

*Charlotte
Fire
Department*



*FY03 Report of
Organizational
Experience*

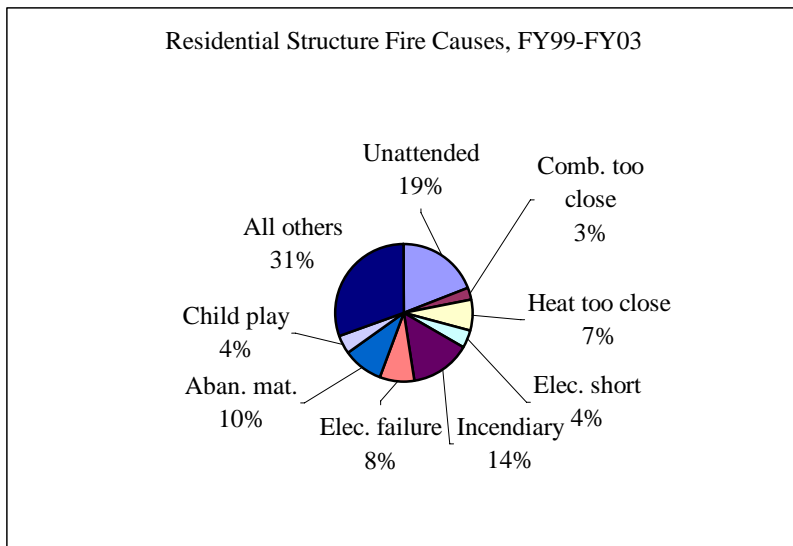
FY03 Emergency Response Summary

Situation Found	FY99	FY00	FY01	FY02	FY03	Totals
<i>Fires</i>	2712	2608	2751	2732	2318	13121
<i>Overpressure</i>	804	894	921	904	884	4407
<i>EMS Calls</i>	41371	44899	45169	46319	47984	225742
<i>Haz Mat</i>	1682	1713	1736	2013	2331	9475
<i>Service Calls</i>	4804	4853	5086	5184	5142	25069
<i>Good Intent</i>	7868	9149	9982	10901	11320	49200
<i>False Calls</i>	2547	2546	2085	1966	1958	11102
<i>Natural Disaster</i>	26	41	11	21	44	143
<i>Incidents Other</i>	1126	1271	1433	1408	1055	6293

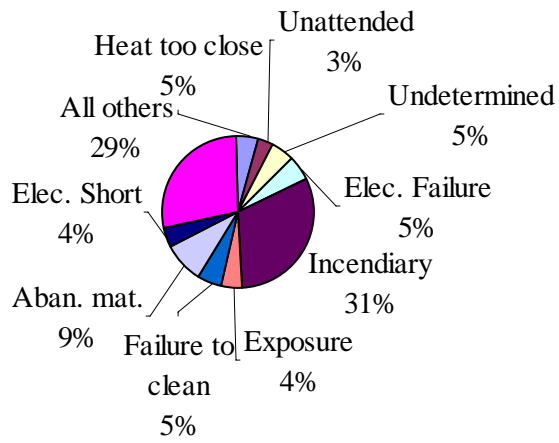
The Charlotte Fire Department responded to 73,036 alarms in FY03, an increase of 2.2 percent over FY02's 71,449. Fires decreased due to a fifty percent drop in the number of grass/brush fires. The rains which began in August 2002 and continued through the fiscal year ended a five year drought and, incidentally, reduced the brush fires to which the Fire Department responded.

The ice storm of December 2002 resulted in the busiest day in the history of the Charlotte Fire Department. In the 24 hours of December 5, 2002, fire companies responded to 847 alarms, over four times the normal call load of 200 incidents a day. Ice buildup on tree limbs and power lines caused electrical outages and damage only rivaled by Hurricane Hugo in September 1989. There were 27 structure fires that day, many caused by electrical problems. Carbon monoxide poisoning was a significant problem, as fumes from improperly placed generators contaminated homes all over the city.

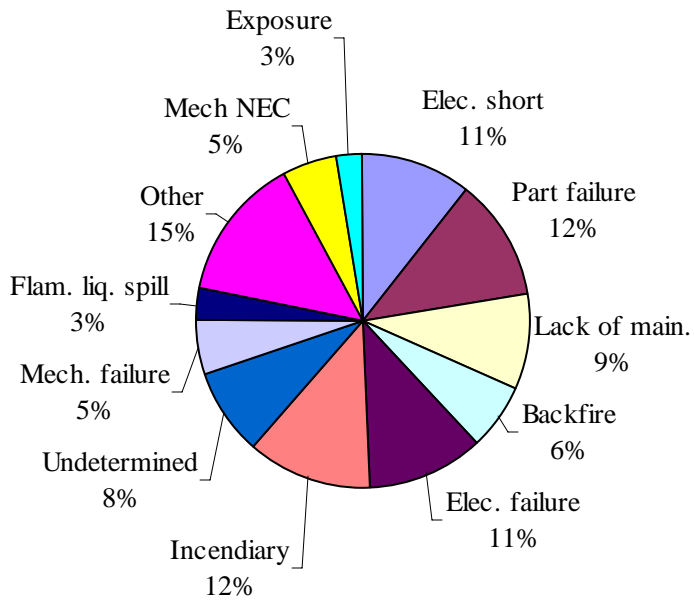
Trends in the Department's fire experience are as follows:



Business/Commercial Structure Fire Causes, FY99-FY03



Vehicle Fire Causes, FY99-FY03



The following report highlights the performance of the Charlotte Fire Department in FY03.

***Charlotte Fire Department
Interoffice Memorandum***

July 14, 2003

To: Ruffin Hall
Budget and Evaluation Director

From: Luther L. Fincher, Jr.
Fire Chief

Re: FY03 Year-End Report

As the attached Balanced Scorecard indicates, the Charlotte Fire Department had a busy, challenging, and productive year in FY03. Listed below are the performance data, major accomplishments, and challenges of the year.

Performance Measures

The Fire Department met nine of eleven performance targets for the year.

With an outstanding effort, the Fire Prevention Bureau performed 117.9 percent of inspections within state-mandated frequencies, thus dropping the number of overdue inspections by 56.3 percent. Fire Prevention raised the percent of code violations corrected within specified times from 63 percent at the five-month mark to 87 percent at year end, passing the target of 85 percent by two percent.

The residential fire rate for the whole year was 1.015 fires per thousand population, up slightly from FY02's .988 rate but below the 1.2 fires per thousand benchmark.

Fire companies met both response targets, responding to 80 percent of emergencies within 6 minutes for first due and 88.5 percent within 9 minutes for the first alarm assignment.

The Department met its budget expenditures target, including the cuts made in certain line items. Expenditures were higher than budgeted in vehicle maintenance and repair, but we kept as close a handle on them as we could.

Full staffing on fire apparatus was achieved 95.01 percent of the time, thus meeting the target.

We implemented our new computer-aided dispatching and records management systems on June 4, 2003, thus accomplishing the goal of having beneficial use of these systems by June 30, 2003.

All Operations employees maintained the certifications they need to provide emergency services.

Performance on two targets was close but fell just short of achievement. We calculate we had contact with 74 percent of the third and fourth grade students, not far from the goal of 80 percent. Fire companies continue to be very busy with the myriad non-emergency activities they are involved in. Due to in-service training, community service, apparatus maintenance, move-ups, critiques, and other activities, fire companies fell short of being available for emergency response, being available 76.7 percent, just below the target of 80 percent.

Accomplishments

The most significant accomplishment of the year (and probably the decade and quarter-century!) was the implementation of new software to support all the Fire Department's operations. Ten years of dreams and three years of hard work came to fruition just after midnight on June 4, 2003, when the first emergency was dispatched on the new computer-aided dispatching system. There are several systems which work together; first is CAD, which supports the operations of Fire Communications. Tied with CAD is the automatic vehicle locator system, which keeps track of the actual location of each piece of fire apparatus, so that CAD will know the location and recommend dispatch of the closest available unit. Mobile status terminals in each truck show firefighters where to go and what the problem is reported to be and enable them to tell CAD that they are responding and have arrived at the push of a button. The records management system handles the inspection reporting, incident reporting, roster (identification of firefighters on apparatus), training reporting, permits, and hydrants. We also purchased planning software to support the administrative functions of data analysis and planning for station and apparatus placement.

Preparation for the annexation of June 30, 2003 was also an accomplishment for FY03. Engine 36 and Ladder 32 went into service on June 14 at Stations 35 and 32, respectively. This capped a year of activity, from recruitment and hiring of the necessary firefighters, to the two recruit classes that trained them, to the identification of streets for CAD and hydrants and businesses for Fire Prevention, to the purchase of the required personal protective equipment, fire apparatus, and fire equipment, to the decision to put Engine 36 at Station 35 instead of having a temporary facility.

The new burn building at the Fire Academy was finished and accepted in May 2003. This facility will enable us to train current firefighters and recruits in firefighting techniques with state-of-the-art equipment to simulate real fires in a controlled and safe environment. With this building, we will provide the training we need without having to wait to find and prepare suitable structures.

In spite of the tight budget, the Fire Department expanded emergency service delivery with the addition of HazMat 3, located at Station 32, and the implementation of the

Regional Response Team, consisting of hazardous materials technicians who are available to respond to incidents in the seven counties surrounding Mecklenburg. RRT is supported by grants from the North Carolina Department of Public Safety and Crime Control. In addition, the Department changed its policy for response to automatic alarms, cutting the number of fire apparatus that are dispatched. This has resulted in fewer fire companies being sent to these incidents, which frees them up to respond to other emergencies and limits the number of times they are on the road.

Finally, the Communications Center was completely renovated, in preparation for the new CAD system and to improve its dispatching capabilities.

Challenges

Ensuring adequate staffing on fire apparatus continues to be the Charlotte Fire Department's most significant challenge. As the Balanced Scorecard notes, the Department met its staffing goal, but doing so is a challenge with many complications. It begins with the recruitment process; 870 applicants took the entrance exam last fall, but only 56 qualified to complete the process. We needed to hire 70 firefighters for the vacancies due to retirements and additional staffing for the two annexation fire companies. As a result, we must use hire back off-duty firefighters to cover vacant slots, which has significant budget implications in overtime pay. Hireback assumes that enough off-duty personnel are available and willing to work, which is not always the case. If we do not have the necessary number of firefighters on duty, emergency service delivery suffers. Fire Recruitment gave an entrance exam in June 2003; of 1126 applicants who took it, 736 scored high enough to go on to the next step of filling out an application and taking the physical agility test.

We continue to be concerned and challenged by the long response times to the Providence Road/Pineville-Matthews Road area. As the attached map from the new planning software shows, current Fire Department resources are simply too far from the Arboretum area to enable them to respond within the established benchmarks. This growing area is not receiving what we consider to be adequate or fair emergency services delivery. An additional fire station with an engine company is necessary to provide adequate emergency services.

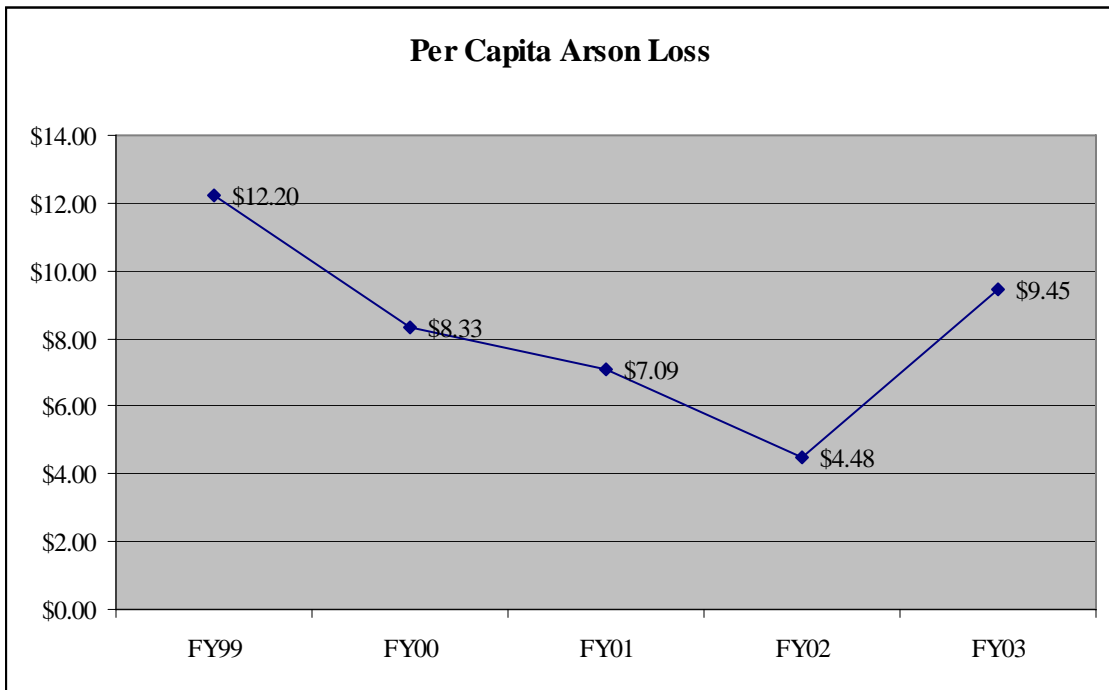
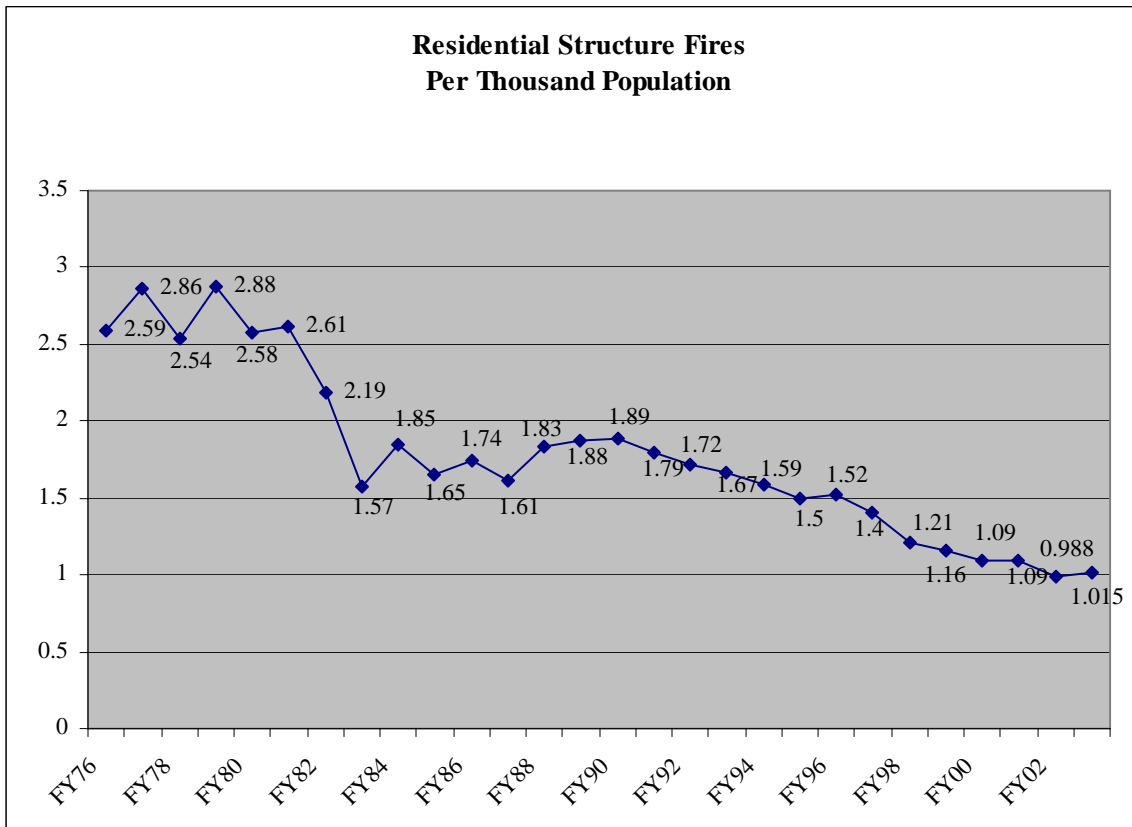
A challenge we hope to work through soon is the CAD-to-CAD interface with MEDIC. There were so many problems with it when we first brought it up that we took it down and have not reinstalled it. Tritech, the vendor for both, is checking the two systems to determine why the interface was so problematic. Once the problems are identified and corrected, we will turn the interface back on. Our hope for the interface is that it will speed information flow about medical emergencies to Fire Communications and thus enable fire apparatus to respond more quickly to EMS calls.

A homeland security challenge for us is interoperability of radio communications with public safety agencies in the surrounding counties. With our 800 MHz system in Mecklenburg County, all public safety employees are able to communicate with each

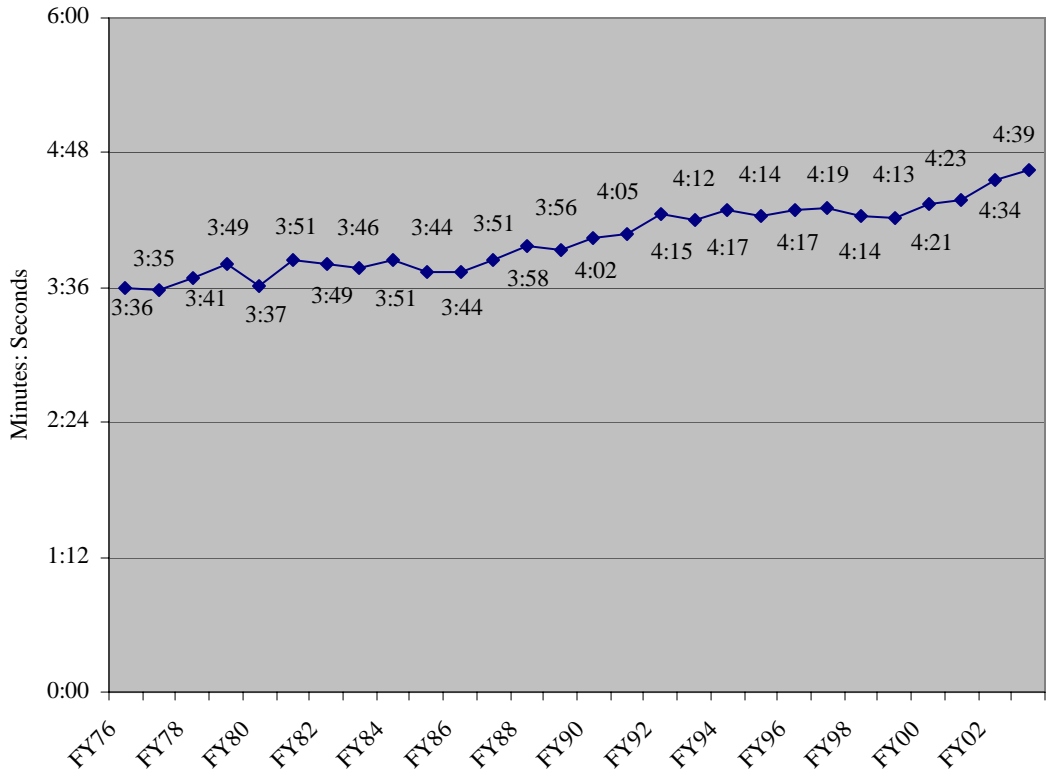
other without intervention or patching. Concord is currently the only other municipality in the region with an 800 MHz system. In any large scale emergency, natural or man-made, we can expect to have to work with out-of-county officials. Not having mutual radio channels makes effective communications, and therefore effective mitigation efforts, difficult at best. While we cannot directly impact this problem, we will encourage other public safety agencies to work to implement interoperable systems.

Of course, the budget cuts we have seen over the last two years are a concern for us. We have less funds in several critical operating accounts than we did five years ago. We will do our best to get by with what we have, but we can anticipate unmet needs.

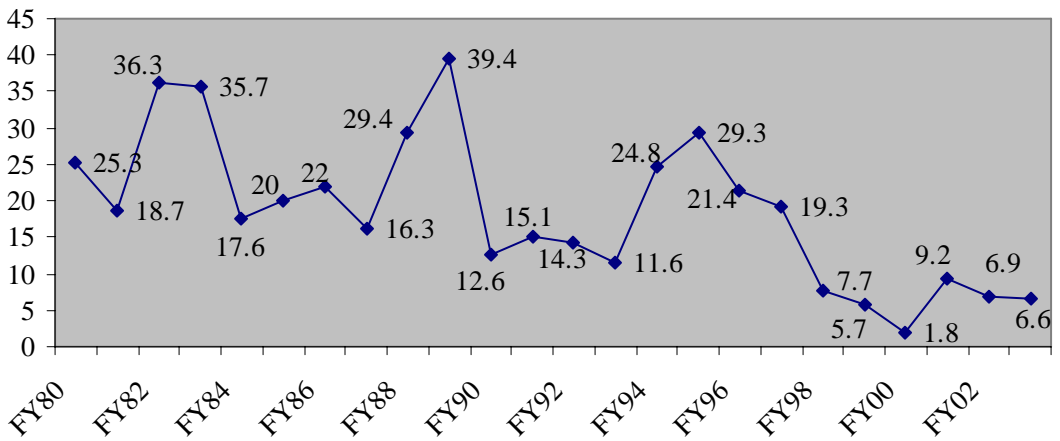
Trend Information



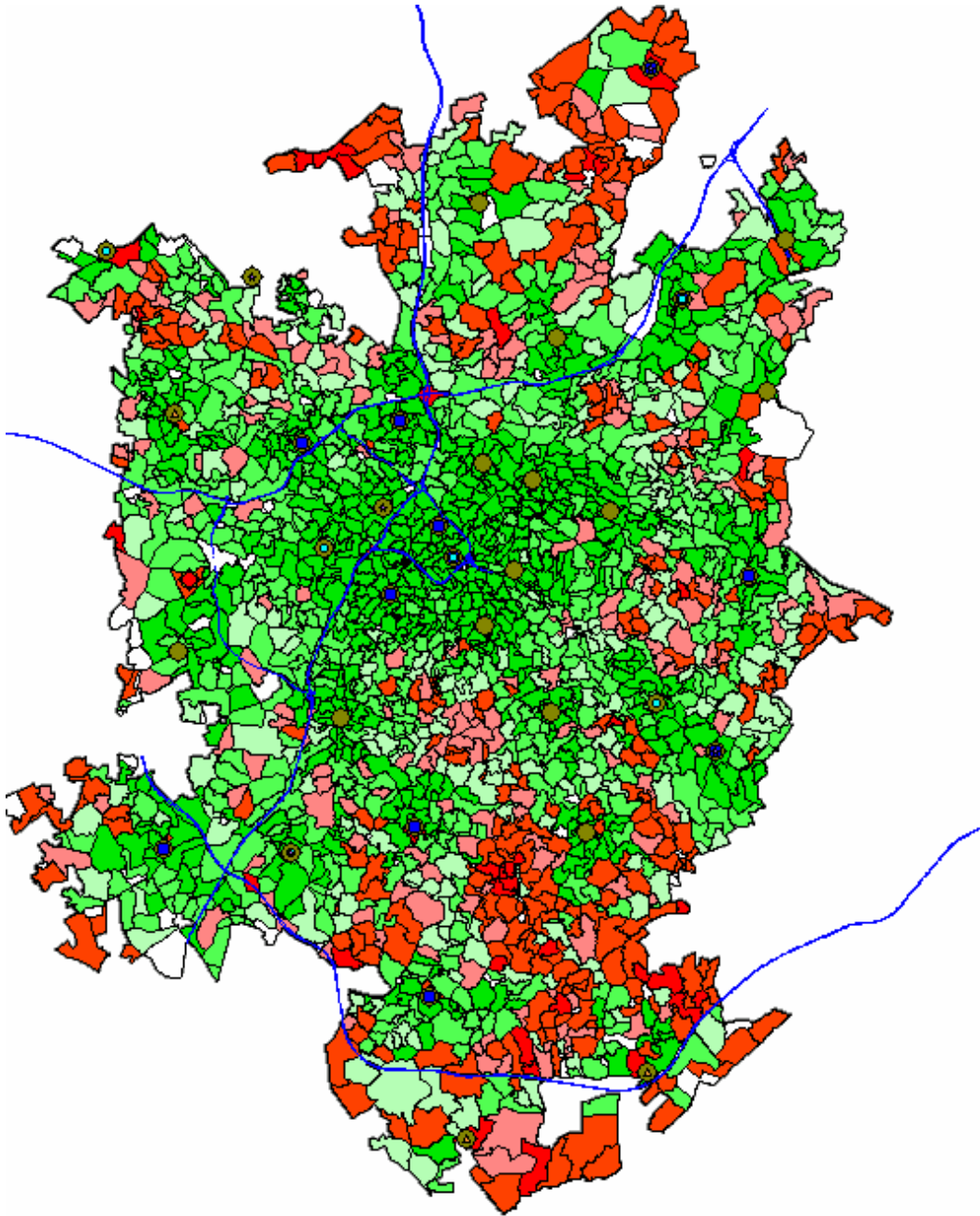
Average Response Time, FY76-FY03



**Fires Fatalities Per Million Population
FY80-FY03**





*Length of Response by Fire Demand Zone
2002*



First Unit Receipt to On Scene Average Performance

- City Over 08:30
- City 06:30 To 08:30
- City 06:00 To 06:30
- City 05:30 To 06:00
- City 04:30 To 05:30
- City Under 04:30
- No Incidents

Customer	Strengthen Neighborhoods	Strengthen and prepare community	<i>Percent of third and fourth grade students receiving fire education programs.</i>	N/a	Lag	80%	74%		CMS has 52,937 elementary students. Assuming all grades have equal numbers, CFD has taken fire prevention to 13,076 of 17,645 (3 rd and 4 th graders), or 74 %. Fire companies report contacts with 39,225 elementary students (K-5) in FY03.
			<i>Percent of fire code inspections conducted within state-mandated frequencies.</i>		Lag	80%	117.9%		The high percentage is due to the fact that Fire Prevention caught up on overdue inspections which had been a problem for the division.
			<i>Residential fire rate.</i>		Lag	1.2/1000	1.015		
	Increase Perception of Safety	Provide emergency services (suppression, hazmat, etc.)	<i>Percent of fire companies responding in 6 minutes for first due.</i>	79.6%	Lag	80%	80%		
			<i>Percent of fire companies responding in 9 minutes for first alarm assignment.</i>		Lag	80%	88.5%		
		Provide effective public safety services (code enforcement)	<i>Percent of fire code violations corrected within specified times.</i>		Lag	85%	87%		
Financial	Maximize benefit/cost	Monitor budget expenditures to ensure they are within budget appropriations.	<i>Percent of budget expended quarterly</i>		Lag	25, 50, 75, 100	99.54%		
Internal Process	Improve Productivity	Maintain optimal staffing requirements	<i>Percent of time Minimum staffing of 213 on fire companies will be maintained.</i>		Lag	95%	95.01%		
		Maintain resource availability	<i>Percent of fire companies in service during daylight hours Monday-Friday.</i>	N/a	Lag	80%	76.7%		These numbers come from the non-emergency activities report and represent the hours fire companies report they are busy with various activities other than response to emergencies. Maintenance and repair of fire trucks continue to tie up fire companies for a significant amount of time.

Learning & Growth	Enhance Information Management	Implement technology-based solutions	<i>Beneficial use of CAD and RMS by June 30, 2003</i>	N/a	Lag	90%	90%		
	Close the Skills Gap	Obtain certifications	<i>Number of firefighters during a 30-day period with lapsed certifications</i>	N/a	Lag	>5	0		

Fire Loss, FY97-FY03

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	Total
Structure	\$12,978,709	\$11,777,506	\$15,117,710	\$15,568,071	\$13,035,582	\$13,291,821	\$17,824,768	\$99,594,167
Vehicle	\$2,116,318	\$2,058,679	\$1,872,500	\$2,244,751	\$1,845,898	\$2,833,866	\$2,152,904	\$15,124,916
Other	\$126,912	\$50,767	\$99,240	\$245,858	\$68,283	\$170,732	9234	\$771,026
Outside	\$124,486	\$15,816	\$39,517	\$55,127	\$269,438	\$33,746	\$74,498	\$612,628
Total	\$15,346,425	\$13,902,768	\$17,128,967	\$18,113,807	\$15,219,201	\$16,330,165	\$20,061,404	\$116,102,737

Fire Fatalities and Injuries

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	Total
Deaths	7	4	2	1	5	4	4	27
Injuries	62	69	71	49	60	33	31	375

Number of Fires

	FY97	FY98	FY99	FY00	FY01	FY02	Total
Structure	932	841	814	786	794	787	5785
Vehicles	778	722	694	715	658	682	4914
Grass	501	389	652	616	754	808	4131
Trash	618	463	437	427	446	392	3174
Outside	77	80	135	120	114	74	617
Other	7	11	7	8	19	26	92
Total	2913	2506	2739	2672	2785	2769	18713

Structure Fires by Property Type

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	Total
Sing Fam	389	387	391	381	349	357	370	2624
Apts	241	204	194	187	218	220	232	1496
Hotels	11	21	13	12	18	13	10	98

Resothr	7	8	5	9	6	6	1	42
Restotal	648	620	603	589	591	596	613	4260
Pub Ass	45	36	46	26	32	34	23	242
Educa	41	45	32	34	27	36	44	259
Instit	12	18	15	6	11	9	8	79
Stores/Off	44	49	39	51	42	45	62	332
Indust	25	34	32	27	30	15	20	183
Storage	35	54	25	36	30	28	25	233
Other	37	29	23	26	25	18	20	178
Total	887	885	815	795	788	781	815	5766
Structure Fire Loss								
	FY97	FY98	FY99	FY00	FY01	FY02	FY03	Total
Sing Fam	\$3,284,156	\$5,558,534	\$6,828,524	\$7,379,851	\$5,673,063	\$6,108,462	\$7,224,076	\$42,056,666
Apts	\$3,496,753	\$3,415,798	\$2,000,919	\$3,276,129	\$2,650,986	\$3,521,918	\$4,606,256	\$22,968,759
Hotels	\$42,094	\$305,555	\$3,953,095	\$28,875	\$166,373	\$56,997	\$724,880	\$5,277,869
Resothr	\$56,130	\$19,525	\$18,625	\$187,900	\$275,099	\$13,499	\$7,099	\$577,877
Restotal	\$6,879,133	\$9,299,412	\$12,801,163	\$10,872,755	\$8,765,521	\$9,700,876	\$12,562,311	\$70,881,171
Pub Ass	\$1,309,289	\$196,098	\$1,159,688	\$354,574	\$527,554	\$813,213	\$1,222,209	\$5,582,625
Educa	\$113,104	\$122,516	\$15,666	\$8,762	\$353,599	\$8,272	\$55,141	\$677,060
Instit	\$13,990	\$86,800	\$4,974	\$9,070	\$66,400	\$16,349	\$6,870	\$204,453
Stores/Off	\$2,484,939	\$2,814,295	\$277,150	\$937,959	\$957,789	\$1,469,494	\$2,137,406	\$11,079,032
Indust	\$335,399	\$1,117,729	\$946,850	\$494,424	\$1,223,645	\$535,274	\$1,198,100	\$5,851,421
Storage	\$453,198	\$1,550,440	\$86,547	\$395,793	\$131,829	\$601,998	\$528,550	\$3,748,355
Other	\$1,387,612	\$184,200	\$24,069	\$81,465	\$1,370,400	\$134,145	\$66,000	\$3,247,891
Total	\$12,976,664	\$15,371,490	\$15,316,107	\$13,154,802	\$13,396,737	\$13,279,621	\$17,776,587	\$101,272,008

Structure Fire Fatalities

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	Total
Sing Fam	2	2	0	1	2	3	3	13
Apts	2	1	0	0	0	1	1	5
Hotels	0	0	0	0	0	0	0	0
Resothr	0	0	0	0	0	0	0	0
Restotal	4	3	0	1	1	4	4	17
Pub Ass	0	0	0	0	0	0	0	0
Educa	0	0	0	0	0	0	0	0
Instit	0	0	0	0	0	0	0	0
Stores/Off	0	0	0	0	0	0	0	0
Indust	0	0	0	0	0	0	0	0
Storage	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	4	3	0	1	1	4	4	17

Structure Fire Injuries

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	Total
Sing Fam	28	17	23	14	17	8	14	121
Apts	21	10	9	10	19	12	11	92
Hotels	0	4	0	0	0	0	0	4
Resothr	0	0	0	0	0	1	0	1
Restotal	49	31	32	24	36	21	25	218
Pub Ass	2	0	0	1	0	0	0	3
Educa	0	0	0	0	0	0	0	0
Instit	1	2	0	1	1	1	0	6
Stores/Off	1	0	1	1	0	2	0	5
Indust	2	2	0	0	0	0	0	4
Storage	0	0	0	0	1	0	0	1
Other	0	0	0	0	0	0	0	0
Total	55	35	33	27	38	24	25	237

Situation Found Activity by Fiscal Year

Situation Found	FY99	FY00	FY01	FY02	FY03	Totals
Fire N E C	0	1	0	6	15	22
Structure Fire	800	770	772	765	807	3914
Mobile used as structure	4	8	6	6	7	31
Mobile inside structure	7	8	4	4	3	26
Mobile outside structure	672	672	645	661	659	3309
Trees, brush, grass fire	652	616	756	803	413	3240
Refuse fire outside	436	428	443	391	333	2031
Fire, explosion N E C	134	98	113	86	60	491
Fire U C F	7	7	12	10	21	57
<i>Fires</i>	2712	2608	2751	2732	2318	13121
Overpressure rupture NEC	1	1	2	1	2	7
Steam rupture	13	9	11	12	6	51
Air, gas rupture	16	9	7	10	9	51
Process vessel explosion	1	1	1	1	1	5
Munition explosion	3	8	0	1	3	15
Excessive heat	737	844	878	856	840	4155
Chimney burnout	26	16	20	20	21	103
Overpressure UCF	7	6	2	3	2	20
<i>Overpress</i>	804	894	921	904	884	4407
Rescue, EMS NEC	8	12	9	9	52	90
Emerg. medical assist	174	222	343	413	250	1402
Emergency medical call	33321	35419	37492	41185	47426	194843
Lock in	88	74	90	71	67	390
Person lost	9	12	12	20	14	67
Persons trapped, caught	132	105	169	109	132	647
Drowning	6	4	3	2	28	43
Electrocution	2	2	5	4	4	17
EMS, co. 10-22	7577	9005	7019	4482	0	28083
Rescue, EMS UCF	54	44	27	24	11	160
<i>EMS calls</i>	41371	44899	45169	46319	47984	225742
Haz mat NEC	15	7	13	320	65	420
Flam. gas/liquid condition	592	555	697	670	657	3171
Toxic condition	26	28	13	28	14	109
Radioactive condition	0	1	0	0	0	1
Electrical arcing, short	790	883	764	737	1303	4477

Oil burner delayed ignition	12	2	9	7	3	33
Vehicle accident, potential	188	186	176	202	238	990
Explosive present	2	1	3	1	0	7
Attempted burning	0	6	5	3	3	17
Haz mat UCF	57	44	56	45	48	250
<i>Haz mat</i>	1682	1713	1736	2013	2331	9475
Service call NEC	1	0	6	2	46	55
Person in distress	1617	1612	1778	1790	1703	8500
Water problem	327	294	317	311	459	1708
Smoke, odor problem	997	976	1009	988	932	4902
Animal problem	55	61	69	65	47	297
Public service assist	397	392	394	361	381	1925
Unauthorized burning	73	97	95	96	108	469
Move-up	1220	1292	1307	1426	1342	6587
Grill violation	65	58	66	92	92	373
Service call UCF	52	71	45	53	32	253
<i>Service call</i>	4804	4853	5086	5184	5142	25069
Good intent call NEC	48	32	32	32	156	300
Incident cleared before	226	240	268	181	487	1402
Wrong location	228	274	266	272	280	1320
Controlled burning	52	30	36	34	27	179
Vicinity alarm	26	30	25	30	55	166
Steam, gas mistaken	113	90	89	79	74	445
EMS, parties left scene	89	95	101	97	83	465
Alarm activation	5521	6651	7300	7734	7196	34402
CO detector activation	214	253	371	821	1373	3032
Good intent NCF	1331	1454	1494	1621	1589	7489
<i>Good intent</i>	7848	9149	9982	10901	11320	49200
False call NEC	14	13	14	12	180	233
Malicious false call	220	295	284	240	289	1328
Bomb scare, no bomb	171	124	106	169	84	654
System malfunction	587	532	406	356	362	2243
Unintentional	555	463	402	267	198	1885
False EMS call	736	862	665	702	398	3363
False, no malicious intent	226	226	190	194	428	1264
False call UCF	38	31	18	26	19	132
<i>False call</i>	2547	2546	2085	1966	1958	11102

Natural disaster NEC	0	1	0	0	0	1
Earthquake	0	0	0	0	0	0
Flood	10	1	2	0	23	36
Wind storm	3	3	0	3	2	11
Lightning strike	13	33	7	17	19	89
Natural disaster UCF	0	3	2	1	0	6
<i>Natural Disaster</i>	26	41	11	21	44	143
Incident NEC	0	0	0	0	0	0
Citizen's complaint	131	89	100	107	137	564
EMS 10-40	6	12	7	8	9	42
Elevator entrapment	92	85	114	90	94	475
Community service	977	893	1076	1072	654	4672
Simulation/exercise	30	35	46	35	18	164
No incident	5	2	1	0	1	9
Investigative activity	3	13	18	16	19	69
Incident UCF	27	50	71	80	123	351
Incident undetermined	0	0	0	0	0	0
<i>Incident other</i>	1126	1271	1433	1408	1055	6293

Fire Company Responses, FY96-FY03

	FY96	FY97	FY98	FY99	FY00	FY01	FY02	FY03
E01	2844	3088	3269	3618	3647	3631	3391	3360
E02	2641	2821	2876	2986	3095	2986	2870	2871
E03	2050	2191	2288	2483	2611	2704	2558	2913
E04	2749	2836	3121	3218	3221	3420	3115	3180
E05	2494	2813	2531	2562	2929	2814	3038	2752
E06	2231	2214	2440	2552	2583	2547	2782	2737
E07	2274	2210	2448	2575	2516	2495	2587	2625
E08	1769	1798	2013	2019	2142	2058	2278	2206
E64	1971	1964	1755	1755	2362	2252	2255	2180
E09	554	635	758	922	1141	1145	985	950
E10	2728	3043	2939	2919	2957	3021	2710	2827
E11	2256	2397	2513	2540	2635	2532	2114	2328
E12	2802	3014	2975	3229	3492	3628	3421	3286
E13	1830	1641	2026	2100	2253	2097	2106	2335
E14	1896	1971	2277	2528	2876	2930	2651	2682
E15	2476	2881	3091	3337	3693	3934	3614	3777
E16	1632	1877	2073	2184	2336	2505	2491	2425
E17	1534	1644	1805	1935	2145	2152	1858	1875
E18	2191	2546	2413	2450	2616	2651	2465	2336
E19	1263	1396	1562	1782	2029	2160	1946	1913
E20	1810	2054	2295	2381	2704	2822	2898	2872
E21	1253	1383	1395	1414	1538	1681	1648	1512
E22	1869	2078	2383	2454	2899	2836	2566	2499
E23	2516	2201	2487	2626	3131	3224	3030	3152
E24	903	976	1067	1221	1462	1565	1790	1792
E25	386	459	504	512	564	596	707	749
E26		6	912	1005	1234	1425	1314	1403
E27	1579	1813	2089	2030	2368	2554	2084	2026
E28	1029	1162	1353	1454	1744	1719	1948	1983
E29	1058	1086	1233	1274	1526	1714	1810	1682
E30	815	819	887	1035	1174	1292	1193	1157
E31		1	211	249	301	325	748	770
E32		2	237	448	745	943	1088	1035
E33						261	361	388
E34						41	1336	1080
E35						31	1153	1176

E36								24
L01	1704	1932	1954	2136	2243	2321	2388	2534
L02	2200	2234	2294	2351	2466	2454	2325	2478
L04	1726	1975	2114	2039	2148	2277	2327	2342
L13	1341	1123	1436	1409	1699	1648	1863	1969
L16	1149	1201	1373	1485	1688	1833	1843	1987
L18	1652	1722	1848	1812	2002	2170	2041	2144
L23 (L15)	1602	1584	1753	1870	2170	2398	2268	2450
L24	619	642	727	866	1209	1265	1363	1525
L26	852	966	1137	1227	1430	1645	1650	1758
L27	1162	1264	1534	1612	1927	1963	1798	1889
L29 (L03)	1239	697	785	868	999	1098	1101	1053
L31						17	556	583
L32								51
R03 (S14)	685	725	758	929	938	999	912	988
R10	1159	1325	1155	1221	1262	1310	1123	1256
H01	265	357	183	186	161	418	619	455
H02	260	352	154	151	119	373	497	344
H03								203
Total	84310	88980	96247	101542	112219	117104	101583	102867