

Charlotte Fire Department



FY04 Report Of Organizational Experience

FY04 Emergency Response Summary

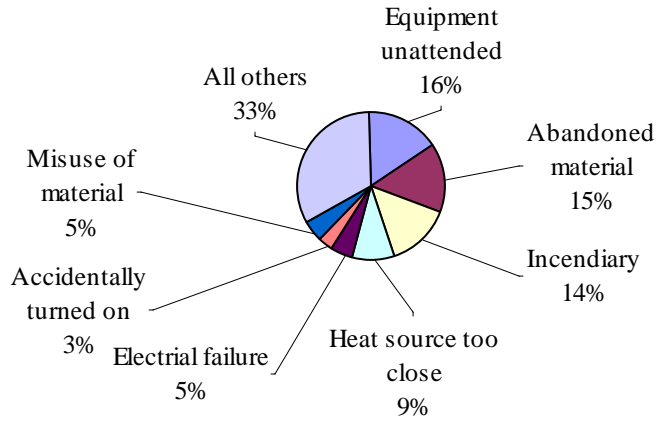
Situation Found	FY00	FY01	FY02	FY03	FY04	Total
<i>Fires</i>	2608	2751	2732	2318	2484	12893
<i>Overpressure</i>	894	921	904	884	811	4414
<i>EMS Calls</i>	44899	45169	46319	47984	43782	228153
<i>Haz Mat</i>	1713	1736	2013	2331	2271	10064
<i>Service Calls</i>	4853	5086	5184	5142	3555	23820
<i>Good Intent</i>	9149	9982	10901	11320	10182	51534
<i>False Calls</i>	2546	2085	1966	1958	8112	16667
<i>Natural Disaster</i>	41	11	21	44	42	159
<i>Incidents Other</i>	1271	1433	1408	1055	444	5611

The Charlotte Fire Department responded to 75,621 incidents in FY04, an increase of 3.4 percent over FY03's 73,036. This was the first full year of experience with the new records management software, implemented in June 2003. As a result of using the up-to-date NFPA 901 Incident Type codes, the distribution of alarms has shifted. There are fewer medical calls, because EMS calls where fire companies are cancelled en route are now coded as good intent calls. The fire alarm system activations that were previously coded as good intent calls are now coded as false calls, which has significantly increased the false alarm numbers. Thus, good intent calls have remained about the same while EMS calls have decreased and false alarms have quadrupled. The list of alarms by type is listed below.

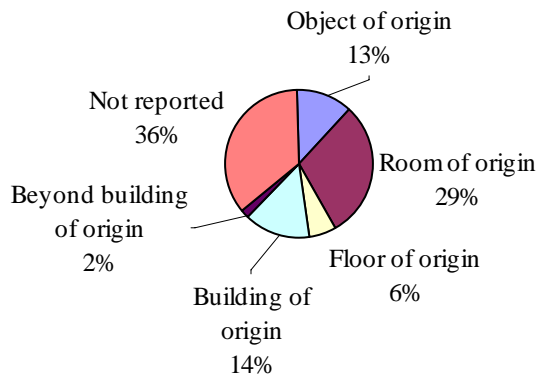
Implementation of a new computer-aided dispatching system in Fire Communications and an automatic vehicle locator system in fire apparatus has enabled more accurate tracking of response time. As a result, we now can track response from the moment the E911 telephone rings until fire companies are on scene. The most significant consequence is that average response time jumped from 4:39 to 5:37. Fractile response time percentages also suffered, dropping from 80 percent on scene in six minutes for the first-due company to 57 percent. We do not believe that response has changed that radically; if we measure from vehicle assign time, the point at which we started the clock in the old CAD system, our average and fractile percentages are the same as before. A major task for FY05 will be to work through the performance issues these problems raise.

The Charlotte Fire Department's fire experience is summarized below:

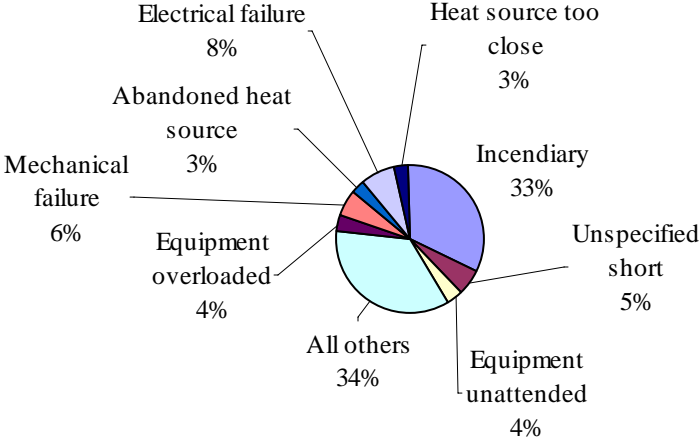
FY04 Residential Structure Fire Causes



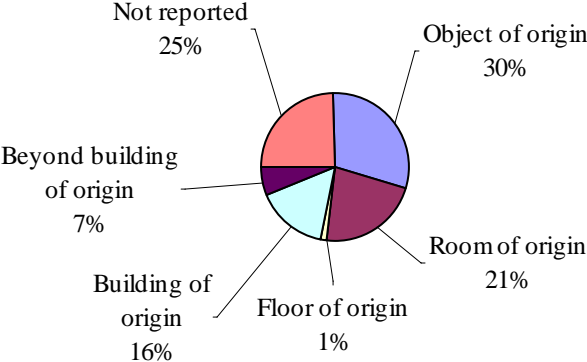
FY04 Residential Structure Fire Spread



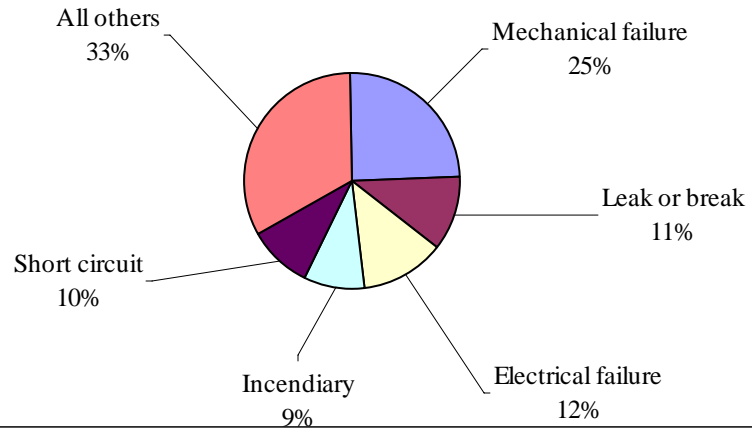
FY04 Non-Residential Structure Fire Causes



FY04 Non-Residential Fire Spread



FY04 Vehicle Fire Causes





CHARLOTTE FIRE DEPARTMENT

228 East Ninth Street
Charlotte, NC 28202
July 12, 2004

To: Ruffin Hall
Budget and Evaluation Director

From: Luther L. Fincher, Jr.
Fire Chief

Re: FY04 End of Year Performance Report

Executive Summary

Fiscal Year 2003-2004 was a momentous year for the Charlotte Fire Department.

The Department's most significant achievement was to maintain minimum staffing levels on fire apparatus while staying within the personal services budget, which was cut \$823,429 in FY03 and an additional \$434,031 in FY04. This was accomplished by judicious use of hireback and delaying hiring of recruit classes. Charlotte firefighters provided the required emergency services regardless of the problems with the budget. We are glad that City Council approved reinstating most of these cuts in the FY05 budget.

Another significant accomplishment was making the Tritech computer aided dispatching system and the FDM records management system fully operational. A significant part was the successful opening of the link between the CAD systems of the Fire Department and MEDIC; this has dramatically improved response to medical emergencies by cutting call processing time between the two organizations.

The third significant achievement is in homeland security; Emergency Management has been awarded a number of grants to support public safety and public health preparedness for natural disasters or incidents involving terrorism or weapons of mass destruction. Most notable is the Urban Area Security Initiative grant for \$5,889,013 to implement a strategic plan to increase security by enhancing training, preparedness, prevention, response, and recovery from terrorism by public safety and public health agencies in a ten-county region including and surrounding Mecklenburg.

The Charlotte Fire Department's most significant challenges are to ensure the diversity of the workforce, to enhance the effectiveness of CAD and RMS, and to maintain the current level of service delivery while keeping expenditures within allocated funding. Recruitment and retention of qualified employees, especially qualified minorities, are issues in Operations, Communications, and Fire Prevention, the three divisions that have direct customer contact. The new software is in place and working, but we still do not

have the records management reports we need to manage service delivery as well as we wish. The emergency response workload is growing at about three percent annually, and we anticipate a significant annexation next June. We have a need for \$800,000 to replace obsolete radios that cannot be upgraded and for which spare parts are no longer available, plus we are trying to stay within budget for uniforms and protective clothing and other accounts that have been cut. Balancing service delivery and allocated funding will continue to be a serious strain.

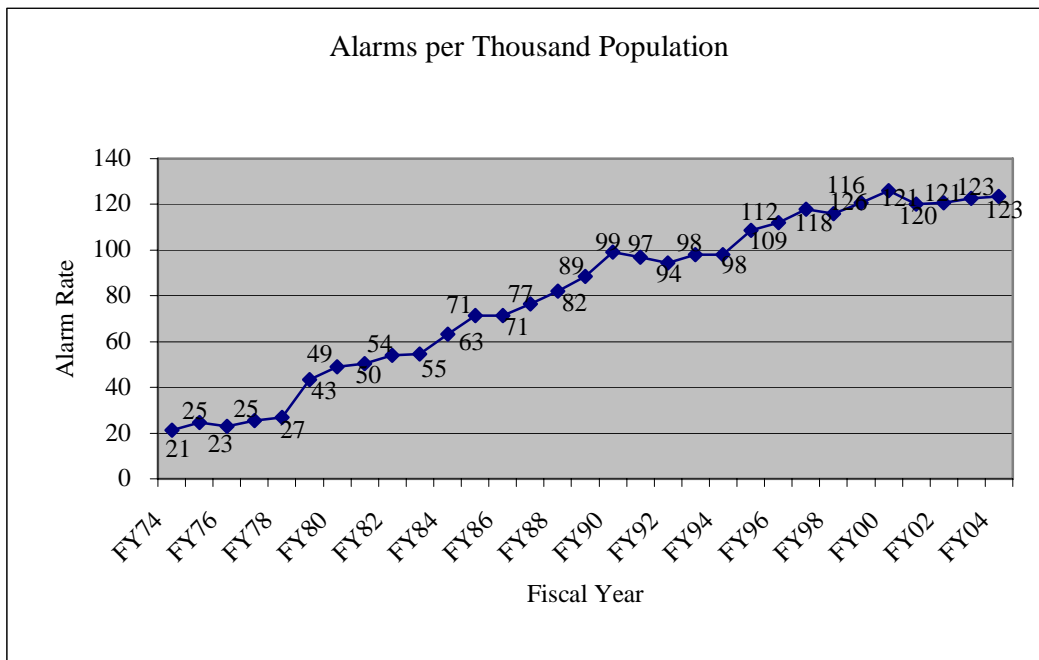
Performance Targets and Actual Achievement

The Charlotte Fire Department's performance targets and achievement are as follows.

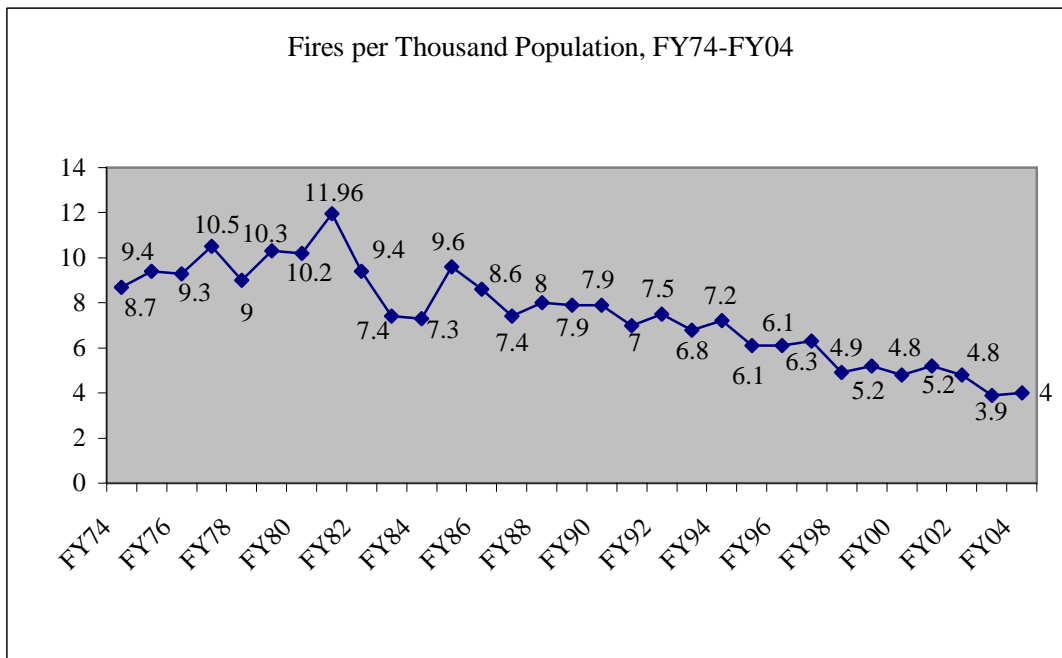
- *The Fire Department will reach 80 percent of third and fourth graders with fire prevention programs.* Fire companies reported giving programs to 42,128 elementary aged children in FY04. If we assume that they were divided equally by age, 14,043 were third and fourth graders. Charlotte-Mecklenburg Schools reported 17,998 third and fourth grade students in the 2003-2004 school year. Eighty-six percent of the elementary schools in the CMS system are located in the city of Charlotte; thus, the Fire Department is responsible for reaching 15,478 third and fourth graders. The 14,043 assumed third and fourth graders receiving fire prevention programs are 90.7 percent of the 15,478 total in these grades. This target was met.
- *Inspectors will conduct eighty percent of inspections within state-mandated frequencies.* Fire Prevention was responsible for completing 14,868 inspections in FY04. This target was met. In addition, Fire Prevention also performed 1,675 additional first inspections, 3,770 certificate of occupancy inspections, and 4,575 recheck inspections, for a total performed in FY04 equal to 24,888.
- *The residential structure fire rate will not exceed 1.21 fires per thousand population.* The Charlotte Fire Department responded to 592 residential structures fires, for a rate of .97 fires per thousand population, the lowest rate we have experienced in the three decades for which we have data. This target was met.
- *First due fire companies will respond to 80 percent of emergencies within six minutes.* Fire companies responded to 67.55 percent of all incidents within six minutes. We do not believe that actual response times have changed. However, the new technology associated with the CAD system enables us to track times much more accurately than before. As part of accreditation, we will be analyzing the dispatching and response process during FY05. This target was not met.
- *A first alarm assignment will be on scene within nine minutes eighty percent of the time.* On first alarm assignments, fire companies responded within nine minutes 55 percent of the time. As noted above, we do not think actual response times have changed, but our new technology tracks response times more accurately. This target was not met.
- *Inspectors will clear 85 percent of fire code violations within specified time frames.* Inspectors cleared 9,783 violations of 9,801 found, for a clearance rate of 99.8 percent. This target was met.

- *CAD and RMS will be 100 percent operational by June 30, 2004.* Implementation of CAD is complete. The CAD-to-CAD link between MEDIC and Fire Communications has been established and has improved fire company response to medical emergencies. The essential modules of FDM – Incidents, Inspections, Hydrants, Training, and Properties – have been implemented and are working. We decided not to implement Roster, as the vendor could not set it up in a way that would work for us; we continue to use the attendance program that was written in house several years ago. The data we need is being entered, and we are working to create the customized management reports we need to get it out in a usable format.
- *The Operations Division will maintain staff of 226 on duty 95 percent of the time.* Operations staffing averaged 97.84 percent at or above 226 for the year. The target was met, but at a price. Because of vacancies, off-duty firefighters are hired back at overtime rates to ensure minimum staffing levels are met. Thus, the Operations Division spent its overtime budget at 422 percent of allocated funds.
- *The Fire Department will monitor expenditures to ensure that no more than 25 percent of the budget is expended quarterly.* As of June 30th, we had expended about a quarter of the budget for each quarter and were within total budget for the year. This target was met.
- *Fire companies will be in service and available to respond to emergencies 80 percent of the time during business hours Monday through Friday.* Fire officers reported that their companies were out of service for 36,912 hours doing programs, attending classes at the Training Academy, moving up to other stations, taking the truck to the shop for repairs, and other activities. There are 196,560 hours available to the 54 fire companies during business hours (8 a.m. to 10 p.m.). Thus, fire companies were in service and available to respond to emergencies 81.22 percent of the time. This target has been met.
- *Fewer than five firefighters will have lapsed certifications in any 30-day period.* Firefighters must show proficiency by passing tests for each of the emergency services the Charlotte Fire Department delivers, both to graduate from initial training and periodically throughout their careers. The North Carolina Fire and Rescue Commission and the North Carolina Office of Emergency Medical Services set the standards firefighters must meet. No Charlotte firefighters had any lapsed certifications during FY04. This target was met.

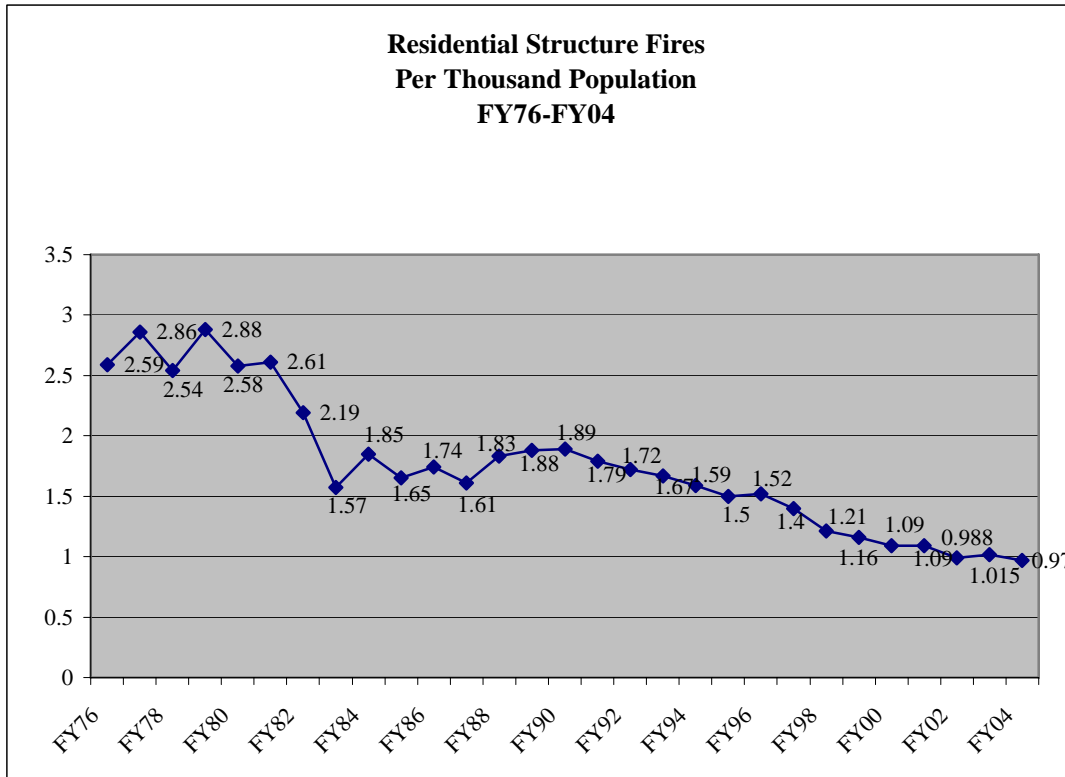
Comparison/Trend Information



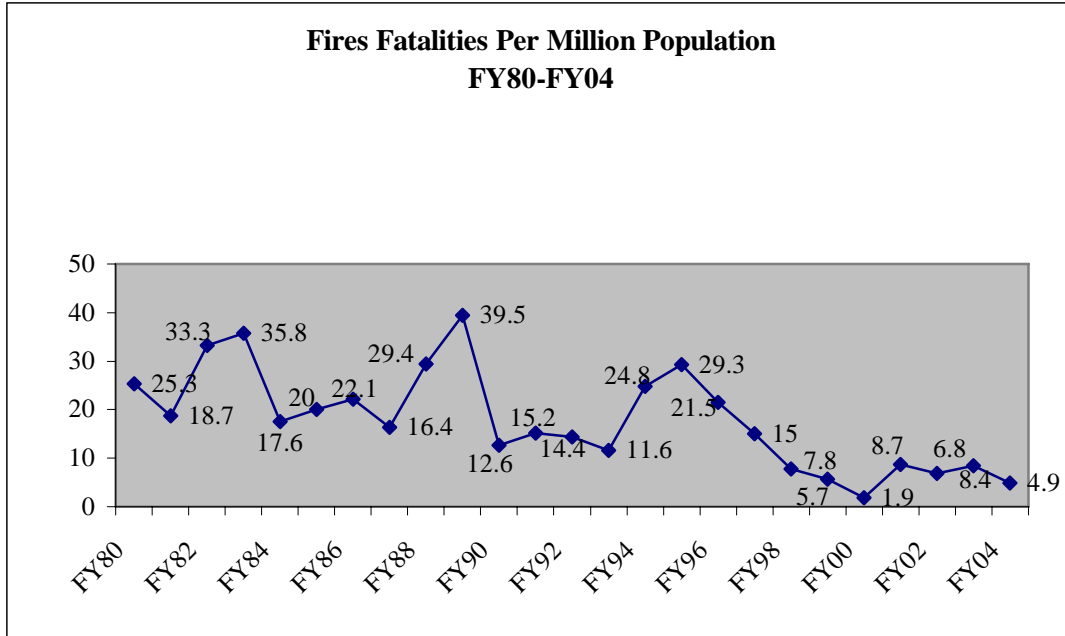
Although the number of incidents responded to in FY04 rose 3 percent compared to FY03, population also grew, with the result that alarms per thousand population remained the same at 123 incidents per thousand.



The Charlotte Fire Department responded to 2,478 fires in FY04, compared to 2,318 in FY03. Growth in population limited the increase in the rate. Still, the fire rate is less than half what it was thirty years ago.



The most serious fires occur in structures – approximately two thirds of fire loss occurs in structure fires. And a majority of structure fires occur in homes, including single family dwellings and apartments. The residential fire rate is about one third of what it was in the late Seventies. Thus, the falling rate of residential structure fires shows that Charlotte is becoming a safer place to live.



There were three fire deaths in Charlotte during FY04. One occurred in a vehicle wreck, one was a suicide, and one occurred in a single family dwelling and was caused by discarded smoking materials.

Key Service Indicators

In Communications, telecommunicators answered 99.2 percent of E911 calls within eight seconds and 99.4 percent of all calls within eight seconds.

The number of construction plans reviewed increased 20.3 percent in FY04 compared to FY03. Plans examiners reviewed 4,896 plans during the fiscal year. The Bureau successfully implemented FDM’s inspection module as the records management software for the division.

The Fire and Life Safety Section of the Fire Investigation Task Force was awarded a Fire Prevention Grant by the United States Fire Administration for use in developing a mascot for local use. “Blaze” will be the symbol of fire prevention and life safety programs in Charlotte-Mecklenburg. The section also chairs the Charlotte-Mecklenburg SAFE KIDS Coalition and was awarded a van by the National SAFE KIDS office to use in bringing accident prevention programs to children in the local community.

Fourth quarter figures are not yet available, but through the third quarter, the Charlotte Fire Department had spent 4.58 percent of its discretionary funds with SBE businesses, well over the target of 2 percent. We are pleased to have surpassed our target.

Changes/Improvements/Lessons Learned

Emergency Management held a community-wide drill in June 2004 to test readiness to respond to a major medical incident. The 30-hour exercise involved all public safety and public health agencies in Mecklenburg County in responding to a smallpox epidemic. Evaluators and participants were pleased with how agencies worked through the problems.

As noted above, fire companies are not meeting response time criteria, which we believe is partly due to more accurate data rather than changes in response and partly to increases in growth and density. We will be evaluating our standard of coverage policy in FY05.

The Charlotte Fire Department's Urban Search and Rescue team was dispatched to the North Carolina coast to assist in response to Hurricane Isabelle during September 2003. We have received \$71,422.63 from FEMA to reimburse our expenses for that event.

Educational reimbursement costs continue to climb, as firefighters work toward meeting the educational requirements for promotion. For the past four years, costs have been as follows: FY01 - \$60,194; FY02 - \$92,966; FY03 - \$124,619; FY04 - \$150,938. One hundred seventy one (171) Fire Department employees received educational reimbursements during FY04. We know of fourteen who received degrees from Central Piedmont Community College this spring and six who received degrees from the University of North Carolina at Charlotte in December 2003 and May 2004.

A representative of the National Institute of Occupational Safety and Health visited the Charlotte Fire Department in late June 2004 to investigate the death of Engineer Mark Franklin, who died from pulmonary thrombosis caused by surgery for an on-the job injury. The purpose of the investigation is to recommend changes to policies and procedures to ensure that similar situations do not lead to death. We look forward to receiving the NIOSH report in a few weeks.

North Carolina EPA has declared that the fireground reclamation project at the Training Academy is complete. The contaminated land has been cleaned and turned back over to the Fire Department for use as we need. We are pleased with the outcome of this multi-year effort to decontaminate a large area of the Fire training grounds.

The Charlotte Fire Department was awarded one of 27 State Medical Assistance Teams that are being established in North Carolina. SMAT teams will provide EMS services at the EMT and paramedic levels for rapid victim contamination and mass casualty incidents. The team will be comprised of volunteers from the Operations Division, and the equipment and vehicle are on order, to be delivered in late July 2004.



Engine 32, located at Station 32 in Ballentyne, has been modified to enable the truck to respond as a hazardous materials response unit. The station already is staffed with


firefighters who are certified as hazmat technicians, so this gives them another truck for hazmat use.

Achievement of Budget Savings Targets

The Charlotte Fire Department's budget was reduced \$823,429 in FY03 and \$434,031 in FY04. In spite of these reductions, the Department has not reduced the level of delivery of emergency and essential public safety services. However, the price for doing so has been steep. Because hiring of recruit classes was delayed, hireback had to be used to ensure that Operations staffing stayed at minimum levels. The result was that the Operations overtime budget was expended at 422 percent of allocated funds. While we have managed to get through tight times without going in the red, it has been difficult not to impact service delivery, and we do not believe we can continue on the same track without a significant negative impact on our services.

Serve the Customer	Strengthen Neighborhoods	Strengthen and prepare community	<i>Percent of third and fourth grade students receiving fire education programs.</i>	74%	Lag	80%	90.7%		
			<i>Percent of fire code inspections conducted within state-mandated frequencies.</i>	117.9%	Lag	80%	101%		
			<i>Residential fire rate.</i>	1.015	Lag	1.2/1000	.97		
	Increase Perception of Safety	Provide emergency services (suppression, hazmat, etc.)	<i>Percent of fire companies responding in 6 minutes for first due.</i>		Lag	80%	64%		With new technology, we are getting more accurate information.
			<i>Percent of fire companies responding in 9 minutes for first alarm assignment.</i>		Lag	80%	55%		
		Provide effective public safety services (code enforcement)	<i>Percent of fire code violations corrected within specified times.</i>	87%	Lag	85%	99.8%		
Run the Business	Improve Technology Efficiencies	Provide useful management information	<i>CAD and RMS will be operational by June 30, 2004</i>		Lag	100%	CAD 99% RMS 86%		CAD is fully operational, but we still have issues to work on in records management. We are working to create the management reports we need.
Manage Resources	Deliver competitive service	Maintain optimal staffing requirements	<i>Percent of time Minimum staffing of 226 on fire companies will be maintained</i>	95.01%	Lag	95%	97.84%		

		Monitor budget expenditures to ensure they are within budget appropriations.	<i>Percent of budget expended quarterly</i>		Lag	25, 50, 75, 100			
		Maintain resource availability	<i>Percent of fire companies in service during daylight hours Monday-Friday.</i>	76.7%	Lag	80%	81.22%		

<i>Develop employees</i>	Recruit and retain skilled, diverse workforce	Maintain certifications	<i>Number of firefighters during a 30-day period with lapsed certifications</i>	0	Lag	>5	0		
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Fire Loss, FY98-FY04

	FY98	FY99	FY00	FY01	FY02	FY03	FY04	Total
Structure	\$11,777,506	\$15,117,710	\$15,568,071	\$13,035,582	\$13,291,821	\$17,824,768	\$16,620,916	\$103,236,374
Vehicle	\$2,058,679	\$1,872,500	\$2,244,751	\$1,845,898	\$2,833,866	\$2,152,904	\$1,733,538	\$14,742,136
Other	\$50,767	\$99,240	\$245,858	\$68,283	\$170,732	\$9,234	\$50,140	\$694,254
Outside	\$15,816	\$39,517	\$55,127	\$269,438	\$33,746	\$74,498	\$90,801	\$578,943
Total	\$13,902,768	\$17,128,967	\$18,113,807	\$15,219,201	\$16,330,165	\$20,061,404	\$18,495,395	\$119,251,707

Fire Fatalities And Injuries

	FY98	FY99	FY00	FY01	FY02	FY03	FY04	Total
Deaths	4	2	1	5	4	4	3	23
Injuries	69	71	49	60	33	31	39	352

Number of Fires

	FY98	FY99	FY00	FY01	FY02	FY03	FY04	Total
Structure	841	814	786	794	787	831	746	5599
Vehicles	722	694	715	658	682	665	581	4717
Grass	389	652	616	754	808	411	575	4205
Trash	463	437	427	446	392	391	394	2950
Outside	80	135	120	114	74	17	75	615
Other	11	7	8	19	26	14	115	200
Total	2506	2739	2672	2785	2769	2329	2486	18286

Structure Fires By Property Type

	FY98	FY99	FY00	FY01	FY02	FY03	FY04	Total
Sing Fam	387	391	381	349	357	370	356	2591
Apts	204	194	187	218	220	232	207	1462
Hotels	21	13	12	18	13	10	11	98
Resothr	8	5	9	6	6	1	22	57
Restotal	620	603	589	591	596	613	596	3612

Restotal	3	0	1	1	4	4	1	13
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	3	0	1	1	4	4	1	13

Structure Fire Injuries

	FY98	FY99	FY00	FY01	FY02	FY03	FY04	Total
Sing Fam	17	23	14	17	8	14	13	106
Apts	10	9	10	19	12	11	16	87
Hotels	4	0	0	0	0	0	0	4
Resothr	0	0	0	0	1	0	0	1
Restotal	31	32	24	36	21	25	29	169
Pub Ass	0	0	1	0	0	0	0	1
Educa	0	0	0	0	0	0	0	0
Instit	2	0	1	1	1	0	0	5
Stores/Off	0	1	1	0	2	0	0	4
Indust	2	0	0	0	0	0	2	4
Storage	0	0	0	1	0	0	0	1
Other	0	0	0	0	0	0	0	0
Total	35	33	27	38	24	25	31	182

Fire Company Responses

	FY96	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04
E01	2844	3088	3269	3618	3647	3631	3391	3360	2783
E02	2641	2821	2876	2986	3095	2986	2870	2871	2978
E03	2050	2191	2288	2483	2611	2704	2558	2913	2916
E04	2749	2836	3121	3218	3221	3420	3115	3180	3230
E05	2494	2813	2531	2562	2929	2814	3038	2752	2644
E06	2231	2214	2440	2552	2583	2547	2782	2737	2750
E07	2274	2210	2448	2575	2516	2495	2587	2625	2675
E08	1769	1798	2013	2019	2142	2058	2278	2206	1842
E64	1971	1964	1755	1755	2362	2252	2255	2180	1903
E09	554	635	758	922	1141	1145	985	950	1127
E10	2728	3043	2939	2919	2957	3021	2710	2827	2717
E11	2256	2397	2513	2540	2635	2532	2114	2328	2190
E12	2802	3014	2975	3229	3492	3628	3421	3286	3349
E13	1830	1641	2026	2100	2253	2097	2106	2335	2682
E14	1896	1971	2277	2528	2876	2930	2651	2682	2940
E15	2476	2881	3091	3337	3693	3934	3614	3777	3944
E16	1632	1877	2073	2184	2336	2505	2491	2425	2526
E17	1534	1644	1805	1935	2145	2152	1858	1875	1796
E18	2191	2546	2413	2450	2616	2651	2465	2336	2848
E19	1263	1396	1562	1782	2029	2160	1946	1913	2236
E20	1810	2054	2295	2381	2704	2822	2898	2872	2561
E21	1253	1383	1395	1414	1538	1681	1648	1512	1785
E22	1869	2078	2383	2454	2899	2836	2566	2499	2554
E23	2516	2201	2487	2626	3131	3224	3030	3152	3563
E24	903	976	1067	1221	1462	1565	1790	1792	1810
E25	386	459	504	512	564	596	707	749	893
E26		6	912	1005	1234	1425	1314	1403	1823
E27	1579	1813	2089	2030	2368	2554	2084	2026	2261
E28	1029	1162	1353	1454	1744	1719	1948	1983	2034

E29	1058	1086	1233	1274	1526	1714	1810	1682	1867
E30	815	819	887	1035	1174	1292	1193	1157	1137
E31		1	211	249	301	325	748	770	887
E32		2	237	448	745	943	1088	1035	1378
E33						261	361	388	545
E34						41	1336	1080	1140
E35						31	1153	1176	853
E36								24	536
L01	1704	1932	1954	2136	2243	2321	2388	2534	2353
L02	2200	2234	2294	2351	2466	2454	2325	2478	2158
L04	1726	1975	2114	2039	2148	2277	2327	2342	2122
L13	1341	1123	1436	1409	1699	1648	1863	1969	1901
L16	1149	1201	1373	1485	1688	1833	1843	1987	1851
L18	1652	1722	1848	1812	2002	2170	2041	2144	2011
L23 (L15)	1602	1584	1753	1870	2170	2398	2268	2450	2294
L24	619	642	727	866	1209	1265	1363	1525	1079
L26	852	966	1137	1227	1430	1645	1650	1758	1250
L27	1162	1264	1534	1612	1927	1963	1798	1889	1835
L29 (L03)	1239	697	785	868	999	1098	1101	1053	1190
L31						17	556	583	522
L32								51	897
R03 (S14)	685	725	758	929	938	999	912	988	965
R10	1159	1325	1155	1221	1262	1310	1123	1256	1267
H01	265	357	183	186	161	418	619	455	368
H02	260	352	154	151	119	373	497	344	240
H03								203	154
Total	84310	88980	96247	101542	112219	117104	101583	102867	

	FY96	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04
Blaze 1	122	134	113	145	169	162	114	8	105
Blaze 2	159	153	134	189	202	199	146	70	109
Blaze 3	16	19	11	11	42	86	11	27	81
Blaze 4	3	1		2	2	4	2	10	42
Blaze 5	123	141	122	161	177	175	111	72	110
Blaze 7	139	141	134	275	303	233	305	135	206
Battalion 1	2050	2290	2301	2409	2513	2559	2794	2224	1211
Battalion 2	2073	1942	2301	2259	2409	2559	1847	1216	604
Battalion 3	1668	1681	1623	1559	1809	1927	1843	1425	856
Battalion 4	1147	1196	1292	1398	1695	1707	1766	1457	939
Battalion 5	1078	1138	1479	1625	1895	2091	1889	1330	713
Battalion 6						78	1008	988	699

FY04 Situation Found

100	Fire other	115
110	Structure fire nec	162
111	Building fire	394
112	Structure fire other than a building	23
113	Fire in cooking vessel, no extension	108
114	Fire confined to chimney	20
115	Incinerator overload fire	1
116	Oil burner/boiler delayed ignition fire	5
117	Trash compactor fire	1
118	Trash/rubbish fire in structure	32
120	Fire in mobile property used as structure	3
121	Fire in manuf. Home used as fixed residence	0
122	Fire in mobile home, camper, RV	0
123	Fire in a portable building	2
130	Fire in mobile property nec	81
131	Passenger vehicle fire	445
132	Road freight or transport vehicle fire	36
133	Rail vehicle fire	0
134	Water vehicle fire	1
135	Aircraft fire	1
136	Self-propelled motor home or RV	1
137	Camper or RV not self-propelled	2
138	Off-road vehicle or heavy equipment fire	9
140	Fire in natural vegetation nec	90
141	Forest, woods, or wildland fire	28
142	Brush or brush and grass mixture	323
143	Fire confined to grass	133
150	Outside rubbish fire nec	119
151	Outside rubbish fire not included in 152-155	132
152	Garbage dump or sanitary landfill fire	2
153	Construction or demolition landfill fire	2
154	Outside trash receptacle fire	134
155	Outside stationary compactor or compacted trash fire	4
160	Special outside fire nec	49
161	Outside storage fire, not rubbish	4
162	Outside equipment fire	19
163	Outside gas or vapor combustion explosion without sustained fire	1

164	Outside mailbox fire	1
170	Fire in cultivated vegetation nec	0
171	Cultivated grain or crop fire	0
172	Cultivated orchard or vineyard fire	0
173	Cultivated tress or nursery stock fire	1
200	Overpressure rupture, explosion nec	4
210	Overpressure rupture from steam not otherwise classified	9
211	Overpressure rupture of steam pipe or pipeline	2
212	Overpressure rupture of steam boiler	1
213	Steam rupture of pressure or process vessel	0
220	Overpressure rupture from air or gas nec	9
221	Overpressure rupture from air or gas nec	16
222	Over pressure rupture of boiler from air or gas	0
223	Overpressure rupture of pressure or process vessel from air or gas	4
231	Overpressure rupture of pressure or process vessel due to chemical reaction	1
240	Explosion (no fire) nec	3
241	Munitions or bomb explosion (no fire)	0
242	Blasting agent explosion (no fire)	0
243	Fireworks explosion (no fire)	1
251	Excessive heat, overheat scorch burns with no ignition	761
300	Rescue/EMS incidents nec	39
311	Medical assist	5231
320	EMS incident nec	15060
321	EMS call	21708
322	Motor vehicle accident with injuries	528
323	Motor vehicle/pedestrian accident	352
324	Motor vehicle accident with no injuries	300
331	Lock-in	312
340	Search for lost person nec	0
341	Search for person on land	23
342	Search for person in water	0
343	Search for person underground	0
350	Extrication, rescue nec	17
351	Extrication of victims from building collapse	4
352	Extrication of victims from vehicle	78
353	Removal of victim(s) from stalled elevator	81
354	Trench/below grade rescue	1
355	Confined space rescue	0
356	High-angle rescue	2

357	Extrication of victim(s) from machinery	4
360	Water or ice related rescue nec	6
361	Swimming/recreational water areas rescue	2
362	Ice rescue	0
363	Swift water rescue	3
364	Surf rescue	0
365	Watercraft rescue	0
370	Electrical hazard rescue nec	1
371	Electrocution or potential electrocution	1
372	Trapped by power lines	4
381	Rescue or EMS standby for hazardous conditions	25
400	Hazardous condition, standby nec	247
410	Flammable or combustible liquid or gas spilled or leaked nec	15
411	Gasoline or other flammable liquid spill	184
412	Gas leak (natural gas or LP Gas)	196
413	Oil or other combustible liquid spill	64
420	Chemical release, reaction nec	10
421	Chemical hazard, (no spill or leak)	5
422	Chemical spill or leak	12
423	Refrigeration leak, including ammonia	2
424	Carbon monoxide incident	166
430	Radioactive condition nec	0
431	Radioactive leak, radioactive material	0
440	Electrical wiring or equipment problem nec	192
441	Heat from short circuit, defective or worn insulation	72
442	Overheated motor or wiring	57
443	Breakdown of light ballast	0
444	Power line down	208
445	Arcing, shorted electrical equipment	156
451	Biological hazard, confirmed or suspected	4
460	Accident, potential accident nec	93
461	Building or structure weakened or collapsed	13
462	Aircraft standby	79
463	Vehicle accident, general cleanup	478
471	Explosive hazard present	4
480	Attempted burning nec	11
481	Attempt to burn	3
482	Threat to burn	0
500	Service call nec	443

510	Person in distress nec	394
511	Lock out	582
512	Ring or jewelry removal	6
520	Water problem nec	140
521	Water (not people) evacuation	3
522	Water or steam leak	123
531	Smoke or odor problem	831
540	Animal problem or rescue nec	4
541	Animal problem	6
542	Animal rescue	48
550	Public service assistance nec	174
551	Assist to police or other governmental agency	201
552	Police matter	58
553	Service to the public	95
554	Assist to invalid	301
555	Defective elevator, no occupants	5
561	Unauthorized burning	139
571	Cover assignment, standby	2
600	Good intent call nec	2451
611	Incident cleared before arrival	6781
621	Wrong location	348
622	No incident found at arrival at dispatch address	101
631	Authorized controlled burning	13
632	Prescribed fire	1
641	Vicinity alarm (incident at another location)	120
650	Steam, other gas mistaken for smoke nec	57
651	Smoke scare, odor of smoke	18
652	Steam, vapor, fog or dust thought to be smoke	54
653	Smoke from barbeque or tar kettle (no hostile fire)	0
661	EMS call where injured parties have been transported by non-fire agency	145
671	Hazardous materials release investigation, with no hazmat found	88
672	Biological hazard investigation with none found	5
700	False alarm or false call nec	1895
710	Malicious or mischievous false call nec	245
711	Municipal alarm system, malicious false alarm	56
712	Direct tie to fire department, malicious false alarm	3
713	Telephone, malicious false alarm	62
714	Central station, malicious false alarm	47
715	Local alarm system, malicious false alarm	105

721	Bomb scare, no bomb	86
730	System or detector malfunction nec	893
731	Sprinkler activated due to failure of malfunction of sprinkler system	58
732	Extinguishing system activation due to malfunction	4
733	Smoke detector activation due to malfunction	746
734	Heat detector activation due to malfunction	32
735	Alarm system sounded because of malfunction	656
736	Carbon monoxide detector activation due to malfunction	463
740	Unintentional system or detector operation with no fire nec	689
741	Sprinkler alarm activation, no fire - unintentional	88
742	Extinguishing system activation	9
743	Smoke detector activation, no fire - unintentional	1089
744	Heat detector activation, no fire - unintentional	474
745	Alarm system sounded, no fire - unintentional	211
746	Carbon monoxide detector activation no CO detected	201
751	Biological hazard, malicious false report	0
800	Severe weather or natural disaster nec	1
811	Earthquake damage assessment	0
812	Flood assessment	2
813	Storm damage assessment	7
814	Lightning strike, no fire	30
815	Severe weather or natural disaster standby	2
900	Special incident type nec	59
911	Citizen's complaint	199
UUU	Undetermined incident type conversion only	13
UUU	Undetermined incident type	173