



2022

Annual Report



2022 ANNUAL *Report*



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LEADERSHIP OF THE *City of Monroe*



Mayor
Marion Holloway



Mayor Pro Tem
Gary Anderson



Council Member
Freddie Gordon



Council Member
James Kerr



Council Member
Lynn Keziah



Council Member
Julie Thompson

City Manager
Brian J. Borne, CMSM, MBA, BLA

Fire Chief
Ronald D. Fowler, CFO, EFO

MESSAGE FROM *The Fire Chief*



Monroe Fire Department is pleased to provide our 2022 Annual Report. This report provides a variety of information about the activities of our department over the past year. In keeping with our mission, Monroe firefighters have consistently demonstrated a personal commitment to protecting life and property in our community.

This has been a busy and productive year for the Monroe Fire Department. In addition to responding to emergency situations such as fires, emergency medical needs, hazardous materials incidents, and technical rescue situations, Monroe firefighters have also provided services such as fire code administration, fire cause investigations, and fire and life safety education. Whatever your need was, we hope we exceeded your expectations in meeting that need. Firefighters are often called when someone experiences a situation that is unexpected and unfortunate. We understand the loss and pain that is often associated with an incident requiring our service and it is my hope we provided not just the professional response necessary to mitigate these emergencies, but also the heartfelt compassion to support the individuals and families involved in these situations.

Thank you for the support and trust you have demonstrated in our department over the past year. We do not take this for granted and we strive to act in a manner to maintain that support and trust. I also thank the Monroe City Council and City Administration for their guidance and support, which enables us to offer the level of service we provide. I especially thank the devoted men and women of Monroe Fire Department for their commitment and professionalism in carrying out their duties in making Monroe Fire Department the outstanding organization it is today. I am honored and blessed to serve with them as we serve you!

Thank you for allowing me to serve as your fire chief. God has richly blessed me in many ways, including the opportunity and abilities to serve in this capacity. I do not take my responsibilities lightly and constantly strive to meet your expectations. Please contact me should you have questions or anytime that we may be of service.

Sincerely,

Ronald D. Fowler, CFO, EFO

Fire Chief



Fire Chief
Ron Fowler

HISTORICAL *Overview*



The Monroe Fire Department was originally established in 1872. The first fire engine, a Silsby Steamer, was purchased in 1886 for \$3,500. The steamer remained in service for nearly twenty years, until the early 1900's, before it was moved to reserve status. Today, the steamer is in the process of being restored and is only one of a few in the United States that is still intact. The Monroe Fire Department began as a volunteer organization and transitioned to a fully paid career department throughout the years. Paid personnel are on record as far back as 1914. In the early years, an all African-American Hook and Ladder Company operated in the community.



In 1980, the Monroe Fire Department merged with the Monroe Police Department to form the Monroe Public Safety Department. The public safety department provided both fire and police services with public safety officers performing the duties of firefighters and police officers. Due to community growth and increasing service demands, the Monroe City Council began the task of separating the public safety department into separate fire and police departments in 1999. A fire chief was appointed in August 1999 and the newly formed Monroe Fire Department was established. The department then consisted of twenty-two members, operating out of three fire stations. Public safety officers continued to assist with fire operations during a short transitional period until additional firefighters were hired, allowing the fire department to become self-sufficient. Firefighters were continually added over the years to meet the demands of a growing service area. Fire Station Four opened in July of 2002 and Fire Station Five opened in July of 2003. Station 6 will open its temporary facility in September 2023 to serve the north west corner of the city.



CURRENT *Operations*



Monroe Fire Department provides 9 core programs of service to the City of Monroe. It also has a cooperative agreement to provide and receive mutual aid assistance with various Union County Fire Departments. The most recent North Carolina Insurance Services Office grading occurred in December of 2018. The department was awarded a class 2 ISO rating.

The department is led by Fire Chief Ronald D. Fowler and is organized into four divisions: Administration, Operations, Training & Safety, and Fire Marshal.

In FY 2022, the department had an annual budget of approximately \$11,900,000. The department's budget is allocated out of the city's general fund which is funded from property taxes and other revenues. The city is divided into five fire station districts. Each district is sub-divided into planning zones.

The Fire Department is chartered through the City's Code of Ordinances and operates under the general authority of Chapter 36, Fire Prevention, of said Ordinances.

The city encompasses 32.76 square miles with a 2020 estimated population of 34,562. For the 2022 calendar year, the department responded to 7,605 emergency and non-emergency situations. The department staffing consists of 87 full-time and three part-time funded positions.



MISSION *Statement*

Monroe Fire Department's mission is to protect life and property in our community through a personal commitment in all services provided.

CORE *Programs*



Core Programs of the Monroe Fire Department		
Fire Suppression	Technical Rescue	Emergency Medical Services
Hazardous Materials Mitigation	Aircraft Rescue and Firefighting	Community Risk Reduction
Fire Investigation	Domestic Preparedness Planning & Response	Public Fire & Life Safety Education



VISION *Statement*

Monroe Fire Department's 2024 Vision is to continue to fulfill our personal and organizational commitment to protect life and property in the City of Monroe, while living our core values in all that we do. This vision will only become reality by dedicating ourselves to service, embracing history, living for our future, and pursuing excellence in all that we do.



SAFETY

We will provide a safe environment for our members and community.

CUSTOMER SERVICE

We strive to meet the expectations of our community by providing services in a professional manner.

RESPECT

We hold others in high regard and are committed to being diverse, transparent, fair and equal.

PROFESSIONALISM

We are dedicated and well-trained individuals, united to better our community.



COMPASSION

We deliver our services in a considerate, caring and sympathetic way.

INTEGRITY

We will uphold the beliefs of being moral, ethical, loyal, and honest.

TEAMWORK

We are dedicated, committed and accountable to each other and our community.

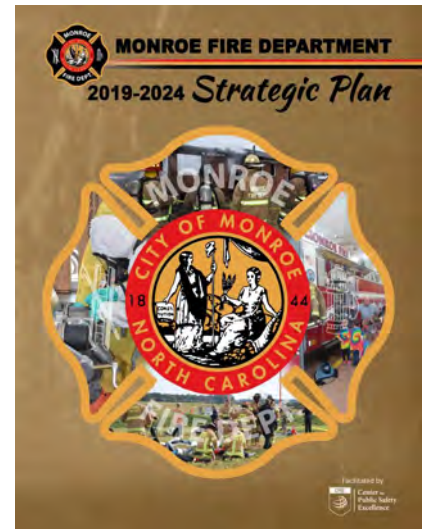
HONOR

We proudly serve our community moving forward, while honoring fire service tradition.

STRATEGIC *Planning*



The Monroe Fire Department (MFD) operates using a “Community-Driven Strategic Plan.” The strategic plan was written in accordance with the guidelines set forth in the CFAI Fire & Emergency Service Self-Assessment Manual 9th Edition. The strategic plan sets forth a continuous improvement plan that offers a road map for justifiable and sustainable future. The department’s Strategic Planning Committee worked with the Center for Public Safety Excellence to develop and publish the 2019-2024 Strategic Plan. Members of the community were brought together to provide input on their desire for service of the Monroe Fire Department. The 2019–24 Strategic Plan contains various goals and objectives and can be viewed on the Department’s website. The Strategic Planning Committee meets to review and update the goals and objectives of the plan every year.



DEPARTMENT *Accreditation*



The Monroe Fire Department received Agency Accredited status for the third time through the Commission on Fire Accreditation International (CFAI) during a CFAI Commission meeting in Denver, Colorado in 2022. The Monroe Fire Department is one of 309 agencies to achieve Internationally Accredited Agency status with the CFAI and the Center for Public Safety Excellence Inc. (CPSE).

The Monroe Fire Department was represented by Fire Chief Ron Fowler, Deputy Fire Chief/Accreditation Manager Bryan Kindley, Deputy Fire Chief Greg Collins , Mayor Marion Holloway, Mayor Pro Tem Gary Anderson, and Interim City Manager Brian Bourne. CFAI Commissioners voted unanimously to approve Monroe Fire’s Accreditation through 2027. CFAI is dedicated to assisting the fire and emergency service agencies worldwide in achieving excellence through self-assessment and accreditation in order to provide continuous quality improvement and the enhancement of service delivery to their communities. The CFAI process is voluntary and provides an agency with an improvement model to assess their service delivery and performance internally, and then works with a team of peers from other agencies to evaluate their completed self-assessment.

Accreditation is valid for five years. To be recommended for accreditation, a fire department must complete a self-assessment of the department. The assessment encompasses 11 major categories including 250 performance indicators, ranging from response time benchmarking, training, resource deployment, public education and more. Along with this assessment, the department must also create a strategic plan and conduct a comprehensive community risk/ hazard assessment.

According to the Center for Public Safety Excellence Inc., 12% of the US population is protected by an accredited agency. Monroe Fire Department is honored to be a part of that percentage. This continuous improvement process ensures that residents are receiving accountable, credible, professional fire and emergency services that meet and/or exceed current fire industry standards.

STATION *One*



Station 1 was opened in 1974 and is co-located with the City of Monroe City Hall. The station sits in the downtown area of Monroe at 300 W. Crowell Street. The station houses a shift Battalion Chief, Engine 1, Ladder 1, Rescue 1, Medic 1 and ATV-1. Station 1 is one of the highest call volume areas. The district is mixed use comprising government, residential, multi-family, commercial and educational occupancies. There were 2073 calls for service in station 1's area in 2022.



STATION

One Apparatus



Ladder 1

2018 Pierce Velocity 100 Ft.
Aerial Platform, 2,000 GPM

Engine 1

2018 Pierce Pumper
2,000 GPM Pump

Rescue 1

2013 Pierce Arrow XT
25 Ft. Walk-Around Rescue



Medic 1

2015 Ford F-550
Medic Quick Response/ Brush Unit



CSX Railyard originates back to 1855

STATION *Two*



Station 2 was opened in 1968 on the east side of town. The station sits on 1.5 acres of land and is approximately 3,895 SF. The station is located at 399 E. Roosevelt Boulevard. The station houses Quint 2, Medic 2, and Boat 2. Station 2 is one of the highest call volume areas. The district is mixed use comprising of residential, multi-family, commercial, industrial facilities, educational, and medical/hospital occupancies. There were 2253 calls for service in 2022, making it the busiest fire station in the city.



STATION

Two Apparatus



Quint 2

2014 Pierce Quint

2,000 GPM Pump with 75 Ft. Ladder



Monroe Country Club/Lake Lee

Medic 2

2017 Ford F-250

Medical Quick Response

Boats

Two Rigid Inflatable Boats

4.7 meters with 40 horsepower Evinrude

4.2 meters with 30 horsepower Evinrude

STATION *Three*

Station 3 was opened in 1983. The station is located at 1737 Williams Road Extension and is approximately 2,972 SF. The station houses Engine 3 and Medic 3. The station 3 area is predominantly retail and residential occupancies. The station provides supplemental response to aviation emergencies at the Charlotte-Monroe Executive Airport. The district is mixed use comprising residential, multi-family, commercial, and educational occupancies. There were 1299 calls for service in station 3's area in 2022.



STATION

Three Apparatus



Rolling Hills Country Club established in 1962

Engine 3

2016 Pierce Enforcer
1,500 GPM Pump

Medic 3

2009 Ford F-450/Ansul ARFF Skid Unit
Medical Quick Response/ ARFF Response

STATION *Four*

Station 4 is located at 3907 Old Charlotte Highway. It is located on the west side of the City and has the largest district. The station is located on 5.69 acres. The station houses Quint 4, Medic 4, Blaze 4, Reserve Quint 10, and ATV-4. The district is mixed use composed of residential, commercial and industrial facilities, educational and medical occupancies. Station 4 is the primary responder to the Charlotte-Monroe Executive Airport. The station has a direct access road to the airport runway.

Station 4 also has a community room, which is available to citizens of Monroe. It is a great place for meetings, birthday parties and other family gatherings. There were 1220 calls for service in station 4's area in 2022.



STATION

Four Apparatus



Bona floor care factory.
Bona has 5 factories globally.

Quint 4

2018 Pierce Enforcer Quint



Charlotte-Monroe Executive Airport

Medic 4

2005 Ford F-550/Ansul ARFF Skid Unit
Medical Quick Response/ ARFF Response

Blaze 4

2020 Oshkosh Striker 1500
Aircraft Rescue & Firefighting Apparatus

STATION *Five*

Station 5 is located at 105 Maple Hill Road. The station sits on 1.98 acres and is approximately 7,856 SF. The station was originally opened in 1970 by Unionville Volunteer Fire Department as the Crestview Station. Monroe purchased the facility from Unionville VFD and renovated it in 2005 after annexing a large area including the station site. Crestview relocated further north on Hwy 601. The station houses Engine 5, Medic 5, Hazmat 5, Hazmat 55, and Reserve Engine 10. The area is predominantly residential with small concentrations of retail occupancies. The station is the primary provider for hazardous materials response in the City and Union County. There were 488 calls of service in station 5's area in 2022.



STATION

Five Apparatus



Union County Health and Human Services Building
Hwy 601 North

Medic 5

2019 Ford F-550 6.7L
Brush/High Water/ Medical Quick Response

Engine 5

2019 Pierce
1,500 GPM Pump

STATION

Five Apparatus



Hazmat 55

2018 International Cab & Chassis
Hackney Walk-Around Rescue Style

Hazmat 5

2004 International Tractor Trailer
Hazardous Materials Unit

FIRE

Administration

The Monroe Fire Administrative offices are located at 117 N. Church Street. The office opened in 2000. The office is open Monday through Friday, 8:00am-5:00pm. The Administrative Office provides office space for the Administration, Fire Marshal Division, and Training & Safety.



FIRE

Administration Apparatus



Car 1

Fire Chief
2007 Chevrolet Tahoe

Car 2

Deputy Chief of Ops.
2017 Ford Expedition

Car 3

Deputy Chief of Admin
2016 Ford Expedition

Car 6

Training Division Chief
2015 Ford F-250



Fire Marshal 1

2019 Ford F-250

Fire Marshal 2

2014 Ford F-150

Fire Marshal 3

2014 Ford F-150

Fire Marshal 4

2018 Ford Expedition Max

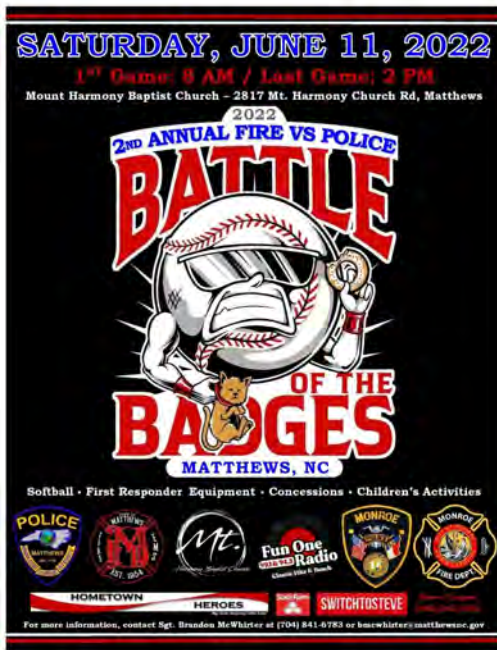
2022



News & Community Events



The Monroe Fire Department participated in many community events during 2022. Some of the new opportunities included the Wow Food Christmas Gift distribution to students of East Elementary. Firefighters and officers assisted Santa in handing out a gift to every student of the school.



Monroe Fire also came in second place at the Battle of the Badges Softball Tournament, a fundraiser event for Hometown Heroes, an organization that supports children with medical issues. Thanks to all that helped with this event.



2022



News & Community Events

UDI Union Diversified Industries



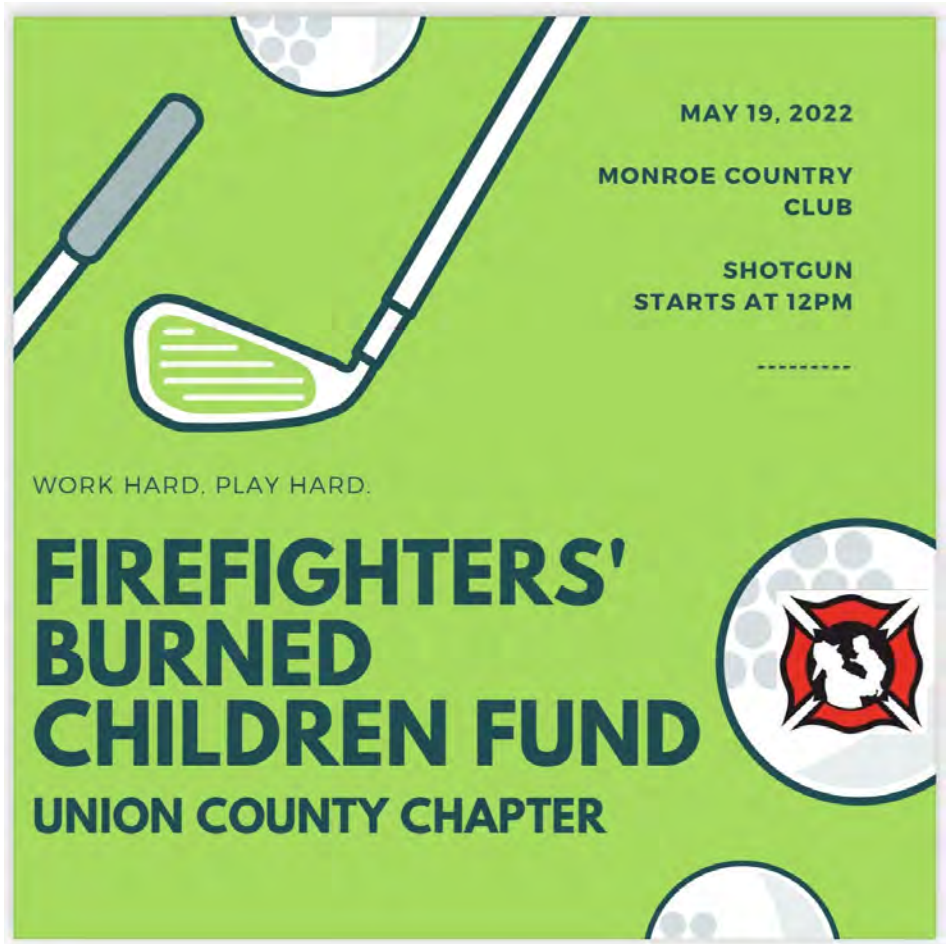
In 2022, Monroe Fire Department came together with a new community partnership with Union Diversified Industries. UDI as it is called is an adult developmental vocational services agency (ADVP). ADVP is a day service which provides organized activities for individuals with developmental disabilities to prepare the individual to live and work as independently as possible. The activities and services of ADVP are designed to address the principles of normalization and community integration. Monroe Fire participates in the morning exercise sessions at UDI. There we play games, dance, and get everyone energized for a day of work. During the year there are also some extra events such as fun day, kick ball games, and basketball to name a few. Thanks to our Fire Marshal Division, Engine 5 B-Shift crew, Captains Chuck Porter and Chris Yates for taking the lead roles in this community outreach partnership.





The Firefighters' Burned Children Fund, Inc. was organized in 1989. It's purpose is to support the recovery of burn victims and families along with helping to prevent burn injuries. There are multiple chapters across the state of North Carolina.

The Union County Chapter was organized in March of 2002. Funds for the chapter are collected through aluminum can donations. The chapter has collection sites at different fire stations across the county. Monroe Fire Department Station 2 and Station 3 serve as collection sites for the Union County Chapter. In 2022 \$4,102.40 was collected with our Station 3 trailer and \$1,266.20 with our Station 2 trailer. This gave us a grand total of \$5,368.60, one of our best years yet! Members of the department serve on the Union County Firefighters' Burned Children's Fund Chapter. The group also organizes a golf tournament each year.





The Monroe Fire Department Water Rescue Team participated in the Catawba Flood Exercise which was held April 28 through May 1. The drill was designed to be a mock deployment to test our ability to respond to a location, perform lifesaving missions in swift water and flood water environments using inflatable rescue boats and rope rigging gear, search for victims based on GPS coordinates, and setup our base camp for sleeping quarters. Members of our team were able to demonstrate our readiness for a real world deployment as well as local water rescue events.





On November 23, 2022, the crew of Rescue 1 / Ladder 1 made entry into the middle apartment at the 1400 block of Fairley Ave to begin a search for an occupant possibly still inside. Upon entering, smoke conditions were heavy with a small fire in the kitchen. A quick search of two bedrooms with a thermal imaging camera found no victim. While continuing to move through the apartment, an unconscious victim was located on the floor just outside the kitchen area. Rescue 1 / Ladder 1 Officer reported to IC that the victim was located and being removed through the Alpha Side. Once the victim was removed from the apartment and handed over to waiting crews, Rescue 1 / Ladder 1's crew finished extinguishing the small kitchen fire. Ms. Anita Plater is pictured below visiting the station 1 personnel that saved her.



From left to right Firefighter I Chad Aldridge, Firefighter II Josh Hawk, Anita Plater, Captain II Keith Starnes (Not pictured Captain II Charlie Porter)

2022

Promotions



The following members were promoted at The Dowd Theater on July



Captain Kevin Philemon promoted to Division Chief Fire Marshal.

Engineers Joe Uhl, Adam Rorie, Graham McManus, Ben Hinson, and Jacob Helms promoted to Captain .



Firefighters Ryan Moore, Wyatt Knight, Alan Burkitt, Jody Frazier, and James Brown promoted to Engineer.
(Not pictured Clayton Bradley)



2022 *Retirements*



Division Chief Fire Marshal Carter Plyer retired on June 1, 2022 after 30 years of dedicated service to the citizens of Monroe and Union County. Chief Plyer began his career with the City of Monroe on September 21, 1994. Chief Plyer served the citizens through Waxhaw Volunteer Fire Department, and as a Paramedic for Union EMS for many years. Chief Plyer came back to the City of Monroe as a part time fire inspector. Chief Plyer cherishes his time spent with his wife, son, and daughter.



2022 *Retirements*



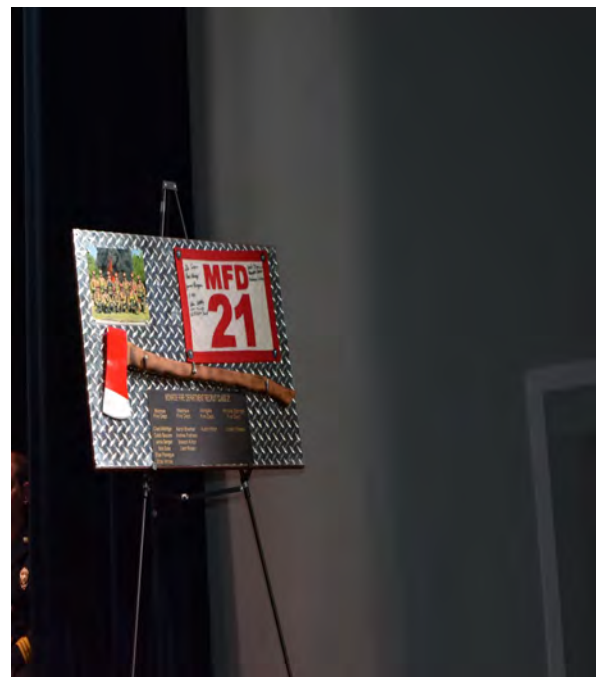
Firefighter Chad Burns retired on August 1, 2022, after serving over 22 years with the City of Monroe Fire Department. Firefighter Burns plans to enjoy his retirement with his wife and kids.



RECRUIT *Class 21*



Recruit class 21 assembled on April 25th, 2022. The class consisted of Jamie Bergen, Ethan Whitley, Chad Aldridge, Nike Duke, Caleb Baucom, and Elian Paniagua. Recruit class 21 graduated at the Dowd Theater on July 22nd, 2022. Recruit class was led by Captain Keith Starnes.



RECRUIT *Class 22*



Recruit class 22 assembled on September 12, 2022 with Jesse Gordon, Andrew Bes-singer, Caleb Bunce, Kristen Rutledge, Josh Blanton, Tim Jenkins, Christian Greene, and Niklas Tarsynski. Recruit class 22 graduated at the Benton Heights Auditorium on December 16th, 2022. Class 22 was led by Captain Chris Yates.





Fire Chief

Ron Fowler, CFO, EFO



Deputy Chief
Operations

Gregory Collins



Deputy Chief
Administration

Bryan Kindley, CFO, EFO



Admin. Assistant II

Alice Williams



Fire Data Analyst

Joe Rampey

The administration of the fire department is charged with the responsibility of providing leadership and effective management of the department's resources. Emphasis is placed on providing high quality emergency services and planning for the future development of the department to meet the needs of a changing community.

The administrative side of the department primarily focuses on finance and budgeting, capital improvement projects, logistics, payroll, personnel and human resources, long-range and strategic planning, equipment acquisitions and repair, and works in a collaborative way with other city departments.

The fire department's budget is part of the overall city budget and is approved by the City Council each year. The City operates on a July 1 through June 30 fiscal year. The budget includes all aspects necessary for the fire department's operation including personnel, operating, and capital costs. The FY23 budget was \$11,893,467.00 including funding for capital projects.

FIRE MARSHAL *Division*



Division Chief/ Fire Marshal
Kevin Philemon



Captain/Assistant Fire Marshal
Jason Easter



Captain/Assistant Fire Marshal
Joe Uhl



Captain/Assistant Fire Marshal/
Fire & Life Safety Educator
Katie Hinson



FIRE TRAINING *Division*



Division Chief Training
Nick Steffler

Chief Steffler develops the training program for all personnel including formulating drills, classes, and evaluations as necessary in order to promote, advance, and maintain maximum efficiency of operations for all members in both manipulative skills and technical knowledge. Chief Steffler maintains reports and records of fire training activities, incidents, and response in an accurate and complete manner. Chief Steffler serves as the fire department's health and safety program coordinator, including: accident prevention and investigation, blood borne pathogens, and medical evaluations.

OPERATIONS *Division*



Battalion Chief

A-Shift

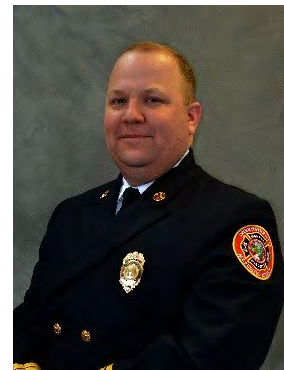
Johnny Blythe



Battalion Chief

B-Shift

Rodney Chaney



Battalion Chief

C-Shift

Travis Stegall

The operations division personnel are the primary responders to our community's needs. These men and women work 24-hour shifts. This division is divided among a workforce of 75 highly skilled and trained individuals. They are distributed across three shifts (A, B, and C), which consist of 25 members each.





FIRE

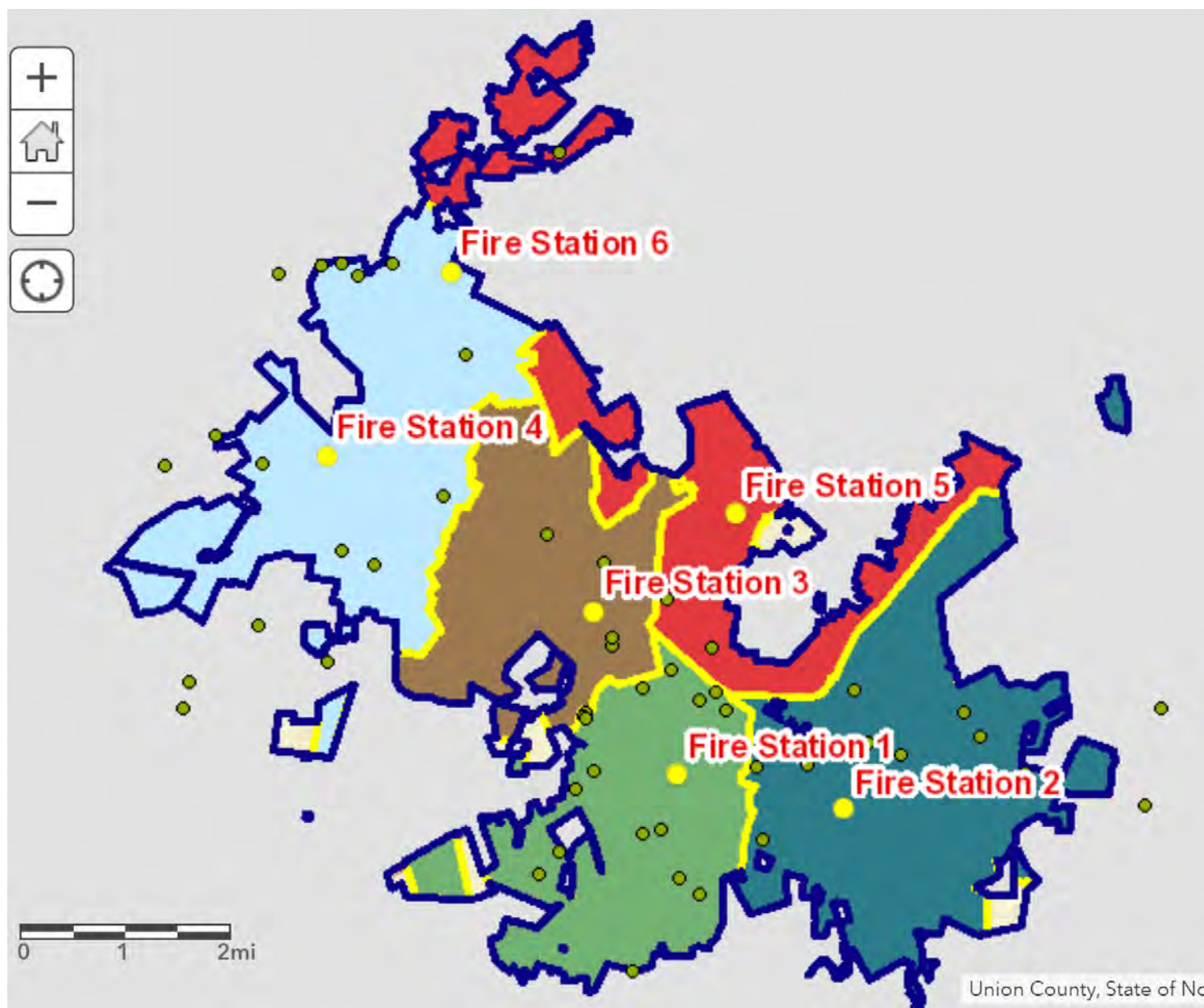
Suppression

The fire suppression program focuses on those incidents requiring fire suppression intervention for mitigation purposes. These include but are not limited to: structure fires, vehicle fires, brush fires, and any other miscellaneous fires. The department categorizes structure fires using an occupancy based risk assessment process. These are categorized as low, medium, or high risk.

In order to mitigate fires in low and moderate risk occupancies, the department deploys a concentration and distribution of resources including firefighters and apparatus. An *Effective Response Force (ERF)* consists of a minimum of 14 firefighters deployed via two engine companies, one quint company, one ladder/rescue company and one battalion chief.

For high risk occupancies, the department deploys a higher concentration of resources. An *Effective Response Force (ERF)* consisting of a minimum of 20 firefighters via three engine companies, two quints, one ladder/rescue company, and one battalion chief responds to these incidents.





Structure Fires by Occupancy Risk

Risk	2018	2019	2020	2021	2022
Low	12	29	38	27	44
Moderate	8	15	27	14	18
High	11	4	6	3	5
<i>Total</i>	<i>31</i>	<i>48</i>	<i>71</i>	<i>44</i>	<i>67</i>

Single family residential fires still account for the highest number of fires occurring each year. Planning Zone 11 accounts for the highest number of structure fires for 2022.

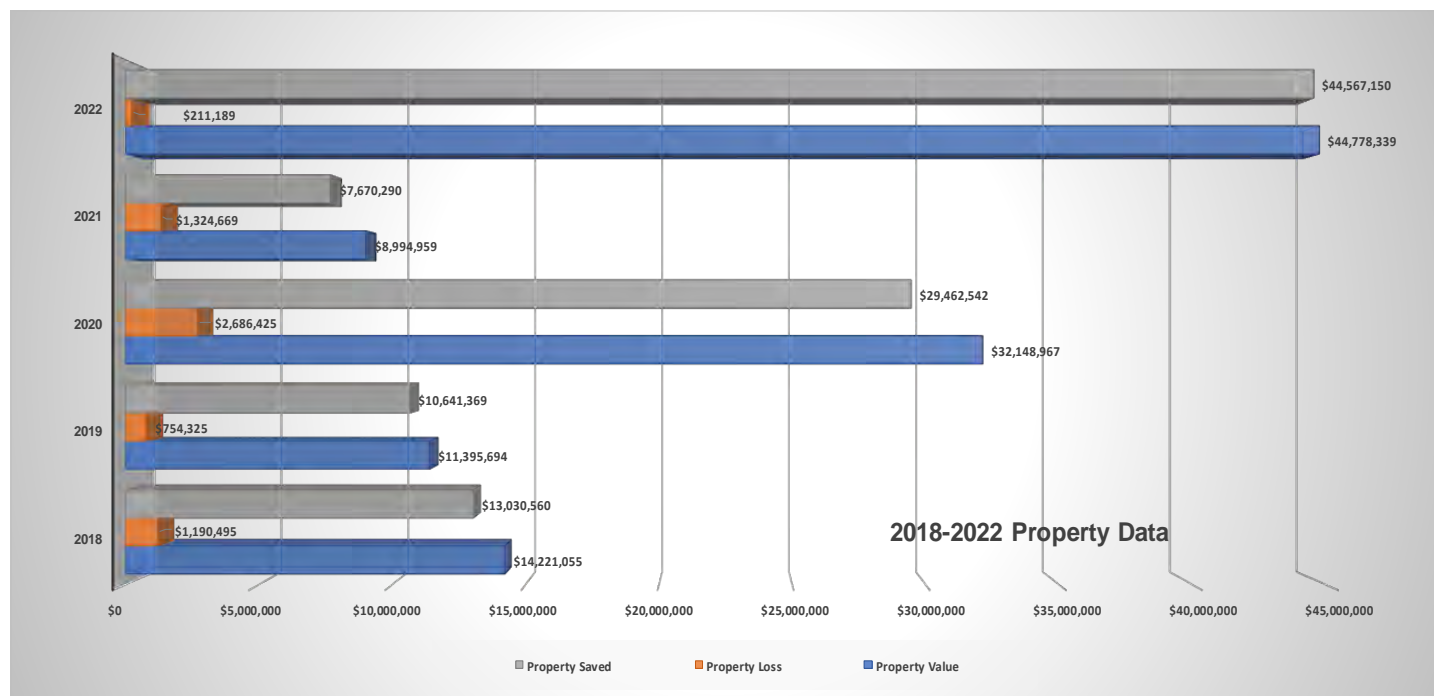
FIRE Suppression



The department's goal is to reduce the amount of fire loss each year through a combination of prevention/education, training, and resource deployment. The department follows the state mandated fire prevention inspection program to ensure each occupancy within the City of Monroe is fire code approved which is one method to reduce fire loss. The second rationale is to provide prevention/education to the public about fire safety. These initiatives are very active and have positively impacted business/industry and private homeowners. The final component is the deployment of resources. Firefighters are trained to national standards based on the National Fire Protection Association (NFPA). The department's risk assessment and analysis of our fire response area drives the needed package of response resources to mitigate incidents. This process, which is defined in the accreditation model establishes the *Effective Response Force (ERF)* for each incident type.

(Fire loss data for 2018 through 2022 is shown below.)

	2018	2019	2020	2021	2022
Property Value	\$14,221,055	\$11,395,694	\$32,148,967	\$8,994,959	\$44,778,339
Property Loss	\$1,190,495	\$754,325	\$2,686,425	\$1,324,669	\$211,189
Property Saved	\$13,030,560	\$10,641,369	\$29,462,542	\$7,670,290	\$44,567,150
Percent Saved	92%	93%	92%	85%	99.53%



FIRE *Suppression*



Monroe Fire Department has automatic and mutual aid agreements for emergency response between all Union County Fire Departments. In 2022 the department responded to 20 structure fires through this aid request.



Department	Incidents
Allens Cross Roads	4
Bakers	6
Beaver Lane	1
Lanes Creek	1
Mineral Springs	2
Stallings	1
Unionville	2
Wingate	2
Wesley Chapel	1
Total	20



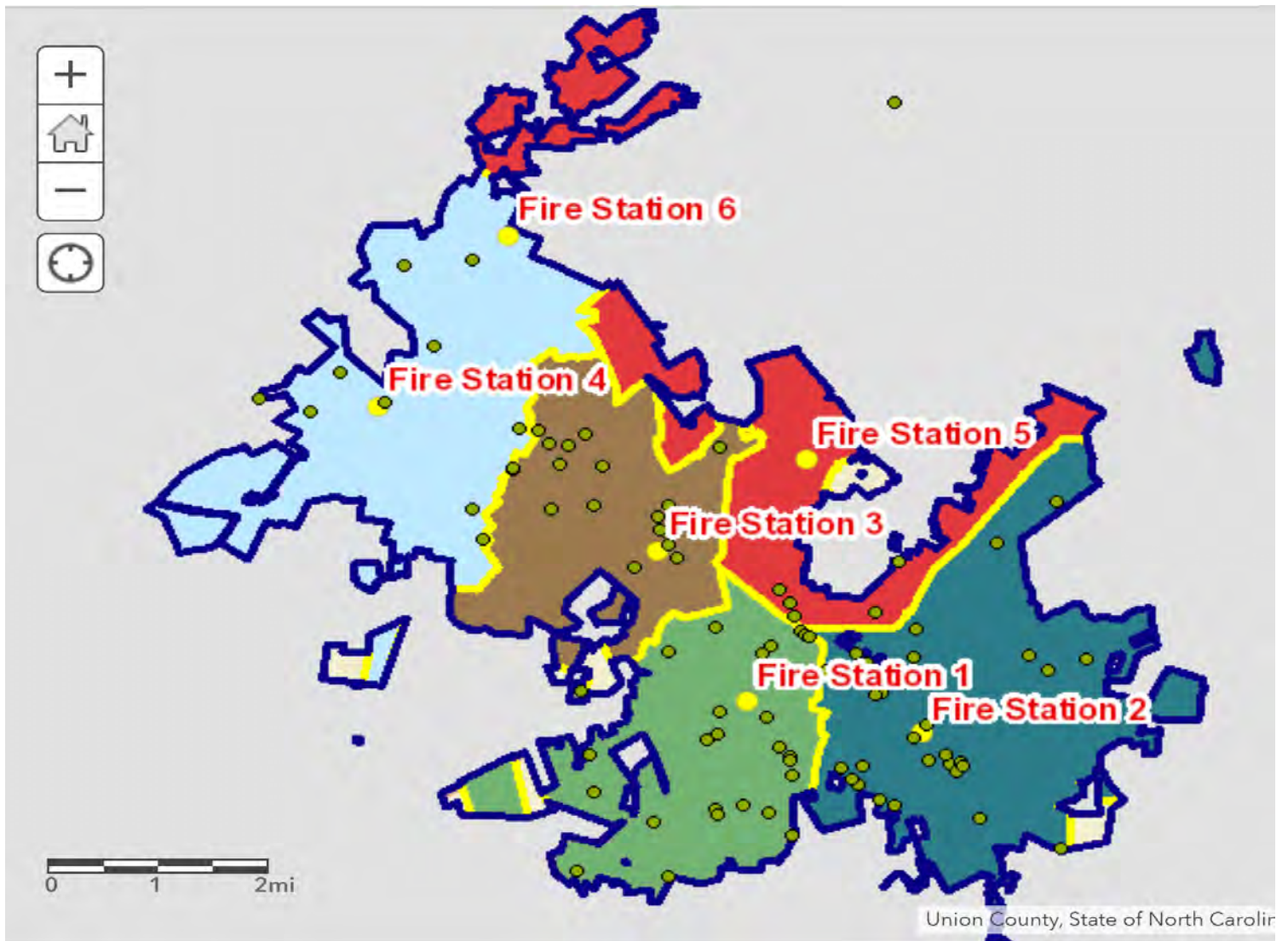


The Monroe Fire Department responds to technical rescue incidents based on a critical task analysis. The response levels follow an awareness, operations, or technician methodology based on responder knowledge, skills, and abilities. The Monroe Fire Department bases its technical rescue training on *NFPA 1670, Standard on Operations and Training for Technical Search and Rescue Incidents*.

The Monroe Fire Department has identified the level of operational capability for the known technical rescue disciplines listed below. The first arriving company begins mitigation of rescue situations with the basic equipment found on their companies. An *Effective Rescue Force* responds to assist first due companies bringing additional firefighters, apparatus, and equipment to the scene.

Our technical rescue program consists of responding to swift water, rope, confined space, and vehicle/machinery rescue situations. Rescue 1 is the primary heavy rescue apparatus for the Monroe Fire Department. Quint 2 and Quint 4 carry some technical rescue equipment and respond in a support role to Rescue 1. The department responded to 37 rescue incidents in 2022. Seven of those were mutual aid responses outside of the city limits.

NFIRS Code	Category	2018	2019	2020	2021	2022
331*	Lock-in	N/A	3	2	7	10
341	Search for person on land	0	0	1	0	0
342	Search for person in water	0	0	0	0	1
350	Extrication Other	1	4	1 (1)	0	1
351	Extrication of victim(s) from building/	0	0	0	2	2 (1)
352	Extrication from Auto	16 (6)	19 (6)	15 (3)	12 (6)	14 (4)
353	Elevator Rescue	4	6	5	4	4
354	Trench / Excavation	0	1 (1)	0	1	1
356	High Angle Rescue	0	0	2	0	0
357	Extrication from Machinery	1	3	1	1	1 (1)
360	Water Rescue Other	0	0	3	0	0
361	Water Rescue from Pool / Pond	0	0	0	0	2 (1)
363	Swift Water Rescue	2	0	1	0	0
364	Surf rescue	0	0	0	1 (1)	0
365	Watercraft Rescue	0	0	1	1	0
372	Trapped by power lines	0	1	0	0	1
TOTAL		24 (6)	37 (7)	32 (4)	29 (7)	37 (7)



The map above shows 37 technical rescue incidents that occurred in the City of Monroe for 2022.



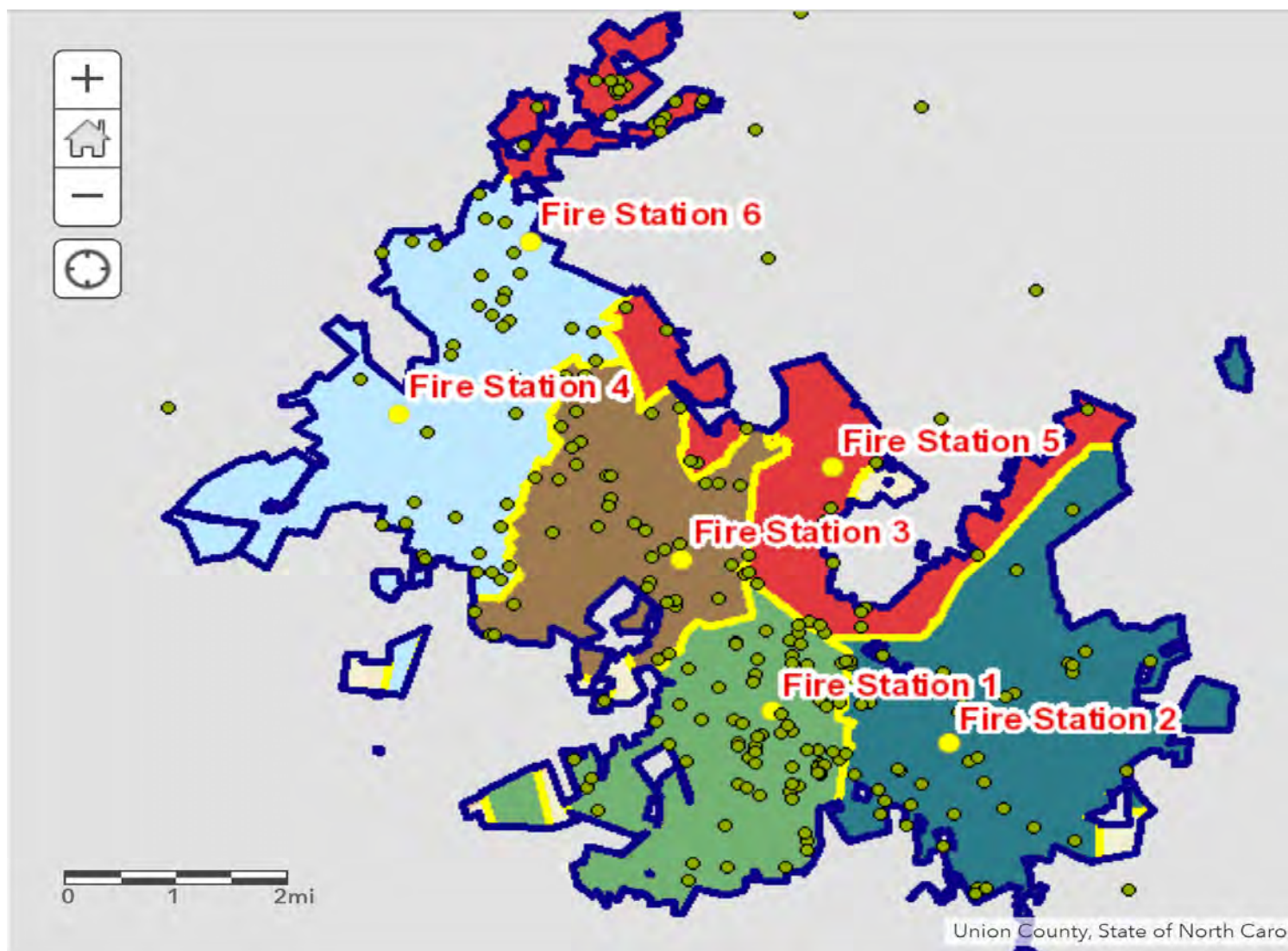
HAZARDOUS *Materials*



The City of Monroe Hazardous Materials Incident Team provides hazardous materials response to the City of Monroe as well as Union County. The hazmat team can respond to any hazardous material emergency that affects life safety, property, and/or environmental conservation. The City of Monroe Hazardous Materials Incident Team is located at Fire Station 5 on Maple Hill Rd. Hazmat team members train annually on all types of hazardous scenarios to include: material spills, chemical leaks or releases, radiological emergencies, and unknown substances/odors.

NFIRS Code	Category	2018	2019	2020	2021	2022
410	Combustible/flammable gas/liquid condition, other	9 (6)	3	3 (1)	6 (4)	2
411	Gasoline or other flammable liquid spill	17 (7)	12 (3)	12 (2)	11 (4)	19 (5)
412	Gas leak (natural gas or LPG)	126 (1)	150 (7)	164 (4)	157 (10)	152 (7)
413	Oil or other combustible liquid spill	4 (2)	9 (2)	8 (2)	10 (5)	7 (3)
420	Toxic condition, other	1	1	0	0	0
421	Chemical hazard (no spill or leak)	0	0	2 (2)	4 (2)	1 (1)
422	Chemical spill or leak	0	2	2	2	3
423	Refrigeration leak	0	0	0	1	1 (1)
424	Carbon monoxide incident	7	4	14	5	9
451	Biological hazard, confirmed or suspected	0	2	0	1	0
Total		164 (16)	183 (12)	205 (11)	197 (25)	194 (17)

HAZARDOUS *Materials*



Monroe Fire responded to 194 Haz Mat incidents in the City of Monroe, of those 152 were cut natural gas lines.

EMERGENCY *Medical Service*



Medical incidents comprise approximately 60% of calls for service. The department strives to respond to medical emergencies in a prompt manner in an effort to increase cardiac arrest survival rates. In cardiac arrests, blood flow to the brain is essential. Irreversible brain damage may occur in four to six minutes according to the American Heart Association. Cardio Pulmonary Resuscitation (CPR) and early defibrillation have a direct impact on reducing mortality. The department participates in the Cardiac Arrest Registry to Enhance Survival (CARES) program through Union EMS. CARES was developed to help communities determine standard outcome measures for out-of-hospital cardiac arrest (OHCA) locally allowing for quality improvement efforts and benchmarking capability to improve care and increase survival (source: <https://mycares.net/sitepages/aboutcares.jsp>). The program is supported by the American Heart Association, the American Red Cross, Medtronic Foundation, Zoll Medical Corporation, the Centers for Disease Control and Prevention (CDC) and Emory University Woodruff Health Sciences.

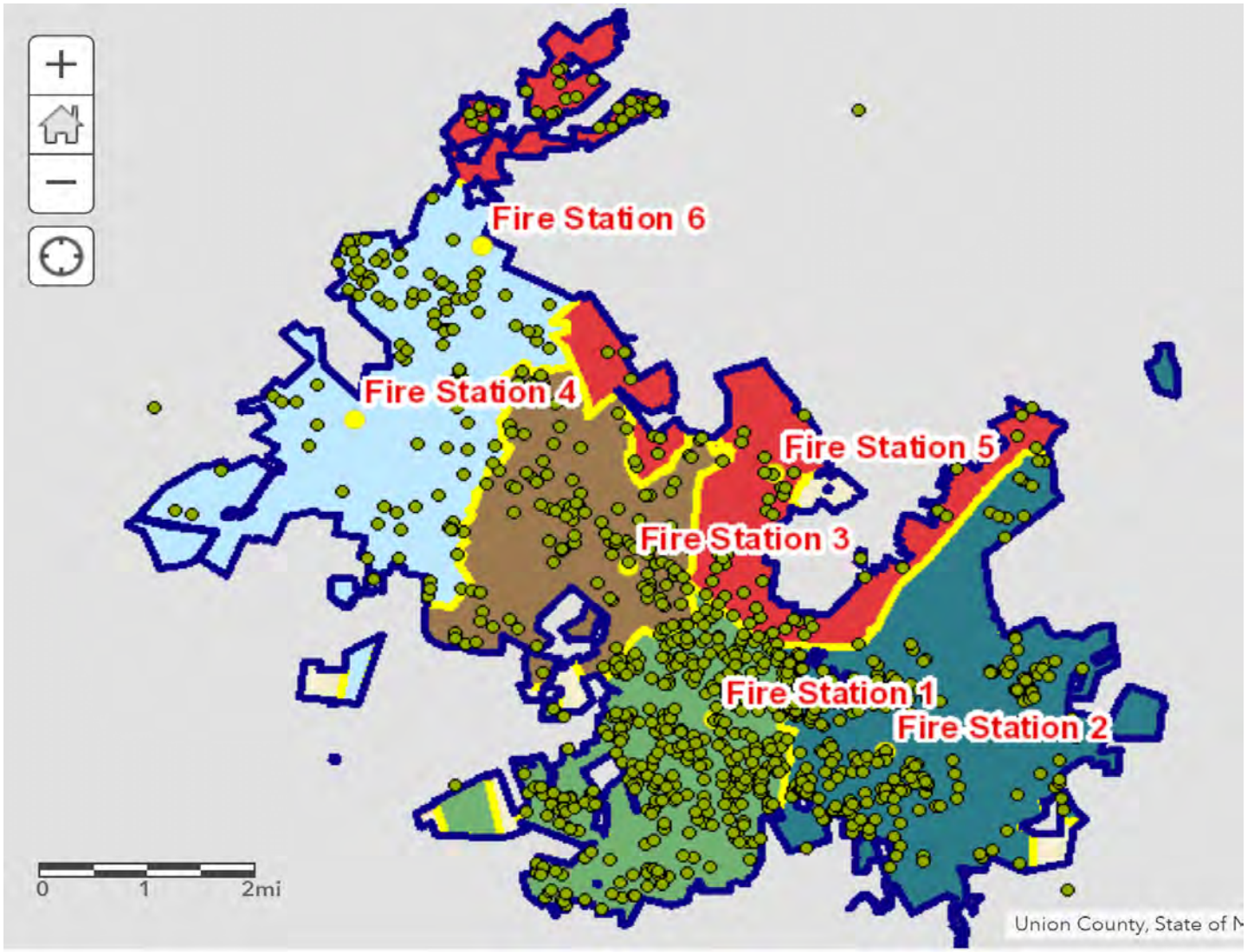


The success locally with the program is demonstrated in the collaborative working relationship between Union EMS and Monroe Fire Department First Responders. The concept of “Team Focus CPR” assigns roles (compressions-firefighters, airway management-engineer, coaches team on quality-captain, coordinates with family-battalion chief) to responders in a streamlined approach enhancing the application of CPR to a patient. With CPR standard prescribing 30 to 45 minutes of continuous uninterrupted CPR, a second company is dispatched at the confirmation of a CPR call to provide relief to the initial crew for CPR compressions.

The department administers a performance measure process in the form of an annual skills assessment to all of our medically trained members. Every member must complete the skills assessment. In addition to a performance measure process, the department has an EMS Committee that quarterly evaluates patient care records looking for quality and consistency in report writing. Statistical information about the CARES program for 2018 through 2022 is shown below.

CARES Statistics	2017	2018	2019	2020	2021	2022
Total Cardiac Arrest Events	36	52	48	54	63	38
Return of Spontaneous Circulation in the field (ROSC)	11	24	21	19	11	17
Monroe Fire Circulation Rate Returned	30.60%	46.20%	43.80%	35.20%	17.50%	44.7%
National Circulation Rate Returned	31.70%	31.10%	30.90%	27.10%	26.2%	26.0%
Monroe Fire Overall Survival Rate (Hospital Discharge)	11.10%	20.00%	22.90%	14.80%	9.1%	10.5%
National Survival Rate	8.40%	10.10%	10.50%	9.00%	8.6%	9.3%

EMERGENCY *Medical Service*



The map above shows EMS incidents that occurred in the City of Monroe for 2022.

The Monroe Fire Department provides EMT-Basic level response to all areas of the City. Medical responses are governed by department policy and county/state medical protocols. The department provides first responder/non-transport services.

NFIRS Code	Category	2022
311	Medical assist, assist EMS crew	1,920
320	Emergency medical service, other	3
321	EMS call, excluding vehicle accident with injury	1,599
322	Motor vehicle accident with injuries	304
323	Motor vehicle/pedestrian accident (MV Ped)	18
381	Rescue or EMS standby (includes football/special events)	147
554	Assist invalid	446
Total		4,437

AVIATION

Fire & Rescue



Owned by the City of Monroe, the Charlotte-Monroe Executive Airport is classified as a general aviation airport and designated a primary reliever for the Charlotte-Douglas International Airport. The airport has a 7,000 foot runway with a full-length parallel taxiway, high intensity airfield lighting, an automatic weather observation system, and an instrument landing system (ILS) with approach lights to aid in landing of instrument flights. The airport can support virtually any corporate aircraft, and services include aircraft fueling and ground equipment service, and overnight tie-downs.

The Charlotte-Monroe Executive Airport has a U.S. Customs terminal that allows international travelers to fly directly into the airport to be met by U.S. Customs and Border Protection (CBP) officers. The building is a 2,500 square-foot facility complete with secure offices for the CBP officers, an interview room, a holding cell, a search room, and secure storage. It is built to federal security and safety standards.

Open seven days a week from 6 a.m. to 10 p.m., the City employs a 13-member airport staff made up of aircraft line service technicians, customer service representatives, and airport administration to provide customer service/support to the over 100 based aircraft and the daily transient aircraft. The airport currently has a conceptual hangar development plan to aid in the demand for more aircraft parking.

Fire Station 4 has a direct access gate to the airport. The Aviation Firefighting and Rescue (ARFF) program responds apparatus and equipment using a three tiered matrix based on the situation with the aircraft. The response is predetermined in the computer aided dispatch computer (CAD). Alert I, II, and III responses vary from a standby to a worst-case scenario of a plane crash. The airport does not qualify under the FAA Part 139 certificate for dedicated ARFF services during air carrier operations.





Incident Type	Description	2018	2019	2020	2021	2022
135	Aircraft Fire	0	0	0	1	0
462	Aircraft Standby	11	9	6	6	4

Aircraft Standby/Medical LZ: An aircraft is known to be arriving or departing that is in need of a dedicated standby. This could include but not limited to chartered passenger flights, medical aircraft, vintage aircraft or any other requests made by airport staff.

Alert I (Local Stand-By): An aircraft that is known or suspected to have an operational defect. The defect should not normally cause serious difficulty for the aircraft to achieve a safe landing.

Alert II (Full Emergency): When an aircraft has, or is suspected to have an operational defect such as: warning light activations, smoke or smell of smoke, instrumentation readings failures, or landing gear problems which affect landing or post landing operations.

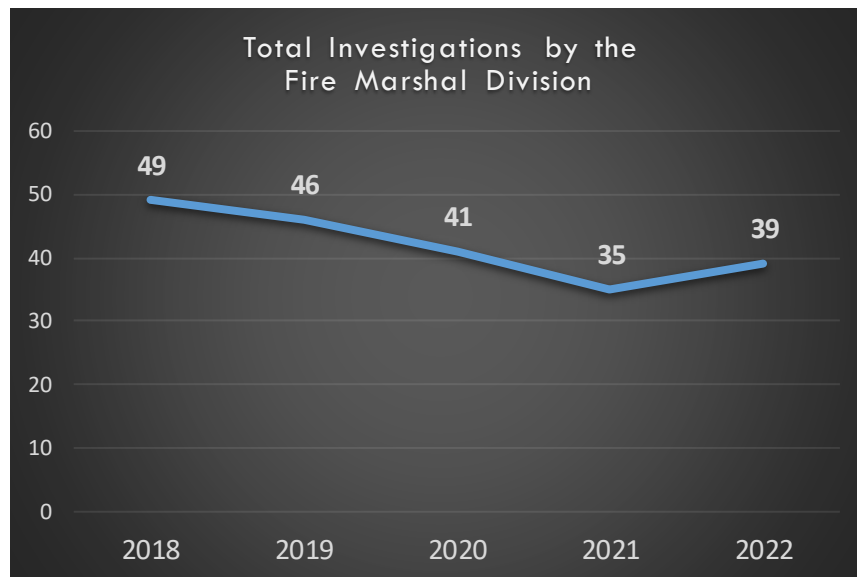
Alert III (Aircraft Accident): This alert denotes an aircraft accident has occurred on or off airport property.

FIRE

Investigations



The Fire Marshal's Division (FMD) investigates fires every year as a part of their mission. Fire origin and cause investigations result in one of many determinations including: incendiary, undetermined, accidental and natural. These determinations follow *NFPA 921, Guide for Fire and Explosion Investigations*. NFPA 921 sets the bar for scientific-based investigation and analysis of fire and explosion incidents (<https://www.nfpa.org/codes-and-standards/all-codes-and-standards/list-of-codes-and-standards/detail?code=921>). FMD has an existing inter-local agreement with the Union County Fire Marshal's Office (UCFMO), established in 2015, to provide mutual aid response between the two agencies to include the resource of "Camden," an ATF accelerant detection K-9. During 2022, Camden assisted with fire investigations when requested. The Fire Marshal Division also had support from Monroe Police, NC State Bureau of Investigation, the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), NC Forestry Service, NC Office of State Fire Marshal, and OSHA.

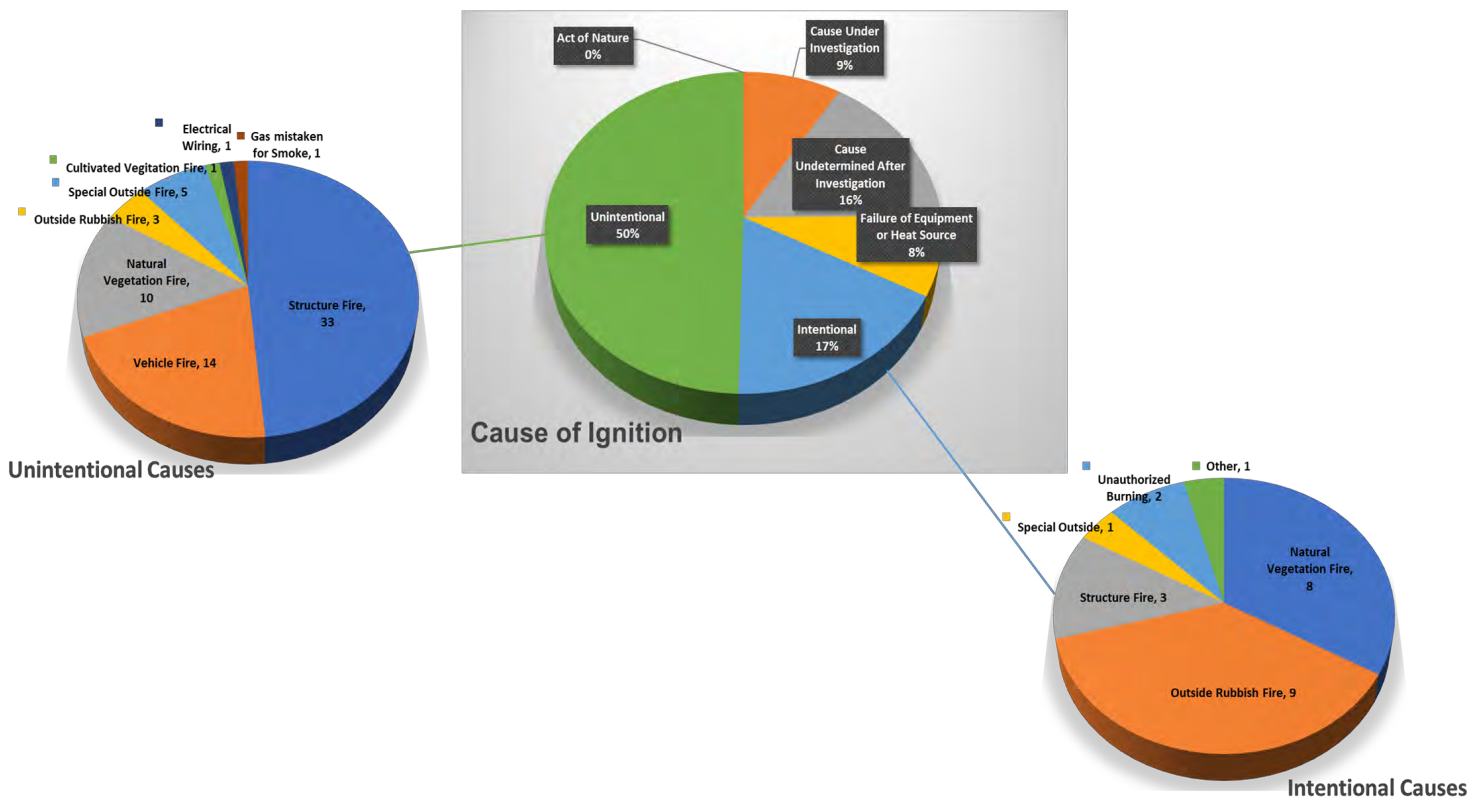


FIRE

Investigations



For 2022, the Fire Marshal's Division investigated 39 fires within the City of Monroe. The following graph and table shows a breakdown of the cause of ignition analysis for 2022. This includes fires that were investigated by operations shift crews. Unintentional/Accidental fires continue to be the most prevalent. In 2022, there was an increase of vehicle fires. There was also an increase of intentional fires set by juveniles. The FMD focuses its efforts on combating these trends by providing a focus through public education efforts. It has been determined that vehicle fires, juvenile fire setters, home oxygen use, and cooking fires will be our focus for risk reduction in 2023.



*Undetermined cause of ignition means the cause after thorough hypothesis testing cannot be proven at an acceptable level of certainty. Insufficient information to classify the cause of ignition is unavailable, however more information is allowed to be collected at a later date if it becomes available.



Cause of Ignition	2018	2019	2020	2021	2022
Act of Nature	11	3	0	2	0
Cause, other	5	0	0	0	0
Cause Under Investigation	10	7	6	7	12
Cause Undetermined After Investigation	92	29	26	34	22
Failure of Equipment or Heat Source	18	12	19	13	11
Intentional	15	22	31	28	24
Unintentional	90	67	63	77	68

Cause of Ignition	# of Incidents	% of Total
Act of Nature	0	0.0%
Cause Under Investigation	12	8.8%
Cause Undetermined After Investigation	22	16.1%
Failure of Equipment or Heat Source	11	8.0%
Intentional	24	17.5%
Unintentional	68	49.6%

Unintentional Breakdown	Count
Structure Fire	33
Vehicle Fire	14
Natural Vegetation Fire	10
Special Outside Fire	5
Outside Rubbish Fire	3
Cultivated Vegetation Fire	1
Electrical Wiring	1
Gas mistaken for Smoke	1

Intentional Breakdown	Count
Outside Rubbish Fire	9
Natural Vegetation Fire	8
Structure Fire	3
Unauthorized Burning	2
Special Outside	1
Other	1

COMMUNITY

Risk Reduction



The Fire Marshal's Division is charged with reducing fire and life loss through programs and processes. The division has primary responsibility for code enforcement, fire and life safety education, and fire investigations. The Fire Marshal's Division utilizes current North Carolina State Building Code: Fire Prevention Code, NFPA Standards, the City of Monroe Code of Ordinances, and applicable North Carolina General Statutes for code enforcement.

Total Plans Reviewed	2018	2019	2020	2021	2022
	573	247	439	442	1066

Fire Code Compliance Inspections.
This includes re-inspections.

2018	2019	2020	2021	2022
1726	1736	809	1340	2333

Frequency of Inspection	Occupancy Type
6 Months	Public, Private & Charter Schools
Annually	Hazardous, Institutional, High-Rise, Assembly, Residential
2 years	Industrial and Educational
3 Years	Assembly occupancies with less than 100, Business, Mercantile, Storage, Churches, and Miscellaneous

COMMUNITY *Risk Reduction*



Monroe Fire participated in the North Carolina Office of State Fire Marshal's Statewide Smoke Alarm Saturday. The areas of Bay, Clara, Bickett and Parker Streets were canvassed. A total of 54 smoke alarms were installed and 5 batteries were changed. Smoke alarms were also installed during the United Way Day of Caring that was held on August 27th. In that campaign, 13 smoke alarms, 3 carbon monoxide alarms, and 4 batteries were installed.

FREE Smoke Alarms

Monroe Fire Department will be checking smoke alarms in this community. Any smoke alarms or batteries found to be expired or nonworking will be replaced
FREE of charge.

Please make plans to be present as we go door to door for this

Statewide Smoke Alarm Saturday

Saturday June 4th
Time: Starting @ 10:00 AM



If you will not be at home this day and would still like your smoke alarms checked please call 704-282-4734

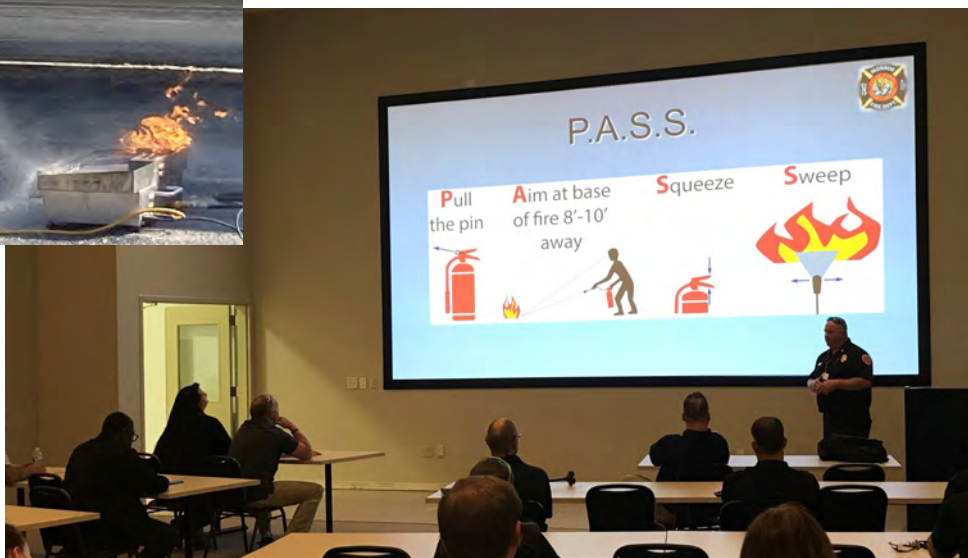
OSFM
NC DEPARTMENT OF
INSURANCE



COMMUNITY *Risk Reduction*



Another part of our community risk reduction is our fire extinguisher training program. In 2022, the Fire Marshals Division provided this program to a few industries such as Pureon, Bona, Windsor Windows, Goulston, Spiroflo, and Childcare Centers.



April is the annual call before you dig promotion month. Monroe Fire helped out NC 811 by posting banners at all the stations to bring awareness to help protect underground utilities.

COMMUNITY *Risk Reduction*



Another part of our community risk reduction is the messaging we share through our Facebook page. Throughout the year of 2022, we shared messaging for Safe Kids Operation Medicine Drop, car seat check days, seasonal messaging such as cooking safety at Thanksgiving, along with both English and Spanish smoke alarm messaging. Our Facebook page has grown to over 4,000 followers. We are also able to post risk reduction messaging on the City of Monroe Facebook page.

SAFELY dispose of unused medicines.

**operation
medicine
drop**

October 22, 2022

**South Piedmont
Community College**
4209 Old Charlotte Hwy
Monroe, NC 28110

10am - 2pm

For more details, contact Deputy Tiffany Gause, (704) 292-2654

SAFE KIDS UNION COUNTY

50th Center for Prevention Services 1971 - 2021

SP SOUTH PIEDMONT COMMUNITY COLLEGE

Right Seat

FOR YOUR KIDS

Free Car Seat Inspections
Friday April 1st
10:00am-2:00pm
Fire Station 1, 300 W. Crowell St.

Media Outreach– Risk Reduction Messaging	356,329	Likes 2,907	Comments 239
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Instale detectores de humo interconectados en su hogar para la mejor protección.

Cuando la alarma de un detector suene, todas las demás sonarán.

FEMA U.S. Fire Administration

FIRE & LIFE *Safety Education*



In 2022, Fire and Life Safety Education had new programs and events to come together. Monroe Fire's first new event for 2022 was the Run with a Hero Fun Run. This program was a partnership with Monroe Police Department and the Monroe Aquatic & Fitness Center, along with City of Monroe Parks and Rec. Firefighters and police officers teamed up with kids in the community to complete the fun run. The goal of the program was to promote positive leadership, community engagement, and physical fitness. Safe Kids Day was also able to combine to be part of this event. Monroe Fire also partnered again in July with the Monroe Aquatic & Fitness Center's Summer Camp to host a Touch a Truck event that had some of the same participants as Safe Kids Day.



RUN WITH A HERO
FUN RUN
MONROE AQUATIC CENTER-FIRE STATION 3
05.07.22 START TIME 10AM
POLICE OFFICERS & FIREFIGHTERS
TEAM UP WITH COMMUNITY KIDS
TO COMPLETE THE RUN

 #RUNWITHAHEROMONROE 


KIDS PARTICIPATING GET A FREE FAMILY PASS TO THE WATER
PARK FOR MAY 7TH ALONG WITH A FREE LUNCH

Follow this QR code
for registration



COLOR SPLASH

FOR MORE INFORMATION
CONTACT KATIE HINSON 704-282-4734,
KAHINSON@MONROENC.ORG

FIRE & LIFE *Safety Education*



2022	# of Programs	Ages 0-4	Ages 5-10	Ages 11-13	Ages 14-18	Adults	Senior Adults	Total	Hours
Presentation Type									
Face-to-Face	346	1123	3312	651	1211	2655	770	9722	463.0
Virtual	1	0	100	0	0	5	0	105	1.0

	2018	2019	2020	2021	2022
Public Fire Education Participants	4,780	7,274	2,083	5,465	9,827
Smoke Alarm Installations	161	184	35	126	136
Battery Replacements	126	77	44	126	126
Carbon Monoxide Detector Installations	27	21	8	19	15
Child Safety Seat Installation / Distributed	186/7	191/15	127/6	140/14	130/3
Address Signs	16	43	9	20	19

FIRE & LIFE *Safety Education*



Camp 1872 was back in session for the summer of 2022. We started camp in 2019 with 22 campers for a week of summer fun learning about a career in fire service. In 2022 we hosted 40 campers. Camp 1872 is for youth ages 11-14. We cover topics of hands only CPR, stop the bleed, fire extinguisher training, fire-fighter hose advancement, extrication, and team building games to name a few. In 2022 we showcased to families what the campers had learned on family day. Thanks to all our sponsors that help make this camp possible.



FIRE & LIFE

Safety Education



During October, fire prevention month was in full swing with many preschool Start Safe burn prevention programs, Fire Safety Bingo, and downtown Halloween Happenings to name a few. We also continued our partnership with Adams advertising for the use of the digital billboard at the intersection of U.S. Highway 74 and Walkup Ave. It is estimated that more than 40,000 vehicles past this intersection daily.



FIRE *Explorers*

The Fire Marshal Division continues to lead our Fire Explorer Program which is offered to students ages 14 to 20 years old that are interested in learning about a career in the fire service. We recruited in person at Piedmont, Porter Ridge and Monroe High Schools along with recruitment through our Facebook page.

The Fire Explorers assisted with many community events in 2022. Our enrollment for the program in 2022 was around 30 explorers. We have also hired firefighters from our explorer program.



TRAINING & Safety



The year 2022 training goals continued to advance the mission of the Monroe Fire Department and to meet the expectations of the growing demands of our community. Key elements of this training calendar year included: focus on NFPA 1001 Professional Qualifications for Firefighter, NFPA 1002 Fire Apparatus Driver/Operator Professional Qualifications, NFPA 1003 Airport Firefighter Professional Qualifications, NFPA 1006 Technical Rescuer Professional Qualifications, NFPA 1410 Training for Initial Emergency Scene Operations, NFPA 472 Competence of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents, NFPA 1500 Fire Department Occupational Safety and Health Programs as well as related subject matter covered by OSHA's 29 CFR 1910 safe practices for General Industry.

*ISO's Training Requirements are as follows:

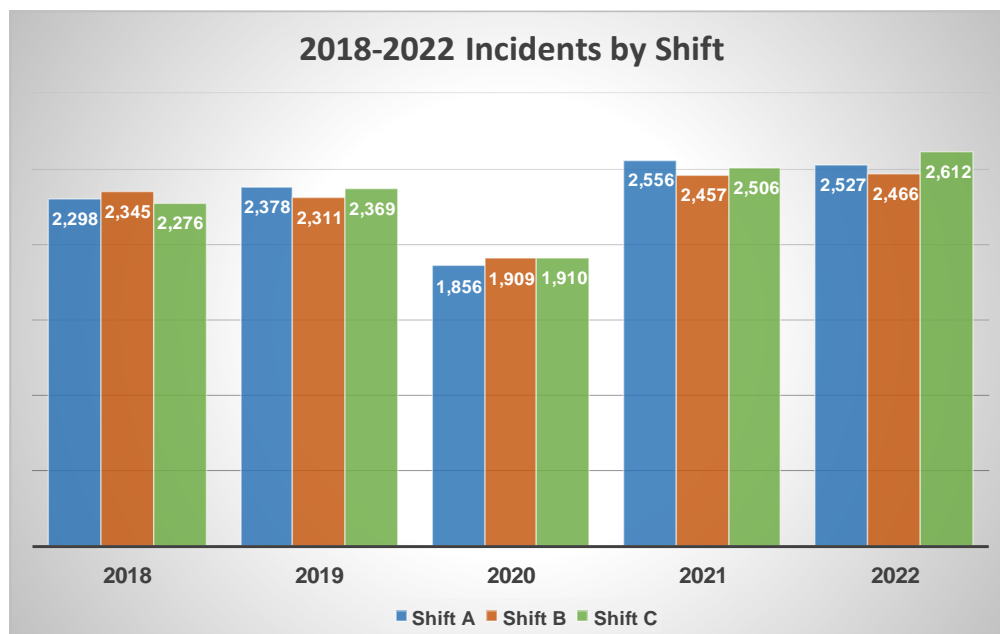
- Company Training: 192 hours/year
- Driver Training: 12 hours/year
- Facility Training: 18 hours/year
- Hazmat Training: 6 hours/year



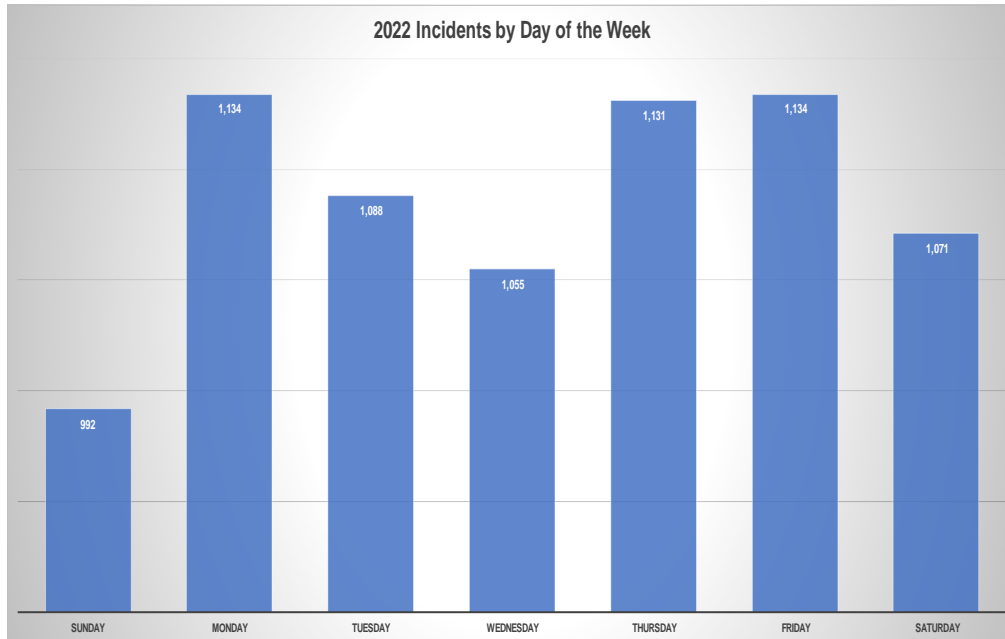


THE FOLLOWING CHARTS AND GRAPHS SHOW
STATISTICAL INFORMATION OF THE DEPARTMENT'S
RESPONSE BY SHIFT 2018- 2022.

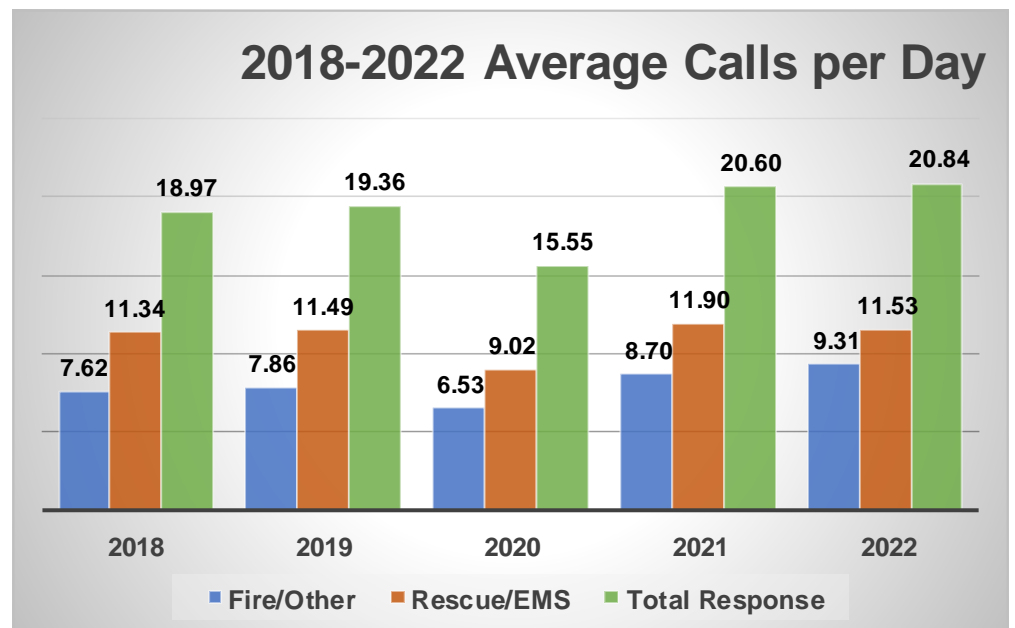
Year	Shift A	Shift B	Shift C
2018	2,298	2,345	2,276
2019	2,378	2,311	2,369
2020	1,856	1,909	1,910
2021	2,556	2,457	2,506
2022	2,527	2,466	2,612



STATISTICAL *Information*



Day of Week	# of Incidents
Sunday	992
Monday	1,134
Tuesday	1,088
Wednesday	1,055
Thursday	1,131
Friday	1,134
Saturday	1,071



	2018	2019	2020	2021	2022
Fire/Other	7.62	7.86	6.53	8.70	9.31
Rescue/EMS	11.34	11.49	9.02	11.90	11.53
Total Response	18.97	19.36	15.55	20.60	20.84

STATISTICAL *Information*



Below is a breakdown of call volume by each apparatus. Battalion 2 is placed in service by administrative staff in the event that the Battalion Chief is tied up on a call for a long duration.

Company	2018	2019	2020	2021	2022
Battalion 1	899	499	502	551	531
Battalion 2	23	3	0	5	7
Engine 1	1,101	891	828	1,136	1,387
Ladder 1	692	280	265	276	289
Rescue 1	767	367	336	369	427
Medic 1	1,289	1,111	925	971	643
Quint 2	1,474	1,048	1,018	1,355	1,597
Medic 2	760	649	431	507	234
Engine 3	957	677	665	869	1,117
Medic 3	486	456	445	525	274
Quint 4	1,097	799	652	859	916
Medic 4	401	314	159	159	58
Blaze 4	9	8	5	8	3
Engine 5	797	552	452	558	674
Medic 5	117	79	86	89	66
HazMat 5	37	24	20	31	24
HazMat 55	4	8	10	11	6

DEPARTMENT

Contacts



Fire Chief rfowler@monroenc.org	Ron Fowler	704-282-4702
Deputy Chief of Operations gcollins@monroenc.org	Greg Collins	704-282-4739
Deputy Chief of Administration bkindley@monroenc.org	Bryan Kindley	704-282-4740
Division Chief of Training nsteffler@monroenc.org	Nicholas Steffler	704-282-4746
Administrative Assistant II awilliams@monroenc.org	Alice Williams	704-282-4726
PT Administrative Assistant I	Vacant	704-282-4796

Fire Department Analyst jrampey@monroenc.org	Joe Rampey	704-282-4795
Division Chief Fire Marshal kphilemon@monroenc.org	Kevin Philemon	704-282-4706
Captain / Asst. Fire Marshal jeaster@monroenc.org	Jason Easter	704-282-4713
Captain / Asst. Fire Marshal juhl@monroenc.org	Joe Uhl	704-282-4741
Captain / Asst. Fire Marshal Fire & Life Safety Educator kahinson@monroenc.org	Katie Hinson	704-282-4734
Part Time Inspector cplyler@monroenc.org	Carter Plyler	704-282-4726

DEPARTMENT

Contacts



Fire Station 1
300 W. Crowell St.

704-282-4747

Fire Station 2
399 E. Roosevelt Blvd.

704-282-4715

Fire Station 3
1737 Williams Rd.

704-282-4716

Fire Station 4
3907 Old Charlotte Hwy.

704-282-4748

Fire Station 5
105 Maple Hill Rd.

704-282-5794

Administrative Offices
117 N. Church Street
Monroe, NC 28112

Mailing Address
PO Box 69
Monroe NC 28111

704-282-4726 (main)
704-282-4777 (fax)

