

*Charlotte
Fire
Department*



*FY06 Report of
Organizational Experience*

FY06 Emergency Response Summary

Situation Found	FY01	FY02	FY03	FY04	FY05	FY06	Total
<i>Fires</i>	2751	2732	2318	2484	2491	2767	15,543
<i>Overpressure</i>	921	904	884	811	825	786	5131
<i>EMS Calls</i>	45,169	46,319	47,984	43,782	49,791	52,514	285,559
<i>Haz Mat</i>	1736	2013	2331	2271	2488	2806	13,645
<i>Service Calls</i>	5086	5184	5142	3555	3753	4863	27,583
<i>Good Intent</i>	9982	10,901	11,320	10,182	9753	10,735	62,873
<i>False Calls</i>	2085	1966	1958	8112	9216	9577	32,914
<i>Natural Disaster</i>	11	21	44	42	90	298	506
<i>Incidents Other</i>	1433	1408	1055	444	248	0	4588

The Charlotte Fire Department responded to 84,346 incidents in FY06, an increase of 6.75 percent over FY05's 78,655. The number of fires increased 10 percent and the number of structure fires increased just over 20 percent, from 695 in FY05 to 873 in FY06. We have no explanation for the significant increase; in comparison, the City's population grew 4.4 percent in that period, with most of the increase due to the 2005 annexation. Emergency medical calls increased 5.2 percent, service calls increased 11.3 percent, good intent calls were up 9.2 percent, and false calls increased 3.8 percent. The number of natural disaster calls increased because an incident is created each time a fire company is dispatched to investigate alarms of Mecklenburg County's stream flooding system.

Summary of Essential Public Safety Activities

Charlotte's fire companies reported conducting 16,533 programs attended by 145,936 participants during FY06. Of those, 75,599 were children under the age of 14. Firefighters installed 898 smoke detectors, 220 carbon monoxide detectors, and 1724 batteries. In all, Charlotte's fire companies reported spending over three hundred hours per company/shift giving programs and participating in ongoing training.

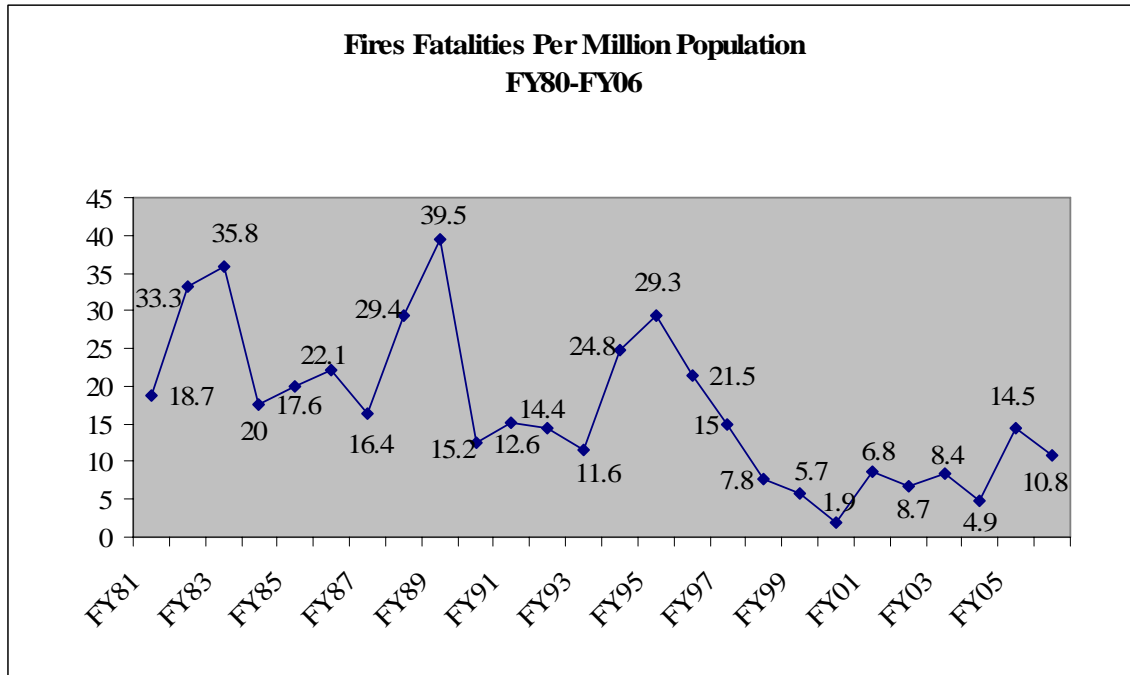
Fire Prevention Activities

Fire Prevention conducted 30,393 inspections, including 23,456 regular inspections, 6,937 rechecks and 3,442 certificate of occupancy upfit and shell inspections. Plans examiners reviewed a total of 7,527 plans. The division deposited \$2,501,252.18; this does not include \$301,545 which was pending revenue from Plans Review at the end of the fiscal year.

Fire Investigation Activities

Fire investigators investigated 587 fires during FY06, an increase of 13 percent over FY05. Of these, 256 were accidental, 293 were incendiary, and 38 were undetermined.

There were seven fire deaths resulting from fires that occurred during the fiscal year; one death occurred several weeks after the year ended and was not included in the totals reported to Budget and Evaluation. Below is the updated chart of the fire death rate.





**CHARLOTTE FIRE
DEPARTMENT**

228 East Ninth Street
Charlotte, NC 28202
July 12, 2006

To: Ruffin Hall
Budget and Evaluation Director

Luther L. Fincher, Jr.

From: Luther L. Fincher, Jr.
Fire Chief

Re: FY06 Year-End Performance Report

Executive Summary

Demand for the Charlotte Fire Department's services grew significantly in FY06. Fire companies responded to 84,348 incidents, an increase of 6.75 percent over FY05, and inspectors performed 30,393 inspections, an increase of 10 percent over FY05. These increases, coupled with a static budget, put significant pressure on the organization's performance.

The Department's most significant achievement was our success in winning Homeland Security grants for Charlotte and the entire region. The partnership of public safety and public health agencies in Charlotte-Mecklenburg and the 11-county region has paid excellent dividends. Not only do we have strong programs locally to provide security against terrorism and other large-scale catastrophic events, we also have provided the conduit for neighboring counties to fund the programs they need for themselves and to support others. Radio interoperability is the prime example of an important need that Homeland Security grant funds has met for everyone. We anticipate a total of \$6,979,250 in grant funding for FY06 and \$8,350,330 for FY07.

Our second most significant achievement was the condemnation of property at 8325 Providence Road for Fire Station 39. This infill station will solve several problems that have plagued delivery of emergency services in south Charlotte. First, it will provide a station in an area that has historically not had a station within the Department's benchmark response standards. Second, it will provide an extra fire company to meet the workload in the quadrant; there have not been enough fire companies to respond to the emergencies without degrading service delivery for a second incident. We are pleased that City Council agreed with our strong case for the condemnation, approving it by an 8 to 1 vote, and are moving forward with design during FY07 and construction in FY08. We anticipate opening the station by June 2008.

Staying within budget is the Fire Department's third significant achievement, especially with the increased prices of crude oil, which negatively affected our budget in utilities and motor fuels line items. The operating line items where expenses far exceeded appropriations include fuel, utilities, overtime, janitorial supplies, and educational reimbursement. However, we have managed to stay within our total appropriated funding without negatively impacting service delivery.

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

First is minority recruitment in the Operations Division. Despite three decades of effort in hiring, the Fire Department's workforce does not mirror the community we serve as we think it should. In fact, the percentage of minority firefighters has fallen from 17.5 a decade ago to around 11 today. We have moved a battalion chief into the position of recruitment coordinator with responsibility to find candidates who can meet the Department's stringent physical and moral requirements. He will need additional resources to support a comprehensive program for diverse recruitment.

Second is response time, which is the most significant measure of delivery of emergency services. It is so important to us that five of our fourteen Balanced Scorecard targets measure the incremental parts of response time. After creeping up for over two decades, due to growth, increased density, and traffic congestion, average response time actually fell, from 5:27 in FY05 to 5:18 in FY06. However, the most significant fractile measure, percentage of first-due fire companies arriving on scene within four minutes of being en route, actually fell, from 69.4 percent in FY05 to 67.3 percent in FY06. We continue to manage all portions of response time to ensure that fire companies respond to incidents safely but expeditiously, but we anticipate that additional companies will be needed in the long run to meet these goals.

Our third challenge is to ensure that the fire inspection workload is completed as efficiently and effectively as possible. The fire code is the only maintenance code, where inspectors are required to make periodic visits to ensure that the public is safe. Because of the technological challenges facing the Fire Prevention Bureau and recent turnover, we are beginning the process to have the division evaluated by an outside consulting firm to assess how we are doing business and to recommend improvements.

Performance Targets and Actual Achievement

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

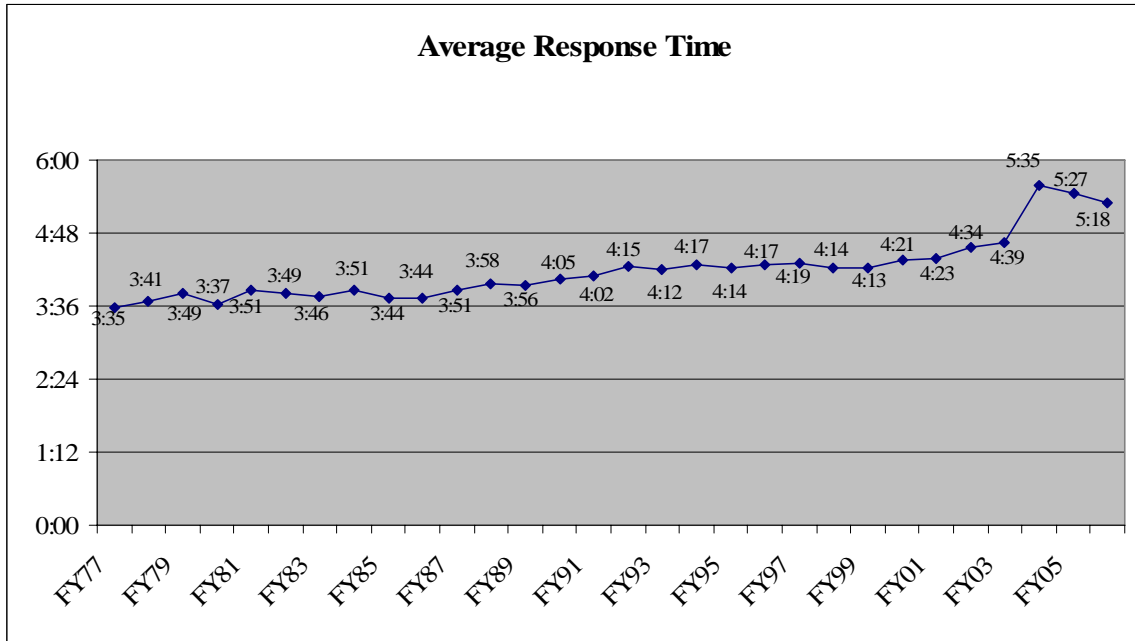
- *The Fire Department will reach 80 percent of third and fourth graders with fire prevention programs.* Fire companies reported reaching 44,552 elementary age children. There were 18,757 third and fourth graders in Charlotte-Mecklenburg Schools for the 2005-2006 school year, of which 86 percent, or 16,131 were in

schools in the city. We estimate that one third of the students touched were in grades 3 and 4, for a total of 14,851. This means that the target was achieved at 92 percent and therefore the goal was met.

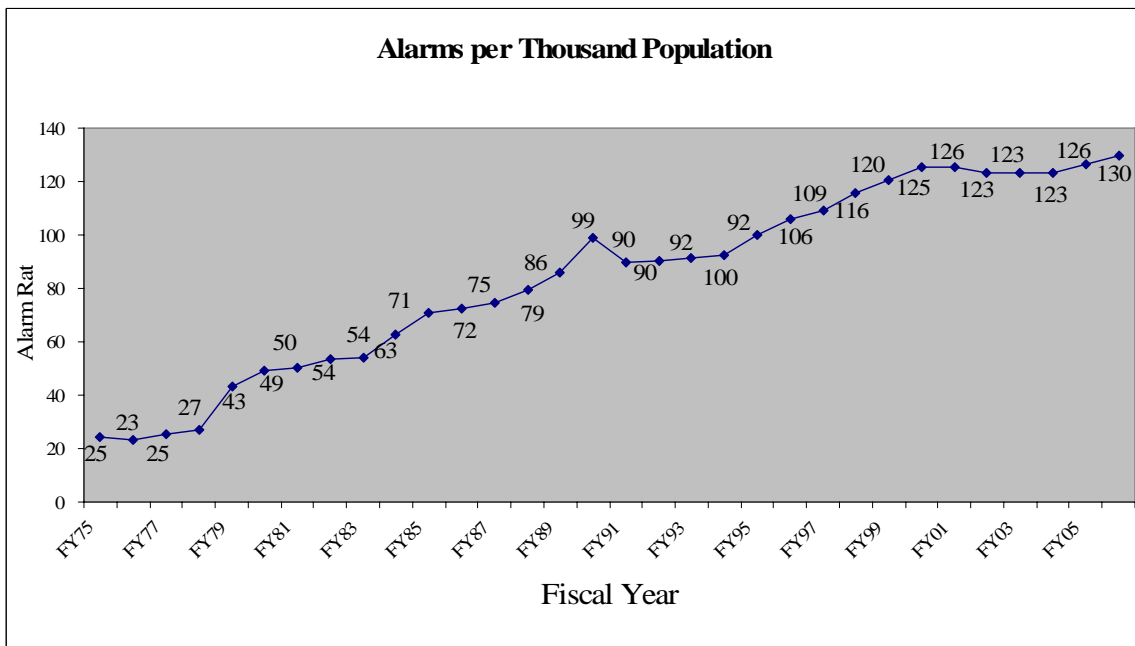
- *Telecommunicators will answer 90 percent of E911 calls within 3 rings or 12 seconds.* In fact, the average time to pick up the phone was 2.5 seconds and this target was met at 99.2 percent.
- *Telecommunicators will dispatch 80 percent of alarms within 60 seconds.* The actual dispatch rate within 60 seconds was 87.56 percent. The goal was met.
- *Fire companies will be en route to emergencies within 60 seconds 80 percent of the time.* The turnout rate was 55.34 percent. Although the target was not met, the rate increased almost five percent over the FY05 rate.
- *First-due fire companies will be on scene within 4 minutes of being en route to 80 percent of alarms.* The actual rate was 67.3 percent, which is a decline of 2 percent over FY05. Continuing growth and traffic congestion hurt the rate. The target was not met.
- *An effective firefighting force will be on scene within 7 minutes of being dispatched 80 percent of the time.* For incidents where a box alarm assignment is dispatched, this target is measured by the arrival of the third fire company, bringing the total firefighters on scene to 12. The target was met at 82.66 percent.
- *Inspectors will conduct 85 percent of required inspections within state-mandated frequencies.* Inspectors conducted 17,094 of 18,507 mandated inspections, for an inspection rate of 92.36 percent. The target was met.
- *Investigators will clear 34 percent of arson cases.* Fire investigators cleared 100 of 296 incendiary fires, for a clearance rate of 34 percent. Investigators were called to 590 fires, a workload increase of 13.4 percent above FY05's 511 fires investigated. The target was met.
- *Fire IT will implement needed management reports and Emergency Management software by June 30, 2006.* Emergency Management applications (E Team, EvacPlanner, Tier II) have been implemented. Requests for management reports have been met, and work on the Emergency Operations Center at the Training Academy has progressed well.
- *The Fire Department will expend 3 percent of informal purchases to SBE vendors.* Through third quarter FY06, Fire expended 13.27% of informal purchases to SBE vendors.
- *Fire Operations will ensure that 235 firefighters are on duty 95 percent of the time.* For the year, there were 22 shifts where minimum staffing was reported not to have been met, for an achievement rate of 96.25 percent. The target was met.
- *Fire companies will be in service and available to respond to alarms 80 percent of the time during regular business hours.* Fire companies report being busy out of service for 14.5 percent of the time, for an available rate of 85.5 percent. The target was met.
- *Fire Training will provide 98 percent of fire company personnel with 24 hours of in-service EMS training annually.* Of 929 personnel required to have EMT certification, 917 obtained the required 24 hours, for an achievement rate of 98.7 percent. The target was met.

- The Fire Department will have less than 1 percent turnover for African-American and minority firefighters. Three minority firefighters separated from employment during this period, for an achievement rate of 2 percent. Two were for random drug tests and the third was a resignation. This target was not met.

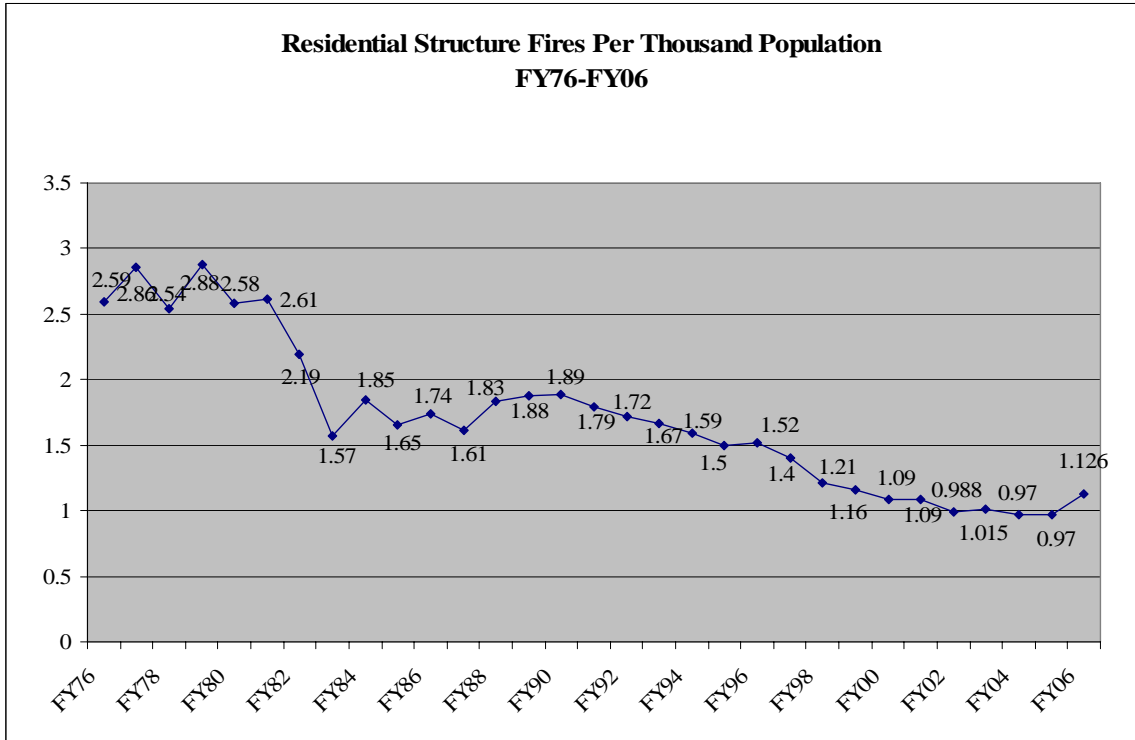
Comparison/Trend Information



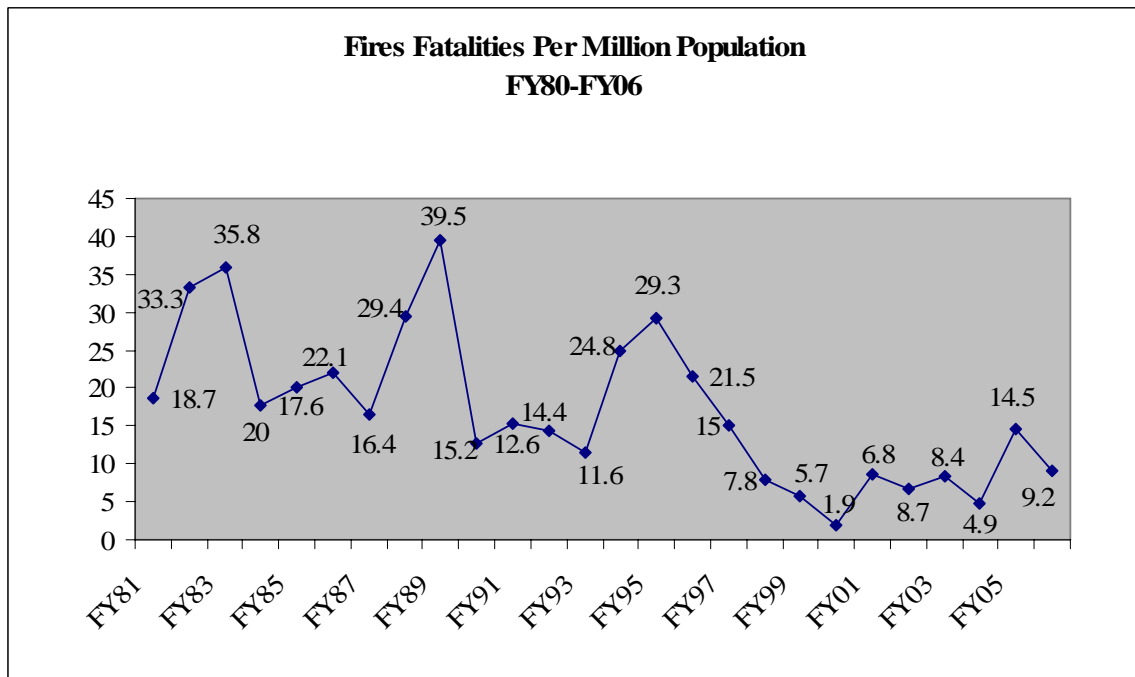
Average response time declined 9 seconds in FY06 but is still an area of concern.



The Fire Department responded to 84,348 incidents in FY06, an increase of 6.75 percent over FY04.



The Charlotte Fire Department responded to 733 residential structure fires, an increase of 16.8 percent over FY05's 610.



There were six fire fatalities in FY06, a decrease of three over FY05. Thirty-six civilian fire injuries were reported during the FY06, a decrease of six over the same period in FY05.

Key Service Indicators

The emergency workload increased 6.75 percent in FY06; fire companies responded to 84,348 incidents, compared to 78,655 in FY05.

For the first time in 16 years, there was an increase in the number and rate of fires. The Fire Department responded to 2,767 fires, an increase of 3 percent over FY05's 2686. The number of structure fires is up 15.3 percent, from 739 in FY05 to 872 in FY06. Residential structure fires increased even more significantly, from 610 in FY05 to 733 in FY06, an increase of 16.8 percent. We have no explanation for the dramatic increase in residential structure fires, but it is troubling.

Engine 37 went into service in a temporary facility on Sledge Road in June 2005. Station 37 is scheduled to be complete by the end of 2006.

Changes, Improvements, and Lessons Learned

The Charlotte Fire Department was involved in response to Hurricane Katrina in September 2005. Emergency Management set up a shelter operation for evacuees at the old coliseum and ran it for several weeks, then turned it over to the Red Cross. Fire personnel set up an accountability system, facilitated a data entry system for the Red Cross, set up a laundry system and facilitated solutions to shelter management problems, assisted medical teams, provided labor at the Food Bank, and delivered left-over provisions to other shelters. In addition, the Fire Department sent personnel to Louisiana and Mississippi to assist with response operations. The Federal Emergency Management Agency reimbursed the City of Charlotte \$510,000 for hurricane response, for Fire's four missions to respond to Hurricane Katrina and one mission to respond to Hurricane Ophelia.

The Emergency Operations Center at the Training Academy has been completed and is operational. It was first used for the nuclear power plant exercise in May 2006. A back-up communications center is also in the works at Training and will be completed in FY07.

The Fire Department has established a job-related physical abilities test (JRPAT) for current employees and tested it in FY06. It was well received and will be used in alternating years.

Although the number of wrecks involving Fire Department vehicles increased from 114 in FY05 to 131 in FY06, the severity of crashes declined significantly. There were no wrecks with damage greater than \$20,000, none where Fire employees had to be

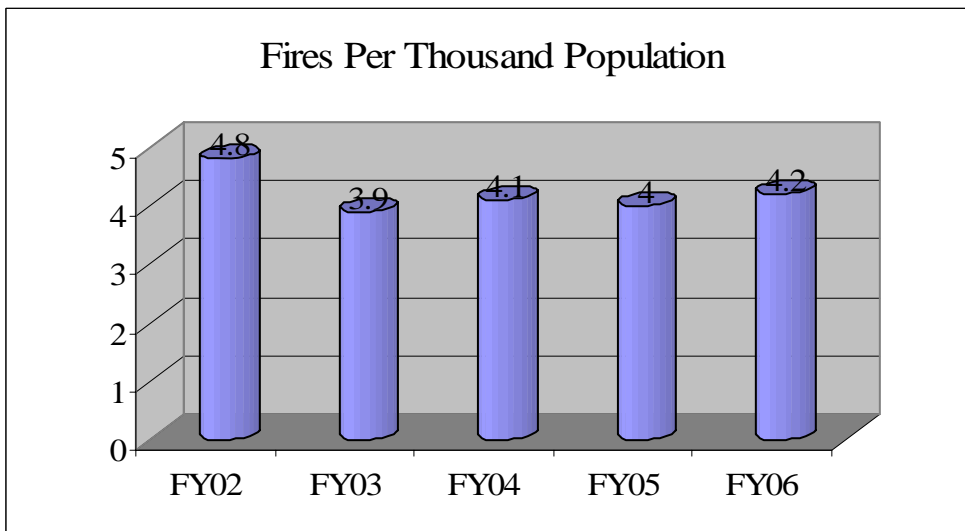
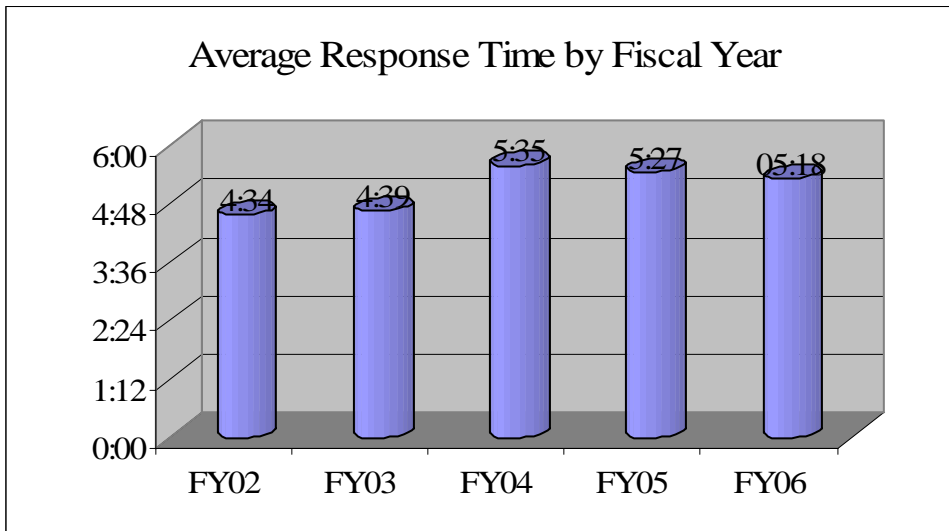
transported, and none caused by speed. These are major improvements over the FY05 experience.

The Charlotte Fire Department continues to be a primary member of the National Firefighter Near-Miss Reporting System. Our participation has led us to document and examine carefully the close calls involving safety of firefighters during emergency operations, in training, and at stations. Our goal is to instill safety as a primary value for our employees.

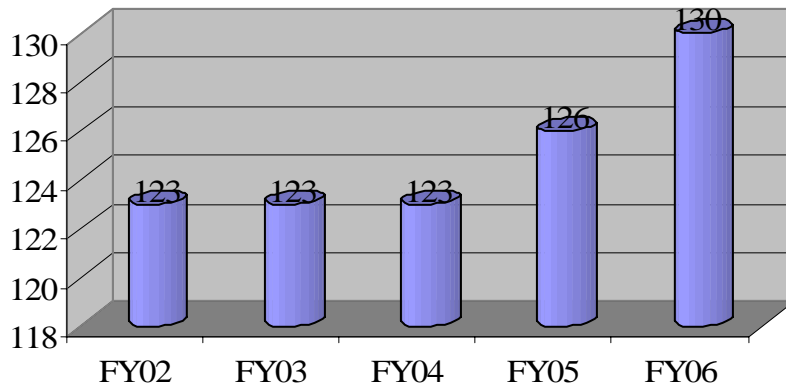
Achievement of Budget Savings Targets

At our mid-year report in December 2005, we projected \$130,790 in savings, despite anticipated overruns in fuel (\$355,000), educational reimbursement (\$128,000), and janitorial supplies (\$79,000). Looking at the actual budget figures as of July 12, 2006, we will be within budget. We experienced an unanticipated overrun not identified in the mid-year report; this was \$83,000 over budget in utilities. As predicted, we were \$206,000 over in operating expense category for FY06. Fuel actually overran the budgeted line item by \$294,000, educational reimbursement overran by \$163,000, and janitorial supplies overran by \$60,000. However, Fire's anticipated savings total \$723,000, all in the personnel services category.

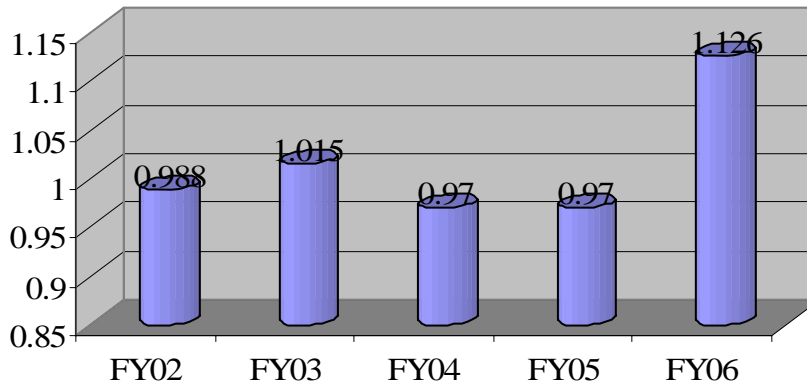
Budget Analyst Requested Graphs



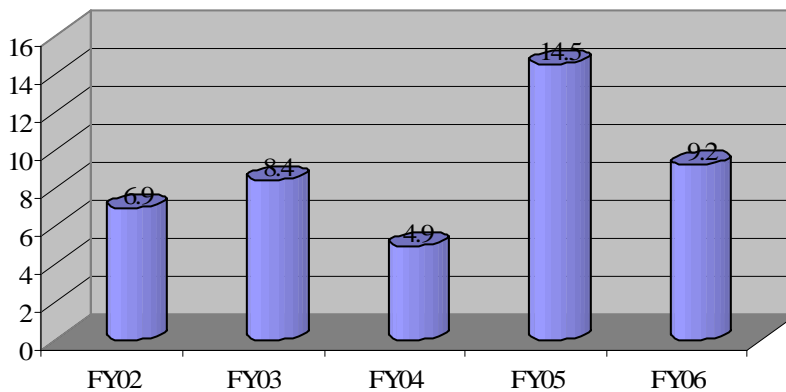
Alarms per Thousand Population

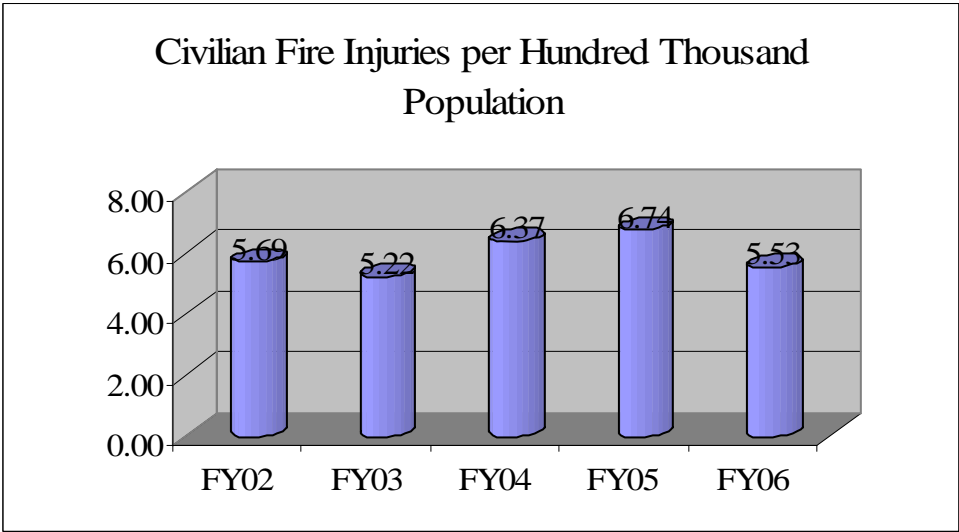
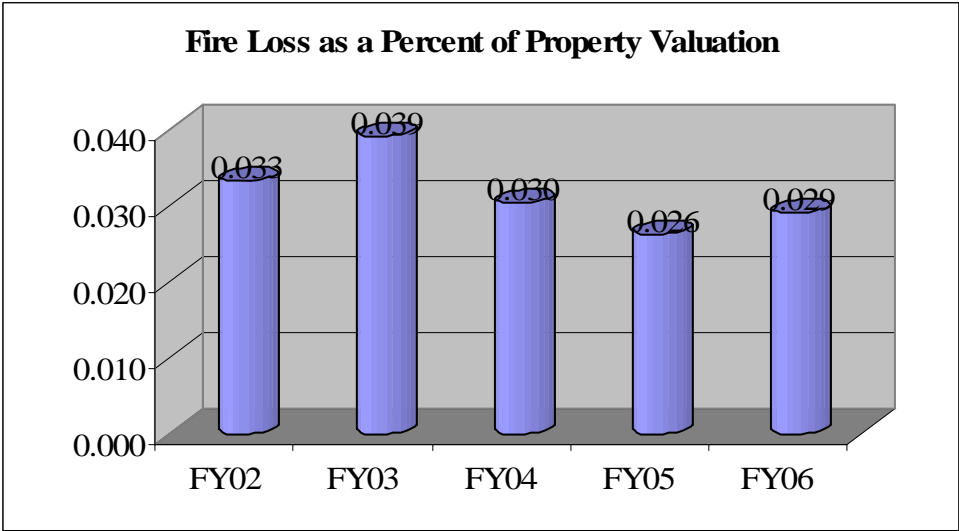












Residential Fires Per Thousand Population







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>	100%	Lag	80%	92%		Fire companies reached 44,552 elementary age children, of whom we estimate 14,851 were 3 rd and 4 th graders. There were 18,757 in those grades, of whom 16,131 were in the city.
	Increase Perception of Safety	Provide emergency services (suppression, hazmat, etc.)	<i>Percent of telecommunicators answering phone within 3 rings or 12 seconds</i>	99.3%	Lag	90%	99.2%		Average time to pick up the phone was 2.5 seconds.
			<i>Percent of alarms telecommunicators dispatch within 60 seconds of answering the phone</i>	87.3%	Lag	80%	87.56%		Telecommunicators are meeting their targets.
			<i>Percent of alarms fire companies will be en route to within 60 seconds of being dispatched</i>	50.7%	Lag	80%	55.34%		This target is a continuing problem, although the percentage increased almost 5 percent.
			<i>Percent of alarms first-due fire companies will be on scene within 4 minutes of being dispatched</i>	69.4%	Lag	80%	67.3%		This target also highlights a continuing problem, the number of companies available to respond, the distance they have to go, and the traffic congestion they encounter.
			<i>Percent of first alarms to which an effective firefighting force will be on scene within 7 minutes</i>	83%	Lag	80%	82.66%		Although we are meeting this target, the percentage is dropping. Again, this is a function of number of companies available, distance, and traffic congestion.
			Provide effective public safety services (code enforcement)	<i>Percent of fire code inspections conducted within state-mandated frequencies.</i>	93.26%	Lag	85%	92.36%	
	Provide effective public safety services (fire investigation)	<i>Percent of arson cases investigators will clear</i>	41%	Lag	34%	34%		Despite a 13.4% increase in the fire investigation workload, investigators cleared 34% of 296 incendiary fires.	
Run the Business	Improve Technology Efficiencies	Provide useful management information	<i>Implement needed management reports and install Emergency Management software by June 30, 2006</i>	100%	Lag	100%	100%		E Team, EvacPlanner, and Tier II have been implemented. The management reports requested have been completed and put on line for staff use.
Manage Resources	Deliver competitive service	Monitor budget expenditures to ensure they are within budget appropriations.	<i>Fire Department's SBE utilization goal</i>	5.39%	Lag	3%	13.27%		Through third quarter FY06, Fire had expended 13.27% of informal purchase funds to SBE vendors.

		Maintain optimal staffing requirements	<i>Percent of time Minimum staffing of 235 on fire companies will be maintained \$</i>	98.6%	Lag	95%	96.25%		A Shift: 96.88%, B Shift: 95.26%, C Shift : 96.6%, for an average of 96.25%
		Maintain resource availability	<i>Percent of fire companies in service during daylight hours Monday-Friday. \$</i>	80.36%	Lag	80%	85.5%		Fire companies report being busy out of service 14.5 percent of the time during daylight hours.

<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>	98.41%	Lag	98%	98.7%		917 of 929 members required to maintain EMT certification obtained a minimum of 24 hours of EMS Con Ed credit during the fiscal year. (Average EMS session deficiency rate = 12)
		Recruit diverse workforce	<i>Turnover rate for African American/minority firefighters</i>	0%	Lag	<1%	2%		This number represents three separations from service, two from random drug tests and one resignation.

Fire Loss, FY00-FY06

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	Total
Structure	\$15,568,071	\$13,035,582	\$13,291,821	\$17,824,768	\$16,620,916	\$13,793,210	\$17,362,403	\$107,496,771
Vehicle	\$2,244,751	\$1,845,898	\$2,833,866	\$2,152,904	\$1,733,538	\$2,812,362	\$2,026,828	\$15,650,147
Other	\$245,858	\$68,283	\$170,732	\$9,234	\$50,140	\$36,936	\$58,290	\$639,473
Outside	\$55,127	\$269,438	\$33,746	\$74,498	\$90,801	\$30,640	\$283,243	\$837,493
Total	\$18,113,807	\$15,219,201	\$16,330,165	\$20,061,404	\$18,495,395	\$16,673,148	\$19,730,764	\$124,623,884

Fire Fatalities and Injuries

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	Total
Deaths	1	5	4	4	3	9	6	32
Injuries	49	60	33	31	39	42	36	290

Number of Fires

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	Total
Structure	786	794	787	831	746	695	873	5512
Vehicles	715	658	682	665	581	610	622	4533
Grass	616	754	808	411	575	484	599	4247
Trash	427	446	392	391	394	386	477	2913
Outside	120	114	74	17	75	85	75	560
Other	8	19	26	14	115	231	121	534
Total	2672	2785	2769	2329	2486	2491	2767	18299

Structure Fires by Property Type

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	Total
Sing Fam	381	349	357	370	356	306	462	2581
Apts	187	218	220	232	207	153	232	1449
Hotels	12	18	13	10	11	14	19	97
Resothr	9	6	6	1	22	10	21	75
Restotal	589	591	596	613	596	483	734	2389
Pub Ass	26	32	34	23	15	18	26	174
Educa	34	27	36	44	22	9	20	192
Instit	6	11	9	8	7	5	8	54
Stores/Off	51	42	45	62	33	25	38	296
Indust	27	30	15	20	30	12	8	142
Storage	36	30	28	25	24	19	26	188
Other	26	25	18	20	19	124	13	245
Total	795	788	781	815	746	695	873	5493

Structure Fire Loss

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	Total
Sing Fam	\$7,379,851	\$5,673,063	\$6,108,462	\$7,224,076	\$5,485,103	\$6,935,553	\$7,763,882	\$46,569,990
Apts	\$3,276,129	\$2,650,986	\$3,521,918	\$4,606,256	\$3,530,001	\$2,905,678	\$4,597,833	\$25,088,801
Hotels	\$28,875	\$166,373	\$56,997	\$724,880	\$41,160	\$209,650	\$78,200	\$1,306,135
Resothr	\$187,900	\$275,099	\$13,499	\$7,099	\$179,552	\$99,400	\$128,550	\$891,099
Restotal	\$10,872,755	\$8,765,521	\$9,700,876	\$12,562,311	\$9,235,816	\$10,150,281	\$12,568,465	\$73,856,025
Pub Ass	\$354,574	\$527,554	\$813,213	\$1,222,209	\$909,352	\$477,900	\$1,851,710	\$6,156,512
Educa	\$8,762	\$353,599	\$8,272	\$55,141	\$61,564	\$52,181	\$36,575	\$576,094
Instit	\$9,070	\$66,400	\$16,349	\$6,870	\$1,001	\$412,475	\$120,700	\$632,865
Stores/Off	\$937,959	\$957,789	\$1,469,494	\$2,137,406	\$280,261	\$1,033,751	\$2,094,303	\$8,910,963
Indust	\$494,424	\$1,223,645	\$535,274	\$1,198,100	\$5,675,470	\$1,285,450	\$326,000	\$10,738,363
Storage	\$395,793	\$131,829	\$601,998	\$528,550	\$414,872	\$190,410	\$356,940	\$2,620,392
Other	\$81,465	\$1,370,400	\$134,145	\$66,000	\$42,580	\$61,877	\$7,710	\$1,764,177
Total	\$13,154,802	\$13,396,737	\$13,279,621	\$17,776,587	\$16,620,916	\$13,664,325	\$17,362,403	\$105,255,391

Structure Fire Fatalities

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	Total
Sing Fam	1	2	3	3	1	6	3	19
Apts	0	0	1	1	0	2	0	4
Hotels	0	0	0	0	0	1	0	1
Resothr	0	0	0	0	0	0	0	0
Restotal	1	1	4	4	1	9	3	23
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	1	1	4	4	1	9	3	23

Structure Fire Injuries

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	Total
Sing Fam	14	17	8	14	13	20	16	102
Apts	10	19	12	11	16	18	9	95
Hotels	0	0	0	0	0	0	0	0
Resothr	0	0	1	0	0	0	1	2
Restotal	24	36	21	25	29	38	26	199
Pub Ass	1	0	0	0	0	0	0	1
Educa	0	0	0	0	0	0	0	0
Instit	1	1	1	0	0	0	0	3
Stores/Off	1	0	2	0	0	0	0	3
Indust	0	0	0	0	2	0	0	2
Storage	0	1	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0
Total	27	38	24	25	31	38	26	209

Fire Company Responses

	FY96	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06
E01	2844	3088	3269	3618	3647	3631	3391	3360	2685	2454	2776
E02	2641	2821	2876	2986	3095	2986	2870	2871	2783	2801	2925
E03	2050	2191	2288	2483	2611	2704	2558	2913	2808	2617	2723
E04	2749	2836	3121	3218	3221	3420	3115	3180	3003	2888	3331
E05	2494	2813	2531	2562	2929	2814	3038	2752	2565	2809	2651
E06	2231	2214	2440	2552	2583	2547	2782	2737	2608	2735	2922
E07	2274	2210	2448	2575	2516	2495	2587	2625	2587	2737	2678
E08	1769	1798	2013	2019	2142	2058	2278	2206	1737	1909	2072
E64	1971	1964	1755	1755	2362	2252	2255	2180	1797	1895	2078
E09	554	635	758	922	1141	1145	985	950	1083	1236	1290
E10	2728	3043	2939	2919	2957	3021	2710	2827	2617	2551	3051
E11	2256	2397	2513	2540	2635	2532	2114	2328	2148	2137	2116
E12	2802	3014	2975	3229	3492	3628	3421	3286	3257	3571	3968
E13	1830	1641	2026	2100	2253	2097	2106	2335	2425	2322	2328
E14	1896	1971	2277	2528	2876	2930	2651	2682	2832	2888	2928
E15	2476	2881	3091	3337	3693	3934	3614	3777	3828	4008	4291
E16	1632	1877	2073	2184	2336	2505	2491	2425	2421	2448	2748
E17	1534	1644	1805	1935	2145	2152	1858	1875	1727	1986	2096
E18	2191	2546	2413	2450	2616	2651	2465	2336	2470	2648	2645
E19	1263	1396	1562	1782	2029	2160	1946	1913	2189	2348	2326
E20	1810	2054	2295	2381	2704	2822	2898	2872	2498	2742	2985
E21	1253	1383	1395	1414	1538	1681	1648	1512	1724	1721	1829
E22	1869	2078	2383	2454	2899	2836	2566	2499	2485	2637	2883
E23	2516	2201	2487	2626	3131	3224	3030	3152	3081	2743	3007
E24	903	976	1067	1221	1462	1565	1790	1792	1733	1653	1841
E25	386	459	504	512	564	596	707	749	870	899	1008
E26		6	912	1005	1234	1425	1314	1403	1738	1816	1889
E27	1579	1813	2089	2030	2368	2554	2084	2026	1944	1755	2012
E28	1029	1162	1353	1454	1744	1719	1948	1983	1979	2120	2440
E29	1058	1086	1233	1274	1526	1714	1810	1682	1716	1546	1664

E30	815	819	887	1035	1174	1292	1193	1157	1087	1127	1079
E31		1	211	249	301	325	748	770	831	788	745
E32		2	237	448	745	943	1088	1035	1284	1370	1563
E33						261	361	388	533	560	647
E34						41	1336	1080	1099	1119	1322
E35						31	1153	1176	809	1101	1373
E36								24	487	901	988
E37										11	755
L01	1704	1932	1954	2136	2243	2321	2388	2534	2225	2250	2193
L02	2200	2234	2294	2351	2466	2454	2325	2478	2047	2321	2459
L04	1726	1975	2114	2039	2148	2277	2327	2342	2005	2091	2172
L13	1341	1123	1436	1409	1699	1648	1863	1969	1799	2039	2066
L16	1149	1201	1373	1485	1688	1833	1843	1987	1767	1970	2021
L18	1652	1722	1848	1812	2002	2170	2041	2144	1913	2163	2100
L23 (L15)	1602	1584	1753	1870	2170	2398	2268	2450	2202	2953	3251
L24	619	642	727	866	1209	1265	1363	1525	1030	1308	1437
L26	852	966	1137	1227	1430	1645	1650	1758	1183	1525	1643
L27	1162	1264	1534	1612	1927	1963	1798	1889	1739	2029	2301
L29 (L03)	1239	697	785	868	999	1098	1101	1053	1137	1477	1492
L31						17	556	583	487	625	579
L32								51	863	1044	1263
L33										30	458
R03 (S14)	685	725	758	929	938	999	912	988	876	1150	1244
R10	1159	1325	1155	1221	1262	1310	1123	1256	1155	1398	1488
H01	265	357	183	186	161	418	619	455	314	340	353
H02	260	352	154	151	119	373	497	344	208	130	263
H03								203	136	76	58
Total	73018	77119	83431	87959	97130	100880	101583	102867	98554	104516	112814

	FY96	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06
Blaze 1	122	134	113	145	169	162	114	8	100	119	125
Blaze 2	159	153	134	189	202	199	146	70	104	134	153
Blaze 3	16	19	11	11	42	86	11	27	79	48	47
Blaze 4	3	1		2	2	4	2	10	41	15	10
Blaze 5	123	141	122	161	177	175	111	72	108	119	147
Blaze 7	139	141	134	275	303	233	305	135	187	223	256
Blaze 8									4	15	18
Battalion 1	2050	2290	2301	2409	2513	2559	2794	2224	1128	1182	1318
Battalion 2	2073	1942	2301	2259	2409	2559	1847	1216	567	651	784
Battalion 3	1668	1681	1623	1559	1809	1927	1843	1425	801	967	964
Battalion 4	1147	1196	1292	1398	1695	1707	1766	1457	900	899	951
Battalion 5	1078	1138	1479	1625	1895	2091	1889	1330	664	696	739
Battalion 6						78	1008	988	658	423	451
Battalion 7									82	238	455
Battalion 8									15	22	40

Incident Type		FY04	FY05	FY06
100	Fire other	115	120	122
110	Structure fire nec	162	67	0
111	Building fire	394	449	614
112	Structure fire other than a building	23	69	28
113	Fire in cooking vessel, no extension	108	151	146
114	Fire confined to chimney	20	20	21
115	Incinerator overload fire	1	0	0
116	Oil burner/boiler delayed ignition fire	5	8	5
117	Trash compactor fire	1	1	2
118	Trash/rubbish fire in structure	32	29	43
120	Fire in mobile property used as structure	3	2	6
121	Fire in manuf. Home used as fixed residence	0	6	3
122	Fire in mobile home, camper, RV	0	0	1
123	Fire in a portable building	2	4	3
130	Fire in mobile property nec	81	53	66
131	Passenger vehicle fire	445	518	514
132	Road freight or transport vehicle fire	36	32	34
133	Rail vehicle fire	0	0	0
134	Water vehicle fire	1	1	0
135	Aircraft fire	1	0	0
136	Self-propelled motor home or RV	1	0	2
137	Camper or RV not self-propelled	2	1	0
138	Off-road vehicle or heavy equipment fire	9	5	6
140	Fire in natural vegetation nec	90	93	100
141	Forest, woods, or wildland fire	28	26	47
142	Brush or brush and grass mixture	323	271	345
143	Fire confined to grass	133	94	107
150	Outside rubbish fire nec	119	98	143
151	Outside rubbish fire not included in 152-155	132	146	155
152	Garbage dump or sanitary landfill fire	2	2	2
153	Construction or demolition landfill fire	2	3	6

154	Outside trash receptacle fire	134	137	165
155	Outside stationary compactor or compacted trash fire	4	5	6
160	Special outside fire nec	49	54	45
161	Outside storage fire, not rubbish	4	5	6
162	Outside equipment fire	19	10	13
163	Outside gas or vapor combustion explosion without sustained fire	1	1	5
164	Outside mailbox fire	1	3	5
170	Fire in cultivated vegetation nec	0	2	1
171	Cultivated grain or crop fire	0	0	0
172	Cultivated orchard or vineyard fire	0	1	0
173	Cultivated tress or nursery stock fire	1	4	0
200	Overpressure rupture, explosion nec	4	18	12
210	Overpressure rupture from steam not otherwise classified	9	8	5
211	Overpressure rupture of steam pipe or pipeline	2	2	0
212	Overpressure rupture of steam boiler	1	2	0
213	Steam rupture of pressure or process vessel	0	0	1
220	Overpressure rupture from air or gas nec	9	2	8
221	Overpressure rupture from air or gas nec	16	6	12
222	Over pressure rupture of boiler from air or gas	0	1	1
223	Overpressure rupture of pressure or process vessel from air or gas	4	1	8
231	Overpressure rupture of pressure or process vessel due to chemical reaction	1	0	0
240	Explosion (no fire) nec	3	1	3
241	Munitions or bomb explosion (no fire)	0	0	1
242	Blasting agent explosion (no fire)	0	1	1
243	Fireworks explosion (no fire)	1	5	3
251	Excessive heat, overheat scorch burns with no ignition	761	778	731
300	Rescue/EMS incidents nec	39	234	181
311	Medical assist	5231	9949	7429
320	EMS incident nec	15060	4570	0
321	EMS call	21708	29621	38982
322	Motor vehicle accident with injuries	528	2663	2885
323	Motor vehicle/pedestrian accident	352	261	305
324	Motor vehicle accident with no injuries	300	1930	2155

331	Lock-in	312	301	293
340	Search for lost person nec	0	7	4
341	Search for person on land	23	17	8
342	Search for person in water	0	1	6
343	Search for person underground	0	0	0
350	Extrication, rescue nec	17	17	10
351	Extrication of victims from building collapse	4	5	1
352	Extrication of victims from vehicle	78	75	61
353	Removal of victim(s) from stalled elevator	81	107	156
354	Trench/below grade rescue	1	1	2
355	Confined space rescue	0	1	0
356	High-angle rescue	2	3	3
357	Extrication of victim(s) from machinery	4	2	6
360	Water or ice related rescue nec	6	3	4
361	Swimming/recreational water areas rescue	2	1	0
362	Ice rescue	0	0	0
363	Swift water rescue	3	4	7
364	Surf rescue	0	0	0
365	Watercraft rescue	0	0	0
370	Electrical hazard rescue nec	1	1	0
371	Electrocution or potential electrocution	1	2	0
372	Trapped by power lines	4	2	4
381	Rescue or EMS standby for hazardous conditions	25	13	12
400	Hazardous condition, standby nec	247	185	221
410	Flammable or combustible liquid or gas spilled or leaked nec	15	42	44
411	Gasoline or other flammable liquid spill	184	206	171
412	Gas leak (natural gas or LP Gas)	196	257	276
413	Oil or other combustible liquid spill	64	61	60
420	Chemical release, reaction nec	10	8	6
421	Chemical hazard, (no spill or leak)	5	2	6
422	Chemical spill or leak	12	33	19
423	Refrigeration leak, including ammonia	2	0	3
424	Carbon monoxide incident	166	212	189
430	Radioactive condition nec	0	0	0

431	Radioactive leak, radioactive material	0	0	0
440	Electrical wiring or equipment problem nec	192	246	270
441	Heat from short circuit, defective or worn insulation	72	78	86
442	Overheated motor or wiring	57	50	69
443	Breakdown of light ballast	0	13	18
444	Power line down	208	170	323
445	Arcing, shorted electrical equipment	156	208	266
451	Biological hazard, confirmed or suspected	4	3	2
460	Accident, potential accident nec	93	57	55
461	Building or structure weakened or collapsed	13	7	15
462	Aircraft standby	79	94	105
463	Vehicle accident, general cleanup	478	531	565
471	Explosive hazard present	4	2	2
480	Attempted burning nec	11	12	25
481	Attempt to burn	3	11	9
482	Threat to burn	0	0	1
500	Service call nec	443	426	550
510	Person in distress nec	394	283	396
511	Lock out	582	611	651
512	Ring or jewelry removal	6	8	7
520	Water problem nec	140	175	152
521	Water (not people) evacuation	3	13	4
522	Water or steam leak	123	178	130
531	Smoke or odor problem	831	733	790
540	Animal problem or rescue nec	4	8	8
541	Animal problem	6	2	11
542	Animal rescue	48	42	36
550	Public service assistance nec	174	169	253
551	Assist to police or other governmental agency	201	251	514
552	Police matter	58	147	264
553	Service to the public	95	100	103
554	Assist to invalid	301	471	794
555	Defective elevator, no occupants	5	4	2
561	Unauthorized burning	139	128	197

571	Cover assignment, standby	2	4	1
600	Good intent call nec	2451	2350	2930
611	Incident cleared before arrival	6781	6275	6417
621	Wrong location	348	199	193
622	No incident found at arrival at dispatch address	101	572	825
631	Authorized controlled burning	13	16	21
632	Prescribed fire	1	2	3
641	Vicinity alarm (incident at another location)	120	54	64
650	Steam, other gas mistaken for smoke nec	57	46	36
651	Smoke scare, odor of smoke	18	21	21
652	Steam, vapor, fog or dust thought to be smoke	54	55	70
653	Smoke from barbeque or tar kettle (no hostile fire)	0	3	1
661	EMS call where injured parties have been transported by non-fire agency	145	83	82
671	Hazardous materials release investigation, with no hazmat found	88	67	69
672	Biological hazard investigation with none found	5	10	3
700	False alarm or false call nec	1895	1511	1501
710	Malicious or mischievous false call nec	245	226	226
711	Municipal alarm system, malicious false alarm	56	40	43
712	Direct tie to fire department, malicious false alarm	3	2	6
713	Telephone, malicious false alarm	62	77	80
714	Central station, malicious false alarm	47	65	76
715	Local alarm system, malicious false alarm	105	110	102
721	Bomb scare, no bomb	86	48	48
730	System or detector malfunction nec	893	889	857
731	Sprinkler activated due to failure of malfunction of sprinkler system	58	68	63
732	Extinguishing system activation due to malfunction	4	6	10
733	Smoke detector activation due to malfunction	746	776	708
734	Heat detector activation due to malfunction	32	33	29
735	Alarm system sounded because of malfunction	656	608	806
736	Carbon monoxide detector activation due to malfunction	463	526	510
740	Unintentional system or detector operation with no fire nec	689	782	962
741	Sprinkler alarm activation, no fire - unintentional	88	103	101
742	Extinguishing system activation	9	6	8
743	Smoke detector activation, no fire - unintentional	1089	1381	1256

744	Heat detector activation, no fire - unintentional	474	464	486
745	Alarm system sounded, no fire - unintentional	211	1236	1417
746	Carbon monoxide detector activation no CO detected	201	259	282
751	Biological hazard, malicious false report	0	0	0
800	Severe weather or natural disaster nec	1	3	11
811	Earthquake damage assessment	0	0	0
812	Flood assessment	2	24	21
813	Storm damage assessment	7	8	10
814	Lightning strike, no fire	30	12	36
815	Severe weather or natural disaster standby	2	1	1
900	Special incident type nec	59	42	35
911	Citizen's complaint	199	187	184
UUU	Undetermined incident type conversion only	13	54	0
UUU	Undetermined incident type	173	7	0
		71683	78655	84346

Charlotte Fire Department Non-Emergency Activities Report

FY06

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

Participants:

0-4 years	835	882	1102	3402	1330	1108	744	1452	1402	1214	1507	1023	16001
5-10 years	2208	1634	3809	10663	4305	2343	1247	2060	3131	4547	4812	3793	44552
11-13 years	1125	645	1263	2433	1314	1504	579	795	1617	1073	1351	1347	15046
14-18 years	703	380	1119	1618	748	1101	336	507	455	826	791	578	9162
Adults 19-61	2038	3728	6058	7331	4085	3443	3174	4056	3376	6299	4626	4598	52812
Seniors 62+	538	612	837	619	592	1088	924	388	468	1133	717	447	8363

Total Participants	7447	7881	14188	26066	12374	10587	7004	9258	10449	15092	13804	11786	145936
--------------------	------	------	-------	-------	-------	-------	------	------	-------	-------	-------	-------	--------

Detectors Installed	64	66	68	78	77	79	81	75	76	74	84	69	891
CO detectors	17	16	7	17	25	23	24	19	19	12	13	28	220
Hearing Impaired	1	1	0	0	1	3	0	1	0	0	0	0	7
Batteries	136	112	144	154	165	156	161	153	126	132	147	138	1724

43

Total Installations	218	195	219	249	268	261	266	248	221	218	244	235	2842
---------------------	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	------

Organizations

Business	61	66	110	66	60	63	82	79	62	76	67	73	865
Churches	38	29	53	74	56	45	35	52	39	54	47	42	564
Civic groups	14	24	42	44	32	12	24	33	23	36	35	27	346
Day care facilities	34	29	18	49	37	11	26	48	38	37	33	26	386
Foster Homes	61	60	44	55	56	43	53	59	52	38	51	55	627
Group Homes	4	5	3	4	4	3	4	8	8	1	2	3	49
Healthcare facilities	16	9	9	12	30	7	25	17	21	25	14	22	207
Industrial	2	13	7	6	11	1	9	18	6	6	8	6	93
Juvenile fire setters	2	3	1	0	2	145	4	3	2	1	3	2	168
Other	145	163	189	147	128	62	144	160	140	173	177	169	1797
Public Safety	35	59	60	60	49	51	45	50	52	197	75	60	793
Schools	32	21	85	155	65	8	32	54	62	70	59	39	682
Seniors Groups	7	6	2	1	10	5	12	6	7	4	6	2	68
Shelters	2	4	4	2	3	17	4	3	3	2	3	2	49
Youth groups	37	16	17	41	32		19	18	21	25	20	20	266
Total	490	507	644	716	575	473	518	608	536	745	600	548	6960

<i>Programs by Type</i>														
Arson prevention	1	1	0	2	3	0	8	1	7	0	3	1	27	
Hours	1	1	0	4.5	3	0	4	3	5.5	0	0.5	1	23.5	
Burn prevention	2	1	6	6	3	0	4	3	1	2	3	1	32	
Hours	7	16	19	4	8	0	4.5	7	3.5	4	5	2.5	80.5	
CERT	0	0	0	0	0	0	1	2	0	0	0	0	3	
Hours	0	0	0	0	0	0	1	5	0	0	0	0	6	
Child safety seat	250	280	281	239	259	276	282	276	250	275	288	221	3177	
Hours	153	174	224	257.1	167.3	171	178.5	205.3	163.5	207.3	159.8	141.6	2202.4	
Display/demo	41	57	68	82	62	49	41	37	57	70	61	50	675	
Hours	52	75.5	109.5	91.1	94.5	54.5	41	45.5	72.5	97	85	74	892.1	
Drills	18	22	7	11	20	19	22	15	16	16	12	16	194	
Hours	36	32	33	14	26.5	21	58	13	69.5	17.5	20	28	368.5	
Evacuations	4	10	17	9	6	1	7	13	9	7	3	7	93	
Hours	7	16.5	19	9	7	1	4	6	5	9	8	14	105.5	
Extinguishers	7	16	14	17	12	8	12	14	9	7	11	20	147	
Hours	7	22	27.5	22.5	26	15.5	11.5	20	15	11.5	18	10.5	207	
First aid & CPR	0	0	4	5	1	1	22	0	2	2	2	1	40	
Hours	0	0	13	4	5	1	10.5	0	3	2	2	1	41.5	
General fire safety	71	98	106	170	138	101	79	110	93	96	101	68	1231	
Hours	75	99.5	122	238.5	172.5	106.5	82	135	134	121.8	114.5	92.8	1494.1	
Hydrant maintenance	17	6	19	18	42	15	33	332	813	990	1125	17	3427	
Hours	23	2	18.5	24.5	30	10	46.5	102.5	379	423	400	18	1477	
Inspections	27	22	15	27	21	16	23	23	27	18	37	36	292	
Hours	27	22	14	21	22	14	17.5	28	23.5	18	32.5	32.5	272	
Juvenile Fire Setters	2	4	2	0	3	1	5	4	2	3	4	2	32	
Hours	6	8	3	0	5	2	4.5	7	4	7	10	5	61.5	
Mascot Activity	0	3	0	4	0	0	1	0	0	0	0	0	8	
Hours	0	16	0	11.5	0	0	0	0	0	0	0	0	27.5	
Media Relations	16	12	7	6	10	5	7	10	9	16	16	16	130	
Hours	18	12.5	10	6	8.5	5	5.5	17.5	8.2	22.3	21	28.3	162.8	
Museum	8	6	6	3	3	3	2	4	9	9	3	6	62	
Hours	30	18.3	16	8	16.5	10	5.5	16	51.5	27	22	13	233.8	
Public relations	239	204	282	304	261	260	237	261	235	248	257	236	3024	
Hours	275	233.5	304.5	376.6	298.5	361.8	254.6	297	258	345.3	291	245	3540.8	

Risk Watch	0	2	3	0	1	2	2	2	2	3	0	0	17
Hours	0	1.5	5	0	0	3	4	2	4	4	0	0	23.5
Safe Kids	2	17	9	11	6	4	7	17	14	12	19	16	134
Hours	29	24	26	21	11	16	6	38.5	47.5	32	50	28	329
Safe Place	0	1	2	0	0	0	0	2	1	0	0	1	7
Hours	0	1	2	0	0	0	0	10.5	0.5	0	0	1	15
Safety Village	0	0	0	1	1	0	0	3	0	0	0	6	11
Hours	0	0	0	1	1	0	0	0	0	0	0	6.5	8.5
Senior Safety	1	3	3	1	1	3	6	3	3	2	2	1	29
Hours	2	4	2.5	1	2	3	5	1.5	4	1.5	2	1	29.5
Smoke detector can	5	13	22	19	24	29	18	27	6	13	12	10	198
Hours	3	7	7.5	8	12	9.5	4	10	2	15.5	9	3	90.5
Smoke house	11	7	9	23	14	3	1	0	14	17	10	18	127
Hours	24	26	16.5	65.5	30	9	1	0	38	22	18	38.5	288.5
Special events	25	20	49	62	39	23	19	15	27	25	31	33	368
Hours	65	59	151	162.5	94	56	35	47	68	68	131	93	1029.5
Station tours	231	227	258	286	246	238	248	305	248	228	243	225	2983
Hours	195	159.5	199.5	267.5	202.5	186.5	180.5	197	191.5	206.8	178	167.5	2331.8
Water safety	7	9	5	5	4	2	3	1	9	4	5	11	65
Hours	133	31	55	40	5.5	7	10	0	39	64	32	78	494.5
Total Programs	985	1041	1194	1311	1180	1059	1090	1480	1863	2063	2248	1019	16533
Total Hours	1168	1061.8	1398	1658.8	1248.3	1063.3	974.6	1214.3	1590.2	1726.5	1609.3	1123.7	15836.8

Training

Academy													
number	47	104	130	200	142	82	161	143	151	167	50	104	1481
hours	420	849	982	716.5	941	516	707	732.5	1017.5	652	320	418.5	8272
Company fire training													
number	326	322	331	318	296	278	356	344	331	336	354	326	3918
hours	491	510	483	491.2	517	442	525.5	559	536	430.5	507	422	5914.2
Company rescue trg													
number	148	156	202	202	161	119	158	125	121	136	154	168	1850
hours	254	229.5	325.5	356.3	247.8	200.5	248.4	188.5	189	256.5	246	317.2	3059.2
Company EMS trg													
number	104	80	108	103	122	96	105	75	61	85	84	123	1146
hours	114	93	128	112.3	143.3	120	135.8	88	65.5	111.5	95.5	129.7	1336.6
General in-service trg													
number	313	271	336	345	357	249	363	428	387	293	311	321	3974
hours	413	386.5	460.8	518	505.3	330.5	448.3	554	496	430	458.5	470.3	5471.2
Total number	938	933	1107	1168	1078	824	1143	1115	1051	1017	953	1042	12369
Total hours	1692	2068	2379.3	2194.3	2354.4	1609	2065	2122	2304	1880.5	1627	1757.7	24053.2
Building tours													
number	126	107	128	123	131	139	142	137	149	118	130	114	1544
hours	141	127	148.3	146	151	151	173.8	153	149.3	127.7	150	109.8	1727.9
New QAP's													
number	8	6	8	8	16	11	14	50	52	39	33	36	281
hours	15	5	8	27	21	28	31	68.5	88	49	38	52.5	431
Updated QAP's													
number	7	9	11	5	11	3	20	57	55	35	30	49	292
hours	6	10	10.5	4	16	4	20	56.5	55	32.6	35.5	53	303.1
Ed/C I prg develop													
number	39	29	43	21	17	29	31	30	42	33	38	36	388
hours	54	36.5	89.5	41	43.5	39	36.5	58	80.5	74	104	67	723.5
Move-ups													
number	73	76	60	78	81	70	82	79	86	96	107	121	1009
hours	209	223	212	228.5	308	211	227	262	286.5	315	318.5	238	3038.5
Shop/PM													

number	92	89	84	96	93	83	89	68	94	104	93	99	1084
hours	298	306	294	247.5	295	347	318.5	221	336.5	431.5	360	258.5	3713.5
Critiques													
number	28	31	27	16	40	35	36	18	23	35	32	25	346
hours	41	35.8	29	14	42	36.5	37.5	20	24.5	36	39	29.5	384.8
Other													
number	52	69	43	73	62	41	43	63	53	38	72	69	678
hours	58	149	140.7	156	105.5	84	67.5	91	125	54	193.5	131	1355.2
											Total other		3505
											Total other hours		9215.5

Total programs, training, & other	34524
--------------------------------------	-------

Total hours	51567.5
-------------	---------