



CHARLOTTE FIRE DEPARTMENT

CFD: KEEPING CHARLOTTE SAFE

MAJOR ACCOMPLISHMENTS

CLASS 1 PUBLIC PROTECTION CLASSIFICATION RATING FROM THE INSURANCE SERVICE OFFICE

Rating demonstrates **quick response** to community needs, risk mitigation at the **highest possible standard** and a **stellar commitment** to preserve life and property

EMERGENCY RESPONSE

In 2015, responded to **110,710 incidents** with an average response time of **4 minutes, 34 seconds**.

SAVING LIVES

In 2015, **49.36% of cardiac arrest cases** CFD responded to went from unresponsive to having a pulse/breathing, compared to 22% in 2007.

Exceeds **state average of 40.2%** and **national average of 32.3%**

EDUCATION

In 2014-15, provided fire education to **100%** of CMS third-graders: **11,969 students**



DEPARTMENT HONORS:

- One of only **200 fire departments in the country** to hold international accreditation
- International Association of Arson Investigators' **NC Fire Investigator Team of the Year**
- NC Association of Public Communications Officers **Team/Shift of the Year**
- Certified by National Weather Service as a **StormReady Community**
- Selected to host the combined 2017 and 2021 **NC Fire Chiefs and International Association of Fire Chiefs** conferences

EMERGENCY RESPONSE:

- From 2007-15, **improved response time to incidents by 14%**
- During that same time, the number of incidents **increased by 22,914 or 26%**
- In 2015, **99.5% of the 177,606 emergency calls** were answered in Communications within **10 seconds**

FIRE PREVENTION:

- In 2015, completed **100% of state-mandated fire code inspections** (37,495 inspections and 5,813 building-plan reviews)
- Assigned inspectors to special events to provide **quick response** to code and crowding issues

STRATEGIC STAFFING:

- Since 2010, **hired 234 new firefighters** and authorized multiple recruit classes annually to fill spots created by retirements and new fire companies
- Determined **minimum staffing to ensure quick response to emergencies**; in 2015, 256 firefighters were on duty **98.1 percent** of the time, including members who are dive, Hazmat, and Helicopter and Aquatic Rescue Team certified

COMMITMENT TO DIVERSITY:

- The 2015 CFD Strategic Operating Plan set a goal of women and minorities making up **25% of the applicant pool**
- In 2015, women and other minorities made up **35% of the fire-applicant pool**

HIGHLY QUALIFIED:

- **100% of CFD firefighters** hold one or more rescue certifications:
 - **1021 Technical Rescuers** (includes specialties in Rope and Vehicle Rescue)
 - **318 certified in Urban Search and Rescue**
 - **285 with Confined Space Certifications**
 - **300 hold NC TR Surface Water certification**
 - **92 certified Public Safety Divers**
 - **47 certified in Large Animal Rescue**

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THE CHARLOTTE FIRE DEPARTMENT'S PRIMARY MISSION IS TO PRESERVE LIFE AND PROPERTY THROUGH RAPID EMERGENCY RESPONSE, CODE ENFORCEMENT, EDUCATION AND PLANNING.

Emergency Response has been the department's top function since 1887, and includes fire suppression, first-responder emergency medical services, hazardous materials mitigation, technical, dive and aircraft rescue firefighting.

The Fire Prevention Bureau focuses on preventing emergencies through fire code enforcement, plans review, hazardous materials permitting, fire and accident-prevention education.

The Fire Investigation Task Force is a partnership with the Charlotte-Mecklenburg Police Department to investigate fires and prevent arson.

Charlotte-Mecklenburg Emergency Management ensures that local governments maintain a high level of preparedness. EM works to ensure that potential situations involving Homeland Security, terrorism or other disasters can be quickly mitigated.

EMERGENCY MANAGEMENT:

Charlotte-Mecklenburg Emergency Management ensures that local governments maintain a high level of preparedness:

- Awarded and maintained **\$29,501,741.02** in federal grant dollars
- Updated the **Emergency Operations Plan** to ensure National Incident Management System compliance
- Federally mandated to update the **Hazard Mitigation Plan** every 5 years
- Supported and coordinated **public safety operations for multiple planned events** yearly: Belk Bowl, ACC Championship, Chiquita and Quail Hollow PGA events, CIAA, Speed Street, July 4th, Carolina Panthers games and First Night
- Served as the executive steering committee charged with **planning and coordinating public safety operations for the Democratic National Convention**, which meant working closely with local, state and federal agencies

EDUCATION:

CFD is a leader in providing educational programs to meet the needs of our diverse community.

- In 2015, taught fire-education program to **100% of third-graders** in CMS (11,969 students)
 - Also presented the program to third-graders at **36 private/charter schools**
- In 2013, created the **High School Fire Academy** at Providence High, where students build a solid foundation of knowledge, skills and abilities needed to become successful firefighters; **program graduates can apply directly to the Charlotte Fire Department**
- **Revamped Senior Citizen Fire Training** so the inspectors who check these facilities also provide the relevant training
- **Explorer program** currently serves 48 young men and women ages 14 to 20 with an interest in learning more about a career in fire and emergency services. The hands-on program exposes participants to career experiences, leadership opportunities and community-service activities. **12 former Explorers now work for CFD**
- **Increased participation** in the annual third-grade bulletin board contest for Fire Prevention Week
- Manages the **planning, financial and logistical responsibilities** of the Mecklenburg County Annual Fire Bowl
- **Primary supporter of Do the Right Thing**, where students are recognized for making good choices and demonstrating character; student winners now receive a laptop or similar device

COMMUNITY SUPPORT:

The Charlotte Fire Department is an important member of the Charlotte-area community. Our employees live and work in Charlotte, in Mecklenburg County, in nearby towns and cities, always working with the community.

- From 2012-15, the CFD Pink Lady fire truck has appeared at **more than 116 cancer-awareness and community events**
- The **50-member Honor Guard** provides services for area fire departments, serving the families of fallen firefighters and representing CFD during special events
- The **CFD Pipes and Drums Band** is made up of talented musicians who serve communities across the Charlotte region