



*Fayetteville Fire and Emergency Management  
Department*

**2009**  
*Annual Report*



## **DEPARTMENT SUMMARY:**

### **Mission Statement:**

*The Fayetteville Fire/Emergency Management Department is committed to the preservation of life, property and the environment in our community through public education, fire code enforcement, and emergency response.*

*We are dedicated to achieving customer satisfaction while serving with R.E.S.P.E.C.T.*

### **Goals and Objectives:**

- Hold fire losses to less than 5% of total property value
- Confine 97% of structure fires to the building of origin
- Maintain response time average of four minutes and 30 seconds
- Provide a Fire Department unit on the scene of an emergency incident within 5 minutes of dispatch 90% of the time
- Have units enroute to emergency incidents within 1 minute twenty seconds of receiving the initial dispatch 90% of the time

### **Service and Programs:**

- Fire Suppression
- Basic Life Support/EMT  
Defibrillator
- Rescue Response
- Disaster Response
- Terrorism (CBRNE) Response
- Hazardous Materials Response
- Regional HazMat Protection
- Urban Search and Rescue
- Aircraft Fire and Rescue  
Protection
- Emergency Management  
Coordination
- Public Fire and Life Safety  
Education
- Code Enforcement
- Fire Prevention Inspections
- Pre-Disaster & Terrorism  
Planning
- F.I.R.E.S. Program
- Buckle-up Program
- Regional Airport/Aircraft  
Firefighter Training Facility

## **Fire Prevention Division 2009**

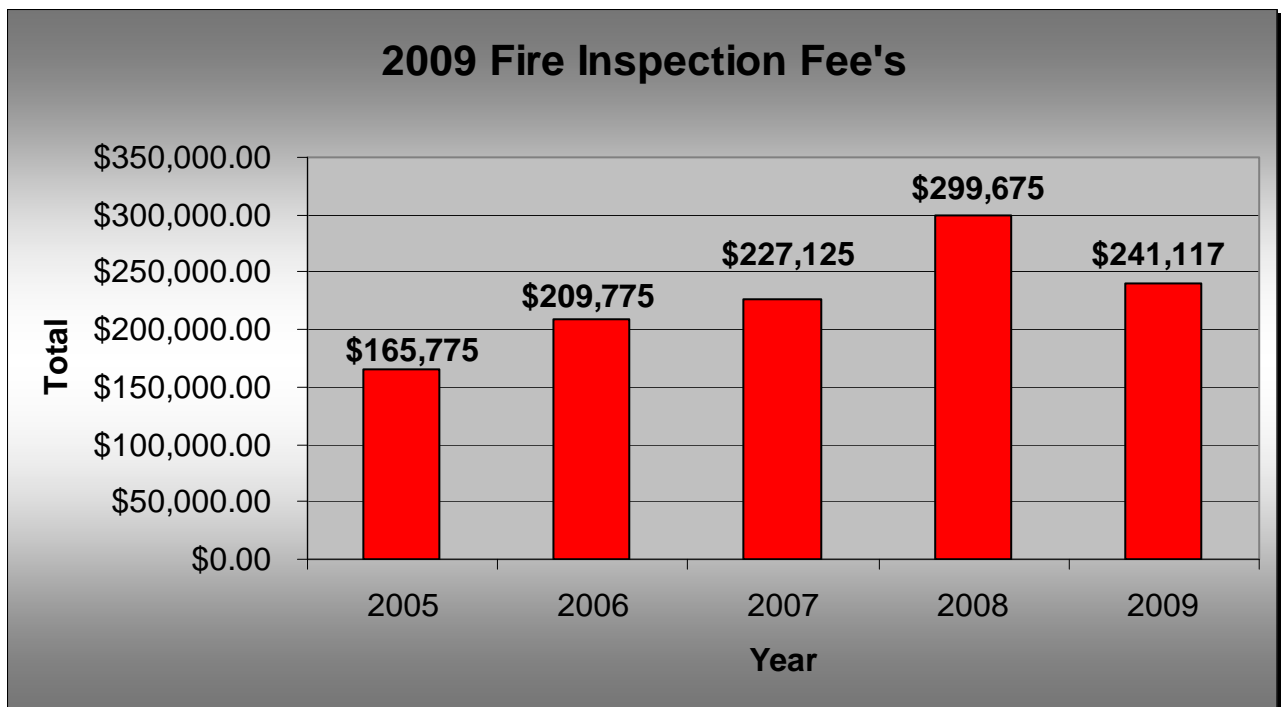
The Fire Prevention Division continued to promote public safety by enforcing Fire Codes and presenting public fire education and safety programs throughout the year. In addition, the Prevention Division assumed the duties of plans review for new construction projects. In September of 2009 the Fire Prevention Division officially began permitting and reviewing sprinkler, fire alarm and building plans for adherence to state codes and national standards. In our first quarter the prevention division has reviewed plans for 52 building projects, 26 Fire Alarm projects, and 22 sprinkler projects. Total revenue generated was \$6,208.00 from September 2009 through December 2010 as well as enhancing public and firefighter safety in newly constructed occupancies.

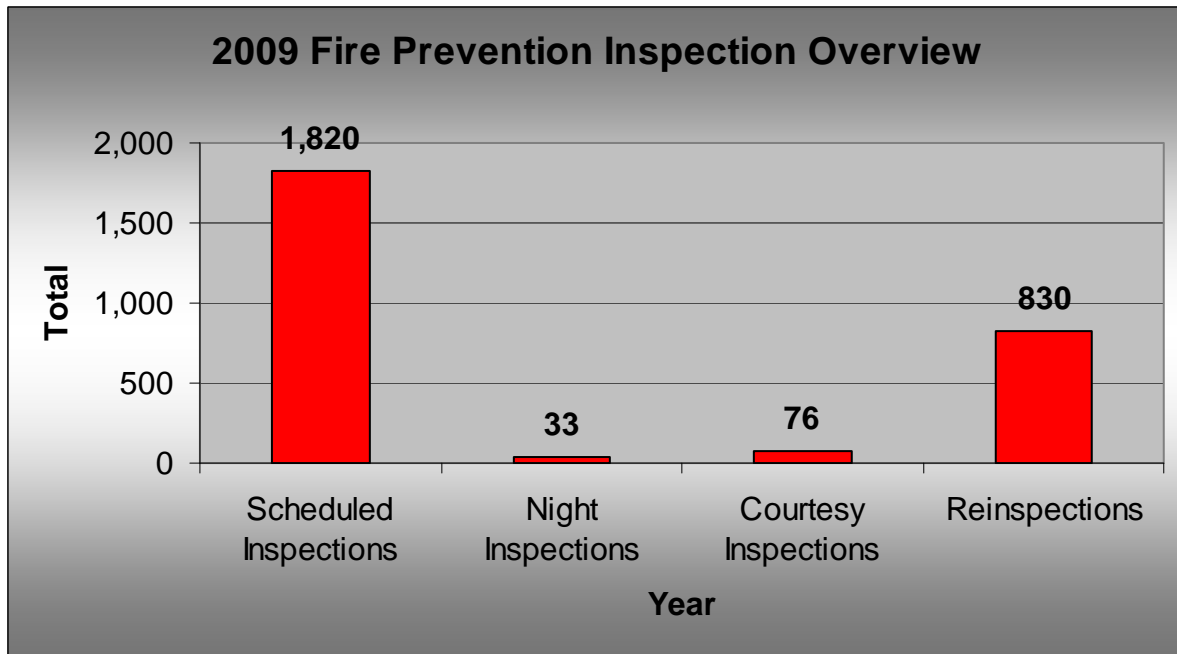
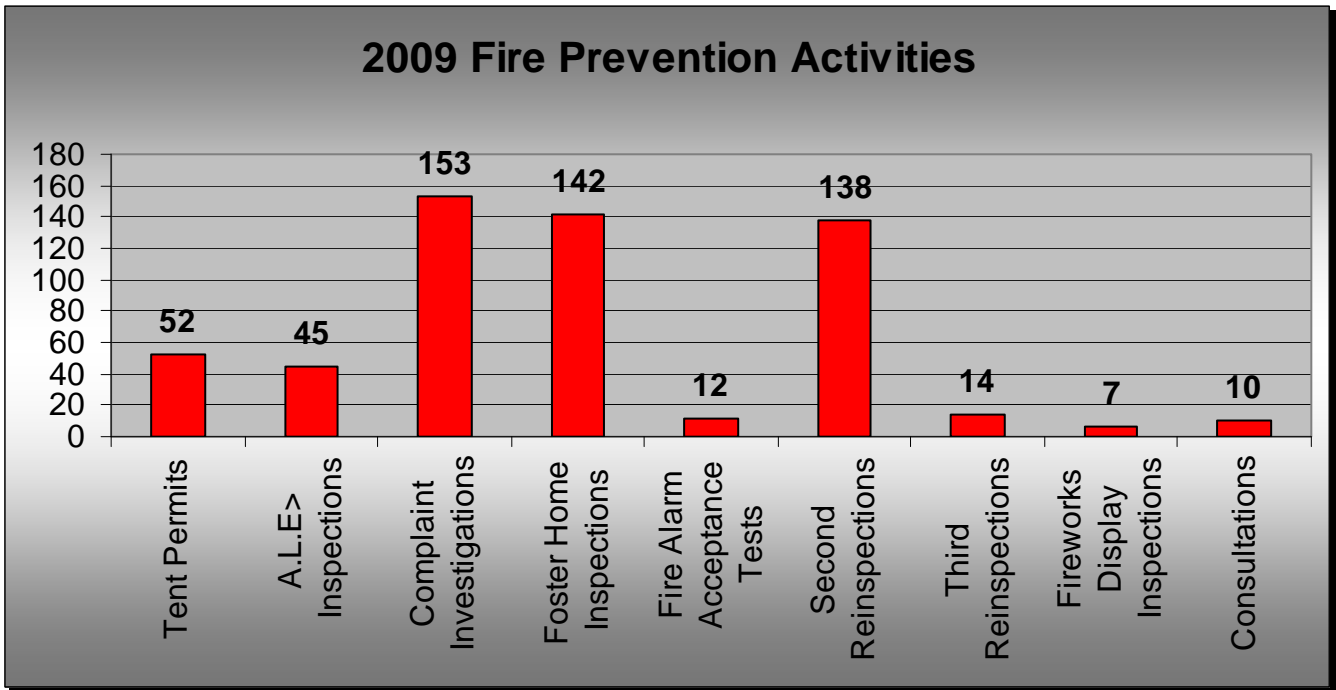
The prevention Division completed 4,159 new and scheduled inspections and also generated \$241,117.00 in inspection fees. Although this number represents a 20% reduction from the previous year, these reductions were anticipated and planned due to the implementation of the new plans review and permitting process initiated in September of 2009, as well as time spent educating personnel to assume those responsibilities. Additional challenges of an unexpected reduction of fire inspection staff created a further strain on division experience and resources. Despite the new duties and staffing issues, the performance decrease was kept at the 20% maximum allotted reduction. Also 90% of the delayed fire inspections were caught up in the first quarter of 2010.

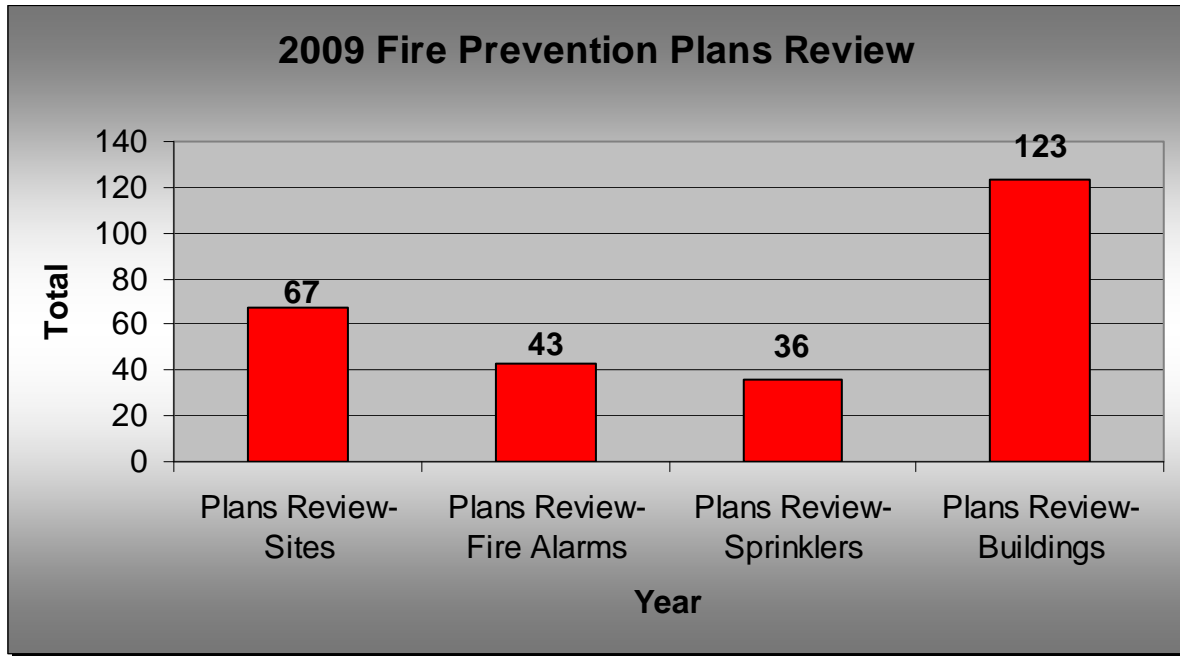
The Fire Prevention Division also continued to deliver public fire education to the city at large and targeted groups. The Fire Prevention Division coordinated fire education classes, talks, engine company visits, engine company displays, special events and station tours to the public reaching 5,200 people in 2009. There were a total of 604 smoke detectors installed and 183 batteries replaced in smoke detectors for 2009 as part of the Smoke Detector Give away program managed by the Fire Prevention Division. The Car Seat Program checked 1,159 car seats and replaced 145 seats, there were four car seat clinics hosted in 2009.

<b>Fire Prevention Activities</b>	<b>2009</b>
PLAN REVIEW - Site	67
PLAN REVIEW - Fire Alarm	43
PLAN REVIEW - Sprinkler System	36
PLAN REVIEW - Building	123
SCHEDULED INSPECTIONS	1,820
NIGHT INSPECTIONS	33
COURTESY INSPECTIONS	76
REINSPECTIONS	830
TENT PERMITS	52
A.L.E. INSPECTIONS	45
COMPLAINT INVESTIGATIONS	153
FOSTER HOME INSPECTIONS	142
FIRE ALARM ACCEPTANCE TESTS	12
SECOND REINSPECTIONS	138
THIRD REINSPECTIONS	14
FIREWORKS DISPLAY INSPECTIONS	7
CONSULTATIONS	10

### Five Year Inspection Totals Comparison







## **Training Division**

A major accomplishment of the Training Division was the management of the Career Development Program. Through the revisions in the program, the division worked to address leadership, officer training, and driver qualifications at earlier stages in the career of personnel.

The training division managed and coordinated a wide range of training and support activities for the department in 2009. It worked to schedule training courses and programs throughout the year for each division. All department personnel worked diligently to improve their skills through training and education throughout the year. Members of the department participated in over 82,968 hours of training during the year. Training subjects and the hours of instructions are listed below:

### **2009 Major Fire Department Training Subjects and Time Spent**

<b><u>Subject</u></b>	<b><u>Hours</u></b>
Firefighting	23,566
Rescue	2,346
EMS Continuing Education	8,002
Officer / Supervisor	1,313
Driver Operator	16,984
Airport Firefighting	1,399
Hazardous Materials	8,331
Co. Drills / Evolutions	7,969
Pre-Fire Plans	7,040
Street and Hydrant Locations	6,018
<b>Total</b>	<b>82,968</b>

The department averaged over 251 hours of training per employee in 2009.

The Training Division coordinated with Human Relations with the hiring process of 27 firefighters and promotions of 3 Battalion Commanders, 9 Captains, and 18 Lieutenants.

The training division also coordinated two recruit academies that graduated in 2009. Total of 41 personnel completed the mandatory 16 week recruit fire training. Personnel were trained to NC Fire Standards in Firefighter I & II, Hazardous Materials Awareness & Operations Level, Rapid Intervention & Firefighter Survival Training, and NC Emergency Vehicle Driver Training.

After completing the fire recruit training personnel must obtain within their first year of employment; the Certification of NC Emergency Medical Technician. The class consists 244 hours which includes classroom, practicals, riding third party on an ambulance and working hospital emergency room.

The Training Division also coordinated training with Human Relations for all new supervisors to complete city mandatory classes; Valuing Others, Managing the Performance of Others, and Pay for Performance classes. The training division also coordinated the Fire Department Officer Development Training and City of Fayetteville Intro to Leadership Training. This training is mandatory classes for all new supervisors.

The Training Division also worked with the Planning and Research Officer with working on the completion of the Accreditation process.

## Operations Division

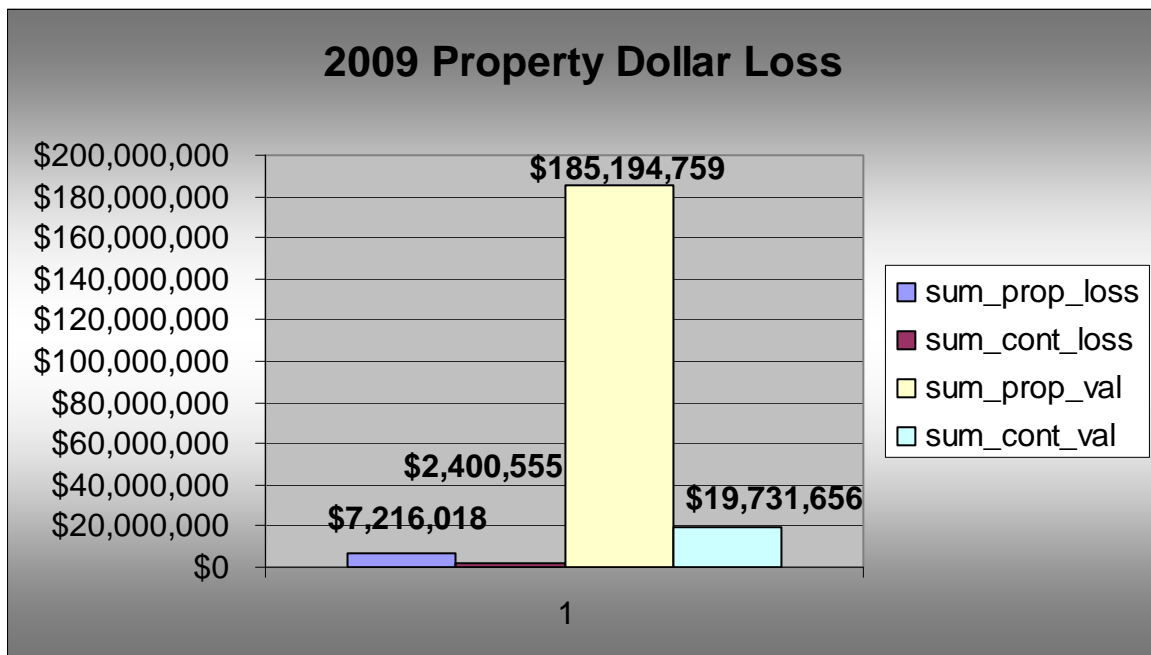
The Operation Division provides fire and emergency medical service coverage throughout the City twenty-four hours a day. The measures of their success can be observed from the following statistics as provided through our reporting database.

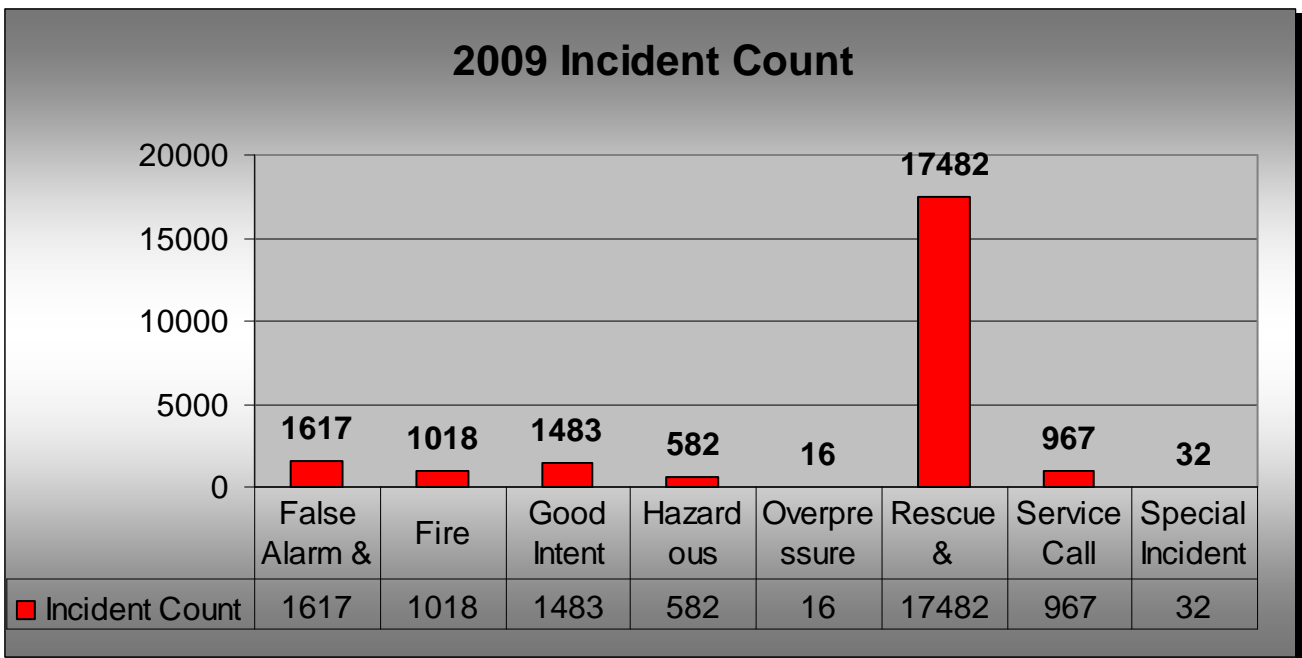
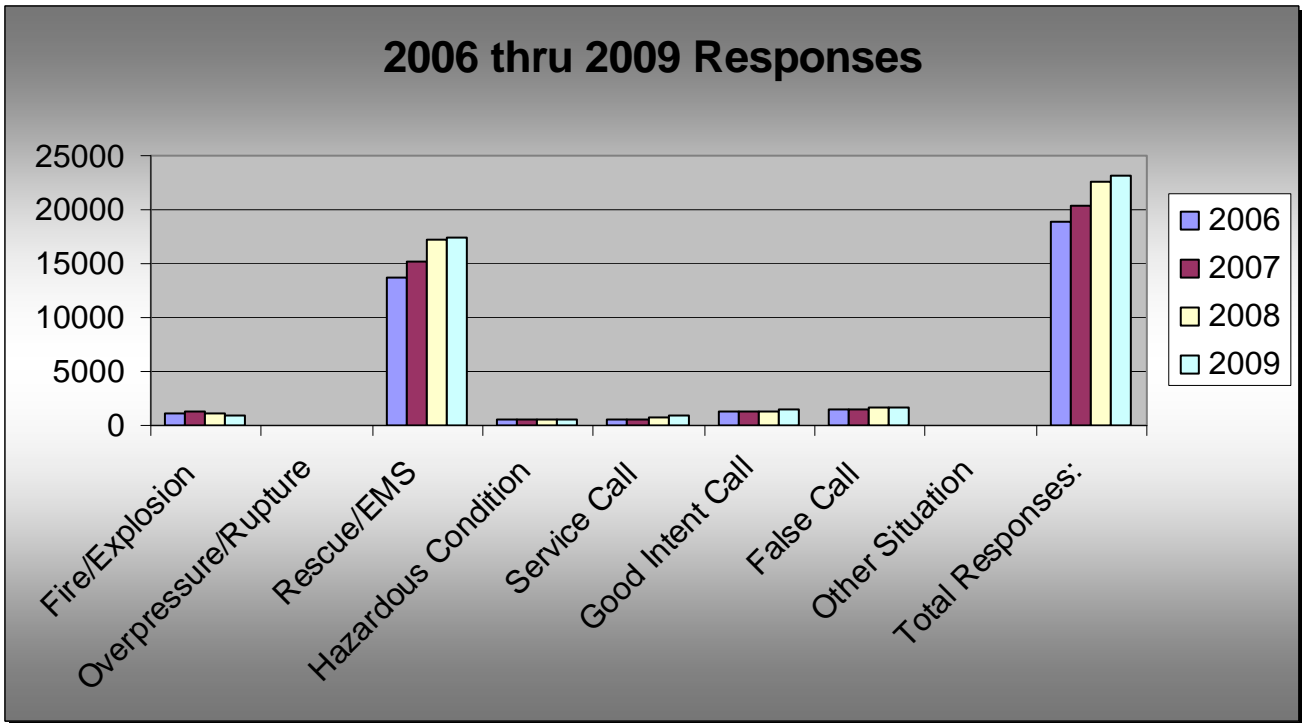
### 2006 Thru 2009 Incident Response Summary

	2006	2007	2008	% of 2008 Calls	2009	% of 2009 Calls
Fire/Explosion	1170	1383	1092	4.82%	1018	4.38%
Overpressure/Rupture	31	25	23	0.10%	16	.068%
Rescue/EMS	13757	15093	17169	75.93%	17482	75.36%
Hazardous Condition	515	510	580	2.56%	582	2.51%
Service Call	603	641	748	3.30%	967	4.17%
Good Intent Call	1268	1264	1328	5.87%	1483	6.39%
False Call	1473	1424	1590	7.03%	1617	6.97%
Other Situation	65	39	78	0.33%	32	.138%
EMS call %	72%	74%	76%		75%	
<b>Total Responses:</b>	<b>18882</b>	<b>20379</b>	<b>22608</b>	<b>100%</b>	<b>23197</b>	<b>100%</b>

### Fayetteville Fire/Emergency Management Dollar Save and Loss Analysis

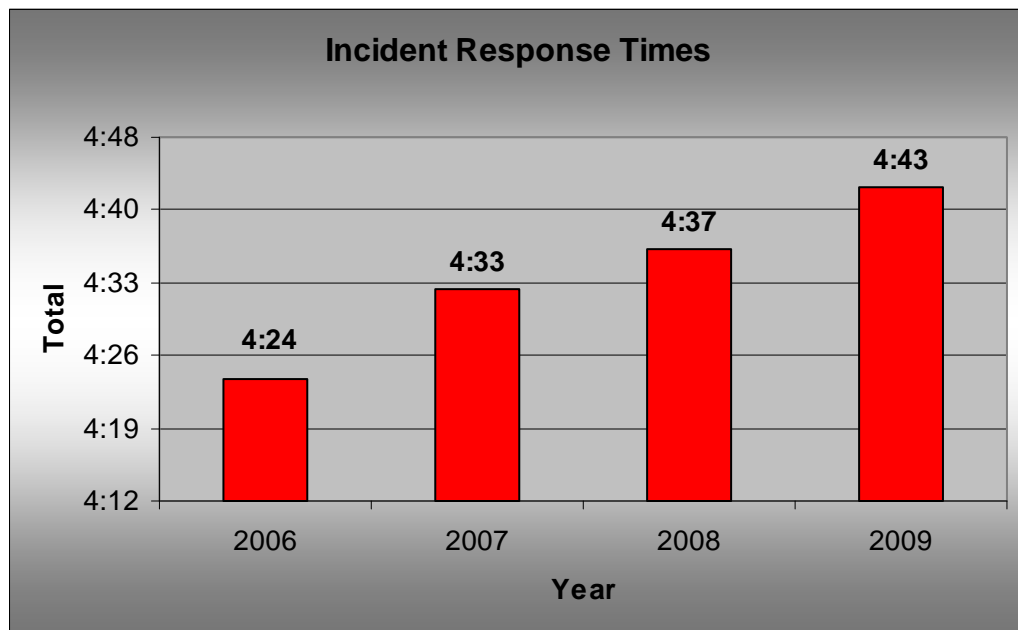
2009 Property Saved Percentage **95.31%**

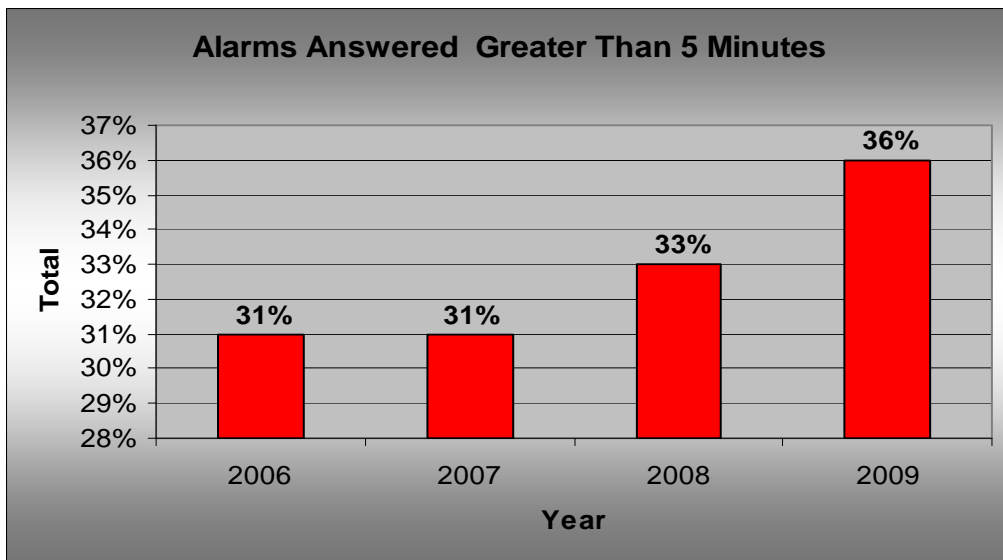
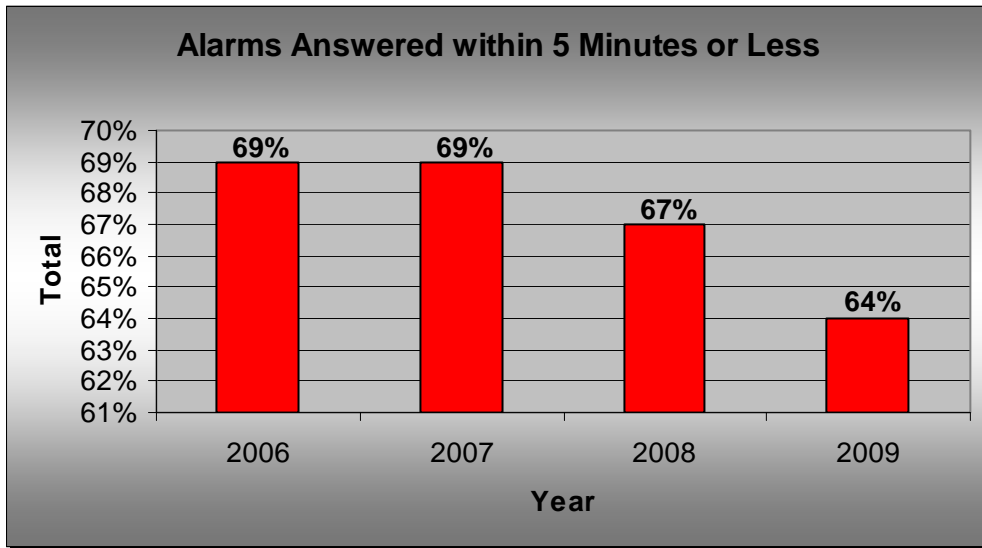




## 2009 Response Time Summary

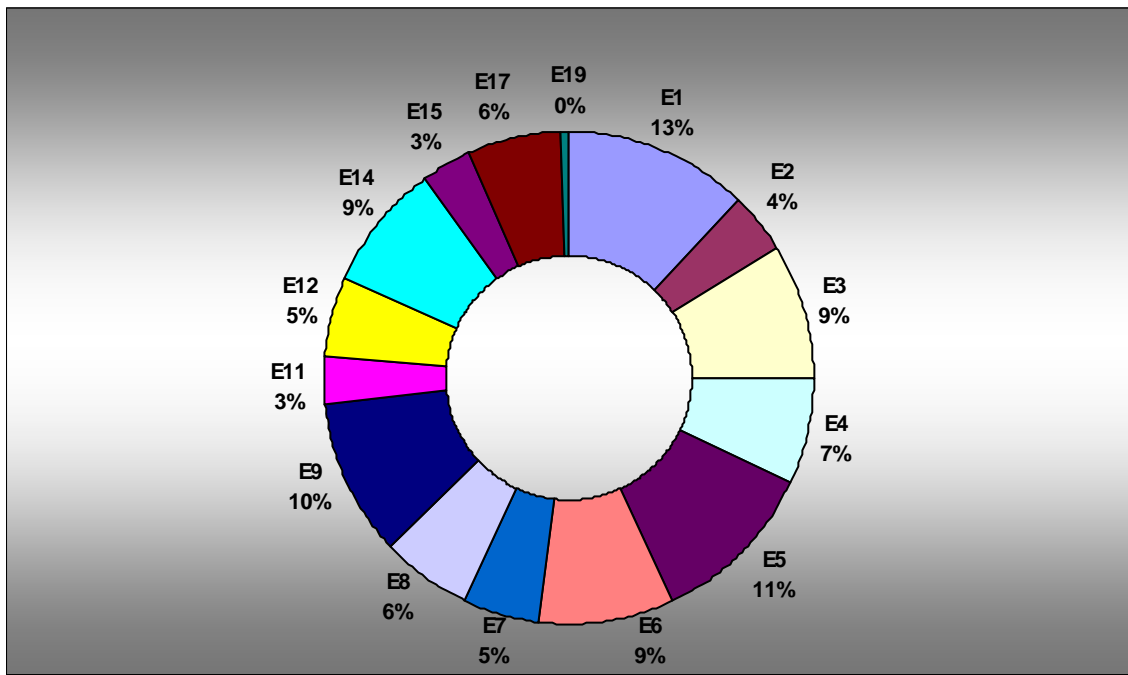
- The average enroute time for **2009** was **0:53** seconds. This was a 1 second increase from 2008. The enroute time is considered to be the time that it took personnel to enter the apparatus and exit the station or to actually check “enroute” once the dispatch has been made.
- The average response time for **2009** was **4 minutes, 43 seconds** within the City limits. This was a 6 second increase in response time over the preceding year average response time of 4 minutes, 37 seconds in 2008.
- Alarms answered in less than 5 minutes – **64% in 2009**. This was a decrease by 3% from 2008; the NFPA 1710 Standard is 90% (**69% in 2007, 67% in 2008, and 64% in 2009**)
- Alarms answered in less than 7 minutes – **91% in 2009**.
- The city fire department responded to **3,405** non-emergency calls for service in 2009.





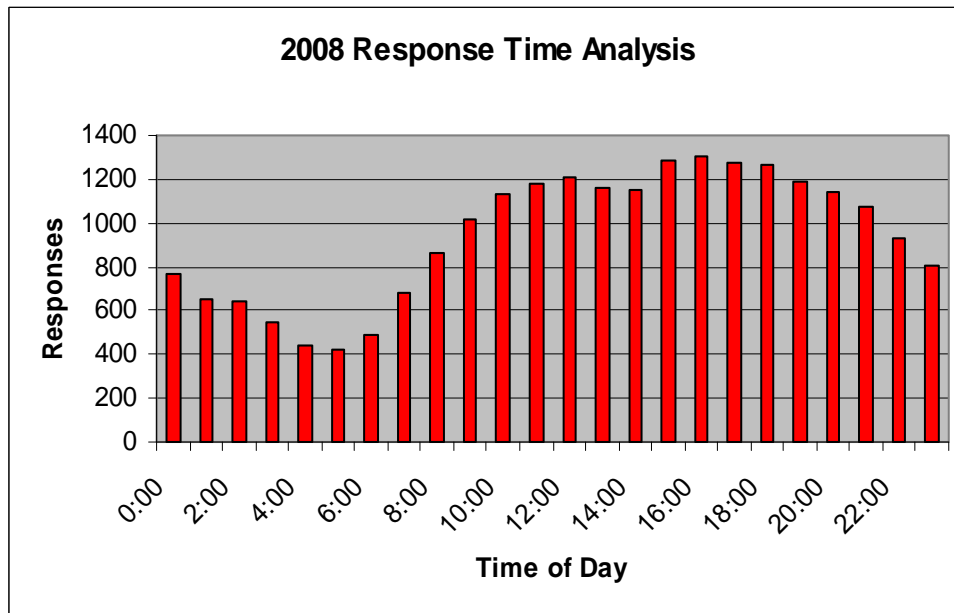
Response time is just one measure of performance. It does, however, often mean the difference in success or failure. We have proposed additional stations inside the existing city limits to help improve our response time as well as provide for more effective service.

### *2009 Monthly Incident Counts By Station*

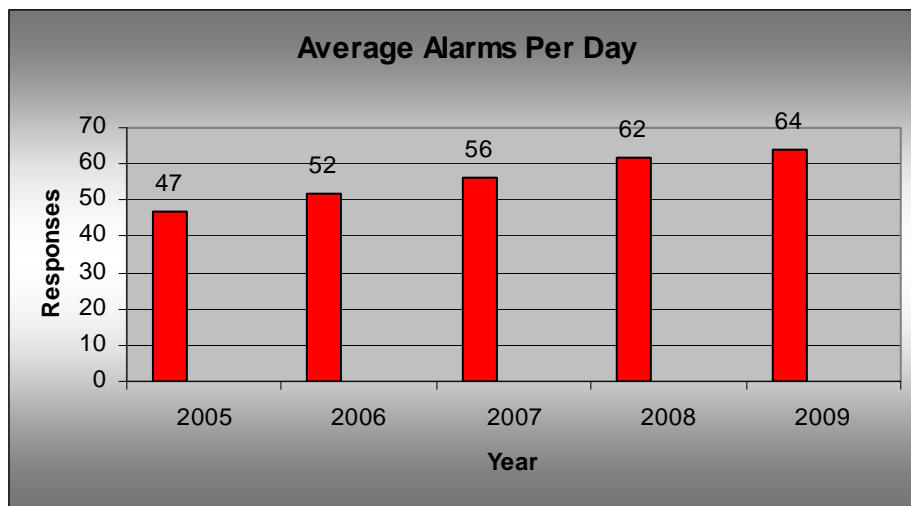


### *Alarms By District 2009*

- The districts covered by stations 1, 5, and 9 accounted for **34%** of the total calls with Station 1 being the most active responding to **2,773** incidents. These stations cover the largest response areas. Our next busiest area was Engine 5's district with **2,529** responses (**11%**); primarily due to a large number of calls in the Massey Hill area. E19 was our newest station and was opened mid-year 2009. E19 accounted for less than 1% of city emergency responses.
- This year in 2009 we averaged **63.5** alarms per day. An increase of 1.5 calls per day from 2008. We responded to an average of **2.65** calls per hour in 2009 up from 2.58 per hour in 2008. We averaged 1 call every **22.66** minutes. The chart below shows the breakdown of the number of calls by the time of day.



- We have more calls for service at 5:00 pm compared to all hours of the day. As in previous years, it still appears to be more calls for service between the hours of 12 noon to 6:00 p.m.



- The number of alarms per day continues to climb. There was a **3%** increase in the Average Alarms per Day as compared to **2008**.

