695	3654	1764	1589	21628
Total number	1648	1752	1654	1607	1495	1454	1610	1720	1606	1552	1633	1366	19097
Total hours	4140	4147	3524	3648	3177	3418	3983	4172	4024	3654	4246	3397	45530

Building tours													
number	167	145	121	138	100	105	137	131	131	98	134	113	1520
hours	173.5	176.5	136	165	120	120.5	150	159.5	156.5	124.6	176.5	152	1810.6
New QAP's													
number	13	35	21	40	15	9	11	26	14	24	23	9	240
hours	17.5	32.5	22	58.5	18	11.5	10	32	17.5	25	17.5	12.5	274.5

Updated QAP's														
number	27	28	38	33	30	15	28	23	28	12	21	17	300	
hours	40	34.5	31	37	42	12	21.5	25	25.5	12.5	23.5	17	321.5	

Hydrants completed	135	85	87	232	1190	786	1237	1269	2785	3917	572	8	12303
Deficient hydrants	2	2	0	2	349	184	22	119	175	24	9	0	888
Hydrant rechecks	17	14	9	3	6	7	15	22	23	21	47	24	208
Hydrants pending	0		0	1904	1992	2275	2847	2374	1635	231	1	0	13259

Total Ed/Comm hour													
number	981	1098	1102	1378	949	938	793	931	996	983	1028	1004	12181
hours	957	821	934	1031	798	881.5	591	768	792	1127	929	886	10515.5
Ed/C I prg develop													
number	7	13	18	21	28	18	6	10	10	13	10	13	167
hours	55	31	28	29	69	19	13.5	18	19.5	23	15	18	338

Move-ups													
number	98	103	87	85	82	90	82	69	86	91	98	107	1078
hours	339.5	362	270	296	281	295	290	253	308	356	339	354	3743.5
Shop/PM													
number	109	111	98	85	114	127	119	99	99	84	98	90	1233
hours	513	648	337	343.5	595	581.5	495	415	720	322	362	361	5693
Critiques													
number	48	29	26	37	22	23	35	19	34	26	23	10	332
hours	73	47	25	45	19	23.5	45.5	23	35	31.5	26	10	403.5
Other													
number	99	71	155	306	98	75	106	83	76	80	54	96	1299
hours	216.5	183	61.5	295	185	117.5	160	159.5	342.5	183	137.5	165.5	2206.5

