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
• 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

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

CLASS 1 PUBLIC PROTECTION CLASSIFICATION 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

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
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