



# Charlotte Fire Department



## Report of Organizational Experience FY2008

July 1, 2007 - June 30, 2008

*FY08 Emergency Response Summary*

Situation Found	FY03	FY04	FY05	FY06	FY07	FY08
<i>Fires</i>	2,318	2,484	2,491	2,767	2,586	2,703
<i>Overpressure</i>	884	811	825	786	834	826
<i>EMS Calls</i>	47,984	43,782	49,791	52,514	55,965	59,949
<i>Haz Mat</i>	2,331	2,271	2,488	2,806	2,731	2,703
<i>Service Calls</i>	5,142	3,555	3,753	4,863	4,897	5,138
<i>Good Intent</i>	11,320	10,182	9,753	10,735	10,551	9,373
<i>False Calls</i>	1,958	8,112	9,216	9,577	9,854	9,734
<i>Natural Disaster</i>	44	42	90	298	107	71
<i>Incidents Other</i>	1,055	444	248	0	271	246
<b>Total</b>	<b>73,036</b>	<b>71,683</b>	<b>78,655</b>	<b>84,346</b>	<b>87,796</b>	<b>90,743</b>

The Charlotte Fire Department responded to 90,743 incidents in FY08, an increase of 3.36 percent over FY07's 87,796. During this same time period, the City's population grew 3.7 percent from 658,848 citizens to 683,215. The number of fires in FY08 increased 4.52 percent, however, the number of structure fires decreased by 3.96 percent, from 606 in FY07 to 582 in FY08. Emergency medical calls increased 7.12 percent, service calls increased 4.92 percent, good intent calls were down 11.16 percent, and false calls decreased 1.22 percent.

*Summary of Essential Public Safety Activities*

Charlotte's fire companies reported conducting 14,443 programs attended by 169,519 participants during FY08. Of those, 79,169 were children under the age of 14. Firefighters installed 592 smoke detectors, 34 carbon monoxide detectors, and 77 batteries. In all, the Charlotte Fire Department spent over 170 hundred hours per company/per shift providing programs and participating in ongoing training.

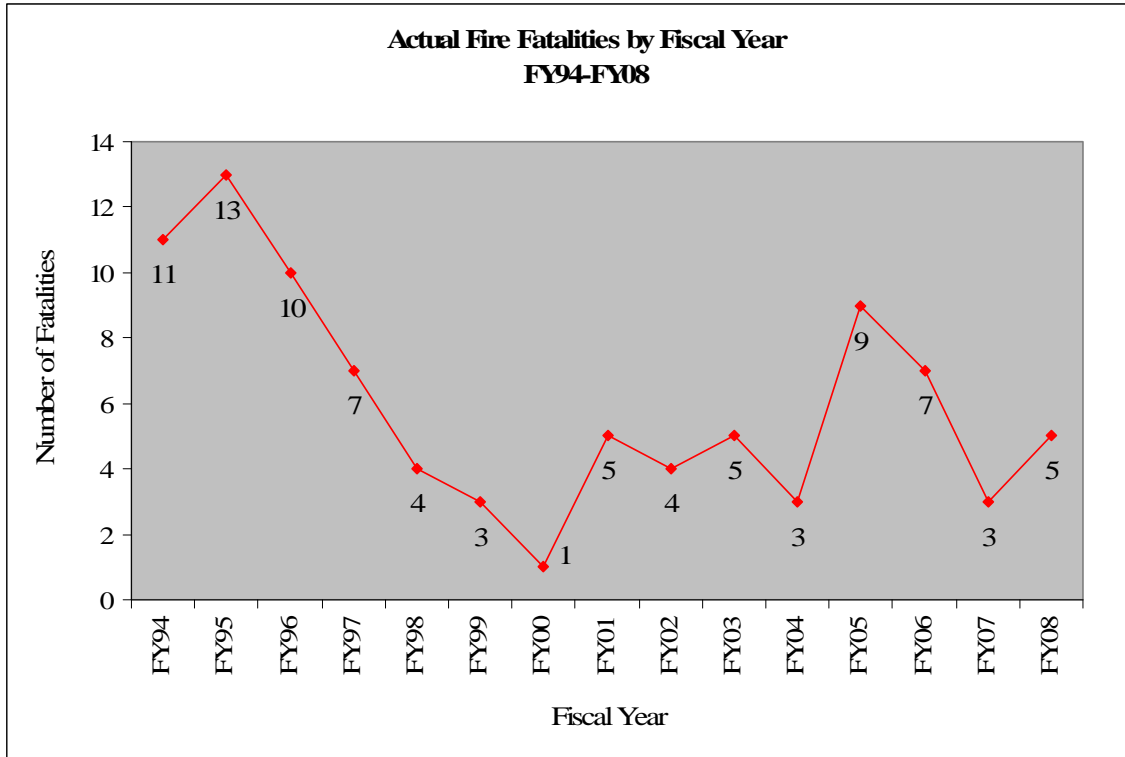
*Fire Prevention Activities*

Fire Prevention conducted 26,813 inspections during FY08, including 15,180 regular inspections, 8,106 rechecks, 3,169 certificate of occupancy up-fit and shell inspections and 358 compliant inspections. In FY08, there were 15,544 fire hydrants located within the city. These fire hydrants were not inspected nor flow tested during the year since the inspection program was suspended due to the drought. Plans examiners reviewed a total of 8,998 plans in FY08, which is a 0.83 percent increase over the 8,924 plans which were reviewed in FY07. The division collected and deposited \$2,769,203 in revenue in FY08.

*Fire Investigation Activities*

Fire investigators investigated 686 fires during FY08, which represents an increase of 9.58 percent over the 626 in FY07. Of these, 289 were accidental, 369 were incendiary and 28 were undetermined. There were five fire deaths resulting from fires that occurred

during the fiscal year. Three of the fires were caused by abandoned/discarded smoking materials. One fire was intentionally set during the course of a robbery, one fire was caused by a ruptured fuel tank following a motor vehicle accident and the final fire death was attributed to an explosion. Below is the chart of the fire death rate over the last 15 years.





**CHARLOTTE FIRE DEPARTMENT**  
228 East 9<sup>TH</sup> Street, Charlotte, NC 28202

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To: Ruffin Hall  
Budget and Evaluation Director

From: Jon B. Hannan  
Fire Chief

Date: July 15, 2008

Re: FY08 Year-End Performance Report

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*Executive Summary*

The Charlotte Fire Department had a busy and productive year in FY08. Fire companies responded to 90,743 incidents, an increase of 3.36 percent over FY07. Additionally, fire inspectors performed 26,813 inspections.

The Department's most noteworthy achievement in FY08 was the ease in which we handled the reorganization of upper-level management, including a new Fire Chief and the promotion of two new Deputy Fire Chief's. This reorganization is the most significant change in administration at the Fire Department since 1992. Despite an increasing emergency workload, we continued to provide the same excellent level of service for which we are known. Specifically, we increased the percent of inspections performed within state mandated frequencies from approximately 92 percent in FY07 to 97 percent in FY08. Fire companies reported delivering 3,923 educational programs in FY08. Additionally, the number of structure fires in FY08 decreased 3.96 percent from 606 in FY07 to 582 in FY08.

Response time is one of the most important measures of the delivery of emergency services. Therefore, our second most significant achievement was the reduction in response time from 5:17 in FY07 to 5:03 in FY08. Knowing that we will continue to face challenges associated with growth, increased density, traffic calming devices and traffic congestion within the city, we knew that it was unlikely that the travel portion of overall response time would decrease. That is why we determined the safest way to reduce response time was to decrease the amount of time between call notification and turnout. In FY08, telecommunicators decrease their average dispatch time to 53 seconds, as

compared to 55 seconds in FY07. Fire companies decrease their turnout time by 6 seconds in FY08 with an average turnout time of 56 seconds.

The third most significant achievement relates to homeland security; the Charlotte Fire Department has been awarded a number of grants to support public preparedness, response & recovery for incidents involving terrorism or weapons of mass destruction. Notable grant awards include: \$4,970,000 from the Urban Area Security Initiative which is being used to fund equipment purchases to promote radio interoperability, mass casualty response, CBRNE response and USAR; \$258,145 for the Metropolitan Medical Response System to purchase equipment for the metropolitan medical response teams; \$170,000 from the State Homeland Security Grant Program to purchase personal protective uniforms for the Charlotte Fire Department's Urban Search and Rescue Teams and \$251,751 for the Regional Response Team for equipment and training.

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

First is the increasing workload. Over the last several years the number of incidents that the Fire Department has responded to has steadily increased. Since FY04, the emergency workload has increase by approximately 20 percent. During this same time period population increased by 11.53 percent. In FY08, the Charlotte Fire Department responded to 90,743 alarms. Fire companies made 130,596 responses to those alarms. Several companies ran in excess of 3,000 calls per year. The emergency workload is heaviest in East Charlotte, in and around Eastland Mall. In FY08, Engine 15 ran 4,311 calls, Engine 23 ran 3,160 calls and Ladder 23 ran 3,450 calls. Together, these three companies made up 8.36 percent of the 130,596 responses made in FY08. As the number of incidents continues to grow, response availability will continue to increase in importance.

Our second greatest challenge continues to be diversity recruitment and retention within the Operations Division. At the close of FY08, minorities comprised only 16.7 percent of our 965 firefighters. In April 2006, we placed a Battalion Chief from Operations into the position of Recruitment Coordinator with the responsibility to find candidates, who can meet the Department's stringent physical and moral requirements. While minority recruitment continues to be an issue, we believe this initiative is working. Out of the 32 firefighters that we hired in FY08, 28.13 percent were minorities. Additionally, since January 2005 we have hired and retained 5 female firefighters. This is a significant achievement since before that point we had gone nearly 5 years without hiring any female firefighters.

Our third challenge was staying within the budget. At mid-year, we anticipated that we would overrun the budget by \$104,603. Unfortunately, the rising cost of fuel and the maintenance and repair of our vehicles skyrocketed at an unprecedented rate during the second half of FY08. In an attempt to stay within budget, we froze all discretionary spending and stopped all non-essential maintenance on vehicles. Regrettably, these measures were not enough to keep us within budget.

### Performance Targets and Actual Achievement

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

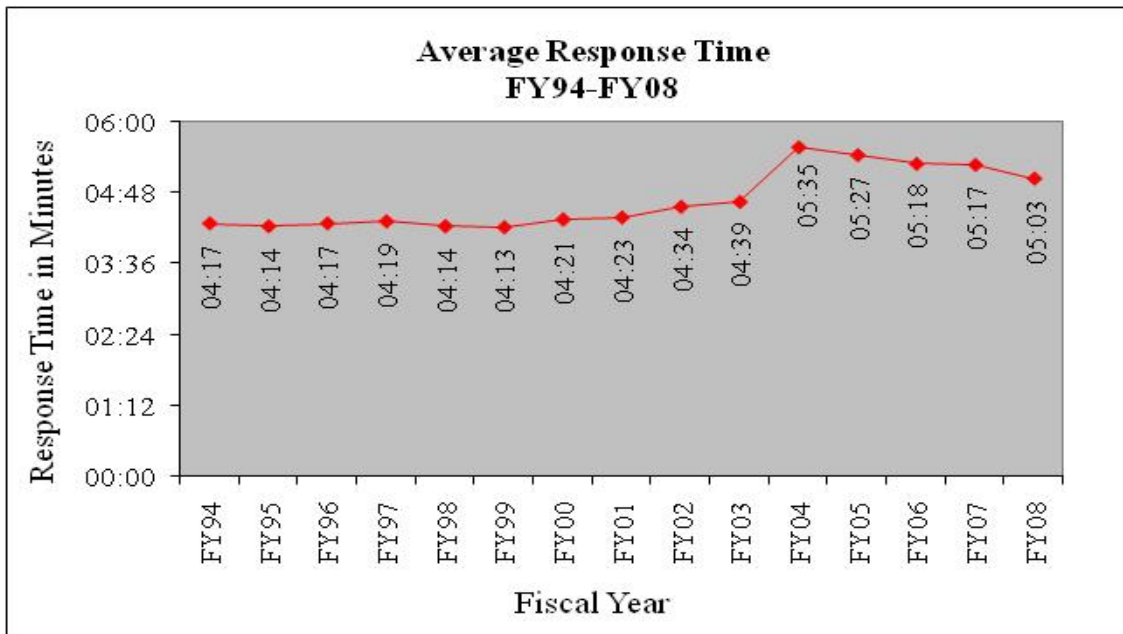
- *The Fire Department will deliver 95 percent of the fire & life safety prevention programs requested by classrooms with elementary age students.* Fire companies reported delivering 314 out of the 322 educational and smokehouse programs that were requested. This means that the target was achieved at 97.52 percent and therefore the goal was met.
- *Telecommunicators will answer 90 percent of E911 calls within 3 rings or 10 seconds.* Telecommunicators answered 190,721 out of 193,488 calls in 10 seconds or less. This target was met at 99.85 percent.
- *Telecommunicators will dispatch 80 percent of alarms within 45 seconds.* The actual dispatch rate within 45 seconds was 79,061 out of 90,615 incidents for an achievement rate of 87.25 percent. The goal was met.
- *Fire companies will be en route to emergencies within 75 seconds 80 percent of the time.* The turnout rate was 79.93 percent. We anticipate that this number will improve with the installation of the new station alerting system. This target was not met.
- *First-due fire companies will be on scene within 4 minutes of being en route to 80 percent of alarms.* The actual rate was 67.63 percent for FY08. This number has remained virtually unchanged over the last several years. Despite our best efforts to improve this measure, continued growth and traffic congestion hamper our ability. The target was not met.
- *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 number of firefighters on scene to 12, the minimum number considered effective for structural fire suppression operations. The target was met at 87.22 percent.
- *Inspectors will conduct 85 percent of required inspections within state-mandated frequencies.* Inspectors conducted 12,384 out of the 12,806 state mandated inspections, for an inspection rate of 96.70 percent. The target was met.
- *Investigators will clear 34 percent of arson cases.* Fire investigators cleared 31 percent of the 369 incendiary fires. Investigators were called to 686 fires, a workload increase of 9.58 percent above FY07's 626 fires investigated. We believe that the increasing complexity of the investigations along with the increase in workload contributed to the reduction in our clearance rate. The target was not met.
- *Fire IT will install a new station alerting system in 100 percent of all stations by 6/30/2008.* Due to turnover of a key staff member and software conversion issues at Locution, we temporarily suspended our installation of the station alerting system earlier this year. Installation was restarted in May 2008. At present, site



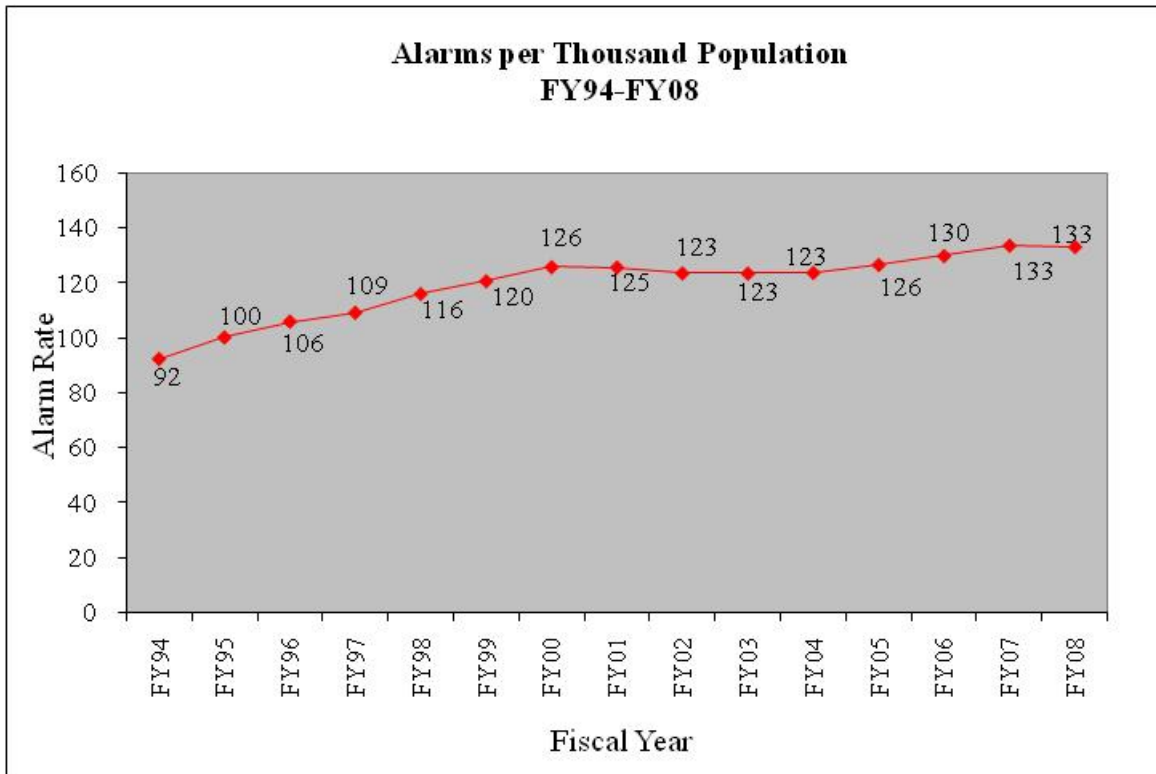
preparation has been completed at 65% of our stations and testing of the system has begun at our four pilot sites. Once testing is concluded, we will use a phased approach to switch the stations over to the new system. This target was not met.

- *The Fire Department will expend 5 percent of informal purchases to SBE vendors.* This goal was not met. At the end of the 3rd Quarter our SBE utilization was at 4.11 percent. At the beginning of FY08 we asked for a reduction in the SBE goal since we do not believe 5 percent is an attainable number. Prior to FY07 we had an SBE goal of 3 percent.
- *Fire Operations will ensure that 232 firefighters are on duty 95 percent of the time.* For the year, there were 13 shifts where minimum staffing was reported not to have been met, for an achievement rate of 96.45 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 1.79 percent of the time, for an available rate of 98.21 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 the 929 personnel required to have EMT certification, 100 percent received the required 24 hours of training. The target was met.
- *The Fire Department will have less than 1 percent turnover for African-American and minority firefighters.* One minority firefighter separated from employment during this period, for an achievement rate of 0.63 percent. This target was met.

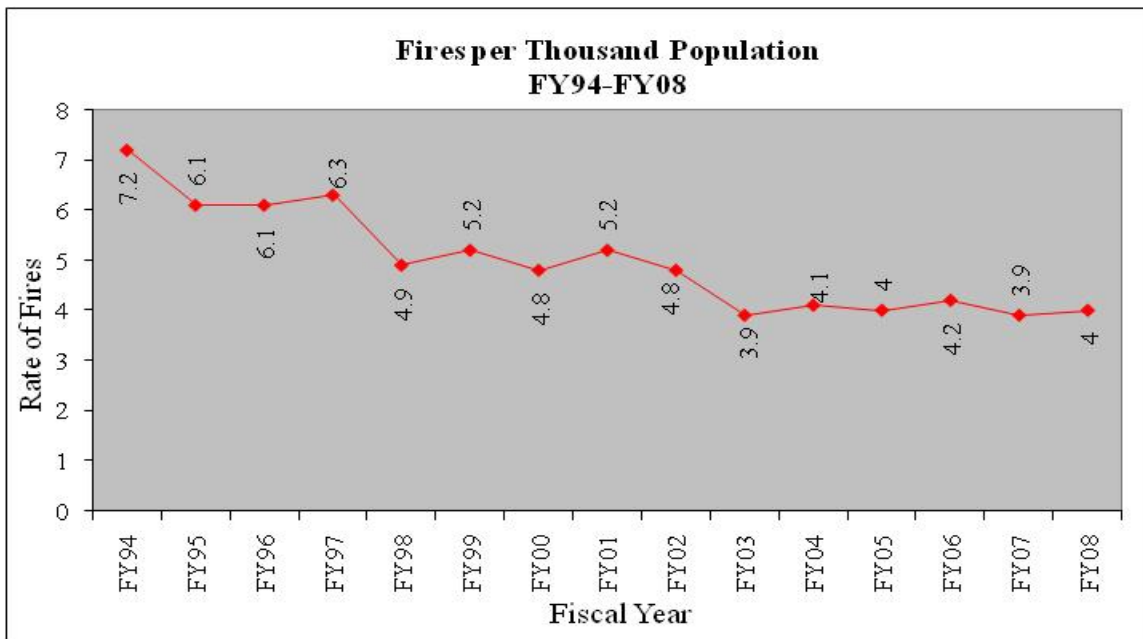
Comparison/Trend Information



Average response time declined by 14 seconds in FY08, which marks a significant achievement for the department.

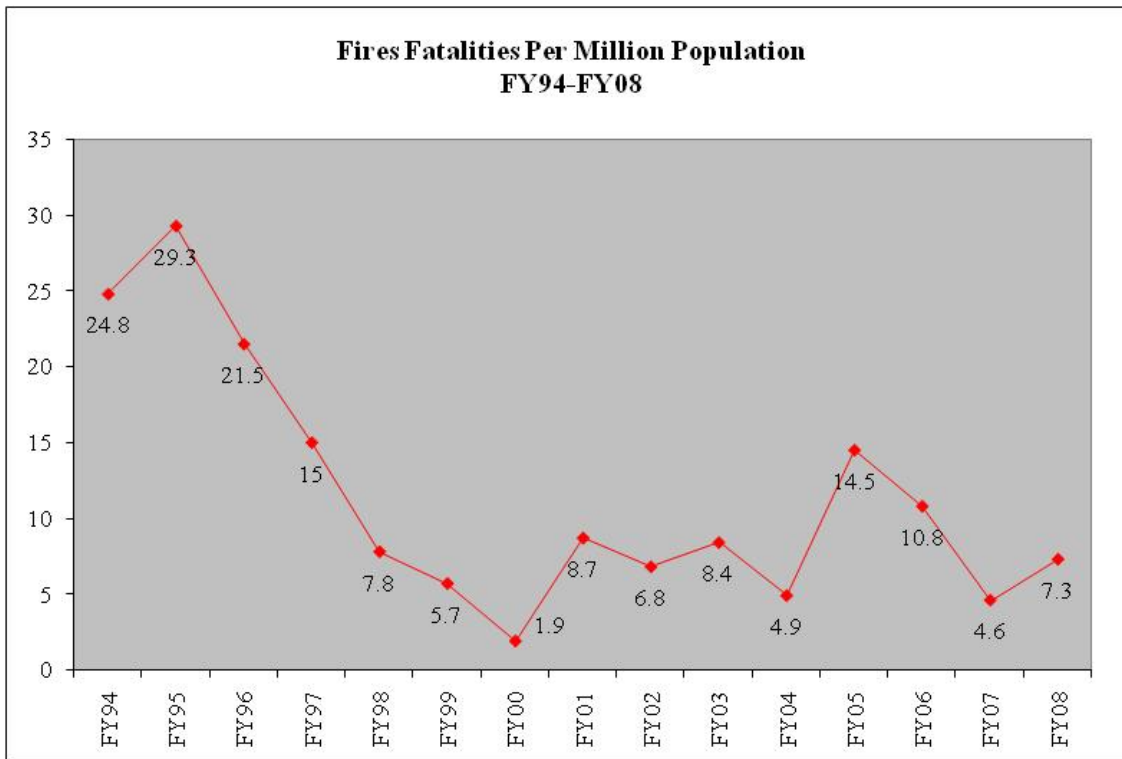


The Fire Department responded to 90,743 incidents in FY08, an increase of 3.36 percent over FY07. During this same time period population also grew, therefore the number of alarms per thousand population remained stable at 133.



The Charlotte Fire Department responded to 2,703 fires in FY08, an increase from 2,586 in FY07. The rate of residential structure fires decreased by 3.39 percent in FY08 to 485.





There were five fire fatalities in FY08, two more than we had in FY07. Thirty-seven civilian fire injuries were reported during FY08, an increase of one over the same period in FY07.

Key Service Indicators

The emergency workload increased 3.36 percent in FY08; fire companies responded to 90,743 incidents, compared to 87,796 in FY07.

Response time decreased by 14 seconds in FY08 to 5:03. This is a significant accomplishment for the department and was the result of decreasing the amount of time spent to dispatch a call and turnout time.

The Fire Prevention Bureau conducted a total of 26,813 fire inspections during FY08. This number includes 15,180 regular inspections, 8,106 rechecks, 3,169 certificate of occupancy up-fit and shell inspections and 358 compliant inspections

The Fire Department responded to 2,703 fires, an increase of 4.52 percent over FY06's 2,586. The number of structure fires is down 3.96 percent, from 606 in FY07 to 582 in FY08. This decrease also translates to a decrease in the number of residential structure fires from 502 in FY07 to 485 in FY08, a decrease of 3.39 percent.

### Changes, Improvements, and Lessons Learned

Several changes took place in FY08, including a significant shift in leadership within the Department including my promotion to Chief and two new Deputy Chief's. These changes provided the Department with the opportunity to redistribute the duties assigned to each of the Deputy Chief's. The most noteworthy change was appointing one Deputy Chief over the Operations Division, thus ensuring that all policies and procedures would be handled consistently.

In FY08, Deputy Chief Kinniburgh was assigned to act as the liaison between the Fire Department and the Building Development Commission. After meeting with the Commission, the decision was made to reorganize the Inspection Division of the Fire Prevention Bureau. This change divided the Inspection Division into five separate groups: the North, South, and Central Inspection groups; the New Construction group; and the Plans Review group. The primary goal of this reorganization was to assign teams of inspectors to each division to address the unique inspection needs of each area. This realignment provides an overall greater inspection experience and problem-solving depth within each group. This reorganization furthers the department's commitment to improving business

The Field Communications Unit, also known as Field Comm 1 (FC-1) arrived in July of 2007. Field Comm 1's main role is to provide communications support for CFD and members of the Charlotte UASI Region when operating at major incidents. FC-1 is also responsible for providing phone and/or radio systems for areas without coverage of that have been devastated by a natural or manmade disaster. Since July 2007, FC-1 has assisted with missing person searches, HazMat incidents and an airplane crash.

In FY08, 18 out of the required 24 hours of EMS continuing education classes were provided online. This change allowed us the opportunity to provide the required EMS training while keeping the companies in-service. Additionally, we saved on fuel costs since the companies did not have to drive to the Training Academy to attend the classes.

The number of wrecks involving Fire Department vehicles decreased from 135 in FY07 to 115 in FY08. The total amount of vehicle damage also decreased from \$178,928 in FY07 to \$142,940 in FY08. On the other hand, the number of injuries involving Fire Department employees increased approximately 28.16 percent from 103 in FY07 to 132 in FY08.

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

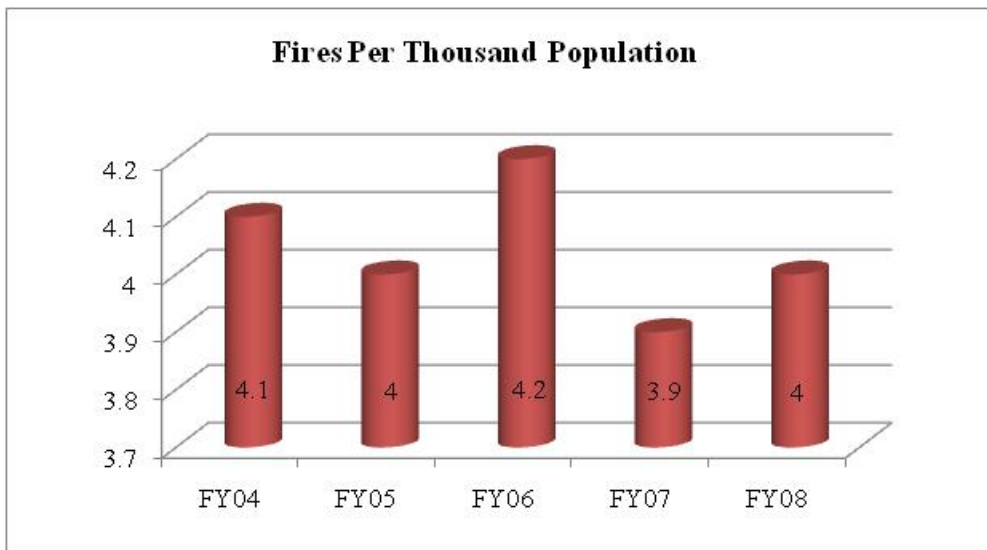
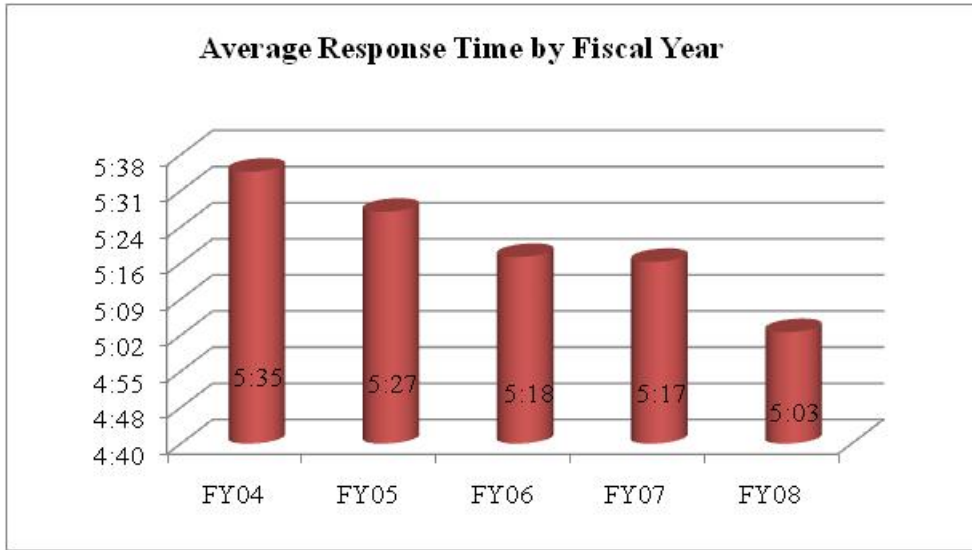
At our mid-year report in January 2008, we projected an overrun of \$104,603, due to the anticipated overruns in fuel, utilities, janitorial supplies and telecommunications (wireless). At that time, the billing for the first five months for M&R Vehicles (Line 152) from BSS did not indicate that we would be over budget. However, as the price of petroleum continues to rise, the cost to maintain the vehicles has increased resulting in an overrun of \$277,000.

As of July 14, 2008 closing report, Fire’s budget overrun totaled \$298,972. With the freeze on all discretionary purchases and M&R vehicles, we minimized the overrun to the best of our ability while maintaining the same level of service in all areas. Prior to the fuel crisis, Fire also supported the 311 and CIO efforts by offering \$238,600 for support of the new positions. In summary, “but not for” the unanticipated overrun in vehicle maintenance, Fire would have finished the fiscal year only \$21,870 in the red.

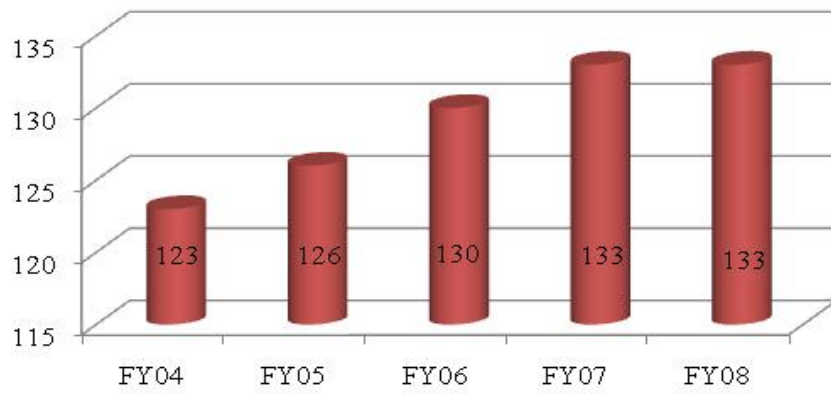
With this said, our budgetary concerns will continue into FY09. Our stock levels at Logistics are at an all time low, our trucks need maintenance and our employees need uniforms. Our short-term solution to freeze spending in FY08 will have long term effects in FY09.

Line Item	FY07 Actual	FY08 Budget	FY08 Actual	(Over Budget)
251-Fuel	\$701,853	\$669,583 + \$100,000 (council)	\$1,106,707	(\$337,124)
147 –Utilities	\$535,214	\$476,186	\$ 543,299	(\$ 67,113)
297 – Janitorial Sup	\$152,713	\$ 97,483	\$ 180,167	(\$ 82,684)
291-Fire Station Eqt	\$262,800	\$179,412	\$ 231,811	(\$ 52,399)
151-M&R Equip.	\$111,898	\$ 84,560	\$ 159,550	(\$ 74,990)
112-Telecomm-	\$287,553	\$277,021	\$ 377,091	(\$100,070)
				Not anticipated at mid year.
152- M&R Vehicles	\$2,049,687	\$1,997,754	\$2,274,860	(\$277,106)

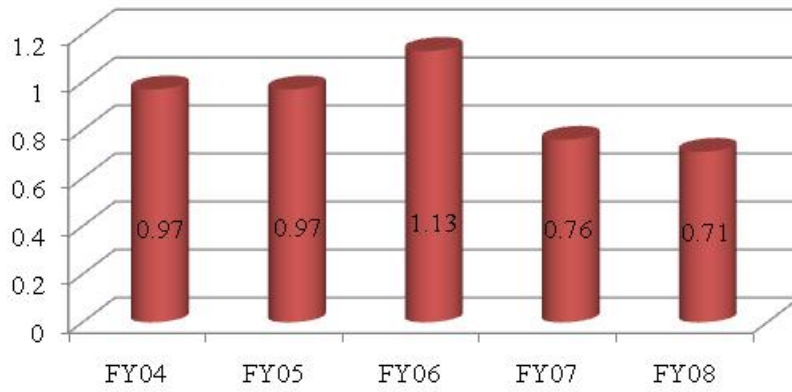
Budget Analyst Requested Graphs



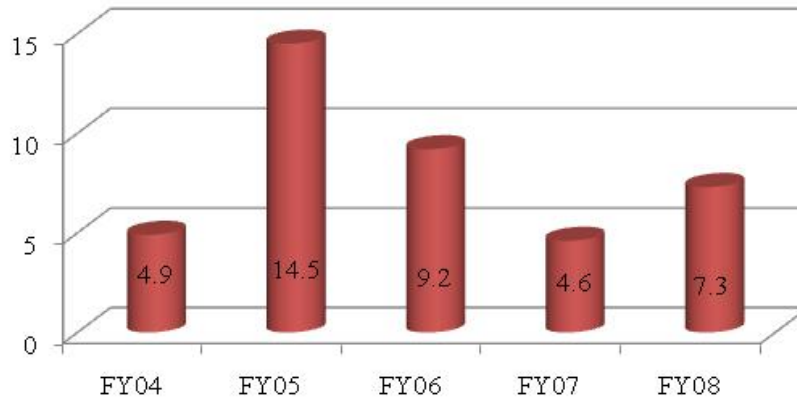
**Alarms per Thousand Population**



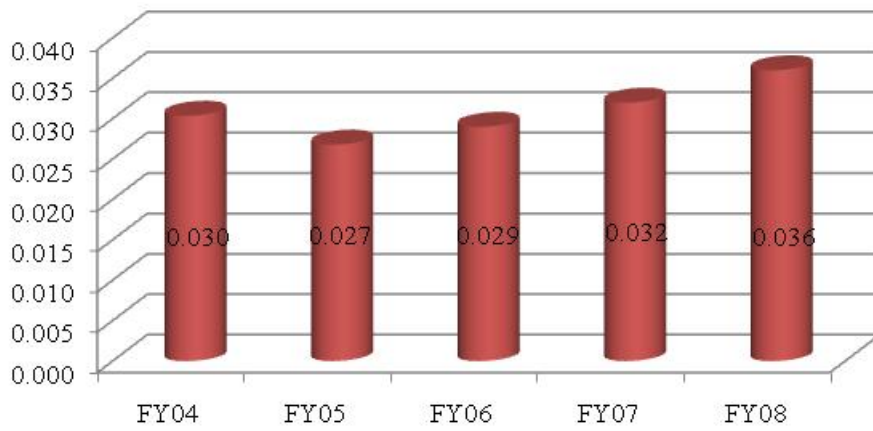
**Residential Fires Per Thousand Population**



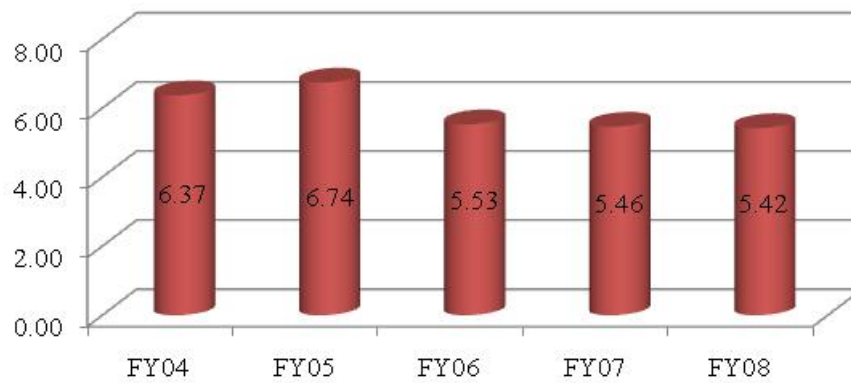
**Fire Fatalities per Million Population**



**Fire Loss as a Percent of Property Valuation**



**Civilian Fire Injuries per Hundred Thousand Population**





# KBU-Balanced Scorecard Report

Reporting Period: July 1, 2007 to June 30, 2008

Corporate Objective	<i>KBU Initiative (* indicates Focus Area Initiative)</i>	Measure ( <i>\$ indicates incentive pay measure</i> )	Prior Year Actual	Lead or Lag	Performance Data			Comments/Explanation (To be completed at mid-year and year-end reporting)
					Target	YTD	Status	

<b>Serve the Customer</b>	C1. Strengthen Neighborhoods	Strengthen and prepare the community	<i>Percent of fire &amp; life safety programs requested and delivered to elementary age students \$*</i>	N/A	Lag	95%	97.52%	+	Fire companies delivered 314 out of the 322 requested fire & life safety programs in FY08.
	C2. Increase Perception of Safety	Provide emergency services (fire suppression, hazmat, etc.)	<i>Percent of Telecommunicators answering phone within 3 rings or 10 seconds</i>	99.85%	Lag	90%	98.57%	+	CFD Communications answered 190,721 calls out of 193,488 within 10 seconds or less.
			<i>Percent of alarms Telecommunicators dispatch within 45 seconds of answering the phone</i>	81.03%	Lag	80%	87.25%	+	CFD Communications dispatched 79,061 incidents out of 90,615 within 45 seconds or less.
			<i>Percent of alarms fire companies will be en route within 75 seconds of being dispatched</i>	76.04%	Lag	80%	79.93%	-	In FY08 we came extremely close to achieving this measure. We believe the installation of the new station alerting system will improve this measure.
			<i>Percent of alarms first-due fire companies will be on scene within 4 minutes of being enroute</i>	67.91%	Lag	80%	67.63%	-	Achieving this measure has been a constant struggle for the Department. With an increasing call load and increasing traffic congestion we foresee that we will be unable to meet this measure.
			<i>Percent of first alarms to which an effective firefighting force will be on scene within 7 minutes</i>	84.66%	Lag	80%	87.22%	+	
			Provide effective public safety services (code enforcement)	<i>Percent of fire code inspections conducted within state-mandated frequencies</i>	92.26%	Lag	85%	96.70%	+
		Provide effective public safety services (fire investigation)	<i>Percent of arson cases investigators will clear</i>	34.8%	Lag	34%	31%	-	Our clearance rate dropped due to a combination of required changes within the fire investigation field, such as more detailed documentation of the scene and the increase in complexity of many of the investigations.
<b>Run the Business</b>	B1. Optimize Business Processes	Provide up-to-date systems to support emergency and essential public safety service delivery	<i>Percent of stations with new alerting system installed by 6/30/2008</i>	0%	Lag	100%	0%	-	Due to turnover of a key staff member and software conversion issues at Locution, we temporarily suspended our installation of the station alerting system earlier this year. Installation was restarted in May 2008. At present, site preparation has been completed at 65% of our stations. Testing of the system has begun at our four pilot sites. Once testing is concluded we will use a phased approach to switch the stations over to the new system.

# KBU-Balanced Scorecard Report

Reporting Period: July 1, 2007 to June 30, 2008

Corporate Objective	<i>KBU Initiative (* indicates Focus Area Initiative)</i>	Measure ( \$ indicates incentive pay measure)	Prior Year Actual	Lead or Lag	Performance Data			Comments/Explanation (To be completed at mid-year and year-end reporting)
					Target	YTD	Status	

<b>Manage Resources</b>	R1. Deliver Competitive Service	Monitor budget expenditures to ensure they are within budget appropriations	<i>Fire Department's SBE utilization goal</i>	3.6%	Lag	5%	4.11%	-	The Fire Department's SBE utilization for the first 3 quarters of FY08 was 4.11%. Given the nature of our business, only a small portion of the items we purchase are available to be purchased by SBE vendors. We have asked for a reduction in our SBE goal since FY07.
		Maintain optimal staffing requirements	<i>Percent of time minimum staff of 232 on fire companies will be maintained \$</i>	96.71%	Lag	95%	96.45	+	
		Maintain resource availability	<i>Percent of fire companies in service during daylight hours Monday-Friday \$</i>	96.80%	Lag	80%	98.21	+	
<b>Develop Employees</b>	E1. 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>	98.55%	Lag	98%	100%	+	
		Maintain diverse workforce	<i>Turnover rate for African American/ minority firefighters</i>	1.29%	Lag	<1%	0.63%	+	
	E2. Achieve Positive Employee Climate	Support physical fitness	<i>Number of firefighters who will earn a physical fitness award for achieving an exceptional rating on their fitness exam. \$</i>	NA	Lag	25%	26.6%	+	
			<i>Update outdated stations with recommended/prescribed physical fitness equipment \$</i>	NA	Lag	33%	48.39%	+	31 of our 38 Stations lacked the recommended/prescribed physical fitness equipment. In FY08, we purchased and installed new equipment in 15 of these Stations.

**Status:**

1. Use a "+" (plus) sign to indicate all is well.
2. Use a "-" (minus) sign to indicate that the status is not where expected or the current status is in trouble. Provide explanation.
3. Use an "x" to indicate this target will not or is not met. Provide explanation.

**Fire Loss, FY04-FY08**

	FY04	FY05	FY06	FY07	FY08	Total
Structure	\$16,777,820	\$13,843,848	\$17,283,683	\$18,155,512	\$21,767,967	\$87,828,830
Confined to Container	34,809	38,106	77,920	209,110	261,031	620,976
Vehicle	1,822,879	2,814,862	2,027,828	2,813,443	3,192,512	12,671,524
Grass	6,900	22,305	42,481	52,105	104,787	228,578
Trash	3,062	14,631	204,220	55,768	31,267	308,948
Outside	7,508	30,610	36,542	124,482	136,426	335,568
Vegetation	0	60	0	550	501	1,111
Other	670	36,877	58,290	30,113	27,262	153,212
<b>Total</b>	<b>\$18,653,648</b>	<b>\$16,801,299</b>	<b>\$19,730,964</b>	<b>\$21,441,083</b>	<b>\$25,521,753</b>	<b>\$102,148,747</b>

**Fire Fatalities and Injuries**

	FY04	FY05	FY06	FY07	FY08	Total
Deaths	3	9	6	3	5	26
Injuries	39	42	36	36	37	190

**Number of Fires**

	FY04	FY05	FY06	FY07	FY08	Total
Structure	589	597	655	606	582	3,029
Confined to Container	167	209	217	193	199	985
Vehicle	576	611	623	543	557	2,910
Grass	576	484	599	647	794	3,100
Trash	394	391	477	457	428	2,147
Outside	74	73	74	68	84	373
Vegetation	1	7	1	6	4	19
Other	111	120	121	66	55	473
<b>Total</b>	<b>2,488</b>	<b>2,492</b>	<b>2,767</b>	<b>2,586</b>	<b>2,703</b>	<b>13,036</b>

### Structure Fires by Property Type

	FY04	FY05	FY06	FY07	FY08	Total
Sing Fam	292	313	354	306	307	1,572
Apts	157	155	166	173	162	813
Hotels	6	7	13	10	2	38
Resothr	15	18	18	13	14	78
<b>Restotal</b>	<b>470</b>	<b>493</b>	<b>551</b>	<b>502</b>	<b>485</b>	<b>2,501</b>
Pub Ass	7	18	21	13	16	75
Educa	15	10	10	13	11	59
Instit	5	5	5	3	3	21
Stores/Off	30	25	32	30	33	150
Indust	23	13	8	14	9	67
Storage	24	20	23	22	17	106
Other	15	13	5	9	8	50
<b>Total</b>	<b>589</b>	<b>597</b>	<b>655</b>	<b>606</b>	<b>582</b>	<b>3,029</b>

	FY07	FY08	Total
Sing Fam	\$5,621,536	\$7,088,553	\$12,710,089
Apts	3,515,966	2,937,678	6,453,644
Hotels	15,560	176,300	191,860
Resothr	204,950	140,250	345,200
<b>Restotal</b>	<b>\$9,358,012</b>	<b>\$10,342,781</b>	<b>\$19,700,793</b>
Pub Ass	908,001	492,870	1,400,871
Educa	61,464	52,201	113,665
Instit	1,001	412,475	413,476
Stores/Off	318,861	1,033,751	1,352,612
Indust	4,422,469	1,290,450	5,712,919
Storage	414,872	191,410	606,282
Other	1,293,140	27,910	1,321,050
<b>Total</b>	<b>16,777,820</b>	<b>\$13,843,848</b>	<b>\$30,621,668</b>

### Structure Fire Fatalities

	FY04	FY05	FY06	FY07	FY08	Total
Sing Fam	1	6	3	3	1	14
Apts	0	2	0	0	1	3
Hotels	0	0	0	0	1	1
Resothr	0	1	0	0	0	1
<b>Restotal</b>	<b>1</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>19</b>
Pub Ass	0	0	0	0	0	0
Educa	0	0	0	0	0	0
Instit	0	0	0	0	0	0
Stores/Off	0	0	0	0	1	1
Indust	0	0	0	0	0	0
Storage	0	0	0	0	0	0
Other	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>20</b>

### Structure Fire Injuries

	FY04	FY05	FY06	FY07	FY08	Total
Sing Fam	12	17	10	16	10	65
Apts	14	15	7	7	7	50
Hotels	0	0	0	1	0	1
Resothr	0	0	1	0	3	4
<b>Restotal</b>	<b>26</b>	<b>32</b>	<b>18</b>	<b>24</b>	<b>20</b>	<b>120</b>
Pub Ass	0	0	0	0	0	0
Educa	0	0	0	0	0	0
Instit	0	0	0	0	0	0
Stores/Off	0	0	0	0	1	1
Indust	1	2	0	3	2	8
Storage	0	0	0	0	0	0
Other	0	0	0	0	0	0
<b>Total</b>	<b>27</b>	<b>34</b>	<b>18</b>	<b>27</b>	<b>23</b>	<b>129</b>

## Fire Company Responses

	FY96	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
E01	2,844	3,088	3,269	3,618	3,647	3,631	3,391	3,360	2,685	2,454	2,776	2,946	2,730
E02	2,641	2,821	2,876	2,986	3,095	2,986	2,870	2,871	2,783	2,801	2,925	2,938	2,588
E03	2,050	2,191	2,288	2,483	2,611	2,704	2,558	2,913	2,808	2,617	2,723	2,701	3,026
E04	2,749	2,836	3,121	3,218	3,221	3,420	3,115	3,180	3,003	2,888	3,331	3,271	3,049
E05	2,494	2,813	2,531	2,562	2,929	2,814	3,038	2,752	2,565	2,809	2,651	2,813	2,644
E06	2,231	2,214	2,440	2,552	2,583	2,547	2,782	2,737	2,608	2,735	2,922	3,149	3,072
E07	2,274	2,210	2,448	2,575	2,516	2,495	2,587	2,625	2,587	2,737	2,678	2,711	2,821
E08	1,769	1,798	2,013	2,019	2,142	2,058	2,278	2,206	1,737	1,909	2,072	2,029	1,953
E64	1,971	1,964	1,755	1,755	2,362	2,252	2,255	2,180	1,797	1,895	2,078	1,964	1,941
E09	554	635	758	922	1,141	1,145	985	950	1,083	1,236	1,290	1,394	1,668
E10	2,728	3,043	2,939	2,919	2,957	3,021	2,710	2,827	2,617	2,551	3,051	2,932	3,067
E11	2,256	2,397	2,513	2,540	2,635	2,532	2,114	2,328	2,148	2,137	2,116	2,144	2,234
E12	2,802	3,014	2,975	3,229	3,492	3,628	3,421	3,286	3,257	3,571	3,968	3,903	3,819
E13	1,830	1,641	2,026	2,100	2,253	2,097	2,106	2,335	2,425	2,322	2,328	2,432	2,331
E14	1,896	1,971	2,277	2,528	2,876	2,930	2,651	2,682	2,832	2,888	2,928	3,114	3,166
E15	2,476	2,881	3,091	3,337	3,693	3,934	3,614	3,777	3,828	4,008	4,291	4,457	4,311
E16	1,632	1,877	2,073	2,184	2,336	2,505	2,491	2,425	2,421	2,448	2,748	2,698	2,555
E17	1,534	1,644	1,805	1,935	2,145	2,152	1,858	1,875	1,727	1,986	2,096	2,315	2,297
E18	2,191	2,546	2,413	2,450	2,616	2,651	2,465	2,336	2,470	2,648	2,645	2,946	2,734
E19	1,263	1,396	1,562	1,782	2,029	2,160	1,946	1,913	2,189	2,348	2,326	2,367	2,475
E20	1,810	2,054	2,295	2,381	2,704	2,822	2,898	2,872	2,498	2,742	2,985	2,876	2,900
E21	1,253	1,383	1,395	1,414	1,538	1,681	1,648	1,512	1,724	1,721	1,829	1,914	2,087
E22	1,869	2,078	2,383	2,454	2,899	2,836	2,566	2,499	2,485	2,637	2,883	3,056	2,909
E23	2,516	2,201	2,487	2,626	3,131	3,224	3,030	3,152	3,081	2,743	3,007	3,217	3,160
E24	903	976	1,067	1,221	1,462	1,565	1,790	1,792	1,733	1,653	1,841	1,907	1,732
E25	386	459	504	512	564	596	707	749	870	899	1,008	1,107	1,085
E26		6	912	1,005	1,234	1,425	1,314	1,403	1,738	1,816	1,889	1,806	1,859
E27	1,579	1,813	2,089	2,030	2,368	2,554	2,084	2,026	1,944	1,755	2,012	2,099	2,057
E28	1,029	1,162	1,353	1,454	1,744	1,719	1,948	1,983	1,979	2,120	2,440	2,624	2,781
E29	1,058	1,086	1,233	1,274	1,526	1,714	1,810	1,682	1,716	1,546	1,664	1,717	1,640
E30	815	819	887	1,035	1,174	1,292	1,193	1,157	1,087	1,127	1,079	1,152	1,118



E31		1	211	249	301	325	748	770	831	788	745	833	861
E32		2	237	448	745	943	1,088	1,035	1,284	1,370	1,563	1,592	1,590
E33						261	361	388	533	560	647	676	715
E34						41	1,336	1,080	1,099	1,119	1,322	1,482	1,469
E35						31	1,153	1,176	809	1,101	1,373	1,306	1,412
E36								24	487	901	988	1,042	1,259
E37										11	755	755	672
E38												265	477
L01	1,704	1,932	1,954	2,136	2,243	2,321	2,388	2,534	2,225	2,250	2,193	2,257	2,529
L02	2,200	2,234	2,294	2,351	2,466	2,454	2,325	2,478	2,047	2,321	2,459	2,445	2,721
L04	1,726	1,975	2,114	2,039	2,148	2,277	2,327	2,342	2,005	2,091	2,172	2,226	2,655
L13	1,341	1,123	1,436	1,409	1,699	1,648	1,863	1,969	1,799	2,039	2,066	2,096	2,313
L16	1,149	1,201	1,373	1,485	1,688	1,833	1,843	1,987	1,767	1,970	2,021	2,116	2,499
L18	1,652	1,722	1,848	1,812	2,002	2,170	2,041	2,144	1,913	2,163	2,100	2,253	2,632
L23 (L15)	1,602	1,584	1,753	1,870	2,170	2,398	2,268	2,450	2,202	2,953	3,251	3,322	3,450
L24	619	642	727	866	1,209	1,265	1,363	1,525	1,030	1,308	1,437	1,545	1,818
L26	852	966	1,137	1,227	1,430	1,645	1,650	1,758	1,183	1,525	1,643	1,599	1,698
L27	1,162	1,264	1,534	1,612	1,927	1,963	1,798	1,889	1,739	2,029	2,301	2,524	2,572
L29 (L03)	1,239	697	785	868	999	1,098	1,101	1,053	1,137	1,477	1,492	1,646	1,695
L31						17	556	583	487	625	579	610	726
L32								51	863	1,044	1,263	1,370	1,680
L33										30	458	544	669
R03 (S14)	685	725	758	929	938	999	912	988	876	1,150	1,244	1,243	1,077
R10	1,159	1,325	1,155	1,221	1,262	1,310	1,123	1,256	1,155	1,398	1,488	1,407	1,444
H01	265	357	183	186	161	418	619	455	314	340	353	334	332
H02	260	352	154	151	119	373	497	344	208	130	263	290	245
H03								203	136	76	58	52	72
<b>Total</b>	<b>73,018</b>	<b>77,119</b>	<b>83,431</b>	<b>87,959</b>	<b>97,130</b>	<b>100,880</b>	<b>101,583</b>	<b>102,867</b>	<b>98,554</b>	<b>104,516</b>	<b>112,814</b>	<b>116,529</b>	<b>119,108</b>

	FY96	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Blaze 1	122	134	113	145	169	162	114	8	100	119	125	157	212
Blaze 2	159	153	134	189	202	199	146	70	104	134	153	109	133
Blaze 3	16	19	11	11	42	86	11	27	79	48	47	39	44
Blaze 4	3	1		2	2	4	2	10	41	15	10	7	1
Blaze 5	123	141	122	161	177	175	111	72	108	119	147	264	413
Blaze 7	139	141	134	275	303	233	305	135	187	223	256	174	150
Blaze 8									4	15	18	5	16
Battalion 1	2,050	2,290	2,301	2,409	2,513	2,559	2,794	2,224	1,128	1,182	1,318	1,671	1,661
Battalion 2	2,073	1,942	2,301	2,259	2,409	2,559	1,847	1,216	567	651	784	911	933
Battalion 3	1,668	1,681	1,623	1,559	1,809	1,927	1,843	1,425	801	967	964	1,073	1,108
Battalion 4	1,147	1,196	1,292	1,398	1,695	1,707	1,766	1,457	900	899	951	1,041	1,050
Battalion 5	1,078	1,138	1,479	1,625	1,895	2,091	1,889	1,330	664	696	739	849	822
Battalion 6						78	1,008	988	658	423	451	480	508
Battalion 7									82	238	455	449	505

Incident Type		FY04	FY05	FY06	FY07	FY08
100	Fire other	115	120	122	66	55
110	Structure fire nec	162	67	0	0	0
111	Building fire	394	449	614	552	504
112	Structure fire other than a building	23	69	28	49	69
113	Fire in cooking vessel, no extension	108	151	146	123	137
114	Fire confined to chimney	20	20	21	24	13
115	Incinerator overload fire	1	0	0	0	1
116	Oil burner/boiler delayed ignition fire	5	8	5	9	6
117	Trash compactor fire	1	1	2	3	8
118	Trash/rubbish fire in structure	32	29	43	34	34
120	Fire in mobile property used as structure	3	2	6	0	3
121	Fire in manuf. Home used as fixed residence	0	6	3	5	3
122	Fire in mobile home, camper, RV	0	0	1	1	0
123	Fire in a portable building	2	4	3	0	3
130	Fire in mobile property nec	81	53	66	42	43
131	Passenger vehicle fire	445	518	514	450	470
132	Road freight or transport vehicle fire	36	32	34	43	31
133	Rail vehicle fire	0	0	0	1	3
134	Water vehicle fire	1	1	0	0	0
135	Aircraft fire	1	0	0	0	1
136	Self-propelled motor home or RV	1	0	2	0	1
137	Camper or RV not self-propelled	2	1	0	0	0
138	Off-road vehicle or heavy equipment fire	9	5	6	6	8
140	Fire in natural vegetation nec	90	93	100	121	142
141	Forest, woods, or wildland fire	28	26	47	37	58
142	Brush or brush and grass mixture	323	271	345	387	462
143	Fire confined to grass	133	94	107	102	132
150	Outside rubbish fire nec	119	98	143	134	108
151	Outside rubbish fire not included in 152-155	132	146	155	145	160
152	Garbage dump or sanitary landfill fire	2	2	2	2	2
153	Construction or demolition landfill fire	2	3	6	3	2
154	Outside trash receptacle fire	134	137	165	164	151

155	Outside stationary compactor or compacted trash fire	4	5	6	9	5
160	Special outside fire nec	49	54	45	42	49
161	Outside storage fire, not rubbish	4	5	6	2	9
162	Outside equipment fire	19	10	13	18	18
163	Outside gas or vapor combustion explosion without sustained fire	1	1	5	4	3
164	Outside mailbox fire	1	3	5	2	5
170	Fire in cultivated vegetation nec	0	2	1	6	4
171	Cultivated grain or crop fire	0	0	0	0	0
172	Cultivated orchard or vineyard fire	0	1	0	0	0
173	Cultivated tress or nursery stock fire	1	4	0	0	0
200	Overpressure rupture, explosion nec	4	18	12	10	13
210	Overpressure rupture from steam not otherwise classified	9	8	5	2	12
211	Overpressure rupture of steam pipe or pipeline	2	2	0	0	1
212	Overpressure rupture of steam boiler	1	2	0	0	1
213	Steam rupture of pressure or process vessel	0	0	1	0	0
220	Overpressure rupture from air or gas nec	9	2	8	7	11
221	Overpressure rupture from air or gas nec	16	6	12	16	12
222	Over pressure rupture of boiler from air or gas	0	1	1	0	0
223	Overpressure rupture of pressure or process vessel from air or gas	4	1	8	3	1
231	Overpressure rupture of pressure or process vessel due to chemical reaction	1	0	0	0	1
240	Explosion (no fire) nec	3	1	3	3	2
241	Munitions or bomb explosion (no fire)	0	0	1	1	0
242	Blasting agent explosion (no fire)	0	1	1	0	0
243	Fireworks explosion (no fire)	1	5	3	2	1
251	Excessive heat, overheat scorch burns with no ignition	761	778	731	790	771
300	Rescue/EMS incidents nec	39	234	181	246	280
311	Medical assist	5,231	9,949	7,429	8,682	9,063
320	EMS incident nec	15,060	4,570	0	0	0
321	EMS call	21,708	29,621	38,982	40,792	44,156
322	Motor vehicle accident with injuries	528	2,663	2,885	2,926	3,126
323	Motor vehicle/pedestrian accident	352	261	305	320	315
324	Motor vehicle accident with no injuries	300	1,930	2,155	2,407	2,401
331	Lock-in	312	301	293	273	289
340	Search for lost person nec	0	7	4	5	5

341	Search for person on land	23	17	8	18	20
342	Search for person in water	0	1	6	8	2
343	Search for person underground	0	0	0	0	0
350	Extrication, rescue nec	17	17	10	12	19
351	Extrication of victims from building collapse	4	5	1	4	4
352	Extrication of victims from vehicle	78	75	61	70	55
353	Removal of victim(s) from stalled elevator	81	107	156	162	190
354	Trench/below grade rescue	1	1	2	2	1
355	Confined space rescue	0	1	0	2	0
356	High-angle rescue	2	3	3	3	4
357	Extrication of victim(s) from machinery	4	2	6	4	1
360	Water or ice related rescue nec	6	3	4	10	3
361	Swimming/recreational water areas rescue	2	1	0	0	0
362	Ice rescue	0	0	0	0	0
363	Swift water rescue	3	4	7	10	1
364	Surf rescue	0	0	0	0	0
365	Watercraft rescue	0	0	0	0	1
370	Electrical hazard rescue nec	1	1	0	0	0
371	Electrocution or potential electrocution	1	2	0	1	0
372	Trapped by power lines	4	2	4	1	1
381	Rescue or EMS standby for hazardous conditions	25	13	12	7	12
400	Hazardous condition, standby nec	247	185	221	166	158
410	Flammable or combustible liquid or gas spilled or leaked nec	15	42	44	55	48
411	Gasoline or other flammable liquid spill	184	206	171	190	187
412	Gas leak (natural gas or LP Gas)	196	257	276	328	328
413	Oil or other combustible liquid spill	64	61	60	62	46
420	Chemical release, reaction nec	10	8	6	6	4
421	Chemical hazard, (no spill or leak)	5	2	6	7	4
422	Chemical spill or leak	12	33	19	15	13
423	Refrigeration leak, including ammonia	2	0	3	4	3
424	Carbon monoxide incident	166	212	189	235	211
430	Radioactive condition nec	0	0	0	0	0
431	Radioactive leak, radioactive material	0	0	0	0	0
440	Electrical wiring or equipment problem nec	192	246	270	271	303

441	Heat from short circuit, defective or worn insulation	72	78	86	69	72
442	Overheated motor or wiring	57	50	69	54	61
443	Breakdown of light ballast	0	13	18	12	23
444	Power line down	208	170	323	282	324
445	Arcing, shorted electrical equipment	156	208	266	218	239
451	Biological hazard, confirmed or suspected	4	3	2	2	2
460	Accident, potential accident nec	93	57	55	72	77
461	Building or structure weakened or collapsed	13	7	15	17	20
462	Aircraft standby	79	94	105	90	80
463	Vehicle accident, general cleanup	478	531	565	543	450
471	Explosive hazard present	4	2	2	0	4
480	Attempted burning nec	11	12	25	25	33
481	Attempt to burn	3	11	9	8	10
482	Threat to burn	0	0	1	0	3
500	Service call nec	443	426	550	587	704
510	Person in distress nec	394	283	396	305	325
511	Lock out	582	611	651	690	647
512	Ring or jewelry removal	6	8	7	9	9
520	Water problem nec	140	175	152	187	163
521	Water (not people) evacuation	3	13	4	11	4
522	Water or steam leak	123	178	130	177	171
531	Smoke or odor problem	831	733	790	765	753
540	Animal problem or rescue nec	4	8	8	0	4
541	Animal problem	6	2	11	10	4
542	Animal rescue	48	42	36	35	20
550	Public service assistance nec	174	169	253	268	293
551	Assist to police or other governmental agency	201	251	514	374	415
552	Police matter	58	147	264	252	270
553	Service to the public	95	100	103	116	153
554	Assist to invalid	301	471	794	892	961
555	Defective elevator, no occupants	5	4	2	6	10
561	Unauthorized burning	139	128	197	211	230
571	Cover assignment, standby	2	4	1	2	2
600	Good intent call nec	2,451	2,350	2,930	3,270	3,896



611	Incident cleared before arrival	6,781	6,275	6,417	5,734	3,784
621	Wrong location	348	199	193	182	203
622	No incident found at arrival at dispatch address	101	572	825	973	1,098
631	Authorized controlled burning	13	16	21	14	12
632	Prescribed fire	1	2	3	2	2
641	Vicinity alarm (incident at another location)	120	54	64	62	51
650	Steam, other gas mistaken for smoke nec	57	46	36	25	47
651	Smoke scare, odor of smoke	18	21	21	24	21
652	Steam, vapor, fog or dust thought to be smoke	54	55	70	39	52
653	Smoke from barbeque or tar kettle (no hostile fire)	0	3	1	3	3
661	EMS call where injured parties have been transported by non-fire agency	145	83	82	142	128
671	Hazardous materials release investigation, with no hazmat found	88	67	69	78	75
672	Biological hazard investigation with none found	5	10	3	3	1
700	False alarm or false call, other	1,895	1,511	1,501	1,358	1,355
710	Malicious or mischievous false call, other	245	226	226	226	203
711	Municipal alarm system, malicious false alarm	56	40	43	56	48
712	Direct tie to fire department, malicious false alarm	3	2	6	4	7
713	Telephone, malicious false alarm	62	77	80	71	51
714	Central station, malicious false alarm	47	65	76	79	79
715	Local alarm system, malicious false alarm	105	110	102	143	140
721	Bomb scare, no bomb	86	48	48	36	33
730	System or detector malfunction nec	893	889	857	689	626
731	Sprinkler activated due to failure of malfunction of sprinkler system	58	68	63	61	82
732	Extinguishing system activation due to malfunction	4	6	10	5	10
733	Smoke detector activation due to malfunction	746	776	708	659	595
734	Heat detector activation due to malfunction	32	33	29	31	38
735	Alarm system sounded because of malfunction	656	608	806	761	815
736	Carbon monoxide detector activation due to malfunction	463	526	510	563	559
740	Unintentional system or detector operation with no fire nec	689	782	962	1,163	1,192
741	Sprinkler alarm activation, no fire - unintentional	88	103	101	97	120
742	Extinguishing system activation	9	6	8	16	5
743	Smoke detector activation, no fire - unintentional	1,089	1,381	1,256	1,439	1,455
744	Heat detector activation, no fire - unintentional	474	464	486	503	523
745	Alarm system sounded, no fire - unintentional	211	1,236	1,417	1,577	1,487

746	Carbon monoxide detector activation no CO detected	201	259	282	317	310
751	Biological hazard, malicious false report	0	0	0	0	1
800	Severe weather or natural disaster nec	1	3	11	9	22
811	Earthquake damage assessment	0	0	0	0	0
812	Flood assessment	2	24	21	46	19
813	Storm damage assessment	7	8	10	10	15
814	Lightning strike, no fire	30	12	36	40	15
815	Severe weather or natural disaster standby	2	1	1	2	0
900	Special incident type nec	59	42	35	59	58
911	Citizen's complaint	199	187	184	212	188
UUU	Undetermined incident type conversion only	13	54	0	0	0
UUU	Undetermined incident type	173	7	0	0	0
	<b>Total</b>	<b>71,683</b>	<b>78,655</b>	<b>84,346</b>	<b>87,796</b>	<b>90,743</b>

## Charlotte Fire Department Non-Emergency Activities Report - FY08

Pub Ed/Comm Act	July	Nov.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Totals
<b>Participants:</b>													
0-4 years	3,241	1,409	1,037	5,220	867	834	528	639	1,245	741	936	796	17,493
5-10 years	3,958	1,935	3,117	11,188	2,845	1,505	1,299	1,186	3,139	1,679	6,442	1,903	40,196
11-13 years	3,036	1,269	782	1,248	950	3,648	2,286	852	4,684	788	862	1,075	21,480
14-18 years	2,902	1,678	1,015	2,363	2,022	2,419	2,809	576	2,124	1,128	751	1,339	21,126
Adults 19-61	8,088	4,955	6,067	6,027	9,724	2,155	2,737	2,080	6,137	3,804	4,849	3,857	60,480
Seniors 62+	3,046	524	873	206	260	448	416	406	1,040	453	697	375	8,744
<b>Total Participants</b>	<b>24,271</b>	<b>11,770</b>	<b>12,891</b>	<b>26,252</b>	<b>16,668</b>	<b>11,009</b>	<b>10,075</b>	<b>5,739</b>	<b>18,369</b>	<b>8,593</b>	<b>14,537</b>	<b>9,345</b>	<b>169,519</b>
<b>Installations:</b>													
Batteries Changed	8	7	7	3	11	8	11	5	7	1	3	6	77
CO Detector Check	1	2	4	1	2	3	3	2	0	1	2	1	22
CO Detector Install	4	1	0	1	6	4	1	6	8	1	1	1	34
Hearing Impaired	0	1	0	1	1	1	0	2	1	1	0	0	8
Smoke Detector CK	0	2	2	5	0	3	1	2	3	0	1	1	20
Smoke Detector	18	6	8	15	10	6	5	7	7	2	4	4	92
<b>Total Installations</b>	<b>31</b>	<b>19</b>	<b>21</b>	<b>26</b>	<b>30</b>	<b>25</b>	<b>21</b>	<b>24</b>	<b>26</b>	<b>6</b>	<b>11</b>	<b>13</b>	<b>253</b>
<b>Organizations:</b>													
Business	51	40	47	38	37	10	17	17	18	21	23	27	346
Churches	18	20	25	47	13	8	10	13	14	9	17	30	224
Civic groups	32	24	15	20	7	4	16	2	9	8	19	17	173
Day care facilities	17	16	3	41	7	0	2	11	6	6	6	23	138
Foster Homes	24	25	24	26	31	23	28	16	22	13	21	21	274
General Public	36	143	142	106	101	105	112	100	117	98	95	87	1242
Group Homes	0	5	2	0	0	0	1	3	1	0	3	1	16
Healthcare facilities	14	14	7	13	9	10	21	16	5	5	17	28	159
Industrial	1	1	5	4	1	0	2	2	0	1	0	1	18
Juvenile fire setters	2	2	2	0	2	1	3	1	0	2	1	0	16
Other	32	0	0	0	0	0	0	0	0	0	0	0	32
Media/Press Outlets	8	77	44	13	34	28	21	27	4	6	1	6	269
Public Safety	44	24	25	23	20	27	47	19	21	48	30	28	356
Schools	9	10	23	86	41	12	11	30	39	32	36	15	344
Seniors Groups	10	4	11	3	9	7	2	3	10	2	3	4	68
Shelters	0	0	4	2	0	0	1	0	0	0	0	0	7
Station Visits	99	74	57	77	39	43	27	31	59	23	29	28	586
Youth groups	16	9	6	8	4	11	12	6	11	7	7	1	98
<b>Total</b>	<b>413</b>	<b>488</b>	<b>442</b>	<b>507</b>	<b>355</b>	<b>289</b>	<b>333</b>	<b>297</b>	<b>336</b>	<b>281</b>	<b>308</b>	<b>317</b>	<b>4366</b>

**Programs by Type**

	July	Nov.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Totals
Arson prevention	3	0	0	0	0	0	0	1	0	0	0	0	4
Hours	10.5	0	0	0	0	0	0	7	0	0	0	0	17.5
Bicycle Safety	1	0	0	1	0	0	0	0	0	0	5	1	8
Hours	0.3	0	0	1	0	0	0	0	0	0	10.3	2	13.6
Burn prevention	2	1	3	2	0	2	1	7	0	1	3	0	22
Hours	3.5	3	8	6.8	0	5	2	11	0	2	6.5	0	47.8
CERT	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	0	0	0	0	0	0	0	0	0	0	0	0	0
Child safety seat	0	0	0	0	0	0	0	0	1	7	1	1	10
Hours	0	0	0	0	0	0	0	0	3.5	31.3	1.5	0.8	37.1
Child Seat Inspection	17	14	16	18	17	6	9	11	10	10	5	2	135
Hours	18.3	29.2	52.8	29.3	48.4	23.5	21.1	22	29.3	27.5	21	4.6	327
Display/demo	54	54	51	66	34	17	17	28	36	25	31	49	462
Hours	58.6	69.1	56.8	114	40	19.2	16.7	72	65.8	35.2	51.5	79.9	678.8
Drills	7	14	2	11	15	3	11	6	3	6	8	8	94
Hours	11.3	17	4	12.5	116.5	2.5	11.3	5.3	3.5	13	19.7	7.3	223.9
Evacuations	1	1	6	4	7	4	10	2	5	7	8	7	62
Hours	1	1	12	4.3	8.8	3	9.8	2.3	7	27.5	12.5	5	94.2
Extinguishers	3	13	12	10	5	2	6	9	9	4	4	11	88
Hours	4	23	17.8	14.6	6	2	13	9	8.5	4.8	6	11.8	120.5
First aid & CPR	3	4	1	3	0	3	3	6	1	1	2	4	31
Hours	1.1	1.5	3.5	5.5	0	1.1	3.3	5.3	0.5	4	0.4	1	27.2
General fire safety	35	32	26	81	26	14	28	26	37	34	40	27	406
Hours	42.9	53	41.3	117.7	39.8	18.5	46.5	47.2	78.3	59.3	54.6	34.5	633.6
Hydrant maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	0	0	0	0	0	0	0	0	0	0	0	0	0
Inspections	20	23	21	24	31	19	26	19	23	11	22	18	257
Hours	11.7	16	13.1	16.8	51.8	11.5	78.2	13.9	15.3	7.5	44.2	12.7	292.7
Juvenile Fire Setters	3	5	2	3	3	5	9	2	0	3	1	2	38
Hours	10	14	6	7.5	6	6.8	19.3	11	0	5.5	2	3.3	91.4
Mascot Activity	0	0	2	3	2	0	0	0	2	2	0	7	18
Hours	0	0	4	9.5	6.5	0	0	0	16	3.5	0	39	78.5
Media Relations	8	64	33	17	30	30	20	20	5	4	1	4	236
Hours	3	59.7	114	16.8	97	89	40	90	41.5	2.5	1	3.3	557.8
Museum	4	6	6	4	7	3	6	4	5	4	4	2	55
Hours	24	31	13.8	27.9	32.3	21	34	29	15.3	20.5	27	3	278.8
Operation Lifesaver	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	21	33	25	34	21	30	28	17	25	25	13	32	304
Hours	18.8	43.6	29.7	101.3	31.1	45.8	31.9	15.2	55	43.8	153	137.6	706.8



Public relations	131	153	171	119	91	78	115	81	104	77	69	70	1259
Hours	168	219.8	293.4	147.9	156.3	135.9	151.4	81.8	148.6	91.8	82.7	86.6	1764.2
Risk Watch	0	0	0	0	1	0	0	0	0	0	0	1	2
Hours	0	0	0	0	3	0	0	0	0	0	0	2	5
Safe Kids	5	6	1	6	0	3	1	2	2	12	7	8	53
Hours	14.3	14.5	2.5	9.3	0	9.3	2	6	4	52.5	15.8	22.3	152.5
Safe Place	1	0	0	0	0	0	0	1	0	0	0	0	2
Hours	0.3	0	0	0	0	0	0	0.3	0	0	0	0	0.6
Safety Village	0	0	0	0	0	0	0	0	0	0	0	0	0
Hours	0	0	0	0	0	0	0	0	0	0	0	0	0
Senior Safety	4	6	4	1	1	1	0	5	1	0	0	2	25
Hours	5.5	4.6	8.3	1	1	2.3	0	10	1	0	0	2	35.7
Smoke detector can	3	5	1	3	3	4	3	2	3	1	7	9	44
Hours	7.3	10.3	0.3	1.2	1.3	4.2	4	2	1.1	0.6	10.1	13.2	55.6
Smoke house	3	1	1	13	13	1	1	1	1	3	5	4	47
Hours	6.5	2	3	29.3	34.5	3	2	3	2.8	6.5	9.3	3.3	105.2
Special events	15	6	5	8	5	5	3	2	5	9	8	11	82
Hours	23.9	29.5	10.8	32	14.8	7.3	3	6.3	18	16.5	51.5	115.1	328.7
Station tours	67	46	52	76	43	59	36	45	58	34	64	36	616
Hours	68.3	58.6	48	85.1	103.8	74.1	33.8	46.8	65	29	69.3	39.6	721.4
Water safety	0	0	0	0	0	0	0	0	0	1	0	1	2
Hours	0	0	0	0	0	0	0	0	0	4	0	0.3	4.3
<b>Total Programs</b>	<b>411</b>	<b>487</b>	<b>441</b>	<b>507</b>	<b>355</b>	<b>289</b>	<b>333</b>	<b>297</b>	<b>336</b>	<b>281</b>	<b>308</b>	<b>317</b>	<b>3,923</b>

<b>Total Hours</b>	<b>513.1</b>	<b>700.4</b>	<b>743.1</b>	<b>791.3</b>	<b>798.9</b>	<b>485</b>	<b>523.3</b>	<b>496.4</b>	<b>580</b>	<b>488.8</b>	<b>649.9</b>	<b>630.2</b>	<b>6,366.60</b>
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<b>Training</b>	July	Nov.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Totals
Academy													
number	0	0	0	0	0	0	0	0	0	0	0	0	0
hours	0	0	0	0	0	0	0	0	0	0	0	0	0
Company fire training													
number	219	242	174	160	98	92	185	152	141	177	138	102	1,880
hours	341.8	1127.2	262.4	269.9	179.3	135.3	272.9	260.4	314.6	367.6	211.9	163.6	3,906.90
Company rescue trg													
number	153	116	253	55	75	72	107	142	120	84	78	40	1,295
hours	242.8	250	563.3	75.5	201.8	255.7	197.1	236.6	229.8	164	138	65	2,619.60
Company EMS trg													
number	17	59	19	35	46	55	34	37	16	37	20	28	403
hours	18	101.2	25.7	57.5	137.4	133.6	51.9	73	23.3	41.8	24.5	147.9	835.80
General in-service trg													
number	319	324	204	198	181	177	284	234	185	181	184	128	2,599

hours	491.2	1151.4	285.5	382.6	401.3	322.6	513.8	532.8	521.8	335.8	399.7	204.5	5,543.00
Total number	708	741	650	448	400	396	610	565	462	479	420	298	6,177
Total hours	1,093.80	2,629.80	1,136.90	785.50	919.80	847.20	1,035.70	1,102.80	1,089.50	909.20	774.10	581	12,905.30
Building tours													
number	73	51	60	53	65	32	47	64	72	58	38	60	673
hours	104.7	52.3	101.6	76.9	67	32.3	54.7	72	87.7	85.5	41.3	67.9	843.90
QAP's Completed													
number	54	50	47	45	21	21	77	55	67	40	29	33	539
hours	54.4	87.3	55	54.3	20.2	19	76.5	64.7	70.3	47.8	27.4	39.4	616.30
Ed/C I prg develop													
number	84	108	75	116	109	66	114	56	42	51	58	54	933
hours	157.6	217.3	176	237.4	218.1	152.8	230.8	176.1	128.5	119.2	109.6	120.6	2,044.00
Move-ups													
number	138	139	124	109	122	121	100	145	124	126	120	132	1,500
hours	330	323.2	281.3	260	365.1	389.7	195.3	381.3	397	264.3	296	350.3	3,833.50
Shop/PM													
number	69	57	50	71	50	45	53	54	38	46	38	43	614
hours	192.6	146.6	84.9	146.1	125.4	110.5	126.3	118.3	78.1	107.5	77.3	100	1,413.60
Critiques													
number	4	16	13	8	2	9	10	3	8	2	4	5	84
hours	3	16	10.5	6	1.3	14	11	3.5	7	2	3	10.7	88.00
Total other													4,647
Total other hours													9,546.10

Total programs, training, & other	14,443
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Total hours	28,111.2
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