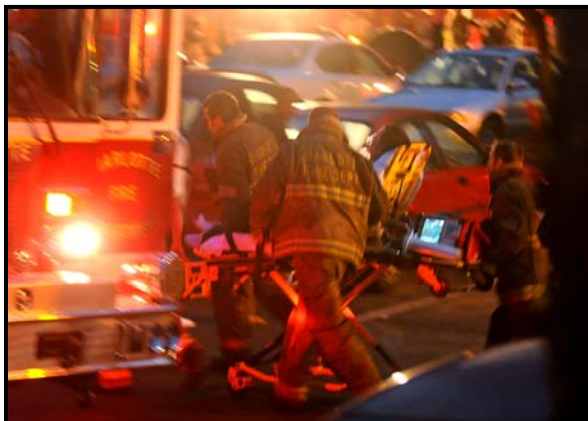




# Charlotte Fire Department



Report of Organizational Experience  
FY2009

July 1, 2008 - June 30, 2009



## 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, 2009

Re: FY09 Year-End Performance Report

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### **EXECUTIVE SUMMARY**

The Charlotte Fire Department had a busy and productive year in FY09. Fire companies responded to 91,309 incidents, an increase of 0.62 percent over FY08. Additionally, fire inspectors performed a total of 30,532 fire inspections.

One of the Department's most noteworthy achievements in FY09 was meeting our goal of having the first arriving unit on-scene within 6 minutes or less of the phone call being received by fire communications, at least 80 percent of the time. This target has been on the balanced scorecard for years, and each year we narrowly missed it. In FY09, we were successful at reducing our average response time to 4:49 seconds, a 14 second decrease from 5:03 in FY08. This decrease can be attributed to several factors, including decreasing call handling time, stressing the importance of improving turnout times, and completing the installation of mobile computers in every unit, which improved our data collection abilities.

In addition, two new fire stations were completed and opened in FY09. In September of 2008, the construction of station 38 (12100 Shopton Rd W) was completed. A few months later, in December 2008 firefighters were able to move into station 39 (8325 Providence Rd). With the addition of both of these stations, the Department is in a better position to serve the citizens of Charlotte and meet our critical response time benchmarks.

Finally, the Fire Department demonstrated leadership and collaboration as we worked with other City Departments during the 2008 gas crisis. By utilizing the agreement and infrastructure that we had in place, the Fire Department was able to assist departments such as CATS and CMPD when they had difficulties securing gasoline to fuel their fleet.

During FY09 the three greatest challenges facing the department include the following:

First, the emergency workload in East Charlotte is the heaviest in the city, specifically in and around Eastland Mall. In FY09, companies from stations 15 and 23 responded to approximately 12 percent of the total calls for service in the city. As the number of incidents continues to grow, response time and response availability will continue to increase in importance. In June 2009, we were successful in purchasing land to construct a new fire station near Eastland Mall. Construction is anticipated to begin in early 2010. Upon completion, this station will even out the workload among the stations, will increase response availability, and will reduce response times.

Second, we continue to strive for improvements in the areas of diversity recruitment and retention within the Operations Division. 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. There are twice as many African American and Hispanic candidates in the 2009 applicant pool as there were in the 2008 pool.

Finally, managing increasing costs in line item 152 (maintenance and repairs on automobiles and fire trucks) continues to be an issue. Between FY06 and FY08 expenditures in this line increased an average of 12.2% while funding only increased approximately 4.5%. This is compounded by several issues including the fact that further reductions to the apparatus fund will require us to keep older trucks in service longer. Older trucks require more maintenance and will be out of service longer which will lead to an increase in response times.

### **MID-YEAR BUDGET REDUCTIONS**

As an operating department, there were very few reductions that we could make that would not impact public safety. We reduced cost where it was reasonable and focused on delaying necessary purchases, and eliminating travel and overtime expenditures. By freezing educational leave and eliminating overtime in all divisions except Operations, we were able to decrease our original mid-year projection on overtime expenditures.

Additionally, we held the management analyst position vacant. This is significant in that we are a very lean department administratively and this position is unique in its responsibilities including several important functions such as monitoring response times, incident analysis, quality assurance, and the developing our department's CIP.

With these cost saving measures and initiatives in place, we were able to reduce operating costs without seriously impacting public safety in the short-term. It is important to note that the immediate savings realized by freezing certain line items, (like uniforms, equipment, and training) to reduce costs in FY09, only delays purchasing items (in FY10) that are needed to run the business.

We are pleased that we were able to produce a significant savings over our mid-year budget estimates. This is a credit to all employees of the Fire Department working together to achieve a goal.

## **PERFORMANCE TARGETS AND ACTUAL ACHIEVEMENT**

- **The Fire Department will deliver 95 percent of the fire & life safety prevention programs requested by classrooms with elementary age students.**

Fire educators reported delivering 576 out of the 587 educational and smokehouse programs that were requested. This target was met with a 98.13% achievement rate.

- **Telecommunicators will answer 90 percent of E911 calls within 3 rings or 10 seconds.**

Telecommunicators answered 181,190 out of 182,872 calls in 10 seconds or less. This target was met at 99.08 percent.

- **First-due fire companies will be on scene within 6 minutes of the phone call being answered by Fire Telecommunicators, 80 percent of the time.**

This target was met 81.06% of the time. Achieving this goal has been a constant struggle for the department for years and we are extremely pleased that we have met this target.

- **An effective firefighting force will be on scene within 9 minutes of the phone call being answered by Fire Telecommunicators, 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 85.40 percent.

- **Inspectors will conduct 85 percent of required inspections within state-mandated frequencies.**

Inspectors conducted 13,450 out of the 14,964 state mandated inspections, for an achievement rate of 90 percent. The target was met.

- **Investigators will clear 34 percent of arson cases.**

Fire investigators cleared 35.53 percent of the 349 incendiary fires. This target was met.

**PERFORMANCE TARGETS AND ACTUAL ACHIEVEMENT (CONTINUED)**

- **Fire IT will complete the implementation the Plateau Learning Management System by 6/30/09.**

Implementation of the Plateau Learning Management System has been completed, and fire department employees will be trained on this system during the first half of FY10. This target was met.

- **The Fire Department will expend 4 percent of informal purchases to SBE vendors.**

This goal was not met. Since the year-end SBE utilization report has not been issued for FY09, we are reporting our SBE utilization for the first half of FY09, which was 1.59 percent. Given the nature of our business, only a small portion of the items we purchase is available for sale by SBE vendors.

- **Fire Operations will ensure that 246 firefighters are on duty 95 percent of the time.**

The fire department measures minimum staffing twice a day. Once at 8:00 am and then again at 6:00 pm. During FY09, we met minimum staffing 100 percent of the time. This target was met.

- **Fire companies will be in service and available to respond to alarms 80 percent of the time during regular business hours.**

Fire companies report being busy/out of service for 12.86 percent of the time between the hours of 8:00 am and 6:00 pm, Monday-Friday. This target was met with an achievement rate of 87.14 percent.

- **Fire Training will provide 98 percent of fire company personnel with 24 hours of in-service EMS training annually.**

Of the 954 personnel required to have EMT certification, 100 percent received the required 24 hours of training. The target was met.

**PERFORMANCE TARGETS AND ACTUAL ACHIEVEMENT (CONTINUED)**

- **The Fire Department will have less than 1 percent turnover for African-American and minority firefighters.**

During FY09, we had a zero turnover rate for minority firefighters. This target was met.

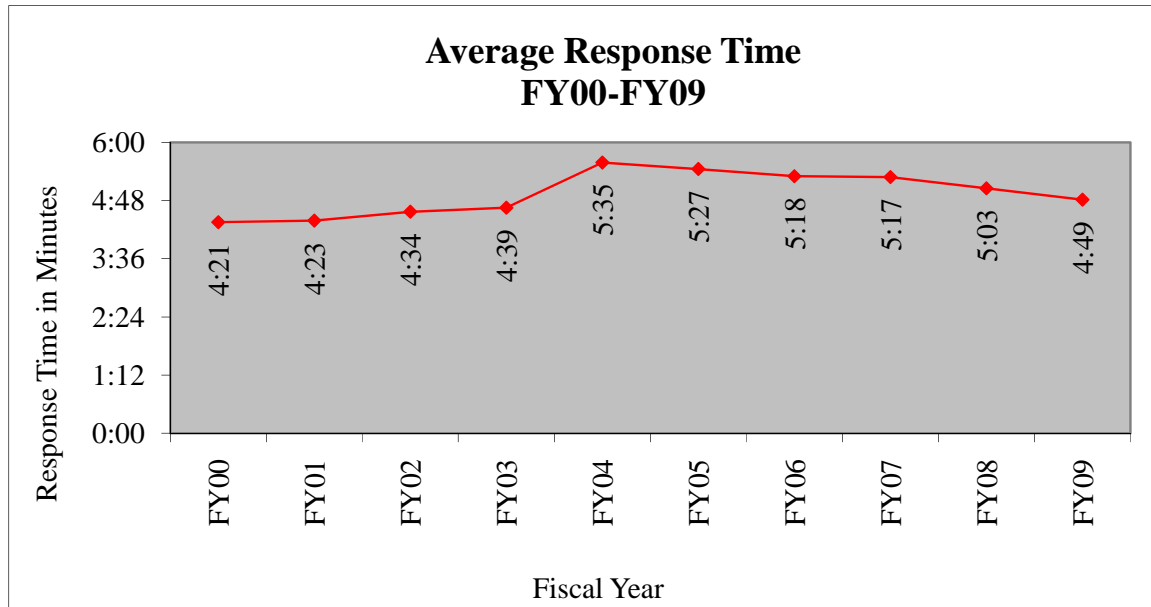
- **The OSHA Respirator Medical Evaluation Questionnaire will be completed by 95 percent of active firefighters.**

This survey was given to participants of the 2009 SCBA (Self Contained Breathing Apparatus) training class. This target was met with an achievement rate of 97.27 percent.

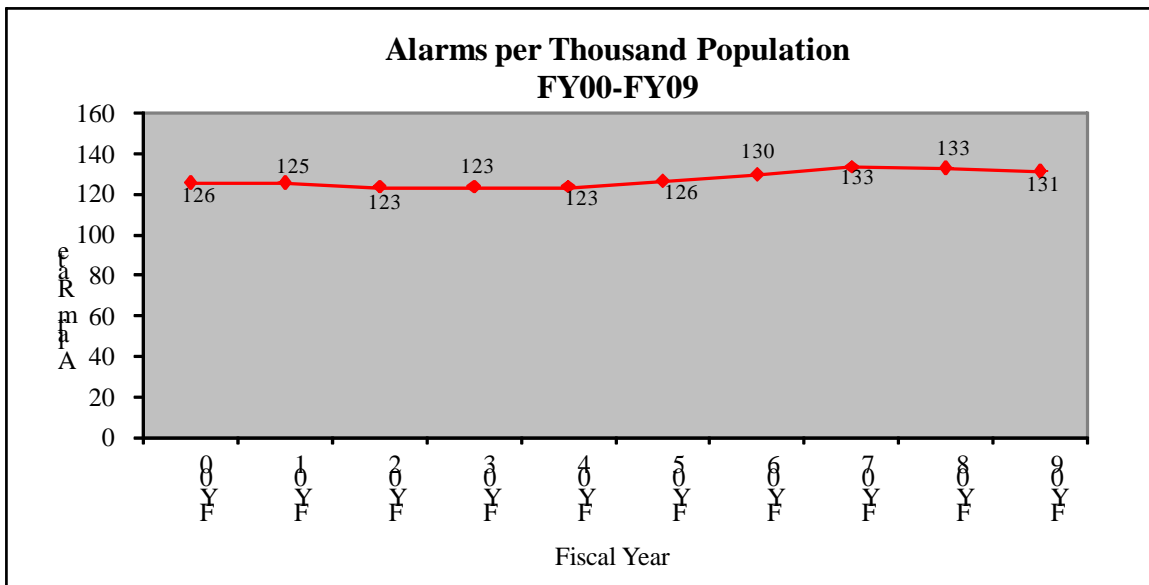
- **The Fire Department will update the physical fitness equipment in 33 percent of our Fire Stations.**

As of June 30, 2009, the recommended/prescribed physical fitness equipment is in place in 38 out of our 39 Stations. This target was met with a 97.44 percent achievement rate.

**COMPARISON/TREND INFORMATION**

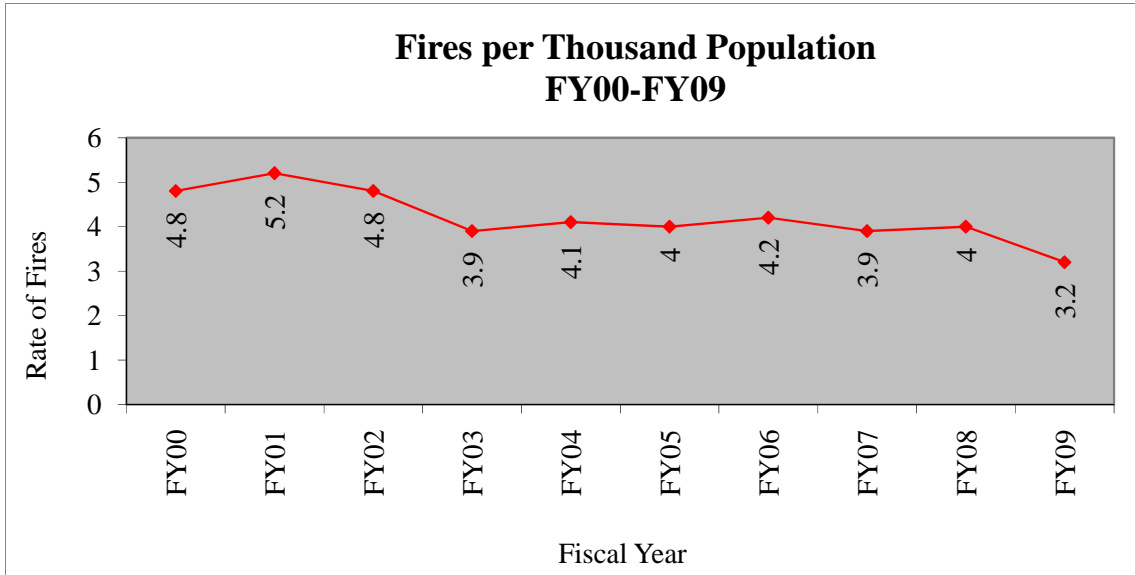


Average response time declined by 14 seconds in FY09, which marks a significant achievement for the department.

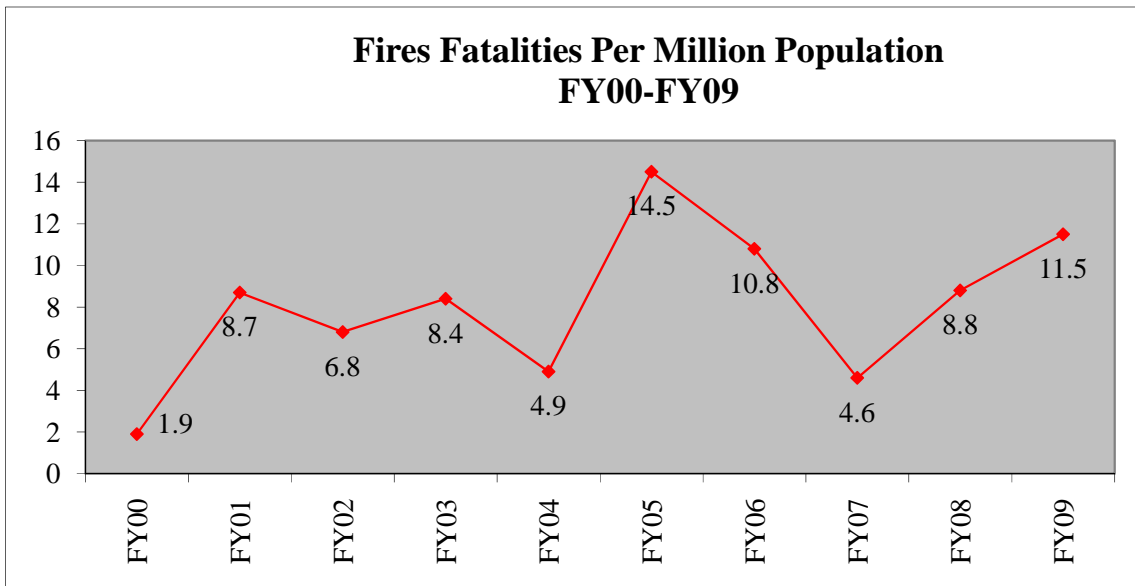


The Fire Department responded to 91,309 incidents in FY09, an increase of 0.62 percent over FY08. During this same time period population grew by approximately 1.99 percent. Therefore, the number of alarms per thousand population decreased slightly to 131.





The Charlotte Fire Department responded to 2,207 fires in FY09, a decrease from 2,703 in FY08. The rate of residential structure fires decreased by 17.11 percent, from 485 in FY08 to 402 in FY09.



There were eight fire fatalities in FY09, two more than we had in FY08. Twenty-seven civilian fire injuries were reported during FY09, a decrease of ten over the same period in FY08.

### **KEY SERVICE INDICATORS**

The emergency workload increased 0.62 percent in FY09; fire companies responded to 91,309 incidents, compared to 90,743 in FY08.

Response time decreased by 14 seconds in FY08 to 4:49. 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 30,532 fire inspections during FY09. This number includes 20,297 regular inspections, 5,441 rechecks, 4,380 construction related inspections and 414 compliant inspections

The Fire Department responded to 2,207 fires, a decrease of 18.35 percent over FY08's 2,703. The number of structure fires is down 14.78 percent, from 582 in FY08 to 496 in FY09. This decrease also translates to a decrease in the number of residential structure fires from 485 in FY08 to 402 in FY09, a decrease of 17.11 percent.

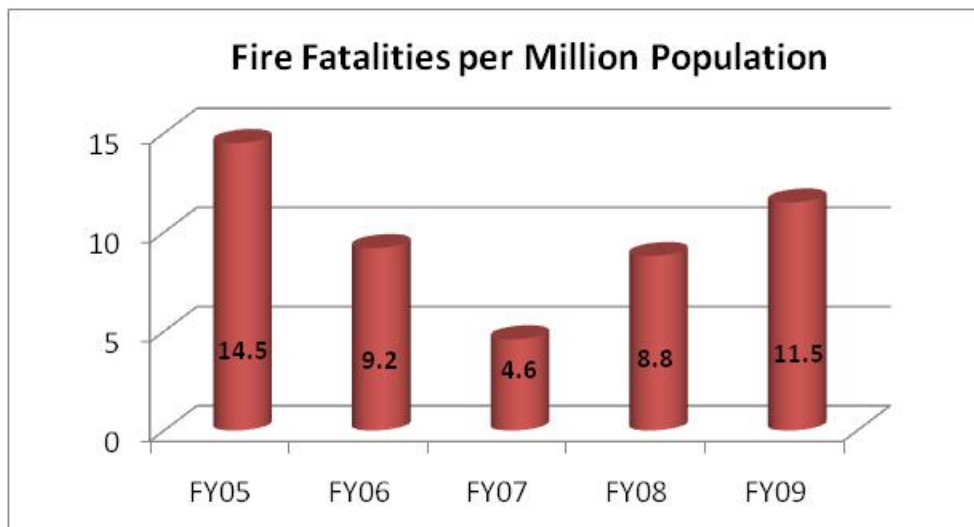
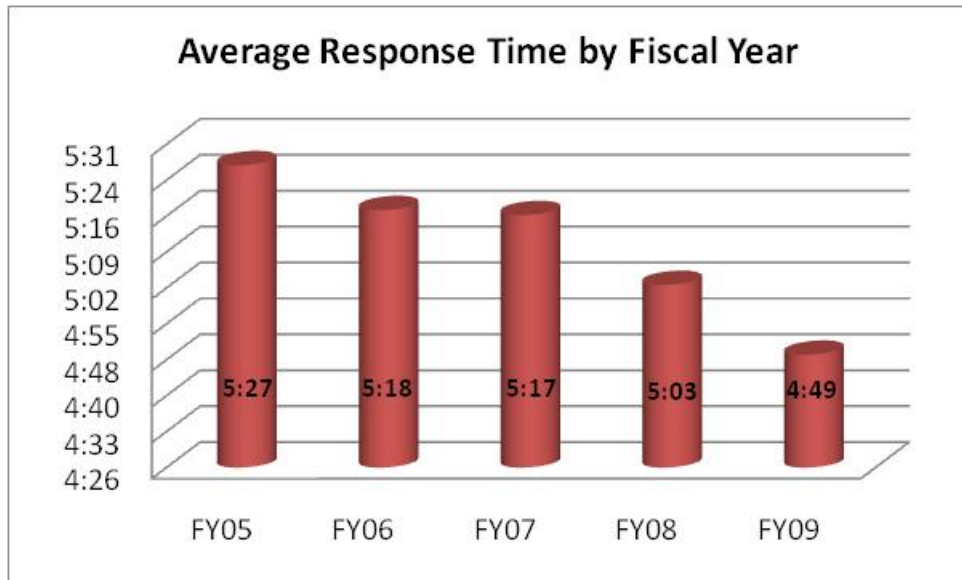
### **CHANGES, IMPROVEMENTS, AND LESSONS LEARNED**

In FY09, Battalion 8 was established and placed into service as the Fire Department's Liaison with the Charlotte-Douglas International Airport. This Battalion Chief is responsible for managing and overseeing the daily operations of the three shifts (A-B-C), and the 51 individuals stationed at the airport (fire station 17). Additionally, this Battalion Chief will also act as the department's liaison between the TSA, NC Air National Guard, NTSB, FAA, and the Charlotte-Douglas International Airport.

In FY09, 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. Now that the installation of the Plateau Learning Management System has been completed, we anticipate being able to offer additional training online. This will save the department money since fire companies will not have to drive to the Training Academy to attend the classes, thus reducing fuel expenditures.

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. Although the number of wrecks involving Fire Department vehicles increased from 115 in FY08 to 127 in FY09, the total amount of vehicle damage decreased from \$204,342.19 in FY08 to \$116,563.06 in FY09. The number of injuries involving Fire Department employees increased from 134 in FY08 to 162 in FY09 (20.89%).

**BUDGET ANALYST REQUESTED GRAPHS**



# KBU-Balanced Scorecard Report

Reporting Period: July 1, 2008 to June 30, 2009

Corporate Objective	KBU Initiative (* Indicates Focus Area Initiative)	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	

Serve the Customer	C1. Strengthen Neighborhoods	Strengthen and prepare the community	<i>Percent of fire &amp; life safety programs requested and delivered to elementary age students \$*</i>	97.52 %	Lag	95%	98.13 %	+	Fire Educators delivered 576 out of the 587 requested programs.
	C2. Increase Perception of Safety	Provide emergency services (fire suppression, hazmat, etc.)	<i>Percent of Telecommunicator s answering phone within 3 rings or 10 seconds</i>	98.57 %	Lag	90%	99.08 %	+	Fire Communications answered 181,190 calls out of 182,872 within 10 seconds or less.  Achieving these measures have been a constant struggle for the department. We believe that the addition of mobile computers in all of the trucks assisted us with recording better data. Additionally, response time was decreased since these computers provide drivers with the most efficient route to the emergency.
			<i>Percent of alarms first-due fire companies will be on scene within 6 minutes of telephone call</i>	79.35 %	Lag	80%	81.06 %	+	
			<i>Percent of first alarms to which an effective firefighting force will be on scene within 9 minutes</i>	83.27 %	Lag	80%	85.40 %	+	
		Provide effective public safety services (code enforcement)	<i>Percent of fire code inspections conducted within state-mandated frequencies</i>	96.70 %	Lag	85%	90%	+	Inspectors completed a total of 13,450 of the 14,964 inspections that were due by June 30, 2009.
		Provide effective public safety services (fire investigation)	<i>Percent of arson cases investigators will clear</i>	31%	Lag	34%	35.53 %	+	Investigators cleared 124 out of the 349 incendiary fires during FY09.
Run the Business	B1. Optimize Business Processes	Provide up-to-date systems to support emergency and essential public safety service delivery	<i>Percent of identified training module completed by 6/30/2009</i>	N/A	Lag	100%	100%	+	Implementation of the Plateau learning management system has been completed. We will begin training fire department staff on its use during the first half of FY10.

# KBU-Balanced Scorecard Report

Reporting Period: July 1, 2008 to June 30, 2009

Corporate Objective	KBU Initiative (* Indicates Focus Area Initiative)	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>	4.11%	Lag	4%	1.59%	-	The year-end SBE utilization numbers are not yet available, so the 1.59% SBE utilization covers from July 1, 2008 thru December 31, 2008. Given the nature of our business, only a small portion of the items we purchase are available for sale by SBE vendors.
		Maintain optimal staffing requirements	<i>Percent of time minimum staff of 246 on fire companies will be maintained \$</i>	96.45 %	Lag	95%	100%	+	We achieved minimum staffing of 246 individuals on all of the 365 shifts during FY09.
		Maintain resource availability	<i>Percent of fire companies in service during daylight hours Monday-Friday \$</i>	88.06 %	Lag	80%	87.14 %	+	Fire companies were out of service a total of 18,718 hours during the hours of 8:00 am through 6:00 pm, Monday thru Friday.
<b>Develop Employees</b>	E1. Recruit and Retain Skilled, Diverse Workforce	Maintain certifications	<i>Number of active firefighters that will maintain EMT certification</i>	100%	Lag	98%	100%	+	100% of our active firefighters participated in the required 24 hours of EMT training that is necessary to maintain their certification. Provision of EMT training has become easier with the implementation of online courses.
		Maintain diverse workforce	<i>Turnover rate for African American/ minority firefighters</i>	0.63%	Lag	<1%	0%	+	We had a zero turnover rate for African American / minority firefighters during FY09.
	E2. Achieve Positive Employee Climate	Support physical fitness	<i>Number of firefighters who completed the OSHA Respirator Medical Evaluation Questionnaire\$</i>	N/A	Lag	95%	97.27 %	+	This survey was given to participants of the 2009 SCBA class that was held in March 2009. 928 firefighters responded to the survey.
			<i>Update outdated stations with recommended/pre scribed physical fitness equipment \$</i>	48.39 %	Lag	33%	97.44 %	+	As of June 30, 2009, the recommended/prescribed physical fitness equipment is in place in 38 out of our 39 Fire 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.

## *FY09 Emergency Response Summary*

Situation Found	FY05	FY06	FY07	FY08	FY09
<i>Fires</i>	2,491	2,767	2,586	2,703	2,207
<i>Overpressure</i>	825	786	834	826	831
<i>EMS/Rescue Calls</i>	49,791	52,514	55,965	59,949	56,775
<i>Haz Mat</i>	2,488	2,806	2,731	2,703	2,901
<i>Service Calls</i>	3,753	4,863	4,897	5,138	5,287
<i>Good Intent</i>	9,753	10,735	10,551	9,373	13,057
<i>False Calls</i>	9,216	9,577	9,854	9,734	9,947
<i>Natural Disaster</i>	90	298	107	71	89
<i>Incidents Other</i>	248	0	271	246	215
<b>Total</b>	<b>78,655</b>	<b>84,346</b>	<b>87,796</b>	<b>90,743</b>	<b>91,309</b>

The Charlotte Fire Department responded to 91,309 incidents in FY09, an increase of 0.62 percent over FY08's 90,743. During this same time period, the City's population grew 1.99 percent from 683,215 citizens to 696,837. The number of fires in FY09 decreased 18.35 percent, and the number of structure fires decreased by 9.12 percent, from 582 in FY08 to 529 in FY09. Emergency medical calls decreased 5.29 percent, service calls increased 2.90 percent, good intent calls increased dramatically by 39.30 percent, and false calls increased 2.18 percent.

### *Summary of Essential Public Safety Activities*

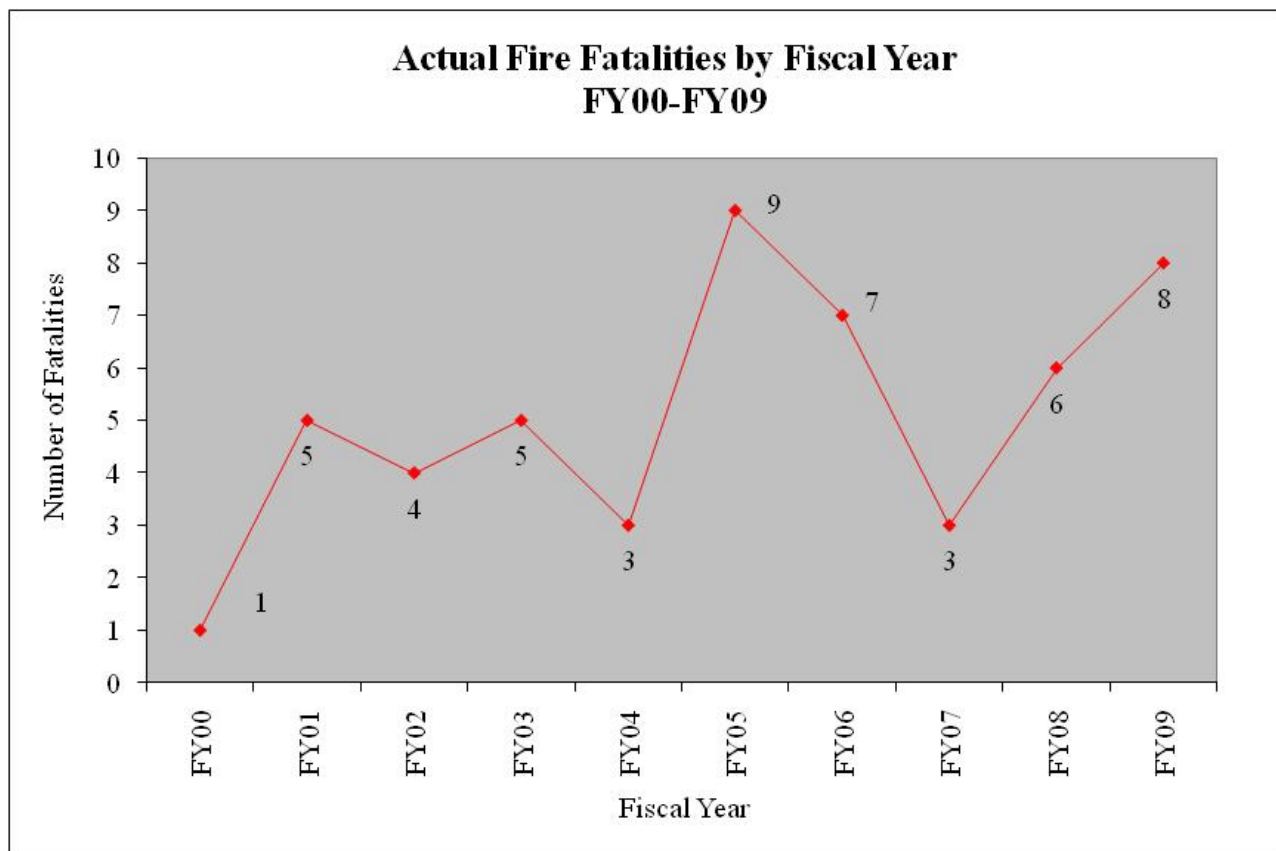
Charlotte's fire companies reported conducting 11,994 programs attended by 255,041 participants during FY09. Of those, 90,824 were children under the age of 14. Firefighters installed 147 smoke detectors, 14 carbon monoxide detectors, and 63 batteries. In all, the Charlotte Fire Department spent over 175 hours per company providing programs and participating in ongoing training.

### *Fire Prevention Activities*

Fire Prevention conducted 30,532 inspections during FY09, including 20,297 regular inspections, 5,441 rechecks, 4,380 construction related inspections, and 414 compliant inspections. In FY08, there were 15,820 fire hydrants located within the city. During FY09, 15,496 of the fire hydrants were inspected and 8,103 were flow tested. Plans examiners reviewed a total of 5,105 plans in FY09, which is a 43.27 percent decrease over the 8,998 plans which were reviewed in FY08. The division collected and deposited \$1,834,970.25 in revenue in FY09.

## Fire Investigation Activities

Fire investigators investigated 596 fires during FY09, which represents a decrease of 13.12 percent over the 686 in FY08. Of these, 225 were accidental, 349 were incendiary and 22 were undetermined. There were eight fire deaths resulting from fires that occurred during the fiscal year. Three of the fire deaths were caused by leaving food unattended while cooking. The remaining five deaths were attributed to carelessly abandoned/discarded smoking materials, leaving a burning candle unattended, placing a heater too close to combustibles, a motor vehicle fire and one cause of death was undetermined. Below is the chart of the fire death rate over the last 15 years.



### Fire Loss, FY05-FY09

	FY05	FY06	FY07	FY08	FY09	Total
Structure	\$13,843,848	\$17,283,683	\$18,155,512	\$21,767,967	\$14,179,085	<b>\$85,230,095</b>
Confined to Container	38,106	77,920	209,110	261,031	220,347	<b>806,514</b>
Vehicle	2,814,862	2,027,828	2,813,443	3,192,512	3,236,401	<b>14,085,046</b>
Grass	22,305	42,481	52,105	104,787	19,146	<b>240,824</b>
Trash	14,631	204,220	55,768	31,267	71,331	<b>377,217</b>
Outside	30,610	36,542	124,482	136,426	37,989	<b>366,049</b>
Vegetation	60	0	550	501	1,400	<b>2,511</b>
Other	36,877	58,290	30,113	27,262	21,855	<b>174,397</b>
<b>Total</b>	<b>\$16,801,299</b>	<b>\$19,730,964</b>	<b>\$21,441,083</b>	<b>\$25,521,753</b>	<b>\$17,787,554</b>	<b>\$101,282,563</b>

### Fire Fatalities and Injuries

	FY05	FY06	FY07	FY08	FY09	Total
Deaths	9	6	3	6	8	<b>31</b>
Injuries	42	36	36	37	27	<b>178</b>

### Number of Fires

	FY05	FY06	FY07	FY08	FY09	Total
Structure	597	655	606	582	529	<b>2,969</b>
Confined to Container	209	217	193	199	202	<b>1,020</b>
Vehicle	611	623	543	557	521	<b>2,855</b>
Grass	484	599	647	794	444	<b>2,968</b>
Trash	391	477	457	428	387	<b>2,140</b>
Outside	73	74	68	84	70	<b>369</b>
Vegetation	7	1	6	4	2	<b>20</b>
Other	120	121	66	55	52	<b>414</b>
<b>Total</b>	<b>2,492</b>	<b>2,767</b>	<b>2,586</b>	<b>2,703</b>	<b>2,207</b>	<b>12,755</b>



### Structure Fires by Property Type

	FY05	FY06	FY07	FY08	FY09	Total
Sing Fam	313	354	306	307	290	<b>1,570</b>
Multi Fam	155	166	173	162	135	<b>791</b>
Hotels	7	13	10	2	6	<b>38</b>
Resothr	18	18	13	14	11	<b>74</b>
<b>Restotal</b>	<b>493</b>	<b>551</b>	<b>502</b>	<b>485</b>	<b>442</b>	<b>2,473</b>
Pub Ass	18	21	13	16	9	<b>77</b>
Educational	10	10	13	11	13	<b>57</b>
Institutions	5	5	3	3	4	<b>20</b>
Stores/Off	25	32	30	33	26	<b>146</b>
Industrial	13	8	14	9	7	<b>51</b>
Storage	20	23	22	17	18	<b>100</b>
Other	13	5	9	8	10	<b>45</b>
<b>Total</b>	<b>597</b>	<b>655</b>	<b>606</b>	<b>582</b>	<b>529</b>	<b>2,969</b>

	FY05	FY06	FY07	FY08	FY09	Total
Sing Fam	\$7,088,553	\$7,729,532	\$8,981,271	\$12,058,896	\$7,435,250	<b>\$43,293,502</b>
Multi Fam	2,937,678	4,556,830	5,632,628	4,253,388	2,934,155	<b>20,314,679</b>
Hotels	176,300	70,800	131,251	56,000	31,752	<b>466,103</b>
Resothr	140,250	135,950	152,150	252,151	107,601	<b>788,102</b>
<b>Restotal</b>	<b>\$10,342,781</b>	<b>\$12,493,112</b>	<b>\$14,897,300</b>	<b>\$16,620,435</b>	<b>\$10,508,758</b>	<b>\$64,862,386</b>
Pub Ass	492,870	1,851,710	225,550	1,730,360	1,837,002	<b>6,137,492</b>
Educational	52,201	36,310	39,203	12,700	34,258	<b>174,672</b>
Institutions	412,475	120,700	10,900	109,000	18,701	<b>671,776</b>
Stores/Off	1,033,751	2,093,201	1,723,750	2,004,748	1,523,505	<b>8,378,955</b>
Industrial	1,290,450	326,000	746,902	1,052,750	68,101	<b>3,484,203</b>
Storage	191,410	356,940	493,302	214,664	174,610	<b>1,430,926</b>
Other	27,910	5,710	18,605	23,310	14,150	<b>89,685</b>
<b>Total</b>	<b>\$13,843,848</b>	<b>\$17,283,683</b>	<b>\$18,155,512</b>	<b>\$21,767,967</b>	<b>\$14,179,085</b>	<b>\$85,230,095</b>

### Structure Fire Fatalities

	FY05	FY06	FY07	FY08	FY09	Total
Sing Fam	6	3	3	1	2	<b>15</b>
Multi Fam	2	0	0	1	5	<b>8</b>
Hotels	0	0	0	1	0	<b>1</b>
Resothr	1	0	0	0	0	<b>1</b>
<b>Restotal</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>25</b>
Pub Ass	0	0	0	0	0	<b>0</b>
Educational	0	0	0	0	0	<b>0</b>
Institutions	0	0	0	0	0	<b>0</b>
Stores/Off	0	0	0	1	0	<b>1</b>
Industrial	0	0	0	0	0	<b>0</b>
Storage	0	0	0	0	0	<b>0</b>
Other	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>26</b>

### Structure Fire Injuries

	FY05	FY06	FY07	FY08	FY09	Total
Sing Fam	17	10	16	10	6	<b>59</b>
Multi Fam	15	7	7	7	5	<b>41</b>
Hotels	0	0	1	0	0	<b>1</b>
Resothr	0	1	0	3	2	<b>6</b>
<b>Restotal</b>	<b>32</b>	<b>18</b>	<b>24</b>	<b>20</b>	<b>13</b>	<b>107</b>
Pub Ass	0	0	0	0	0	<b>0</b>
Educational	0	0	0	0	0	<b>0</b>
Institutions	0	0	0	0	0	<b>0</b>
Stores/Off	0	0	0	1	0	<b>1</b>
Industrial	2	0	3	2	0	<b>7</b>
Storage	0	0	0	0	2	<b>2</b>
Other	0	0	0	0	1	<b>1</b>
<b>Total</b>	<b>34</b>	<b>18</b>	<b>27</b>	<b>23</b>	<b>16</b>	<b>118</b>

### Fire Company Responses

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
E01	3,088	3,269	3,618	3,647	3,631	3,391	3,360	2,685	2,454	2,776	2,946	2,730	2,331
E02	2,821	2,876	2,986	3,095	2,986	2,870	2,871	2,783	2,801	2,925	2,938	2,588	2,474
E03	2,191	2,288	2,483	2,611	2,704	2,558	2,913	2,808	2,617	2,723	2,701	3,026	2,940
E04	2,836	3,121	3,218	3,221	3,420	3,115	3,180	3,003	2,888	3,331	3,271	3,049	2,739
E05	2,813	2,531	2,562	2,929	2,814	3,038	2,752	2,565	2,809	2,651	2,813	2,644	2,657
E06	2,214	2,440	2,552	2,583	2,547	2,782	2,737	2,608	2,735	2,922	3,149	3,072	3,004
E07	2,210	2,448	2,575	2,516	2,495	2,587	2,625	2,587	2,737	2,678	2,711	2,821	2,609
E08	1,798	2,013	2,019	2,142	2,058	2,278	2,206	1,737	1,909	2,072	2,029	1,953	1,901
E64	1,964	1,755	1,755	2,362	2,252	2,255	2,180	1,797	1,895	2,078	1,964	1,941	1,832
E09	635	758	922	1,141	1,145	985	950	1,083	1,236	1,290	1,394	1,668	1,489
E10	3,043	2,939	2,919	2,957	3,021	2,710	2,827	2,617	2,551	3,051	2,932	3,067	3,149
E11	2,397	2,513	2,540	2,635	2,532	2,114	2,328	2,148	2,137	2,116	2,144	2,234	2,184
E12	3,014	2,975	3,229	3,492	3,628	3,421	3,286	3,257	3,571	3,968	3,903	3,819	3,638
E13	1,641	2,026	2,100	2,253	2,097	2,106	2,335	2,425	2,322	2,328	2,432	2,331	2,180
E14	1,971	2,277	2,528	2,876	2,930	2,651	2,682	2,832	2,888	2,928	3,114	3,166	3,056
E15	2,881	3,091	3,337	3,693	3,934	3,614	3,777	3,828	4,008	4,291	4,457	4,311	4,408
E16	1,877	2,073	2,184	2,336	2,505	2,491	2,425	2,421	2,448	2,748	2,698	2,555	2,324
E17	1,644	1,805	1,935	2,145	2,152	1,858	1,875	1,727	1,986	2,096	2,315	2,297	2,367
E18	2,546	2,413	2,450	2,616	2,651	2,465	2,336	2,470	2,648	2,645	2,946	2,734	2,579
E19	1,396	1,562	1,782	2,029	2,160	1,946	1,913	2,189	2,348	2,326	2,367	2,475	2,135
E20	2,054	2,295	2,381	2,704	2,822	2,898	2,872	2,498	2,742	2,985	2,876	2,900	2,775
E21	1,383	1,395	1,414	1,538	1,681	1,648	1,512	1,724	1,721	1,829	1,914	2,087	2,175
E22	2,078	2,383	2,454	2,899	2,836	2,566	2,499	2,485	2,637	2,883	3,056	2,909	3,062
E23	2,201	2,487	2,626	3,131	3,224	3,030	3,152	3,081	2,743	3,007	3,217	3,160	3,319
E24	976	1,067	1,221	1,462	1,565	1,790	1,792	1,733	1,653	1,841	1,907	1,732	1,586
E25	459	504	512	564	596	707	749	870	899	1,008	1,107	1,085	1,175
E26	6	912	1,005	1,234	1,425	1,314	1,403	1,738	1,816	1,889	1,806	1,859	1,488
E27	1,813	2,089	2,030	2,368	2,554	2,084	2,026	1,944	1,755	2,012	2,099	2,057	1,963
E28	1,162	1,353	1,454	1,744	1,719	1,948	1,983	1,979	2,120	2,440	2,624	2,781	2,732
E29	1,086	1,233	1,274	1,526	1,714	1,810	1,682	1,716	1,546	1,664	1,717	1,640	1,681

E30	819	887	1,035	1,174	1,292	1,193	1,157	1,087	1,127	1,079	1,152	1,118	1,034
E31	1	211	249	301	325	748	770	831	788	745	833	861	795
E32	2	237	448	745	943	1,088	1,035	1,284	1,370	1,563	1,592	1,590	1,598
E33					261	361	388	533	560	647	676	715	685
E34					41	1,336	1,080	1,099	1,119	1,322	1,482	1,469	1,599
E35					31	1,153	1,176	809	1,101	1,373	1,306	1,412	1,514
E36							24	487	901	988	1,042	1,259	1,269
E37									11	755	755	672	820
E38											265	477	413
E39													636
E40													43
L01	1,932	1,954	2,136	2,243	2,321	2,388	2,534	2,225	2,250	2,193	2,257	2,529	2,999
L02	2,234	2,294	2,351	2,466	2,454	2,325	2,478	2,047	2,321	2,459	2,445	2,721	2,888
L04	1,975	2,114	2,039	2,148	2,277	2,327	2,342	2,005	2,091	2,172	2,226	2,655	2,981
L13	1,123	1,436	1,409	1,699	1,648	1,863	1,969	1,799	2,039	2,066	2,096	2,313	2,491
L16	1,201	1,373	1,485	1,688	1,833	1,843	1,987	1,767	1,970	2,021	2,116	2,499	2,758
L18	1,722	1,848	1,812	2,002	2,170	2,041	2,144	1,913	2,163	2,100	2,253	2,632	2,973
L23 (L15)	1,584	1,753	1,870	2,170	2,398	2,268	2,450	2,202	2,953	3,251	3,322	3,450	3,664
L24	642	727	866	1,209	1,265	1,363	1,525	1,030	1,308	1,437	1,545	1,818	1,762
L26	966	1,137	1,227	1,430	1,645	1,650	1,758	1,183	1,525	1,643	1,599	1,698	1,751
L27	1,264	1,534	1,612	1,927	1,963	1,798	1,889	1,739	2,029	2,301	2,524	2,572	2,566
L29 (L03)	697	785	868	999	1,098	1,101	1,053	1,137	1,477	1,492	1,646	1,695	1,766
L31					17	556	583	487	625	579	610	726	858
L32							51	863	1,044	1,263	1,370	1,680	1,736
L33									30	458	544	669	729
R03 (S14)	725	758	929	938	999	912	988	876	1,150	1,244	1,243	1,077	1,060
R10	1,325	1,155	1,221	1,262	1,310	1,123	1,256	1,155	1,398	1,488	1,407	1,444	1,121
H01	357	183	186	161	418	619	455	314	340	353	334	332	426
H02	352	154	151	119	373	497	344	208	130	263	290	245	306
H03							203	136	76	58	52	72	56
<b>Total</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>	<b>119,273</b>

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Blaze 1	134	113	145	169	162	114	8	100	119	125	157	212	215
Blaze 2	153	134	189	202	199	146	70	104	134	153	109	133	126
Blaze 3	19	11	11	42	86	11	27	79	48	47	39	44	52
Blaze 4	1		2	2	4	2	10	41	15	10	7	1	10
Blaze 5	141	122	161	177	175	111	72	108	119	147	264	413	387
Blaze 7	141	134	275	303	233	305	135	187	223	256	174	150	150
Blaze 8								4	15	18	5	16	6
Battalion 1	2,290	2,301	2,409	2,513	2,559	2,794	2,224	1,128	1,182	1,318	1,671	1,661	1,957
Battalion 2	1,942	2,301	2,259	2,409	2,559	1,847	1,216	567	651	784	911	933	1,060
Battalion 3	1,681	1,623	1,559	1,809	1,927	1,843	1,425	801	967	964	1,073	1,108	1,234
Battalion 4	1,196	1,292	1,398	1,695	1,707	1,766	1,457	900	899	951	1,041	1,050	1,213
Battalion 5	1,138	1,479	1,625	1,895	2,091	1,889	1,330	664	696	739	849	822	945
Battalion 6					78	1,008	988	658	423	451	480	508	620
Battalion 7								82	238	455	449	505	549
Battalion 8													107

Incident Type		FY05	FY06	FY07	FY08	FY09
100	Fire other	120	122	66	55	52
110	Structure fire nec	67	0	0	0	0
111	Building fire	449	614	552	504	496
112	Structure fire other than a building	69	28	49	69	26
113	Fire in cooking vessel, no extension	151	146	123	137	144
114	Fire confined to chimney	20	21	24	13	17
115	Incinerator overload fire	0	0	0	1	0
116	Oil burner/boiler delayed ignition fire	8	5	9	6	8
117	Trash compactor fire	1	2	3	8	4
118	Trash/rubbish fire in structure	29	43	34	34	29
120	Fire in mobile property used as structure	2	6	0	3	3
121	Fire in manuf. Home used as fixed residence	6	3	5	3	2
122	Fire in mobile home, camper, RV	0	1	1	0	0
123	Fire in a portable building	4	3	0	3	2
130	Fire in mobile property nec	53	66	42	43	44
131	Passenger vehicle fire	518	514	450	470	434
132	Road freight or transport vehicle fire	32	34	43	31	31
133	Rail vehicle fire	0	0	1	3	1
134	Water vehicle fire	1	0	0	0	0
135	Aircraft fire	0	0	0	1	0
136	Self-propelled motor home or RV	0	2	0	1	0
137	Camper or RV not self-propelled	1	0	0	0	3
138	Off-road vehicle or heavy equipment fire	5	6	6	8	8
140	Fire in natural vegetation nec	93	100	121	142	91
141	Forest, woods, or wildland fire	26	47	37	58	36
142	Brush or brush and grass mixture	271	345	387	462	244
143	Fire confined to grass	94	107	102	132	73
150	Outside rubbish fire nec	98	143	134	108	88
151	Outside rubbish fire not included in 152-155	146	155	145	160	127
152	Garbage dump or sanitary landfill fire	2	2	2	2	8
153	Construction or demolition landfill fire	3	6	3	2	3
154	Outside trash receptacle fire	137	165	164	151	152

Incident Type		FY05	FY06	FY07	FY08	FY09
155	Outside stationary compactor or compacted trash fire	5	6	9	5	9
160	Special outside fire nec	54	45	42	49	43
161	Outside storage fire, not rubbish	5	6	2	9	4
162	Outside equipment fire	10	13	18	18	18
163	Outside gas or vapor combustion explosion without sustained fire	1	5	4	3	3
164	Outside mailbox fire	3	5	2	5	2
170	Fire in cultivated vegetation nec	2	1	6	4	0
171	Cultivated grain or crop fire	0	0	0	0	1
172	Cultivated orchard or vineyard fire	1	0	0	0	0
173	Cultivated tress or nursery stock fire	4	0	0	0	1
200	Overpressure rupture, explosion nec	18	12	10	13	19
210	Overpressure rupture from steam not otherwise classified	8	5	2	12	3
211	Overpressure rupture of steam pipe or pipeline	2	0	0	1	3
212	Overpressure rupture of steam boiler	2	0	0	1	0
213	Steam rupture of pressure or process vessel	0	1	0	0	0
220	Overpressure rupture from air or gas nec	2	8	7	11	4
221	Overpressure rupture from air or gas nec	6	12	16	12	11
222	Over pressure rupture of boiler from air or gas	1	1	0	0	0
223	Overpressure rupture of pressure or process vessel from air or gas	1	8	3	1	6
231	Overpressure rupture of pressure or process vessel due to chemical reaction	0	0	0	1	2
240	Explosion (no fire) nec	1	3	3	2	2
241	Munitions or bomb explosion (no fire)	0	1	1	0	2
242	Blasting agent explosion (no fire)	1	1	0	0	0
243	Fireworks explosion (no fire)	5	3	2	1	3
251	Excessive heat, overheat scorch burns with no ignition	778	731	790	771	776
300	Rescue/EMS incidents nec	234	181	246	280	2,325
311	Medical assist	9,949	7,429	8,682	9,063	11,202
320	EMS incident nec	4,570	0	0	0	0
321	EMS call	29,621	38,982	40,792	44,156	37,424
322	Motor vehicle accident with injuries	2,663	2,885	2,926	3,126	2,824
323	Motor vehicle/pedestrian accident	261	305	320	315	287
324	Motor vehicle accident with no injuries	1,930	2,155	2,407	2,401	2,099

Incident Type		FY05	FY06	FY07	FY08	FY09
331	Lock-in	301	293	273	289	262
340	Search for lost person nec	7	4	5	5	6
341	Search for person on land	17	8	18	20	30
342	Search for person in water	1	6	8	2	2
343	Search for person underground	0	0	0	0	0
350	Extrication, rescue, other	17	10	12	19	13
351	Extrication of victims from building collapse	5	1	4	4	5
352	Extrication of victims from vehicle	75	61	70	55	49
353	Removal of victim(s) from stalled elevator	107	156	162	190	194
354	Trench/below grade rescue	1	2	2	1	3
355	Confined space rescue	1	0	2	0	1
356	High-angle rescue	3	3	3	4	2
357	Extrication of victim(s) from machinery	2	6	4	1	5
360	Water or ice related rescue nec	3	4	10	3	10
361	Swimming/recreational water areas rescue	1	0	0	0	2
362	Ice rescue	0	0	0	0	0
363	Swift water rescue	4	7	10	1	17
364	Surf rescue	0	0	0	0	0
365	Watercraft rescue	0	0	0	1	0
370	Electrical hazard rescue nec	1	0	0	0	0
371	Electrocution or potential electrocution	2	0	1	0	0
372	Trapped by power lines	2	4	1	1	2
381	Rescue or EMS standby for hazardous conditions	13	12	7	12	11
400	Hazardous condition, standby nec	185	221	166	158	169
410	Flammable or combustible liquid or gas spilled or leaked nec	42	44	55	48	36
411	Gasoline or other flammable liquid spill	206	171	190	187	231
412	Gas leak (natural gas or LP Gas)	257	276	328	328	351
413	Oil or other combustible liquid spill	61	60	62	46	48
420	Chemical release, reaction nec	8	6	6	4	5
421	Chemical hazard, (no spill or leak)	2	6	7	4	4
422	Chemical spill or leak	33	19	15	13	10
423	Refrigeration leak, including ammonia	0	3	4	3	3
424	Carbon monoxide incident	212	189	235	211	283



Incident Type		FY05	FY06	FY07	FY08	FY09
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	246	270	271	303	334
441	Heat from short circuit, defective or worn insulation	78	86	69	72	80
442	Overheated motor or wiring	50	69	54	61	67
443	Breakdown of light ballast	13	18	12	23	15
444	Power line down	170	323	282	324	328
445	Arcing, shorted electrical equipment	208	266	218	239	250
451	Biological hazard, confirmed or suspected	3	2	2	2	3
460	Accident, potential accident, other	57	55	72	77	75
461	Building or structure weakened or collapsed	7	15	17	20	14
462	Aircraft standby	94	105	90	80	101
463	Vehicle accident, general cleanup	531	565	543	450	465
471	Explosive hazard present	2	2	0	4	3
480	Attempted burning, illegal action, other	12	25	25	33	21
481	Attempt to burn	11	9	8	10	5
482	Threat to burn	0	1	0	3	0
500	Service call, other	426	550	587	704	770
510	Person in distress, other	283	396	305	325	315
511	Lock out	611	651	690	647	608
512	Ring or jewelry removal	8	7	9	9	11
520	Water problem nec	175	152	187	163	218
521	Water (not people) evacuation	13	4	11	4	18
522	Water or steam leak	178	130	177	171	249
531	Smoke or odor problem	733	790	765	753	783
540	Animal problem or rescue nec	8	8	0	4	3
541	Animal problem	2	11	10	4	5
542	Animal rescue	42	36	35	20	27
550	Public service assistance nec	169	253	268	293	230
551	Assist to police or other governmental agency	251	514	374	415	425
552	Police matter	147	264	252	270	287
553	Service to the public	100	103	116	153	139
554	Assist to invalid	471	794	892	961	981

Incident Type		FY05	FY06	FY07	FY08	FY09
555	Defective elevator, no occupants	4	2	6	10	8
561	Unauthorized burning	128	197	211	230	205
571	Cover assignment, standby	4	1	2	2	5
600	Good intent call, other	2,350	2,930	3,270	3,896	3,096
611	Incident cleared before arrival	6,275	6,417	5,734	3,784	8,310
621	Wrong location	199	193	182	203	191
622	No incident found at arrival at dispatch address	572	825	973	1,098	1,046
631	Authorized controlled burning	16	21	14	12	21
632	Prescribed fire	2	3	2	2	0
641	Vicinity alarm (incident at another location)	54	64	62	51	39
650	Steam, other gas mistaken for smoke nec	46	36	25	47	45
651	Smoke scare, odor of smoke	21	21	24	21	40
652	Steam, vapor, fog or dust thought to be smoke	55	70	39	52	56
653	Smoke from barbeque or tar kettle (no hostile fire)	3	1	3	3	7
661	EMS call where injured parties have been transported by non-fire agency	83	82	142	128	103
671	Hazardous materials release investigation, with no hazmat found	67	69	78	75	102
672	Biological hazard investigation with none found	10	3	3	1	1
700	False alarm or false call, other	1,511	1,501	1,358	1,355	1,192
710	Malicious or mischievous false call, other	226	226	226	203	193
711	Municipal alarm system, malicious false alarm	40	43	56	48	72
712	Direct tie to fire department, malicious false alarm	2	6	4	7	7
713	Telephone, malicious false alarm	77	80	71	51	53
714	Central station, malicious false alarm	65	76	79	79	71
715	Local alarm system, malicious false alarm	110	102	143	140	115
721	Bomb scare, no bomb	48	48	36	33	27
730	System or detector malfunction, other	889	857	689	626	635
731	Sprinkler activated due to failure of malfunction of sprinkler system	68	63	61	82	83
732	Extinguishing system activation due to malfunction	6	10	5	10	15
733	Smoke detector activation due to malfunction	776	708	659	595	657
734	Heat detector activation due to malfunction	33	29	31	38	36
735	Alarm system sounded because of malfunction	608	806	761	815	787
736	Carbon monoxide detector activation due to malfunction	526	510	563	559	676
740	Unintentional system or detector operation with no fire nec	782	962	1,163	1,192	1,176

Incident Type		FY05	FY06	FY07	FY08	FY09
741	Sprinkler alarm activation, no fire - unintentional	103	101	97	120	93
742	Extinguishing system activation	6	8	16	5	10
743	Smoke detector activation, no fire - unintentional	1,381	1,256	1,439	1,455	1,633
744	Heat detector activation, no fire - unintentional	464	486	503	523	488
745	Alarm system sounded, no fire - unintentional	1,236	1,417	1,577	1,487	1,588
746	Carbon monoxide detector activation no CO detected	259	282	317	310	340
751	Biological hazard, malicious false report	0	0	0	1	0
800	Severe weather or natural disaster nec	3	11	9	22	11
811	Earthquake damage assessment	0	0	0	0	0
812	Flood assessment	24	21	46	19	55
813	Storm damage assessment	8	10	10	15	5
814	Lightning strike, no fire	12	36	40	15	18
815	Severe weather or natural disaster standby	1	1	2	0	0
900	Special incident type nec	42	35	59	58	63
911	Citizen's complaint	187	184	212	188	152
UUU	Undetermined incident type conversion only	54	0	0	0	0
UUU	Undetermined incident type	7	0	0	0	0
	<b>Total</b>	<b>78,655</b>	<b>84,346</b>	<b>87,796</b>	<b>90,743</b>	<b>91,309</b>

# Charlotte Fire Department Non-Emergency Activities Report - FY09

Pub Ed/Comm Act	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
<b>Participants:</b>												
0-4 years	1,591	696	1,366	3,187	2,942	517	465	261	733	1,018	2,159	854
5-10 years	2,696	2,513	1,878	12,785	6,050	2,348	4,012	2,051	5,454	2,149	4,914	3,832
11-13 years	1,284	2,020	750	2,197	7,761	2,918	840	204	1,109	798	2,907	1,565
14-18 years	1,409	1,089	11,292	1,437	8,515	1,158	149	354	444	476	2,541	632
Adults 19-61	9,665	5,680	34,978	12,209	110,251	5,419	52,810	1,592	4,281	4,138	14,951	7,260
Seniors 62+	2,134	329	609	538	5,466	289	547	772	1,520	489	5,378	416
<b>Total Participants</b>	<b>18,779</b>	<b>12,327</b>	<b>50,873</b>	<b>32,353</b>	<b>140,985</b>	<b>12,649</b>	<b>58,823</b>	<b>5,234</b>	<b>13,541</b>	<b>9,068</b>	<b>32,850</b>	<b>14,559</b>
<b>Installations:</b>												
Batteries Changed	3	4	3	4	8	8	6	4	3	8	9	3
CO Detector Check	0	0	1	0	1	3	1	0	2	1	1	0
CO Detector Install	2	3	0	0	0	1	3	0	1	0	3	1
Hearing Impaired	0	0	1	1	0	0	0	0	2	0	0	0
Smoke Detector CK	1	1	2	0	0	0	1	0	1	0	2	4
Smoke Detector	8	19	33	10	10	7	13	6	8	7	10	12
<b>Total Installations</b>	<b>14</b>	<b>27</b>	<b>40</b>	<b>15</b>	<b>19</b>	<b>19</b>	<b>24</b>	<b>10</b>	<b>17</b>	<b>16</b>	<b>25</b>	<b>20</b>
<b>Organizations:</b>												
Business	20	30	45	41	23	16	9	8	14	17	9	24
Churches	20	13	20	29	11	5	4	10	17	19	27	20
Civic groups	8	12	16	11	2	12	8	14	7	7	14	10
Day care facilities	20	10	7	30	10	0	7	0	7	10	4	22
Foster Homes	25	30	34	29	26	25	23	19	26	33	22	28
General Public	108	117	103	98	86	103	51	41	123	85	67	87
Group Homes	0	0	0	2	0	1	0	0	2	1	1	2
Healthcare facilities	14	15	11	15	8	23	4	21	8	15	41	9
Industrial	1	0	4	2	0	1	0	0	0	0	1	0
Juvenile fire setters	4	2	0	0	1	1	1	0	1	1	1	2
Other	0	1	0	0	0	0	0	0	0	0	0	0
Media/Press Outlets	7	1	4	23	4	6	8	2	1	0	7	1
Public Safety	20	26	11	12	7	8	18	14	10	14	26	28
Schools	13	7	17	91	42	87	100	55	86	41	69	35
Seniors Groups	11	4	6	5	9	7	9	2	7	6	6	7
Shelters	0	0	0	0	0	0	1	0	0	0	0	0
Station Visits	37	31	41	15	21	9	12	13	26	26	20	20
Youth groups	11	5	2	13	19	3	3	8	1	5	8	2
<b>Total</b>	<b>319</b>	<b>304</b>	<b>321</b>	<b>416</b>	<b>269</b>	<b>307</b>	<b>258</b>	<b>207</b>	<b>336</b>	<b>280</b>	<b>323</b>	<b>297</b>

<b>Programs by Type</b>												
	July	Nov.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Arson prevention	0	1	1	0	0	0	0	0	0	0	0	0
Hours	0	0.3	15	0	0	0	0	0	0	0	0	0
Bicycle Safety	0	0	0	0	2	0	0	0	0	0	0	5
Hours	0.0	0	0	0	1.8	0	0	0	0	0	0	2.6
Burn prevention	3	5	2	3	0	1	0	1	1	1	1	1
Hours	4	3.8	3.3	11	0	2	0	1.5	7	6	3	2
CERT	4	0	0	0	0	0	0	1	1	0	0	0
Hours	17.5	0	0	0	0	0	0	4	4	0	0	0
Child safety seat	1	3	0	2	0	0	2	2	0	1	1	1
Hours	0.5	27	0	10.4	0	0	10.5	2	0	0.5	9	1
Child Seat Inspection	12	12	7	7	12	7	5	6	2	9	6	4
Hours	22.8	36.9	18.2	15.8	31.2	21.5	20.8	18.8	9.5	16.2	14.3	14
Display/demo	37	38	36	56	24	20	11	4	19	29	29	39
Hours	104.1	41.9	56.8	87	40.5	13.8	13	4.5	31.3	35.5	40.9	53
Drills	4	16	16	14	16	8	5	8	14	11	37	12
Hours	3.8	14.3	14	14.8	19	8.3	4.2	4.5	14.3	9.3	26.4	12.5
Evacuations	12	12	12	19	8	4	1	6	5	8	6	4
Hours	16.3	13.7	47.3	30.3	9	6	1	4.8	2.4	4.4	7	8
Extinguishers	4	7	11	14	3	7	1	2	2	2	3	6
Hours	5.5	8.8	15.4	19.7	4	7	1	2	2.3	2	3.5	6.3
First aid & CPR	0	0	0	0	3	0	2	1	3	2	1	4
Hours	0	0	0	0	12.3	0	1	0.3	3.3	1.3	4	1.8
General fire safety	30	31	30	87	46	34	53	26	82	33	57	63
Hours	31.9	41.4	33.3	148	84.5	86	74	31.3	146.8	50.8	87.2	93.4
Hydrant maintenance	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
Inspections	19	29	32	27	26	21	21	19	26	30	19	25
Hours	13.3	20	48.8	15.8	21	42.2	41.8	11.1	18	14.3	16	17.6
Juvenile Fire Setters	4	2	2	1	1	1	2	0	1	1	1	2
Hours	9.3	3	4	3.5	2.5	1.5	5.5	0	4.5	1	2.5	6
Mascot Activity	0	3	0	9	6	1	2	5	4	2	3	1
Hours	0	13	0	13	20	3.5	5	13	17	7	11	4
Media Relations	12	2	3	12	3	10	3	2	4	0	6	3
Hours	22	2.5	3	27.5	1.8	11.3	1	2.5	8	0	11.5	4.8
Museum	6	1	10	6	2	2	1	2	3	0	2	1
Hours	19.3	1	23	28	3.5	1.8	1.5	2	2	0	9	1
Operation Lifesaver	0	0	0	0	0	1	1	1	0	1	0	1
Hours	0	0	0	0	0	1	0.5	0.5	0	0.8	0	0.5
Other	31	7	16	14	15	22	11	10	9	16	15	6
Hours	203.1	7.6	23	18.3	46.2	28.8	10.2	20.8	6	15.5	44	4.3

Public relations	75	77	76	104	49	75	33	35	68	74	68	55
Hours	127.7	131.6	98.3	149.5	77.6	150.3	38.1	31.4	102.1	84.5	156.8	77.8
Risk Watch	2	0	0	0	0	0	0	1	0	0	0	0
Hours	2	0	0	0	0	0	0	1.5	0	0	0	0
Safe Kids	2	10	5	13	0	4	7	6	3	8	3	4
Hours	5	16.3	8	21.8	0	9.5	9.5	8.5	4.3	14.5	6	10.5
Safe Place	0	0	0	0	0	0	0	0	0	2	1	1
Hours	0	0	0	0	0	0	0	0	0	0.7	1	1.5
Safety Village	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
Senior Safety	3	3	2	0	2	2	4	1	1	0	0	0
Hours	5.3	1.8	3	0	4.5	4	4.9	0.8	1.2	0	0	0
Smoke detector can	4	8	17	0	3	8	4	1	4	1	2	5
Hours	6	16	35.3	0	6.5	6.4	7.3	0.5	4.8	0.5	2.8	9.6
Smoke house	4	1	2	2	2	0	0	0	2	0	2	2
Hours	8	1	5	5	3	0	0	0	10	0	7.5	4
Special events	4	1	0	1	4	4	0	0	1	2	7	6
Hours	20	1	0	2.5	12.5	6.8	0	0	7.8	8	19.8	54.3
Station tours	42	35	40	25	35	19	11	25	43	38	23	40
Hours	71.7	31	37.1	26.5	40.8	19.2	9.5	25	40.9	45.8	18.8	35.7
Water safety	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
Total Programs	315	304	320	416	262	251	180	165	298	271	293	291
Total Hours	719.1	433.9	491.8	648.4	442.2	430.9	260.3	191.3	447.5	318.6	502	426.2
<b>Training</b>	July	Nov.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Academy												
number	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
Company fire training												
number	109	127	105	96	132	77	158	201	173	269	177	128
hours	169.3	222.8	151.4	148.8	260.9	107.6	314.2	325.3	275.6	517.8	339.3	244.3
Company rescue trg												
number	110	138	52	23	38	34	67	105	63	65	27	61
hours	189.9	336.8	97.5	36.8	70.3	81.5	90.2	190.3	111.3	108.8	99.5	101.6
Company EMS trg												
number	28	12	11	10	12	34	27	35	24	37	21	24
hours	115.3	22.5	10	8.3	14	97.5	90.2	96.5	48	44.3	19.8	92.2

General in-service trg													
number	265	193	214	201	140	134	226	202	199	224	255	341	
hours	498.5	303.2	503.5	386.7	197.9	248.3	357.8	302.8	328.7	431.3	399.5	559.9	
Total number	512	470	382	330	322	279	478	543	459	595	480	554	
Total hours	973.00	885.30	762.40	580.60	543.10	534.90	852.40	914.90	763.60	1,102.20	858.10	998	
Building tours													
number	55	38	37	38	31	43	46	27	31	35	57	84	
hours	64.8	38	112.7	46.9	34.8	56.9	61.6	31.5	30.8	40.8	60.6	93.4	
QAP's Completed													
number	31	38	29	39	28	28	52	63	49	46	29	36	
hours	24.2	23.2	24.7	42.9	28.9	30.4	41	67.7	69	58.8	72.9	35.1	
Ed/C I prg develop													
number	70	50	47	70	37	23	56	38	48	36	33	32	
hours	148.7	88.4	93.3	197.4	78.8	62.5	134.5	75.8	165.3	79.5	67.7	64.1	
Move-ups													
number	129	125	82	117	134	114	148	102	87	169	116	85	
hours	323.2	269.4	240.6	303.5	304.2	250.7	338.4	226.8	211.9	371.9	329.6	241	
Shop/PM													
number	38	41	48	50	33	38	34	30	28	71	38	42	
hours	105.4	74.4	149.4	117.8	70.5	70.4	53.1	43.2	55.2	165.8	72.5	59.1	
Critiques													
number	0	4	9	1	10	14	2	3	14	4	0	0	
hours	0	4.5	16.5	0.1	13	56.5	1	3.5	22.5	5	0	0	
													Total other
													Total other hours
Total programs, training, & other	11,994												
Total hours	21,427.8												