



Charlotte Fire Department



Report of Organizational Experience FY2011

July 1, 2010 - June 30, 2011



CHARLOTTE FIRE DEPARTMENT

228 East 9TH Street, Charlotte, NC 28202

To: Ruffin Hall
Budget and Evaluation Director

Jon B. Hannan

From: Jon B. Hannan
Fire Chief

Date: July 14, 2011

Re: Report of Organizational Experience

EXECUTIVE SUMMARY

The Charlotte Fire Department had a busy and productive year in FY11. Fire companies responded to 98,569 incidents, an increase of 5.8% over FY10. Additionally, fire inspectors performed a total of 30,387 fire inspections, completing 100% of state mandated inspections.

Greatest Achievements

One of the Department's most noteworthy achievements in FY11 involved the implementation of a new Station Alerting System: Phoenix G2 by US Digital Designs (USDD). This Station Alerting System alerts the necessary station of a call for service, while not disturbing others through their Public Announcement System, and uses both radio and IP mediums. This automated system is now functioning in all stations and is expected to reduce dispatch and call handling time. This system was purchased primarily with funding awarded under the Assistance to Firefighters Grant (AFG).

The Department also secured grant funds from AFG to buy new personal protective equipment, specifically turnout gear, for the firefighters. The funds will allow the Department to purchase 500 sets of new turnout gear in FY12. This purchase will insure that our

members are properly protected and equipped while serving the citizens of Charlotte.

For the third year in a row, the Department met 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% of the time. In FY11, we met this goal with an 83.2% achievement rate. Many factors contributed to our success in this area, including but not limited to: a decrease in call handling time, improved turnout times, the use of mobile data computers in the apparatus which improved our data collection abilities, and the implementation of our new Station Alerting System.

The Fire Prevention Bureau achieved significant milestones in FY11. The Bureau completed 100% of state mandated inspections were completed, and collected 100% of the anticipated revenue generated by user fees. The employees of the Bureau should be recognized for this achievement as they put a great amount of effort into meeting these milestones.

The Charlotte Fire Department also hosted the 2011 Metro Fire Chiefs Conference in May. The conference was a huge success, and CFD made a great impression on all of the Metropolitan Fire Chiefs and vendors from all over the world.

Greatest Challenges

The total number of emergency response calls increased by nearly 6% from 93,139 in FY10 to 98,569 in FY11. The emergency workload in East Charlotte remains the heaviest in the city, specifically in and around the Eastland Mall site. In FY11, companies serving this area, specifically from Stations 15 and 23, responded to approximately 12% of the total calls for service in the city. As the number of incidents continues to grow, unit availability will become more and more of a problem.

Once Station 42 (Eastland Mall Station) is complete, we anticipate a reduction in response times in the area as resources will be closer to the locus of the calls, but having resources available to take the call will continue to be an issue. The Department will staff the new station by moving an existing engine truck from its current station (Station 8) to Station 42. This move will give us a new point to get to an emergency, but it does not add any additional manpower to the area.

Reductions to the capital apparatus account and limited funding to replace fire apparatus has placed a significant burden on the department by extending our apparatus replacement schedule. This has had a direct impact on maintenance costs and our ability to keep trucks in service, in their area and available to answer emergency calls.

Securing funding to replace the self contained breathing apparatus (SCBA) for all members is a high priority and a major concern for our department. Our current SCBAs are no longer being manufactured, and the Department is no longer able to find replacement parts or used units for replacement purposes. These SCBA units and the required air bottles will reach the end of useful life in 2014. This is a critical need and resources must be identified.

Our Balanced Scorecard measure for SBE utilization was to spend 5% of discretionary funding with SBE vendors. Our total spending with SBEs for FY11 was \$241,619.23 or 18.6% of discretionary funds. This is the most the Department has spent with SBEs since FY06. This amount (18.6%) was less than the monetary SBE utilization goal of \$472,234 established for the Fire Department by the Small Business Opportunity (SBO) Office. It is important to note that the Department's discretionary funds are limited by the use of formal and informal bid processes, sole source purchasing and grant funding. We will continue to work collaboratively with the SBO office to establish and achieve a reasonable goal.

CHANGES, IMPROVEMENTS, AND LESSONS LEARNED

In FY11, the Department focused on delivering training using methods that would decrease the amount of time fire companies spend out-of-service for training. The motivation was to provide training in the most effective and efficient manner, while ensuring that fire companies were able to spend as much time as possible answering emergency calls in their response area. One of the ways this was accomplished was through the use of the Plateau Learning Management System for a majority of the Department's required EMS continuing education. This delivery method allowed members to learn at their own pace, saved fuel funds as companies had to make fewer trips to the training academy, and allowed companies to stay in service in their area to take calls for service.

Additional resources were secured from Aviation in order to provide adequate staffing to meet the FAA response requirements for the 3rd parallel runway. These resources include a dedicated Battalion Chief

assigned to oversee all Fire Department Airport operations, 21 additional firefighters and a Aircraft Rescue Firefighting truck. Minimum staffing at the Airport is now 14 per shift.

MID-YEAR BUDGET REDUCTIONS

Based on our mid-year projections, we worked diligently to implement reductions throughout the remainder of the budget year. Costs were reduced and controlled where reasonable, purchases were delayed, travel and overtime were closely monitored. In addition, a spending freeze was implemented in January.

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, (such as uniforms, equipment, and training) to reduce costs in FY11, only delays purchasing items (in FY12) that are needed to run the business.

We are pleased that we were able to stay within budget in FY11. This is a credit to all employees of the Fire Department working together with the Budget office to achieve a goal.

PERFORMANCE TARGETS AND ACTUAL ACHIEVEMENT

Educate and prepare children to prevent injuries and fires and teach them how to respond appropriately when they do occur. (Strengthen neighborhood corporate objectives)

- *Eighty percent of all third grade classrooms will receive fire education programs.*

Fire Educators reported delivering fire education programs to 388 out of the 455 CMS 3rd grade classrooms. Achievement rate: 85.3%. This target was met.

Provide emergency services (Increase perception of safety corporate objective)

- *Telecommunicators will answer the phone within 3 rings or 10 seconds 90 percent of the time.*

Telecommunicators answered 183,280 out of 184,582 calls in 10 seconds or less. Achievement rate: 99.3%. This target was met.

- *First-due fire companies will be on-scene to 80 percent of all emergencies within 6 minutes of phone notification.*

Fire companies arrived on-scene within 6 minutes or less at 44,769 out of 53,942 fire and emergency medical calls. Achievement rate: 83.2%. This target was met.

- *A first alarm assignment will be on-scene at 80 percent of all first alarm emergencies within 9 minutes of phone notification.*

An effective firefighting force (3 fire companies/12 firefighters) arrived on-scene within 9 minutes or less at 436 out of 525 structure fires. Achievement rate: 83.8%. This target was met.

- *Inspectors will inspect 85 percent of non-residential properties within the frequencies mandated by the North Carolina Fire Code.*

Inspectors conducted all of the 17,991 state mandated inspections. Achievement rate: 100%. This target was met.

Provide effective public safety services (Increase perception of safety corporate objective)

- *Investigators will clear arson cases at a rate twice the national average of 17.1 percent for arson clearance.*

Fire investigators cleared 134 out 293 incendiary fires. Achievement rate: 45.7%. This target was met.

Provide useful management information (Optimize business processes corporate objective)

- *Procure and implement a consolidated E911 system by 6/30/2011.*

A consolidated system has been procured, and MEDIC will be the first to have the new system installed, followed by Fire, the Backup Communications Center, and CMPD. Achievement rate: 100%. This target was met.

- *Implement phase II of the Charlotte Operations-Based Response Analysis (COBRA) project by 6/30/2011.*

Phase II of COBRA was implemented in August 2010, integrating additional data sources into the system which enhanced analytical capabilities. Achievement rate: 100%. This target was met.

Monitor budget expenditures (Deliver competitive service corporate objective)

- *The Fire Department's SBE utilization goal is 5 percent of discretionary funds.*

The Fire Department spent \$241,619.23 of our discretionary funds with SBE's in FY11. Although we did not reach the goal of \$472,234 established by the SBO Office, we did reach our internal goal. Achievement rate: 18.6%. This target was met.

Maintain optimal staffing and fire company availability (Deliver competitive service corporate objective)

- *Ensure minimum staffing of 255 firefighters and officers on duty daily 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 FY11, minimum staffing was met at 709 out of the 730 polling periods. Achievement rate: 97.1%. This target was met.

- *Fire companies will be available to respond to calls 80 percent of the time during business hours (8 a.m. – 6 p.m. Monday – Friday).*

Fire companies reported being busy/out of service for training, maintenance, and other issues 9.1% of the time during business hours. Note: This does not account for time spent out of service when they are on another call. Achievement rate: 90.9%. This target was met.

Maintain certifications (Recruit and retain skilled, diverse workforce corporate objective)

- *Ninety-nine percent of firefighters will maintain EMT certification.*

All active firefighters maintained their EMT certification. Achievement rate: 100%. This target was met.

- *Maintain a turnover rate of less than 1 percent among all minority firefighters.*

Two out of the 168 minority firefighters left during FY11.
 Achievement rate: 1.2%. This target was not met.

Support physical fitness (Wellness objective)

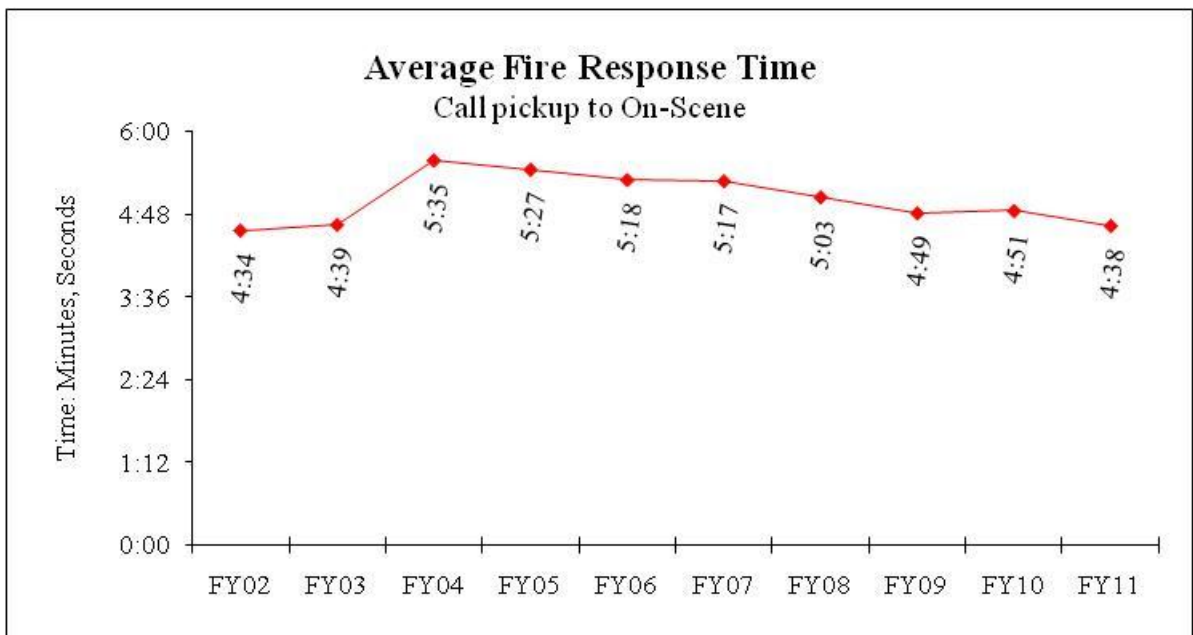
- *Ninety-five percent of fire operations staff will participate in annual fitness evaluations.*

Twenty-one individuals did not participate in the annual fitness evaluations in FY11 due to deployment or light-duty status.
 Achievement rate: 97.9%. This target was met.

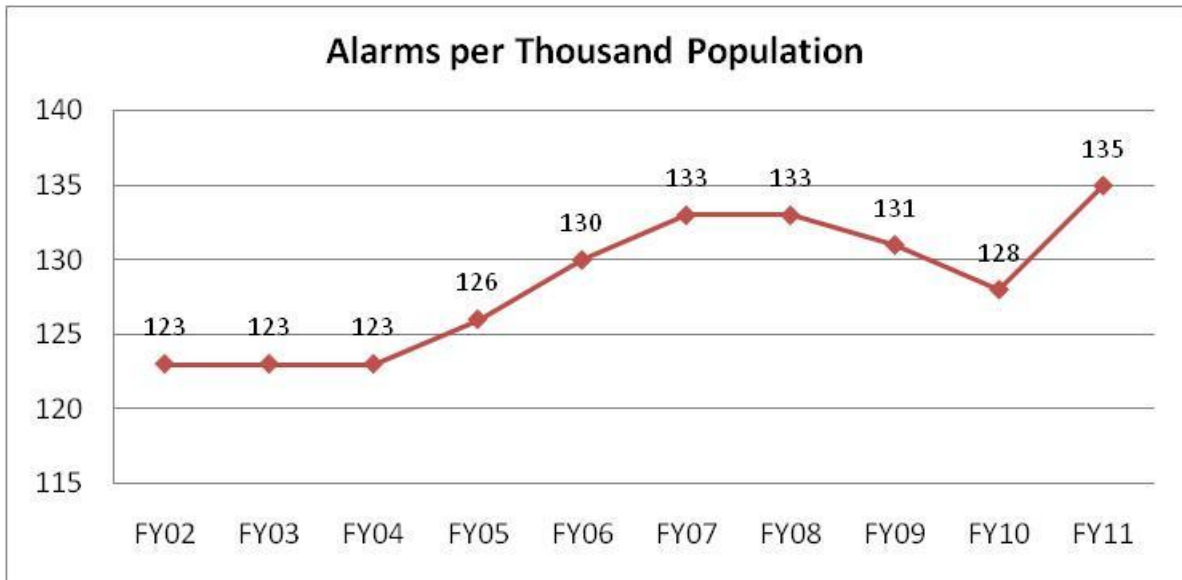
- *Prepare a wellness message for inclusion in the department newsletter.*

Although a formal department newsletter was not distributed in FY11, copies of the city-wide newsletter, FYI was distributed to all CFD employees. Achievement rate: 100%. This target was met.

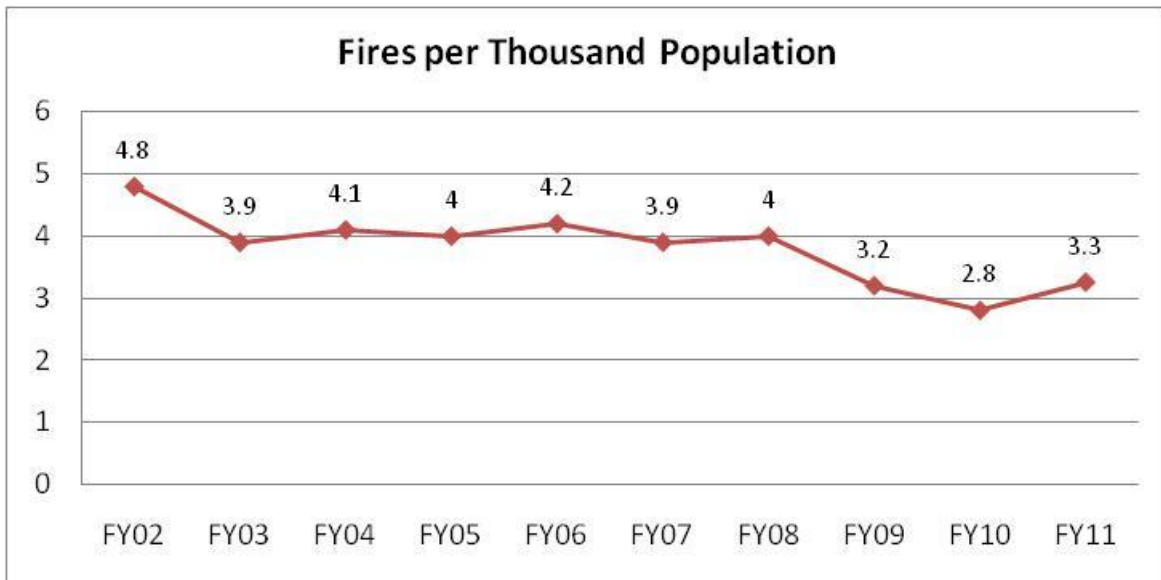
COMPARISON/TREND INFORMATION



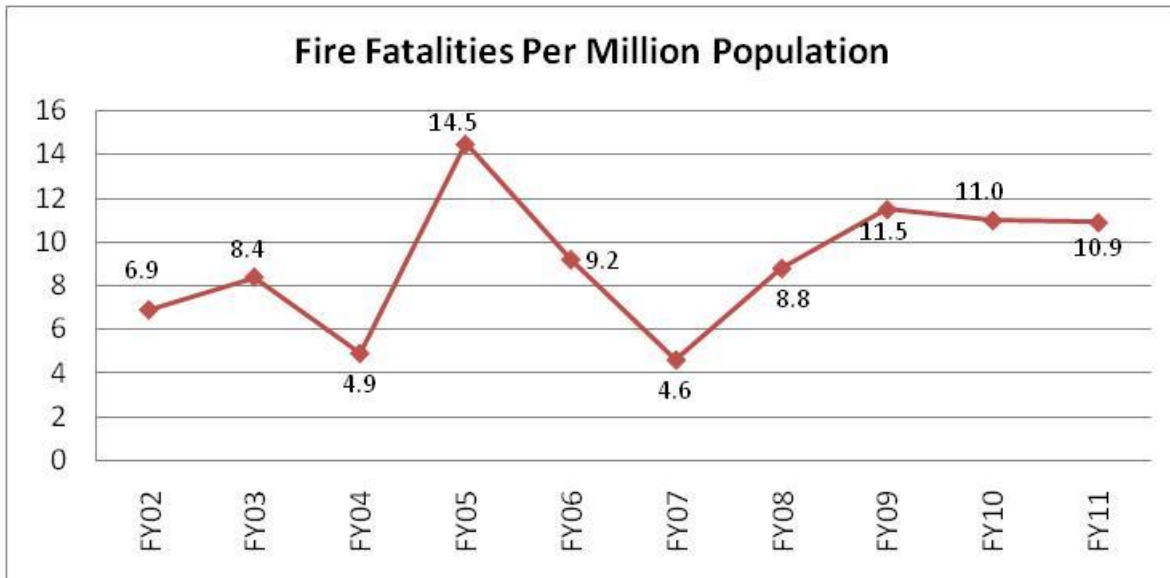
Average response time decreased by 13 seconds in FY11.



The Fire Department responded to 98,569 incidents in FY11, an increase of 5.8% over FY10. During this same time period population grew by approximately 0.7%. The number of alarms per thousand in population increased to 135.



The Charlotte Fire Department responded to 2,381 fires in FY11, an increase from 2,054 in FY10.



There were eight fire fatalities in FY11, the same as in FY10. Additionally, there were 25 civilian fire injuries reported during FY11, a decrease from 27 reported in FY10.

KEY SERVICE INDICATORS

Emergency Responses

- The emergency workload increased 5.8% in FY11; fire companies responded to 98,569 incidents, as compared to 93,139 in FY10.
- The average response time decreased by 13 seconds to 4 minutes and 38 seconds.

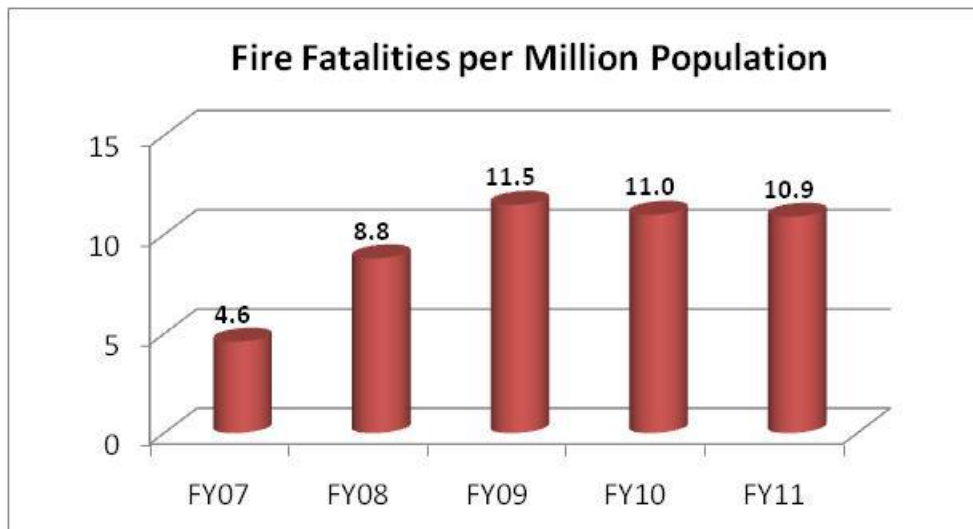
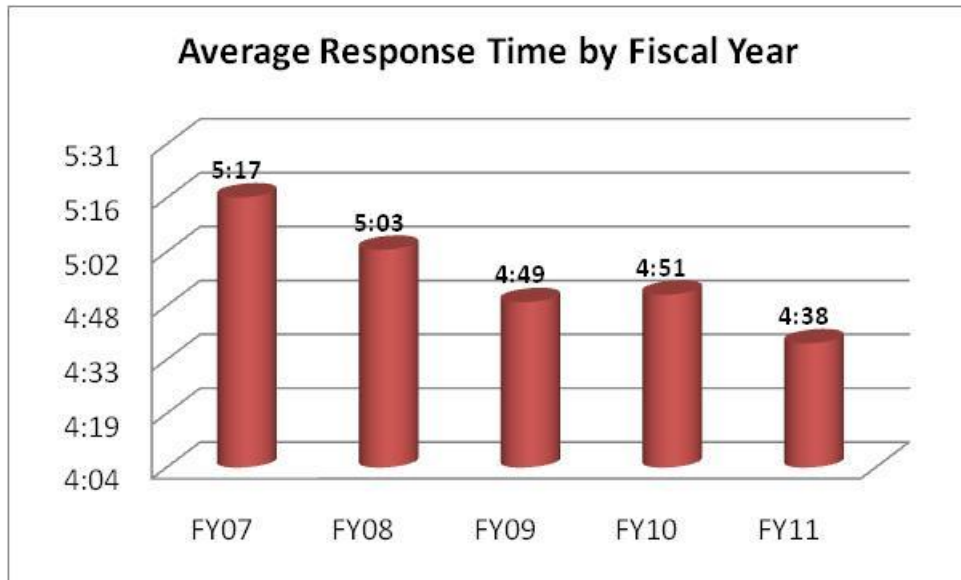
Fire Responses

- 2,381 fires, an increase of 15.9% over FY10's 2,054.
- 707 structure fires, a 6.8% increase from 662 in FY10.
- 610 residential structure, a 5.2% increase from 580 in FY10

Code Enforcement and Plans Review

- 30,387 fire inspections completed
- 21,680 regular inspections
- 4,881 re-check inspections
- 3,086 construction related inspections
- 740 compliant inspections
- 4,102 plans reviewed

BUDGET ANALYST REQUESTED GRAPHS



KBU-Balanced Scorecard Report

Reporting Period: July 1, 2009 to June 30, 2010

Corporate Objective	<i>KBU Initiative</i> (* Indicates Focus Area Initiative)	Measure (<i>\$Indicates incentive pay measure</i>)	Prior Year Actual	Lead or Lag	Performance Data			<i>Comments/Explanation</i> (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 CMS 3rd grade classrooms that receive fire education programs\$*</i>	71%	Lag	80%	85.3%	+	Fire Education Programs have been delivered to 388 out of the 455 CMS 3 rd grade classrooms.
	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>	99.4%	Lag	90%	99.3%	+	Telecommunicators received 184,582 calls in FY11. 183,280 of those calls were answered in 10 seconds or less.
			<i>Percent of alarms first-due fire companies will be on scene within 6 minutes of telephone call*</i>	80.2%	Lag	80%	83.2%	+	Fire companies arrived on-scene within 6 minutes or less at 44,769 out of 53,942 fire and emergency medical calls.
			<i>Percent of first alarms to which an effective firefighting force will be on scene within 9 minutes</i>	85.9%	Lag	80%	83.8%	+	An effective firefighting force (3 fire companies / 12 firefighters) arrived on-scene within 9 minutes or less 436 out of the 525 structure fires.
		Provide effective public safety services (code enforcement)	<i>Percent of fire code inspections conducted within state-mandated frequencies*</i>	88.4%	Lag	85%	100%	+	Fire Inspectors completed all of the 17,991 state mandated inspections that were due on or before June 30, 2011.
		Provide effective public safety services (fire investigation)	<i>Percent of arson cases investigators will clear</i>	31.7%	Lag	34%	45.7%	+	CFD Fire Investigators responded to 679 incidents in FY11. 293 of these incidents were determined to be incendiary in nature. Investigators cleared 134 of the 293 cases.
Run the Business	B1. Optimize Business Processes	Provide up-to-date systems to support emergency and essential public safety service delivery	<i>Procure a consolidated E911 System by 6/30/2011</i>	N/A	Lag	100%	100%	+	A consolidated system has been procured, and MEDIC will be first to have the new system installed, followed by Fire, the Backup Communications Center, and CMPD.

KBU-Balanced Scorecard Report

Reporting Period: July 1, 2009 to June 30, 2010

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	

			<i>Implement phase II of the Charlotte Operations-Based Response Analysis (COBRA) project by 6/30/2011</i>	N/A	Lag	100%	100%	+	Phase II was completed in August 2010, integrating additional data sources into the system which enhanced analytical capabilities.
Manage Resources	R1. Deliver Competitive Service	Monitor budget expenditures	<i>Fire Department's SBE utilization goal</i>	5.16%	Lag	5%	18.6%	+	The Fire Department spent \$241,619.23 of our discretionary funds with SBEs.
		Maintain optimal staffing requirements	<i>Percent of time minimum staff of 255 on fire companies will be maintained \$</i>	100%	Lag	95%	97.1%	+	The Fire Department measures minimum staffing twice a day. Once at 8:00 am and then again at 6:00 pm. During FY11, minimum staffing was met at 709 out of 730 polling periods.
		Maintain resource availability	<i>Percent of fire companies in service during daylight hours Monday-Friday \$</i>	91.4%	Lag	80%	90.9%	+	The Fire Departments 58 frontline units were out-of service for training, maintenance, etc a total of 13,689 out of the 150,800 weekday/daylight hours in FY11.
Develop Employees	E1. Recruit and Retain Skilled, Diverse Workforce	Maintain certifications	<i>Number of active firefighters that will maintain EMT certification</i>	100%	Lag	99%	100%	+	All active firefighters maintained their EMT certification.
		Maintain diverse workforce	<i>Turnover rate for African American/ minority firefighters</i>	1.1%	Lag	<1%	1.2%	X	Two of the 168 minority firefighters left during FY11.
	E2. Achieve Positive Employee Climate	Support physical fitness	<i>Number of firefighters who participate in annual fitness evaluations \$</i>	97.8%	Lag	95%	97.9%	+	Twenty-one individuals did not participate in the annual fitness evaluations in FY11 due to deployment or light-duty status.
			<i>Distribute wellness message in department newsletter \$</i>	100%	Lag	100%	100%	+	Although a department newsletter was not distributed in FY11, copies of the city-wide newsletter, FYI was distributed to all CFD employees.

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 Company Responses by Fiscal Year					
Apparatus	FY07	FY08	FY09	FY10	FY11
Battalion 1	1,671	1,661	1,957	1,877	1,942
Battalion 2	911	933	1,060	1,072	1,110
Battalion 3	1,073	1,108	1,234	1,151	1,300
Battalion 4	1,041	1,050	1,213	1,186	1,159
Battalion 5	849	822	945	920	1,024
Battalion 6	480	508	620	599	575
Battalion 7	449	505	549	551	661
Battalion 8	-	-	107	332	409
Blaze 1	157	212	215	197	239
Blaze 2	109	133	126	57	79
Blaze 3	39	44	52	24	26
Blaze 4	7	1	10	10	10
Blaze 5	264	413	387	208	152
Blaze 7	174	150	150	122	137
Blaze 41	-	-	-	50	151
Blaze 42	-	-	-	44	134
Blaze 43	-	-	-	46	147
Engine 01	2,946	2,730	2,331	2,517	2,514
Engine 02	2,938	2,588	2,474	2,444	2,557
Engine 03	2,701	3,026	2,940	3,164	3,360
Engine 04	3,271	3,049	2,739	2,838	3,377
Engine 05	2,813	2,644	2,657	2,521	2,643
Engine 06	3,149	3,072	3,004	2,897	3,193
Engine 07	2,711	2,821	2,609	2,444	2,684
Engine 08	2,029	1,953	1,901	1,677	1,908
Engine 64	1,964	1,941	1,832	1,613	945
Engine 09	1,394	1,668	1,489	1,237	1,280
Engine 10	2,932	3,067	3,149	2,983	3,257
Engine 11	2,144	2,234	2,184	2,129	2,423
Engine 12	3,903	3,819	3,638	3,817	4,186
Engine 13	2,432	2,331	2,180	2,179	2,462
Engine 14	3,114	3,166	3,056	2,936	2,984
Engine 15	4,457	4,311	4,408	4,624	4,993
Engine 16	2,698	2,555	2,324	2,165	2,482
Engine 17	2,315	2,297	2,367	2,304	2,358
Engine 18	2,946	2,734	2,579	2,701	2,928
Engine 19	2,367	2,475	2,135	1,837	2,172
Engine 20	2,876	2,900	2,775	2,763	3,112
Engine 21	1,914	2,087	2,175	2,190	2,309
Engine 22	3,056	2,909	3,062	3,029	3,492
Engine 23	3,217	3,160	3,319	3,488	3,514
Engine 24	1,907	1,732	1,586	1,631	1,701
Engine 25	1,107	1,085	1,175	1,105	1,164
Engine 26	1,806	1,859	1,488	1,496	1,589
Engine 27	2,099	2,057	1,963	1,978	2,125
Engine 28	2,624	2,781	2,732	2,646	3,135
Engine 29	1,717	1,640	1,681	1,578	1,659
Engine 30	1,152	1,118	1,034	975	1,066
Engine 31	833	861	795	866	1,005
Engine 32	1,592	1,590	1,598	1,511	1,671
Engine 33	676	715	685	660	700
Engine 34	1,482	1,469	1,599	1,655	1,905
Engine 35	1,306	1,412	1,514	1,468	1,597
Engine 36	1,042	1,259	1,269	1,298	1,382
Engine 37	755	672	820	908	972
Apparatus	FY07	FY08	FY09	FY10	FY11
Engine 38	265	477	413	507	516
Engine 39	-	-	636	1,181	1,357
Engine 40	-	-	43	870	679
Haz Mat 1	334	332	426	389	604
Haz Mat 2	290	245	306	279	368
Haz Mat 3	52	72	56	52	60
Ladder 01	2,257	2,529	2,999	3,117	3,100
Ladder 02	2,445	2,721	2,888	2,942	2,940
Ladder 04	2,226	2,655	2,981	3,083	3,610
Ladder 13	2,096	2,313	2,491	2,586	2,732
Ladder 16	2,116	2,499	2,758	2,618	2,945
Ladder 18	2,253	2,632	2,973	2,755	3,174
Ladder 23	3,322	3,450	3,664	3,795	3,888
Ladder 24	1,545	1,818	1,762	1,767	1,817
Ladder 26	1,599	1,698	1,751	1,861	1,938
Ladder 27	2,524	2,572	2,566	2,621	2,736
Ladder 29	1,646	1,695	1,766	1,771	1,866
Ladder 31	610	726	858	966	1,087
Ladder 32	1,370	1,680	1,736	1,702	1,834
Ladder 33	544	669	729	730	763
Rescue 03	1,243	1,077	1,060	1,159	1,296
Rescue 10	1,407	1,444	1,121	1,380	1,606
Total Responses	123,753	126,631	127,874	128,849	140,526

Busiest Engine Companies	
1	Engine 15
2	Engine 12
3	Engine 23
4	Engine 3
5	Engine 22

Busiest Ladder Companies	
1	Ladder 23
2	Ladder 1
3	Ladder 4
4	Ladder 2
5	Ladder 18

Busiest Stations	
1	Station 23
2	Station 4
3	Station 1
4	Station 18
5	Station 2

Fire Loss, FY06-FY10

	FY07	FY08	FY09	FY10	
Structure	\$18,155,512	\$21,767,967	\$14,179,085	\$14,863,730	\$16,283,054
Confined to Container	209,110	261,031	220,347	228,201	134,947
Vehicle	2,813,443	3,192,512	3,236,401	2,407,073	3,277,213
Grass	52,105	104,787	19,146	36,042	51,315
Trash	55,768	31,267	71,331	18,868	66,075
Outside	124,482	136,426	37,989	339,560	290,686
Vegetation	550	501	1,400	660	2,356
Other	30,113	27,262	21,855	15,026	14,879
Total	\$21,441,083	\$25,521,753	\$17,787,554	\$17,909,160	\$20,120,525

Fire Fatalities and Injuries

	FY07	FY08	FY09	FY10	FY11
Deaths	3	6	8	8	8
Injuries	36	37	27	27	25

Number of Fires

	FY07	FY08	FY09	FY10	FY11
Structure	606	582	529	494	566
Confined to Container	193	199	202	212	173
Vehicle	543	557	521	484	467
Grass	647	794	444	440	444
Trash	457	428	387	316	416
Outside	68	84	70	73	76
Vegetation	6	4	2	3	145
Other	66	55	52	32	55
Total	2,586	2,703	2,207	2,054	2,342

Structure Fires by Property Type

	FY07	FY08	FY09	FY10	FY11
Sing Fam	306	307	290	266	303
Multi Fam	173	162	135	146	163
Hotels	10	2	6	5	5
Resothr	13	14	11	6	6
Restotal	502	485	442	423	477
Pub Ass	13	16	9	19	16
Educational	13	11	13	6	11
Institutions	3	3	4	1	2
Stores/Off	30	33	26	16	12
Industrial	14	9	7	9	14
Storage	22	17	18	13	21
Other	9	8	10	7	13
Total	606	582	529	494	566

	FY07	FY08	FY09	FY10	FY11
Sing Fam	\$8,981,271	\$12,058,896	\$7,435,250	\$6,163,266	\$6,046,684
Multi Fam	5,632,628	4,253,388	2,934,155	3,991,682	7,909,065
Hotels	131,251	56,000	31,752	237,801	37,001
Resothr	152,150	252,151	107,601	85,202	17,200
Restotal	\$14,897,300	\$16,620,435	\$10,508,758	\$10,477,951	\$14,009,950
Pub Ass	225,550	1,730,360	1,837,002	772,380	616,751
Educational	39,203	12,700	34,258	7,855	55,204
Institutions	10,900	109,000	18,701	2,500	10,000
Stores/Off	1,723,750	2,004,748	1,523,505	1,910,291	598,700
Industrial	746,902	1,052,750	68,101	550,251	226,671
Storage	493,302	214,664	174,610	1,129,300	578,077
Other	18,605	23,310	14,150	13,202	193,701
Total	\$18,155,512	\$21,767,967	\$14,179,085	\$14,863,730	\$16,289,054

Structure Fire Fatalities

	FY07	FY08	FY09	FY10	FY11
Sing Fam	3	1	2	6	4
Multi Fam	0	1	5	1	1
Hotels	0	1	0	0	0
Resothr	0	0	0	0	0
Restotal	3	3	7	7	5
Pub Ass	0	0	0	0	0
Educational	0	0	0	0	0
Institutions	0	0	0	0	0
Stores/Off	0	1	0	0	0
Industrial	0	0	0	0	0
Storage	0	0	0	0	0
Other	0	0	0	0	0
Total	3	4	7	7	5

Structure Fire Injuries

	FY07	FY08	FY09	FY10	FY11
Sing Fam	16	10	6	10	16
Multi Fam	7	7	5	3	3
Hotels	1	0	0	0	0
Resothr	0	3	2	0	0
Restotal	24	20	13	13	19
Pub Ass	0	0	0	0	0
Educational	0	0	0	0	0
Institutions	0	0	0	0	0
Stores/Off	0	1	0	0	0
Industrial	3	2	0	0	0
Storage	0	0	2	0	0
Other	0	0	1	0	0
Total	27	23	16	13	19