

*Charlotte
Fire
Department*



*FY05 Report of
Organizational Experience*

FY05 Emergency Response Summary

Situation Found	FY01	FY02	FY03	FY04	FY05	Total
<i>Fires</i>	2751	2732	2318	2484	2491	12,776
<i>Overpressure</i>	921	904	884	811	825	4345
<i>EMS Calls</i>	45,169	46,319	47,984	43,782	49,791	232,045
<i>Haz Mat</i>	1736	2013	2331	2271	2488	10,839
<i>Service Calls</i>	5086	5184	5142	3555	3753	22720
<i>Good Intent</i>	9982	10,901	11,320	10,182	9753	52,138
<i>False Calls</i>	2085	1966	1958	8112	9216	23,337
<i>Natural Disaster</i>	11	21	44	42	90	208
<i>Incidents Other</i>	1433	1408	1055	444	248	4588

The Charlotte Fire Department responded to 78,655 incidents in FY05, an increase of 3.9 percent over FY04's 75,621. Even though the City's population grew from 612,592 to 622,722, the number of fires increased by only 7, or .3 percent. Good intent calls declined and false calls increased for the second year in a row, as fire alarm activations are coded as false calls in the current incident type code (NFPA 901) instead of good intent, as previously. The increases in natural disasters are due to flooding from the hurricanes of August and September 2004. The Department's USAR team responded to the western North Carolina mountains four times in those two months, and there were instances of flooding in the city as well.

Summary of Essential Public Safety Activities

Community service continues to be a strong emphasis for the Department. Fire companies reported doing 13,546 programs in FY05, reaching over 160,000 people. They installed 840 regular smoke detectors, 20 hearing-impaired smoke detectors, 199 carbon monoxide detectors, and 1588 replacement batteries in detectors. The details for community service are contained in the Non-Emergency Activities Report.

In an extremely difficult budget year, grants are a valuable source of revenue for equipment for services the Department could not otherwise purchase. The following grants were awarded in FY05:

- Urban Area Security Initiative: Total allocated to the City of Charlotte was \$4,772,658. North Carolina Emergency Management's 20 percent of this grant was also allocated, to be use for radio interoperability.
- Metropolitan Medical Response System: Total allocated was \$277,592, to purchase equipment for the metropolitan medical response teams.
- State Homeland Security Group Program: A grant totaling \$600,000 to upgrade the capabilities of the urban search and rescue (USAR) team to a Federal type I team will be appropriated in FY06.
- SAFE KIDS Program: \$46,000 was received for child safety equipment.

- Federal Emergency Management Agency/US Fire Administration Fire Prevention/Education grant: \$77,280 given, matched by \$33,120 from the Charlotte Fire Department, to purchase the Blaze Mascot and education program materials.

Fire Prevention Activities

Fire inspectors conducted a total of 27,340 inspections during FY05, of which 22,454 were first inspections, and 5,380 were rechecks. Plans examiners reviewed 5,632 construction plans; they approved 3,879 and disapproved 1,753. Revenues deposited were \$1,659,571.25. This represented 89.4 percent of Fire Prevention's FY05 budget and was an increase of 29.4 percent over FY04. In spite of several resignations and retirements, inspectors were able to keep up with increased workload and decrease the number of overdue inspections.

Fire Investigation Task Force

Fire Investigators investigated 511 fires during FY05. Of these, 210 were accidental in origin, 279 were incendiary, and in 22 fires no cause could be determined. There were nine fire fatalities during the fiscal year, almost twice the five in FY03 and three times the three that died in FY04. (The records include eleven deaths, but these include a trauma death that accompanied a fire death and a suicide at an incendiary fire.)



CHARLOTTE FIRE DEPARTMENT

228 East Ninth Street
Charlotte, NC 28202
July 11, 2005

To: Ruffin Hall
Budget and Evaluation Director

From: Luther L. Fincher, Jr.
Fire Chief

Re: FY05 Year-End Performance Report

Executive Summary

The Charlotte Fire Department had a busy and productive year. Fire companies responded to 78,655 alarms and fire inspectors performed 27,340 inspections; these were increases of 3.9 percent and 9 percent, respectively, over the FY04 totals.

The Department's most significant achievement was achieving re-accreditation status. The Commission on Fire Accreditation International originally awarded the Department accreditation in May 2000 for five years; the work to document current operations began over a year ago and culminated with the visit of the peer assessor team the last week in June 2005. To be reaccredited, the Department had to show that it operates competently in 230 criteria over 10 categories. The peer assessor team visited all divisions and concluded that the Charlotte Fire Department meets all requirements for accreditation. This independent, objective, and thorough review highlighted strengths and identified areas where the Department can improve for its next accreditation review in 2010.

Staying within the budget was the Department's second significant achievement. Despite large overruns in fuel costs, vehicle maintenance costs, overtime, and educational reimbursement in a very tight budget, the Department managed to stay within its total appropriated funding. So far, service delivery has not been negatively impacted by the budget, and the Department is determined not to let that occur.

The Charlotte Fire Department's success in winning grant funding is its third significant achievement. In FY05, over \$5,000,000 in grant dollars helped mitigate the impact of a tight budget. Notable grant awards include: \$77,280 from the United States Fire Administration to fund the Blaze mascot program; \$4,772,658 from the Urban Area Security Initiative which is being used to fund radio interoperability among the 11-county region; \$277,592 for the Metropolitan Medical Response System, to purchase equipment for the metropolitan medical response teams; \$600,000 from the State Homeland Security Group Program to update the capabilities of the Charlotte Fire Department's urban search

and rescue teams; and \$46,000 from SAFE KIDS Coalition to purchase child safety equipment.

The Charlotte Fire Department faces a number of challenges, but we consider the following three to be the most significant:

First is response time. Broadly speaking, response time is the most important measure of delivery of emergency services. That five of our fourteen Balanced Scorecard targets measure response time is indicative of its importance to us. Until fire companies arrive safely at emergencies, they cannot mitigate them, and emergencies worsen the longer it takes for companies to arrive. Average response times have been creeping up for over two decades, due to the city's growth, increasing density, and traffic congestion. In the foreseeable future, we know we will reach the point that response time will not be acceptable without additional resources. Right now, we are failing to reach our most important fractile target in response time, with 69.4 percent of first-due fire companies arriving on scene within four minutes of being dispatched. We will continue to manage all the portions of response to ensure that fire companies respond to alarms expeditiously but safely.

Our second challenge is to ensure that there are enough inspectors to keep up with the growth in the city. The fire code is the only maintenance code, where inspectors are required to make periodic visits to ensure that the public is safe. Continued increases in commercial and business occupancies have made keeping up with the inspection workload a significant concern. The Fire Marshal has divided the inspectors into teams; one focuses on recurring inspections, the other on certificate of occupancy inspections to ensure that new buildings can open on time. The Fire Prevention Bureau is also working to upgrade its technology, to ensure that work is done as efficiently and effectively as possible, but we still need to ensure that the division has sufficient personnel to meet demand.

Diversity in the workforce is the third significant challenge the Department faces. A majority of the Operations Division workforce consists of white males. This does not reflect the demographics of the community the Charlotte Fire Department serves. Finding, hiring, and retaining minority employees who meet the Department's stringent physical and moral requirements will always be difficult, but we will make the best effort to do so.

Performance Targets and Actual Achievement

The Charlotte Fire Department's performance targets and actual 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 46,829 elementary students. If we assume they were divided equally by age, 15,610 were third and fourth graders. There were 17,935 third and fourth graders in Charlotte-

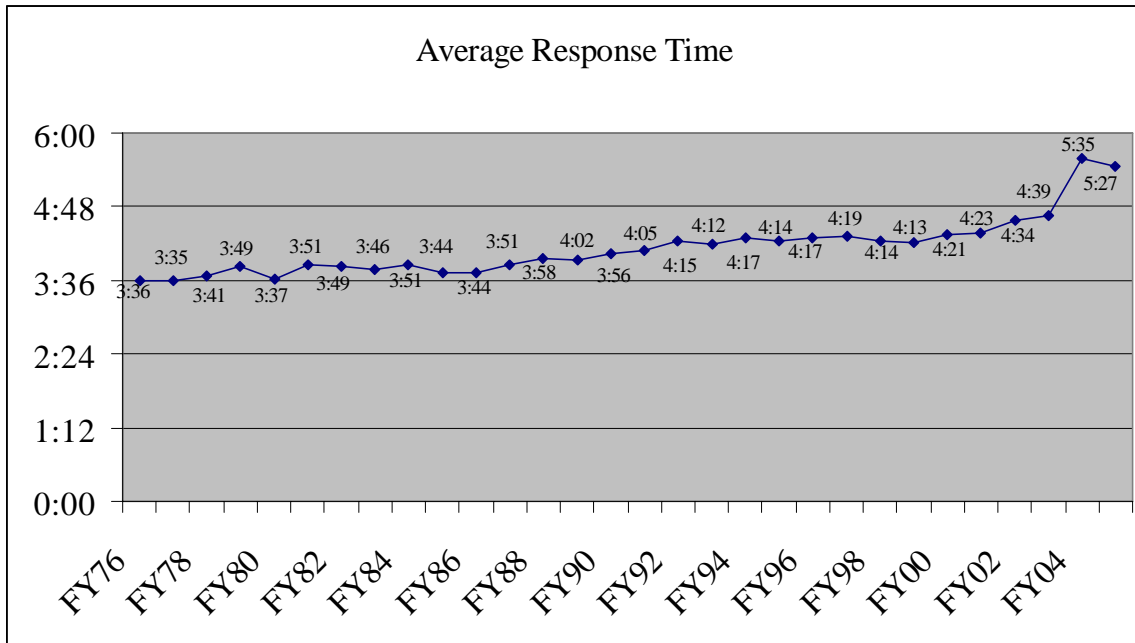
Mecklenburg Schools this year, of which 86 percent, or 13,425, were in schools within the city limits. We assume that firefighters provided programs for all students in those two grades.

- *Telecommunicators will answer 90 percent of E911 calls within 3 rings or 12 seconds.* Only 68 of 11,572 E911 calls were not answered within 12 seconds, for an achievement rate of 99.3 percent.
- *Telecommunicators will dispatch 80 percent of alarms within 60 seconds.* Of 78,517 alarms dispatched, telecommunicators failed to dispatch 9,977 within 60 seconds. The achievement rate was 87.3 percent.
- *Fire companies will be en route to emergencies within 60 seconds 80 percent of the time.* This target was not met, although the rate increased 3 percent from the 5 month report. The turnout time rate was 50.7 percent for the year.
- *First-due fire companies will be on scene within 4 minutes of being en route to 80 percent of alarms.* This target was not met. First-due companies were on scene within 4 minutes 69.4 percent of the time. This is a decline of 2 percent from the 5 month report.
- *An effective firefighting force will be on scene within 7 minutes of being dispatched 80 percent of the time.* This is measured by the arrival of the third fire company, bringing the total firefighters on scene to 12, the minimum number considered effective for structural fire suppression operations. Fire companies met this target with an 83 percent achievement rate. This is a decline of 4.5 percent, however, from the 5 month report.
- *Inspectors will conduct 85 percent of required inspections within state-mandated frequencies.* Inspectors performed 13,866 of 14,868 mandated inspections for an achievement rate of 93.26 percent. This target was met.
- *Investigators will clear 34 percent of arson cases.* Nationally, the arson clearance rate is 17 percent (FBI 2001 statistics, the latest available). Fire investigators in Charlotte determined that 279 fires were arson, and they cleared by arrest or exceptionally cleared 114 of these cases, for an achievement rate of 41 percent. This target was met.
- *Fire IT will implement needed management reports and install Emergency Management software by June 30, 2005.* Fire IT has established a data warehouse and written 80 reports that query the data for management information. Emergency Management software has been purchased and will be installed on our servers once the hardware wiring and uninterruptible power source installation are complete, which should occur by the end of the summer. This target was met.
- *The Fire Department will expend 2 percent of informal purchases to SBE vendors.* At the end of the third quarter, the Department had spent 5.39 percent of its informal purchases with SBE vendors.
- *Fire Operations will ensure that 226 firefighters are on duty 95 percent of the time.* For the year, 11 shifts of 690 with data available were below 226, for an achievement rate of 98.6 percent. This target was met.
- *Fire companies will be in service and available to respond to alarms 80 percent of the time during regular business hours.* This is a measure of response reliability. Fire companies were available 80.36 percent of the time during

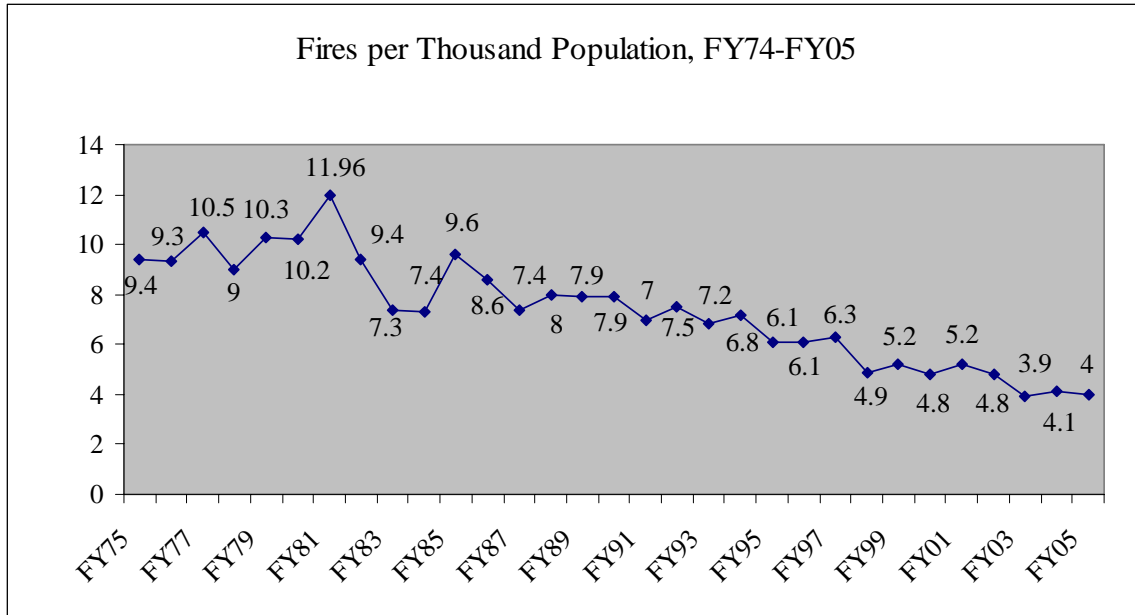
business hours, thus barely meeting the target. Achievement declined 5 percent from the 5 month report.

- *Fire Training will provide 98 percent of fire company personnel with 24 hours of in-service EMS training annually.* This target measures the continuing education requirement to keep EMT certification. Only fifteen of 897 firefighters did not receive the 24 hours of required training, for an achievement rate of 98.41 percent.
- *The Fire Department will have less than 1 percent turnover for African-American and minority firefighters.* The FY05 minority turnover rate was zero, as no minority firefighters terminated employment. We excluded the two who retired from this calculation. The target was met.

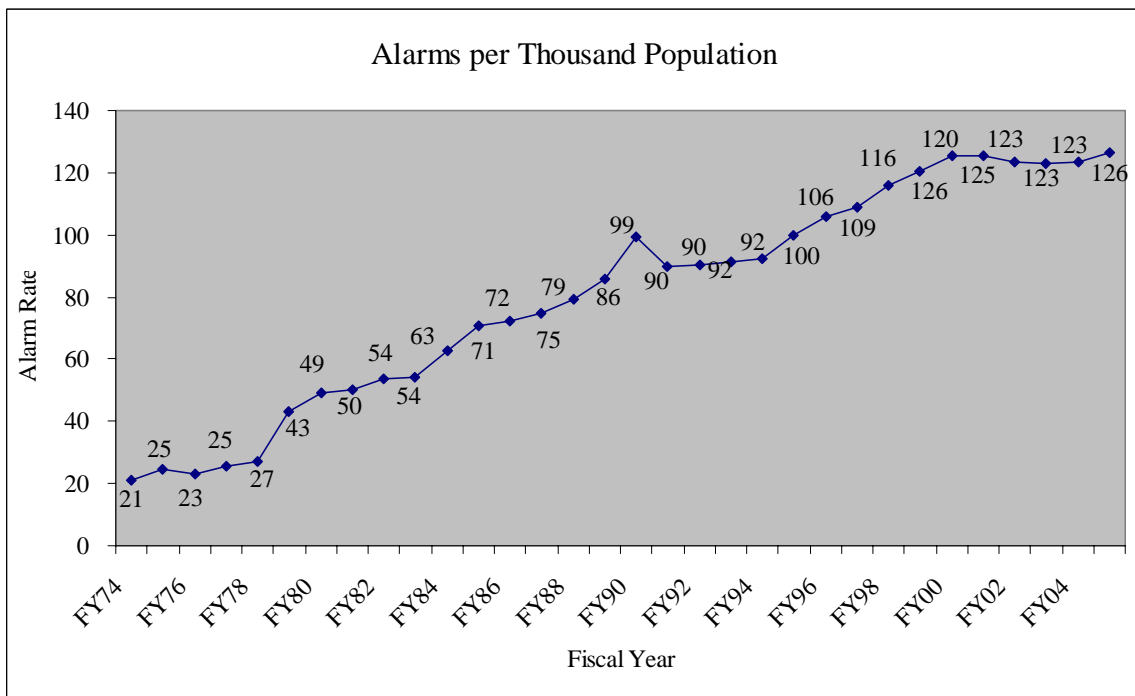
Comparison/Trend Information



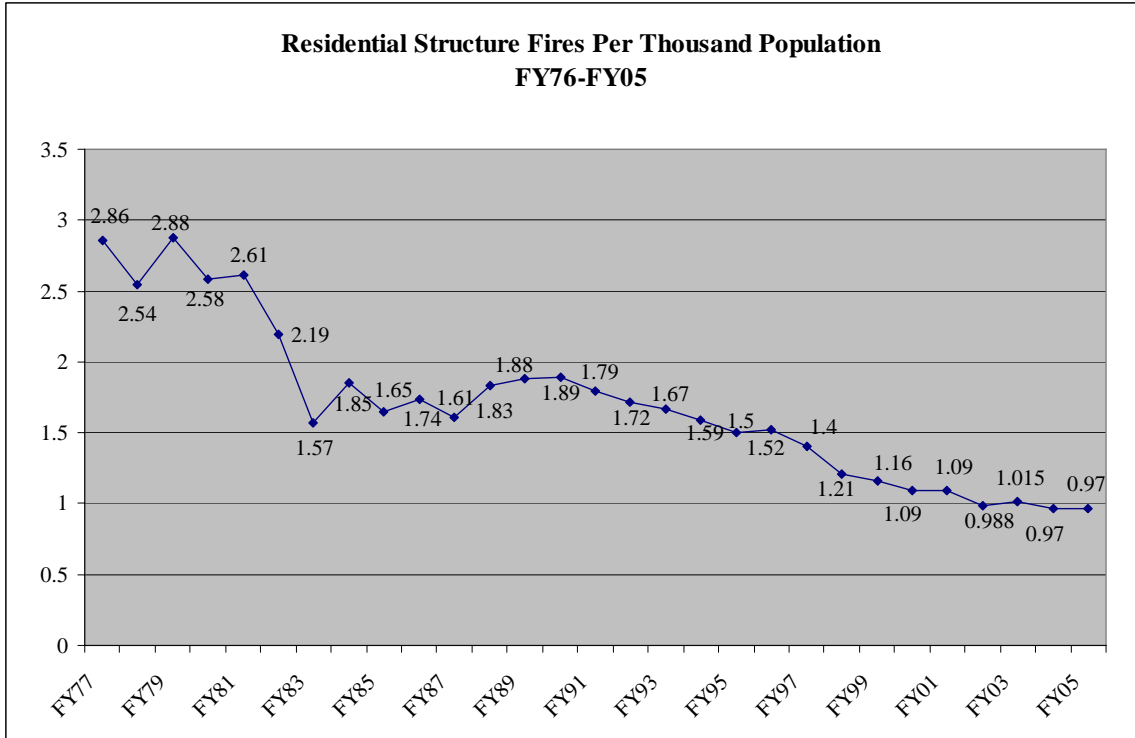
Average response time declined 8 seconds in FY05 compared to FY04, but it is still an area of concern.



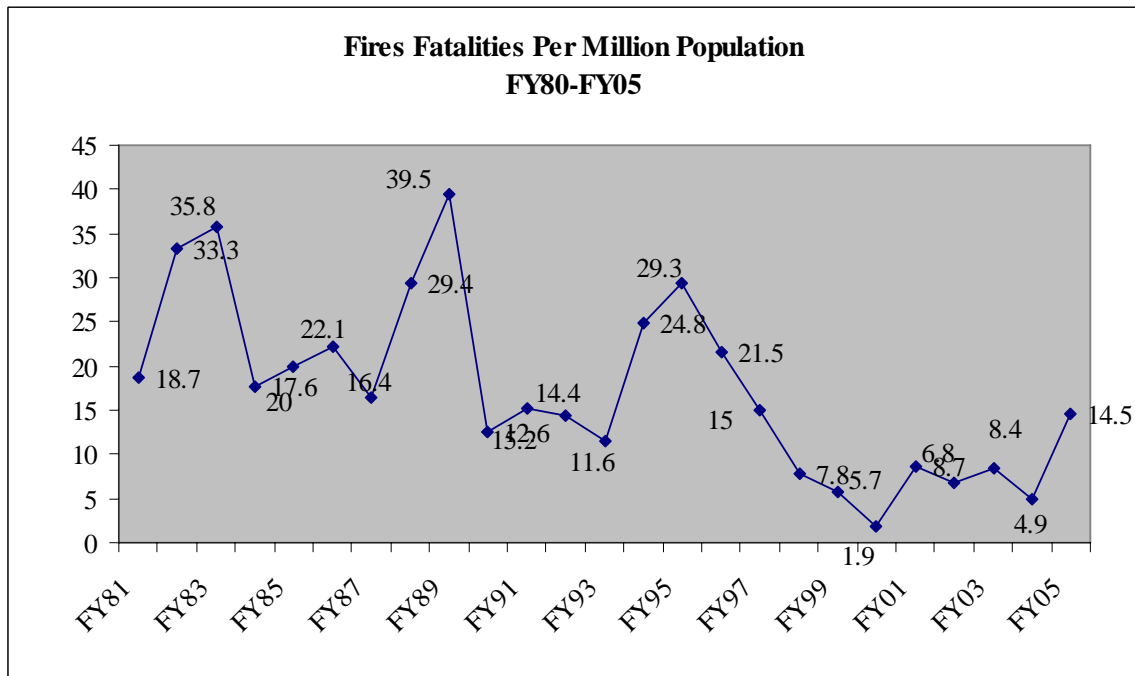
The Charlotte Fire Department responded to 2,491 fires in FY05, an increase of 3 from FY04's 2,488 fires.



The Fire Department responded to 78,655 alarms in FY05, an increase of 3.9 percent over FY04.



The Charlotte Fire Department responded to 604 residential structure fires in FY05.



There were nine fire fatalities in FY05, a significant increase over previous years. Two fires accounted for five deaths; three in one fire and two in the other. We hope this trend reverses itself quickly. There were 42 civilian injuries reported in fires in FY05.

Key Service Indicators

The emergency workload continues to increase. In FY05, the Charlotte Fire Department responded to 78,655 alarms. Fire companies made 120,357 responses to those alarms. For the first time, we had an engine surpass 4,000 calls; Engine 15 ended the year with 4,091 responses. Six other fire companies responded more to more than 3,000 calls, and 25 others responded to more than 2,000. Response availability is an issue that will continue to grow in importance.

On the other hand, the number of fires seems to be stable; the Department responded to 2686 fires in FY05, compared to 2688 in FY04.

The number of construction plans reviewed continued to skyrocket in FY05. Plans examiners reviewed 5,632 in FY05, a 13 percent increase over FY04's 4,896. In FY04, plans reviewed increased 20 percent over FY03, so plans examiners are facing an exponentially increasing workload.

The creation of the Blaze mascot gives us a tool we can use to focus citizens' attention on fire prevention, life safety, and accident prevention messages. Blaze is copyrighted to the Charlotte Fire Department, and we look forward to making him the widely-recognized symbol of safety messages for everyone, especially our children.

Changes, Improvements, and Lessons Learned

Homeland security continues to be a top priority for the Charlotte Fire Department. We are working to improve radio interoperability and cooperation among the eleven counties surrounding Mecklenburg. We have had several inter-county exercises, and we are administering the grants to purchase equipment these other counties need.

The Charlotte Fire Department's regional response teams responded to the mountains of western North Carolina, to assist in rescue and recovery from the floods resulting from the hurricanes of August and September 2004. As a result of their and others' work, Governor Mike Easley nominated the state's teams for the National Association of Search and Rescue's Higgins and Langley Memorial Award for outstanding achievement in swiftwater rescue. They received the award on May 27, 2005 at the NASAR convention.

Fire Station 36 opened in the summer of 2004, and new Station 10 in December 2004. Located on Wilkinson Boulevard, Station 10 is a visible indicator of the City's commitment to service delivery on the west side and replaces a facility that was completely outdated and much too small for the firefighters assigned to it.

The identification of a suitable lot for a fire station in the Arboretum area and Council's funding of its purchase are great moves forward in providing commensurate emergency services in south Charlotte. We look forward to the funding of the facility and fire companies to staff it.

The Department experienced more than \$500,000 in damage to vehicles in FY05. Wrecks included one that resulted in over \$200,000 damage to an eight-month-old engine and another that resulted in over \$80,000 damage to a ladder. Consequently, the Fire Chief met with all captains and battalion chiefs at the Training Academy to express his concern and emphasize the need for safety in emergency response.

The Department was successful in negotiating a 3-year lease for the Ninth Street building housing Fire Administration and Emergency Management. However, the time is rapidly approaching that new accommodations for these divisions, plus Communications, Fire Prevention, Fire Investigation, and Logistics, will become a high priority.

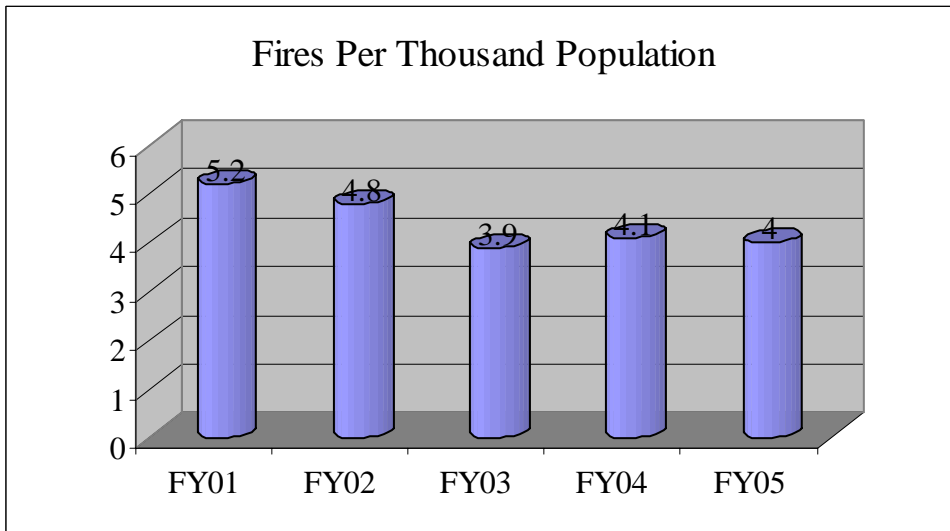
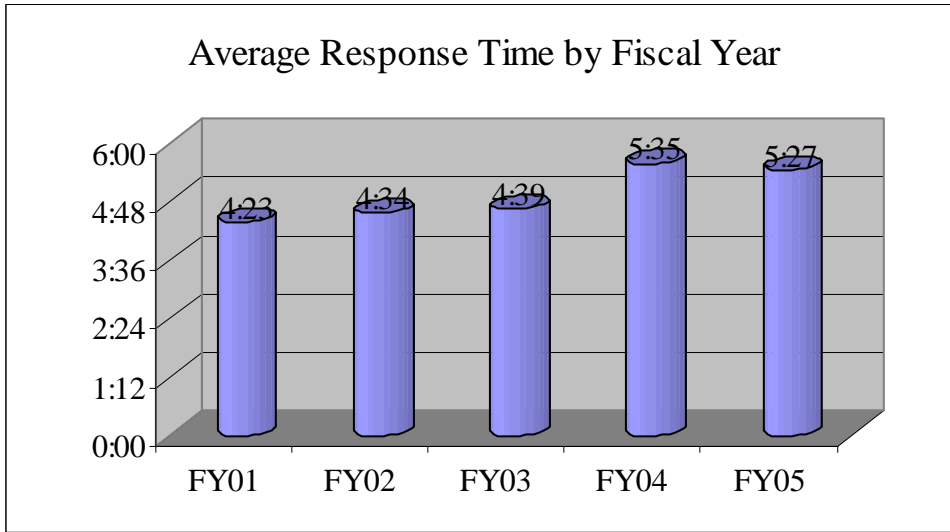
The Charlotte Fire Department has used an incident command system for more than twenty years. However, to remain eligible for US Fire Administration grant funding, we are providing our officers the training they need to become certified in the National Incident Management System.

In 2003, the Charlotte Fire Department lost two firefighters, one to an on-duty heart attack and the other to a knee injury that led to a pulmonary thrombosis. The National Institute of Occupational Safety and Health investigated these incidents and issued reports in FY05 with recommendations on improvements to prevent such deaths in the future. One recommendation was that the Department provide physicals for all firefighting personnel.

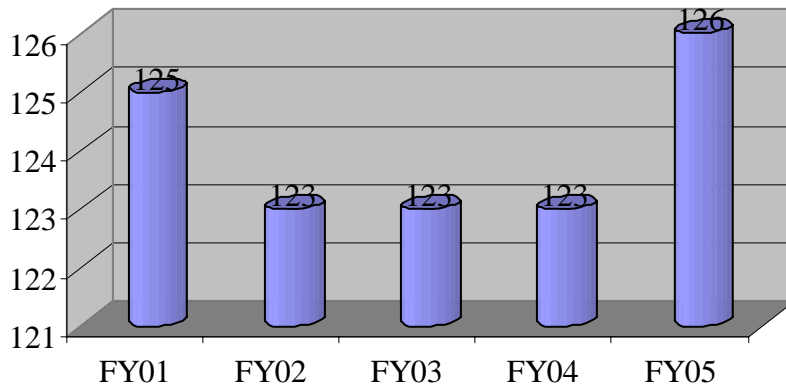
Achievement of Budget Savings Targets

At our mid-year report in late December 2004, we projected \$47,672 in savings, despite anticipated overruns in fuel (\$133,000), educational reimbursement (\$95,000), and janitorial supplies (\$49,000). Currently, we anticipate achieving these savings, but the year-end FY05 financial numbers will be finalized after the accruals for utilities and payroll are added this week. The Fire Department experienced another unanticipated overrun not identified in the mid-year report. This was in vehicle maintenance and repair (line 152) for an additional \$190,000, over the \$326,000 in additional funding that was added to this line item for FY05. As predicted, the three areas that were underfunded went an additional \$60,300 over budget. Educational reimbursement overran by \$132,000 (an additional \$37,000), janitorial supplies overran by \$65,000 (an additional \$16,000), and fuel overran by \$140,300 (an additional \$7,300).

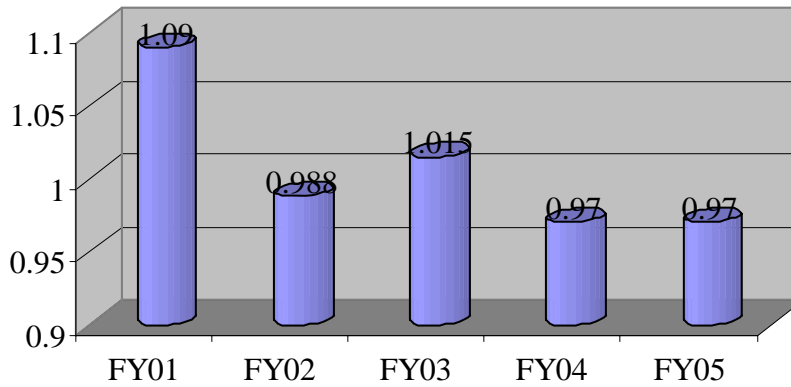
Budget Analyst Requested Graphs



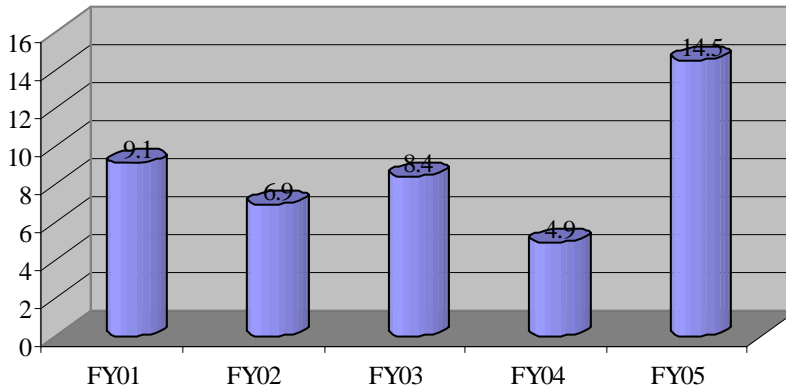
Alarms per Thousand Population

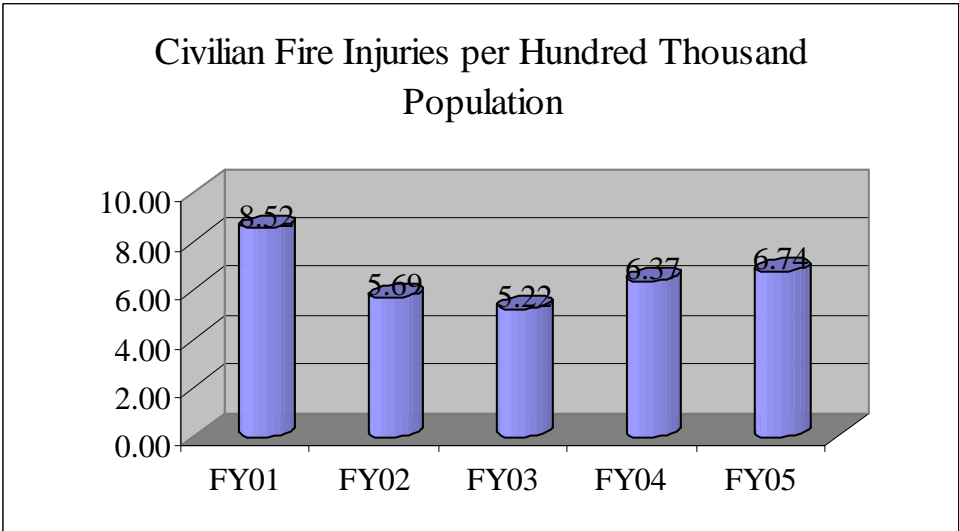
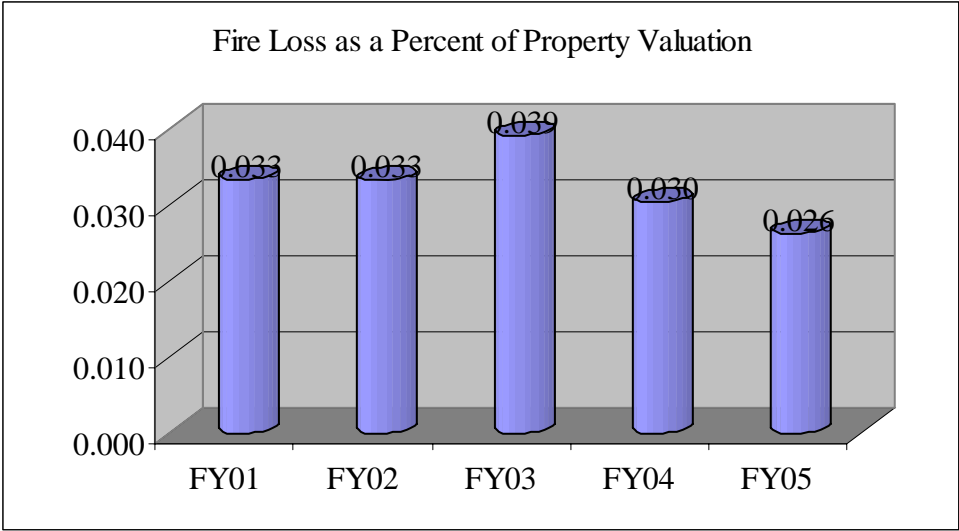













Residential Fires Per Thousand Population






Fire Fatalities per Million Population





Serve the Customer	Strengthen Neighborhoods	Strengthen and prepare community	<i>Percent of third and fourth grade students receiving fire education programs.</i>	90.7%	Lag	80%	100%		There are 17,935 3 rd and 4 th graders in CMS this year, of which 15,424 or 86% are in schools in the City limits. We assume that all the 3 rd and 4 th graders were among the 46,829 elementary students who received programs in FY05
	Increase Perception of Safety	Provide emergency services (suppression, hazmat, etc.)	<i>Percent of telecommunicators answering phone within 3 rings or 12 seconds</i>		Lag	90%	99.3%		68 of 11,572 E911 calls were not answered within 3 rings or 12 seconds.
			<i>Percent of alarms telecommunicators dispatch within 60 seconds of answering the phone</i>		Lag	80%	87.3%		9,977 of 78,517 alarms were not dispatched within 60 seconds.
			<i>Percent of alarms fire companies will be en route to within 60 seconds of being dispatched</i>		Lag	80%	50.7%		Turnout time is up over 3% from the 5 month report, but we still are struggling to get it to where we need it to be.
			<i>Percent of alarms first-due fire companies will be on scene within 4 minutes of being en route</i>		Lag	80%	69.4%		This measure declined 2% from the 5 month report. It measures station placement as well as speed, and we do not anticipate meeting it until we address areas where we need stations.
			<i>Percent of first alarms to which an effective firefighting force will be on scene within 7 minutes of being en route</i>		Lag	80%	83%		Although the 3 rd company is arriving on scene within 7 minutes within the expected fractile, this measure declined 4.5% from the 5 month report.
		Provide effective public safety services (code enforcement)	<i>Percent of fire code inspections conducted within state-mandated frequencies.</i>	101%	Lag	85%	93.26%		Fire Prevention performed 13,866 of 14,868 mandated inspections.
	Provide effective public safety services (fire investigation)	<i>Percent of arson cases investigators will clear</i>		Lag	34%	41%		Fire investigators cleared 114 of 279 arson cases by arrest or exceptionally cleared.	
Run the Business	Improve Technology Efficiencies	Provide useful management information	<i>Implement needed management reports and install Emergency Management software by June 30, 2005</i>		Lag	100%	100%		Fire IT has established a data warehouse and written 80 reports that query the data for management information. Emergency Management software has been purchased and will be installed on our servers once the hardware wiring and UPS installation are complete, which should occur by the end of the summer.
Manage Resources	Deliver competitive service	Monitor budget expenditures to ensure they are within budget appropriations.	<i>Fire Department's SBE utilization goal</i>		Lag	2%	5.39%		The Department exceeded its SBE goal by over 3 percent through the third quarter of FY05.
		Maintain optimal staffing requirements	<i>Percent of time Minimum staffing of 226 on fire companies will be maintained</i>	97.84%	Lag	95%	98.6%		11 shifts of 690 reported recorded staffing below 226.

		Maintain resource availability	<i>Percent of fire companies in service during daylight hours Monday-Friday.</i>	81.22%	Lag	80%	80.36%		Achievement of this target declined 5% from the 5 month report.
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<i>Develop employees</i>	Recruit and retain skilled, diverse workforce	Maintain certifications	<i>Number of firefighters, engineers, and captains who will receive 24 hours of in-service EMT training annually</i>		Lag	98%	98.41%		Only fifteen employees did not complete 24 hours of in-service EMT training.
		Recruit diverse workforce	<i>Turnover rate for African American/minority firefighters</i>		Lag	<1%	0%		No African-American or other minority firefighters left during FY05. We are excluding retirements from this calculation.

Fire Loss, FY99-FY05

	FY99	FY00	FY01	FY02	FY03	FY04	FY05	Total
Structure	\$15,117,710	\$15,568,071	\$13,035,582	\$13,291,821	\$17,824,768	\$16,620,916	\$13,793,210	\$105,252,078
Vehicle	\$1,872,500	\$2,244,751	\$1,845,898	\$2,833,866	\$2,152,904	\$1,733,538	\$2,812,362	\$15,495,819
Other	\$99,240	\$245,858	\$68,283	\$170,732	\$9,234	\$50,140	\$36,936	\$680,423
Outside	\$39,517	\$55,127	\$269,438	\$33,746	\$74,498	\$90,801	\$30,640	\$593,767
Total	\$17,128,967	\$18,113,807	\$15,219,201	\$16,330,165	\$20,061,404	\$18,495,395	\$16,673,148	\$122,022,087

Fire Fatalities and Injuries

	FY99	FY00	FY01	FY02	FY03	FY04	FY04	Total
Deaths	2	1	5	4	4	3	9	28
Injuries	71	49	60	33	31	39	42	325

Number of Fires

	FY99	FY00	FY01	FY02	FY03	FY04	FY04	Total
Structure	814	786	794	787	831	746	695	5453
Vehicles	694	715	658	682	665	581	610	4605
Grass	652	616	754	808	411	575	484	4300
Trash	437	427	446	392	391	394	386	2873
Outside	135	120	114	74	17	75	85	620
Other	7	8	19	26	14	115	231	420
Total	2739	2672	2785	2769	2329	2486	2491	18271

Structure Fires by Property Type

	FY99	FY00	FY01	FY02	FY03	FY04	FY05	Total
Sing Fam	391	381	349	357	370	356	306	2510
Apts	194	187	218	220	232	207	153	1411
Hotels	13	12	18	13	10	11	14	91
Resothr	5	9	6	6	1	22	10	59
Restotal	603	589	591	596	613	596	483	2992
Pub Ass	46	26	32	34	23	15	18	194
Educa	32	34	27	36	44	22	9	204
Instit	15	6	11	9	8	7	5	61
Stores/Off	39	51	42	45	62	33	25	297
Indust	32	27	30	15	20	30	12	166
Storage	25	36	30	28	25	24	19	187
Other	23	26	25	18	20	19	124	255
Total	815	795	788	781	815	746	695	5435

Structure Fire Loss

	FY99	FY00	FY01	FY02	FY03	FY04	FY05	Total
Sing Fam	\$6,828,524	\$7,379,851	\$5,673,063	\$6,108,462	\$7,224,076	\$5,485,103	\$6,935,553	\$45,634,632
Apts	\$2,000,919	\$3,276,129	\$2,650,986	\$3,521,918	\$4,606,256	\$3,530,001	\$2,905,678	\$22,491,887
Hotels	\$3,953,095	\$28,875	\$166,373	\$56,997	\$724,880	\$41,160	\$209,650	\$5,181,030
Resothr	\$18,625	\$187,900	\$275,099	\$13,499	\$7,099	\$179,552	\$99,400	\$781,174
Restotal	\$12,801,163	\$10,872,755	\$8,765,521	\$9,700,876	\$12,562,311	\$9,235,816	\$10,150,281	\$54,702,626
Pub Ass	\$1,159,688	\$354,574	\$527,554	\$813,213	\$1,222,209	\$909,352	\$477,900	\$5,464,490
Educa	\$15,666	\$8,762	\$353,599	\$8,272	\$55,141	\$61,564	\$52,181	\$555,185
Instit	\$4,974	\$9,070	\$66,400	\$16,349	\$6,870	\$1,001	\$412,475	\$517,139
Stores/Off	\$277,150	\$937,959	\$957,789	\$1,469,494	\$2,137,406	\$280,261	\$1,033,751	\$7,093,810
Indust	\$946,850	\$494,424	\$1,223,645	\$535,274	\$1,198,100	\$5,675,470	\$1,285,450	\$11,359,213
Storage	\$86,547	\$395,793	\$131,829	\$601,998	\$528,550	\$414,872	\$190,410	\$2,349,999
Other	\$24,069	\$81,465	\$1,370,400	\$134,145	\$66,000	\$42,580	\$61,877	\$1,780,536
Total	\$15,316,107	\$13,154,802	\$13,396,737	\$13,279,621	\$17,776,587	\$16,620,916	\$13,664,325	\$72,923,854

Structure Fire Fatalities

	FY99	FY00	FY01	FY02	FY03	FY04	FY05	Total
Sing Fam	0	1	2	3	3	1	6	16
Apts	0	0	0	1	1	0	2	4
Hotels	0	0	0	0	0	0	1	1
Resothr	0	0	0	0	0	0	0	0
Restotal	0	1	1	4	4	1	9	10
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	0	1	1	4	4	1	9	10

Structure Fire Injuries

	FY99	FY00	FY01	FY02	FY03	FY04	FY05	Total
Sing Fam	23	14	17	8	14	13	20	109
Apts	9	10	19	12	11	16	18	95
Hotels	0	0	0	0	0	0	0	0
Resothr	0	0	0	1	0	0	0	1
Restotal	32	24	36	21	25	29	38	138
Pub Ass	0	1	0	0	0	0	0	1
Educa	0	0	0	0	0	0	0	0
Instit	0	1	1	1	0	0	0	3
Stores/Off	1	1	0	2	0	0	0	4
Indust	0	0	0	0	0	2	0	2
Storage	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	0	0	0
Total	33	27	38	24	25	31	38	147

Fire
Company
Response

	FY96	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05
E01	2844	3088	3269	3618	3647	3631	3391	3360	2783	2571
E02	2641	2821	2876	2986	3095	2986	2870	2871	2978	3066
E03	2050	2191	2288	2483	2611	2704	2558	2913	2916	2747
E04	2749	2836	3121	3218	3221	3420	3115	3180	3230	3079
E05	2494	2813	2531	2562	2929	2814	3038	2752	2644	2882
E06	2231	2214	2440	2552	2583	2547	2782	2737	2750	2833
E07	2274	2210	2448	2575	2516	2495	2587	2625	2675	2798
E08	1769	1798	2013	2019	2142	2058	2278	2206	1842	2159
E64	1971	1964	1755	1755	2362	2252	2255	2180	1903	2133
E09	554	635	758	922	1141	1145	985	950	1127	1269
E10	2728	3043	2939	2919	2957	3021	2710	2827	2717	2668
E11	2256	2397	2513	2540	2635	2532	2114	2328	2190	2189
E12	2802	3014	2975	3229	3492	3628	3421	3286	3349	3645
E13	1830	1641	2026	2100	2253	2097	2106	2335	2682	2683
E14	1896	1971	2277	2528	2876	2930	2651	2682	2940	2961
E15	2476	2881	3091	3337	3693	3934	3614	3777	3944	4091
E16	1632	1877	2073	2184	2336	2505	2491	2425	2526	2526
E17	1534	1644	1805	1935	2145	2152	1858	1875	1796	2051
E18	2191	2546	2413	2450	2616	2651	2465	2336	2848	3063
E19	1263	1396	1562	1782	2029	2160	1946	1913	2236	2399
E20	1810	2054	2295	2381	2704	2822	2898	2872	2561	2793
E21	1253	1383	1395	1414	1538	1681	1648	1512	1785	1788
E22	1869	2078	2383	2454	2899	2836	2566	2499	2554	2683
E23	2516	2201	2487	2626	3131	3224	3030	3152	3563	3652
E24	903	976	1067	1221	1462	1565	1790	1792	1810	1776
E25	386	459	504	512	564	596	707	749	893	916
E26		6	912	1005	1234	1425	1314	1403	1823	1940
E27	1579	1813	2089	2030	2368	2554	2084	2026	2261	2071
E28	1029	1162	1353	1454	1744	1719	1948	1983	2034	2157
E29	1058	1086	1233	1274	1526	1714	1810	1682	1867	1858

E30	815	819	887	1035	1174	1292	1193	1157	1137	1170
E31		1	211	249	301	325	748	770	887	840
E32		2	237	448	745	943	1088	1035	1378	1546
E33						261	361	388	545	566
E34						41	1336	1080	1140	1152
E35						31	1153	1176	853	1136
E36								24	536	949
E37										11
L01	1704	1932	1954	2136	2243	2321	2388	2534	2353	2387
L02	2200	2234	2294	2351	2466	2454	2325	2478	2158	2418
L04	1726	1975	2114	2039	2148	2277	2327	2342	2122	2183
L13	1341	1123	1436	1409	1699	1648	1863	1969	1901	2176
L16	1149	1201	1373	1485	1688	1833	1843	1987	1851	2048
L18	1652	1722	1848	1812	2002	2170	2041	2144	2011	2425
L23 (L15)	1602	1584	1753	1870	2170	2398	2268	2450	2294	3118
L24	619	642	727	866	1209	1265	1363	1525	1079	1375
L26	852	966	1137	1227	1430	1645	1650	1758	1250	1597
L27	1162	1264	1534	1612	1927	1963	1798	1889	1835	2143
L29 (L03)	1239	697	785	868	999	1098	1101	1053	1190	1563
L31						17	556	583	522	648
L32								51	897	1103
L33										32
R03 (S14)	685	725	758	929	938	999	912	988	965	1223
R10	1159	1325	1155	1221	1262	1310	1123	1256	1267	1489
H01	265	357	183	186	161	418	619	455	368	395
H02	260	352	154	151	119	373	497	344	240	176
H03								203	154	101
Total	73018	77119	83431	87959	97130	100880	101583	102867	104160	111417

	FY96	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05
Blaze 1	122	134	113	145	169	162	114	8	105	122
Blaze 2	159	153	134	189	202	199	146	70	109	128
Blaze 3	16	19	11	11	42	86	11	27	81	49
Blaze 4	3	1		2	2	4	2	10	42	15
Blaze 5	123	141	122	161	177	175	111	72	110	121
Blaze 7	139	141	134	275	303	233	305	135	206	249
Blaze 8										16
Battalion 1	2050	2290	2301	2409	2513	2559	2794	2224	1211	1243
Battalion 2	2073	1942	2301	2259	2409	2559	1847	1216	604	679
Battalion 3	1668	1681	1623	1559	1809	1927	1843	1425	856	1019
Battalion 4	1147	1196	1292	1398	1695	1707	1766	1457	939	932
Battalion 5	1078	1138	1479	1625	1895	2091	1889	1330	713	725
Battalion 6						78	1008	988	699	455
Battalion 7										262
Battalion 8										24

Situation Found		FY04	FY05
100	Fire other	115	120
110	Structure fire nec	162	67
111	Building fire	394	449
112	Structure fire other than a building	23	69
113	Fire in cooking vessel, no extension	108	151
114	Fire confined to chimney	20	20
115	Incinerator overload fire	1	0
116	Oil burner/boiler delayed ignition fire	5	8
117	Trash compactor fire	1	1
118	Trash/rubbish fire in structure	32	29
120	Fire in mobile property used as structure	3	2
121	Fire in manuf. Home used as fixed residence	0	6
122	Fire in mobile home, camper, RV	0	0
123	Fire in a portable building	2	4
130	Fire in mobile property nec	81	53
131	Passenger vehicle fire	445	518
132	Road freight or transport vehicle fire	36	32
133	Rail vehicle fire	0	0
134	Water vehicle fire	1	1
135	Aircraft fire	1	0
136	Self-propelled motor home or RV	1	0
137	Camper or RV not self-propelled	2	1
138	Off-road vehicle or heavy equipment fire	9	5
140	Fire in natural vegetation nec	90	93
141	Forest, woods, or wildland fire	28	26
142	Brush or brush and grass mixture	323	271
143	Fire confined to grass	133	94
150	Outside rubbish fire nec	119	98
151	Outside rubbish fire not included in 152-155	132	146
152	Garbage dump or sanitary landfill fire	2	2
153	Construction or demolition landfill fire	2	3
154	Outside trash receptacle fire	134	137
155	Outside stationary compactor or compacted trash fire	4	5
160	Special outside fire nec	49	54
161	Outside storage fire, not rubbish	4	5
162	Outside equipment fire	19	10
163	Outside gas or vapor combustion explosion without sustained fire	1	1
164	Outside mailbox fire	1	3

170	Fire in cultivated vegetation nec	0	2
171	Cultivated grain or crop fire	0	0
172	Cultivated orchard or vineyard fire	0	1
173	Cultivated tress or nursery stock fire	1	4
200	Overpressure rupture, explosion nec	4	18
210	Overpressure rupture from steam not otherwise classified	9	8
211	Overpressure rupture of steam pipe or pipeline	2	2
212	Overpressure rupture of steam boiler	1	2
213	Steam rupture of pressure or process vessel	0	0
220	Overpressure rupture from air or gas nec	9	2
221	Overpressure rupture from air or gas nec	16	6
222	Over pressure rupture of boiler from air or gas	0	1
223	Overpressure rupture of pressure or process vessel from air or gas	4	1
231	Overpressure rupture of pressure or process vessel due to chemical reaction	1	0
240	Explosion (no fire) nec	3	1
241	Munitions or bomb explosion (no fire)	0	0
242	Blasting agent explosion (no fire)	0	1
243	Fireworks explosion (no fire)	1	5
251	Excessive heat, overheat scorch burns with no ignition	761	778
300	Rescue/EMS incidents nec	39	234
311	Medical assist	5231	9949
320	EMS incident nec	15060	4570
321	EMS call	21708	29621
322	Motor vehicle accident with injuries	528	2663
323	Motor vehicle/pedestrian accident	352	261
324	Motor vehicle accident with no injuries	300	1930
331	Lock-in	312	301
340	Search for lost person nec	0	7
341	Search for person on land	23	17
342	Search for person in water	0	1
343	Search for person underground	0	0
350	Extrication, rescue nec	17	17
351	Extrication of victims from building collapse	4	5
352	Extrication of victims from vehicle	78	75
353	Removal of victim(s) from stalled elevator	81	107
354	Trench/below grade rescue	1	1
355	Confined space rescue	0	1
356	High-angle rescue	2	3
357	Extrication of victim(s) from machinery	4	2
360	Water or ice related rescue nec	6	3

361	Swimming/recreational water areas rescue	2	1
362	Ice rescue	0	0
363	Swift water rescue	3	4
364	Surf rescue	0	0
365	Watercraft rescue	0	0
370	Electrical hazard rescue nec	1	1
371	Electrocution or potential electrocution	1	2
372	Trapped by power lines	4	2
381	Rescue or EMS standby for hazardous conditions	25	13
400	Hazardous condition, standby nec	247	185
410	Flammable or combustible liquid or gas spilled or leaked nec	15	42
411	Gasoline or other flammable liquid spill	184	206
412	Gas leak (natural gas or LP Gas)	196	257
413	Oil or other combustible liquid spill	64	61
420	Chemical release, reaction nec	10	8
421	Chemical hazard, (no spill or leak)	5	2
422	Chemical spill or leak	12	33
423	Refrigeration leak, including ammonia	2	0
424	Carbon monoxide incident	166	212
430	Radioactive condition nec	0	0
431	Radioactive leak, radioactive material	0	0
440	Electrical wiring or equipment problem nec	192	246
441	Heat from short circuit, defective or worn insulation	72	78
442	Overheated motor or wiring	57	50
443	Breakdown of light ballast	0	13
444	Power line down	208	170
445	Arcing, shorted electrical equipment	156	208
451	Biological hazard, confirmed or suspected	4	3
460	Accident, potential accident nec	93	57
461	Building or structure weakened or collapsed	13	7
462	Aircraft standby	79	94
463	Vehicle accident, general cleanup	478	531
471	Explosive hazard present	4	2
480	Attempted burning nec	11	12
481	Attempt to burn	3	11
482	Threat to burn	0	0
500	Service call nec	443	426
510	Person in distress nec	394	283
511	Lock out	582	611
512	Ring or jewelry removal	6	8
520	Water problem nec	140	175

521	Water (not people) evacuation	3	13
522	Water or steam leak	123	178
531	Smoke or odor problem	831	733
540	Animal problem or rescue nec	4	8
541	Animal problem	6	2
542	Animal rescue	48	42
550	Public service assistance nec	174	169
551	Assist to police or other governmental agency	201	251
552	Police matter	58	147
553	Service to the public	95	100
554	Assist to invalid	301	471
555	Defective elevator, no occupants	5	4
561	Unauthorized burning	139	128
571	Cover assignment, standby	2	4
600	Good intent call nec	2451	2350
611	Incident cleared before arrival	6781	6275
621	Wrong location	348	199
622	No incident found at arrival at dispatch address	101	572
631	Authorized controlled burning	13	16
632	Prescribed fire	1	2
641	Vicinity alarm (incident at another location)	120	54
650	Steam, other gas mistaken for smoke nec	57	46
651	Smoke scare, odor of smoke	18	21
652	Steam, vapor, fog or dust thought to be smoke	54	55
653	Smoke from barbeque or tar kettle (no hostile fire)	0	3
661	EMS call where injured parties have been transported by non-fire agency	145	83
671	Hazardous materials release investigation, with no hazmat found	88	67
672	Biological hazard investigation with none found	5	10
700	False alarm or false call nec	1895	1511
710	Malicious or mischievous false call nec	245	226
711	Municipal alarm system, malicious false alarm	56	40
712	Direct tie to fire department, malicious false alarm	3	2
713	Telephone, malicious false alarm	62	77
714	Central station, malicious false alarm	47	65
715	Local alarm system, malicious false alarm	105	110
721	Bomb scare, no bomb	86	48
730	System or detector malfunction nec	893	889
731	Sprinkler activated due to failure of malfunction of sprinkler system	58	68
732	Extinguishing system activation due to malfunction	4	6
733	Smoke detector activation due to malfunction	746	776
734	Heat detector activation due to malfunction	32	33

735	Alarm system sounded because of malfunction	656	608
736	Carbon monoxide detector activation due to malfunction	463	526
740	Unintentional system or detector operation with no fire nec	689	782
741	Sprinkler alarm activation, no fire - unintentional	88	103
742	Extinguishing system activation	9	6
743	Smoke detector activation, no fire - unintentional	1089	1381
744	Heat detector activation, no fire - unintentional	474	464
745	Alarm system sounded, no fire - unintentional	211	1236
746	Carbon monoxide detector activation no CO detected	201	259
751	Biological hazard, malicious false report	0	0
800	Severe weather or natural disaster nec	1	3
811	Earthquake damage assessment	0	0
812	Flood assessment	2	24
813	Storm damage assessment	7	8
814	Lightning strike, no fire	30	12
815	Severe weather or natural disaster standby	2	1
900	Special incident type nec	59	42
911	Citizen's complaint	199	187
UUU	Undetermined incident type conversion only	13	54
UUU	Undetermined incident type	173	7
			78655

Charlotte Fire Department Non-Emergency Activities Report

FY05

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

Participants:

0-4 years	1224	964	2200	3590	1099	849	682	1464	1246	1631	982	917	16848
5-10 years	2610	2885	4261	11070	4336	2803	1536	2996	3198	4822	4526	1786	46829
11-13 years	1411	781	1174	3105	929	1072	488	1111	1106	1192	1634	999	15002
14-18 years	596	674	689	1743	568	568	302	312	491	1380	686	623	8632
Adults 19-61	4219	4043	7543	10997	5524	8098	1848	4564	4298	5165	5088	3020	64407
Seniors 62+	408	520	846	993	407	682	293	437	1768	1501	536	305	8696

Total Participants	10468	9867	16713	31498	12863	14072	5149	10884	12107	15691	13452	7650	160414
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Detectors Installed	64	55	72	80	62	95	82	70	75	65	66	54	840
CO detectors	15	11	18	13	21	20	26	18	18	12	12	15	199
Hearing Impaired	3	1	0	0	4	2	7	0	3	0	0	0	20
Batteries	118	120	120	119	127	158	170	123	128	153	114	108	1558

Total Installations	200	187	210	212	214	275	285	211	224	230	192	177	2617
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Organizations

Business	63	55	93	96	62	70	58	73	79	70	54	59	832
Civic groups	31	36	63	30	21	37	33	32	25	38	36	18	400
Day care facilities	45	24	29	63	27	23	31	19	36	38	37	34	406
Healthcare facilities	18	16	15	9	13	7	16	15	14	16	13	9	161
Industrial	10	7	13	15	10	10	7	9	8	8	10	12	119
Juvenile fire setters	2	5	1	2	2	0	2	2	9	3	9	0	37
Group homes	8	6	13	5	11	3	6	5	6	9	9	9	90
Shelters	2	4	3	2	3	4	6	2	2	2	6	4	40
Schools	28	44	93	133	102	41	39	61	97	63	68	28	797
Seniors groups	8	5	11	7	5	8	1	7	9	2	2	5	70
Youth groups	34	20	24	27	22	29	18	14	27	21	24	20	280
Churches	36	43	437	72	28	33	36	33	34	57	43	30	882
Other	188	261	238	162	184	226	184	216	217	181	227	186	2470
Foster homes	65	56	68	62	79	54	82	61	77	63	59	37	763
Total	538	582	1101	685	569	545	519	549	640	571	597	451	7347

Programs by Type

Arson prevention	1	2	0	3	0	0	0	1	95	2	1	0	105
Burn prevention	0	3	6	2	0	1	4	2	0	1	2	0	21
Child safety seat	286	338	297	278	269	223	272	248	262	244	257	254	3228
Display/demo	64	55	66	94	72	61	47	51	45	61	74	62	752
Drills	19	12	13	14	20	1	1	8	14	8	12	9	131
Extinguishers	8	17	22	31	14	13	5	12	11	13	11	12	169
Evacuations	2	4	4	7	6	0	0	4	5	0	6	2	40
First aid & CPR	8	6	3	2	5	2	2	0	1	0	4	16	49
General fire safety	100	92	142	160	130	83	83	98	125	163	115	99	1390
Public relations	204	271	318	307	199	261	244	249	278	308	289	303	3231
Juvenile fire safety	1	3	1	2	2	0	2	2	5	1	1	0	20
SafePlace	0	1	2	0	0	0	1	0	0	0	1	0	5
Smoke detector can	41	64	53	4	52	57	53	52	54	50	55	8	543
Smoke house	15	4	13	22	19	2	2	2	2	3	0	6	90
Special events	37	22	54	53	39	50	22	21	40	49	47	28	462
Station tours	226	229	212	251	231	261	191	211	252	234	227	233	2758
Vial of life	0	0	1	0	1	0	9	3	8	9	15	12	58
Water safety	6	5	22	3	0	0	3	2	3	3	7	5	59
Risk Watch	0	2	3	0	1	0	1	0	2	0	5	2	16
Inspections	33	26	42	45	29	30	47	36	39	35	37	20	419
Total Programs	1051	1156	1274	1278	1089	1045	989	1002	1241	1184	1166	1071	13546
Total Hours	722.5	872.8	1160.8	1149.3	686.3	898.5	836	835.3	778	951.5	926.5	793.5	10611

Academy													
number	85	100	116	62	118	97	76	170	197	187	165	82	1455
hours	622	694	733	383.5	786	698	365	687	685.5	997	1067	451	8169
In service fire													
number	287	333	331	330	265	272	377	268	369	362	354	351	3899
hours	488	658.5	529.5	617	438.5	464.5	620.5	441.5	563.5	662	555.8	611	6650.3
In service rescue													
number	129	148	129	179	115	110	159	142	136	129	139	131	1646
hours	266	251.5	228	524	234.5	211.5	273	258.3	216	259.5	260.5	247.5	3230.3
In service EMS													
number	90	98	83	78	66	81	86	81	88	126	120	151	1148
hours	114	223.5	156.5	121	137	150	120	122.3	133.5	193.3	165	187.5	1823.6
In service PT													
number	771	833	875	773	844	841	972	905	993	1066	1059	1009	10941
hours	1336	1442	1557	1517	1430	1589	1471	1301	1404	1499	1470	1469	17485
Total number	1362	1512	1534	1422	1408	1401	1670	1566	1783	1870	1837	1724	19089
Total hours	2826	3270	3204	3162	3026	3113	2850	2810	3003	3611	3518	2966	37359

Building tours													
number	98	117	101	119	135	116	134	136	124	126	108	144	1458
hours	110	155.5	133.5	154.5	133.5	140.5	154	149.5	134.5	145	132	157	1699.5
New QAP's													
number	9	13	6	6	7	7	9	8	4	5	3	6	83
hours	10	21	6	9	9	15	9	15	4	7	4	6	115
Updated QAP's													
number	16	10	19	16	18	7	23	26	14	8	8	19	184
hours	18	14	34	16	24	9	28	31	13	11	11	24.5	233.5

Hydrants completed	96	141	159	103	265	252	291	443	1637	4950	3426	250	12013
Deficient hydrants	6	0	0	0	0	0	57	56	151	160	17	3	450
Hydrant rechecks	13	5	3	1	4	9	28	7	20	79	50	11	230
Hydrants pending	80	313	477	601	234	201	479	753	1511	782	20	93	5544

Total Ed/Comm hour													
number	1051	1156	1274	1278	1089	1045	989	1002	1241	1184	1166	1071	13546
hours	723	873	1161	1149	686	899	836	835.3	778	951.5	926.5	793.5	10611.8
Ed/C I prg develop													
number	16	14	21	27	20	23	24	19	21	10	18	11	224
hours	23	28	31	30	39	39	25	71	59	10	29	13	397

Move-ups													
number	55	47	71	50	54	76	65	59	93	62	75	76	783
hours	144	168	255	176	202	274	148.5	210.5	287.5	302.5	297	306	2771
Shop/PM													
number	85	91	88	104	84	86	94	70	104	65	82	90	1043
hours	331	308	261	316	253	319	341	252.5	349	217.5	220	334	3502
Critiques													
number	16	36	12	9	22	19	25	17	14	24	23	17	234
hours	14	33	11	8	30	24	21	18	16	35	23.5	20	253.5
Other													
number	39	42	64	64	80	60	76	54	73	61	56	59	728
hours	119.5	118	400	133.5	164	161	137	112	161	111.5	128.5	119.5	1865.5