

2018 ANNUAL REPORT



MONROE FIRE DEPARTMENT



2018 Annual Report



MONROE FIRE DEPARTMENT

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Leadership of the City of Monroe



MONROE FIRE DEPARTMENT



Mayor

Bobby Kilgore



Mayor ProTem

Gary Anderson



Council Member

Franco McGee



Council Member

Marion Holloway



Council Member

Surluta Anthony



Council Member

Lynn Keziah



Council Member

Billy Jordan

City Manager

E.L. Faison

Assistant City Manager

Brian J. Borne

Fire Chief

Ronald D. Fowler, CFO, EFO

Message From The Fire Chief



MONROE FIRE DEPARTMENT

The Monroe Fire Department is pleased to provide this 2018 Annual Report, which provides a variety of information about the activities of our department over the past year. In keeping with our mission, Monroe firefighters consistently demonstrated a personal commitment to protecting the quality of life and to protecting property in Monroe during this time.

This has been a busy and productive year for the Monroe Fire Department. Monroe firefighter's responded to over 6,900 calls for service in 2018, which is one of the higher annual call volumes our department has experienced. This statistic is much more than a number to us. It represents numerous times when one of our citizens experienced a situation, many times unexpected and unfortunate, that led them to call for our assistance. We understand the loss and pain that is often associated with an incident that requires our service and it is my hope that we have provided not just the professional response necessary to mitigate these emergencies, but also the appropriate level of compassion to support the individuals and families involved in these situations.

For those who may not be familiar with it, I would like to make you aware of our community room at Fire Station 4, which is available to our citizens and local businesses. The community room provides a great place for neighborhood meetings, business meetings, birthday parties and other family gatherings as well as providing a location for the fire department to use for training events. We invite you to stop by and visit anytime to check out this community amenity. It is located at 3907 Old Charlotte Hwy. Please call our office at 704-282-4726 to reserve the community room.

Thank you for the support and trust you have exhibited in our department over the past year. We do not take this for granted and we strive to act in a manner to build and maintain this 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 the Monroe Fire Department for their commitment and professionalism in carrying out their duties and in making the Monroe Fire Department what it is. 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. It is truly an honor to serve you and I look forward to future service. Please contact me anytime you have questions or anytime that we may be of service.

Sincerely,

A handwritten signature in black ink, appearing to read "Ron Fowler".

Ron Fowler
Fire Chief, CFO, EFO



Historical Overview



MONROE FIRE DEPARTMENT

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.





Current Operations



Engine 3, C-Shift Crew

The Monroe Fire Department has cooperative agreements to provide and receive mutual aid assistance with various Union County Fire Departments. Additional services, including emergency medical first responder and hazardous materials technician level responses, were added in the early 2000's. The most recent North Carolina Insurance Services Office grading occurred in 2006 and resulted in an ISO rating of Class 3. The department was recently reassessed in December of 2018 and is

awaiting the grading results. The department is led by Fire Chief Ronald D. Fowler and is organized into four divisions: Administration, Operations, Training and Safety and Fire Marshal. The department operates on an annual budget of approximately \$9.1 million dollars. 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 City of Monroe is

chartered through the City's Code of Ordinances and the Monroe Fire Department operates under the general authority of Chapter 36, Fire Prevention, of said Ordinances. The city encompasses 29.6 square miles with a 2016 estimated population of 34,725. For the 2018 calendar year, the department responded to 6,924 emergency and non-emergency situations. The department staffing consists of 84 full-time personnel and 2 part-time personnel.

Mission Statement

THE MISSION OF THE MONROE FIRE

DEPARTMENT IS TO PROTECT THE QUALITY OF LIFE AND PROPERTY IN OUR COMMUNITY THROUGH A PERSONAL COMMITMENT TO FIRE SUPPRESSION, EDUCATION, PREVENTION, AND OTHER SERVICES.

Vision Statement



Engineer Jonathan Mullis & Firefighter James Massey

We, the members of the Monroe Fire Department, envision that we will be widely known as a values-based and community-focused, internationally accredited fire department committed to protecting the quality of life and property in our community. We will foster a culture of continuous improvement

while being guided by our values of safety, integrity, professionalism, compassion, teamwork, respect, and customer service.

Through our well-trained workforce and management practice initiatives, we will ensure our greatest

organizational assets, our members, are supported and led to reflect the quality of service our community desires. It is our united intention to hold one another accountable for carrying out our mission, living our values, accomplishing our goals, and ensuring this vision becomes reality.

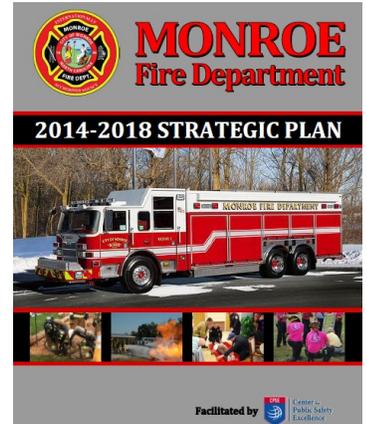


Strategic Planning

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 in late November 2013 to develop and publish the 2014-18 Strategic Plan. Approximately 100 members of the community were brought together to provide input on their desire for service of the

Monroe Fire Department. The 2014–18 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. The department will develop a new strategic plan in January of 2019.



Core Values

SAFETY

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

INTEGRITY

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



Captain Brandon Wallace, & Captain Ken Brown

COMPASSION

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

PROFESSIONALISM

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

TEAMWORK

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

RESPECT

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

CUSTOMER SERVICE

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

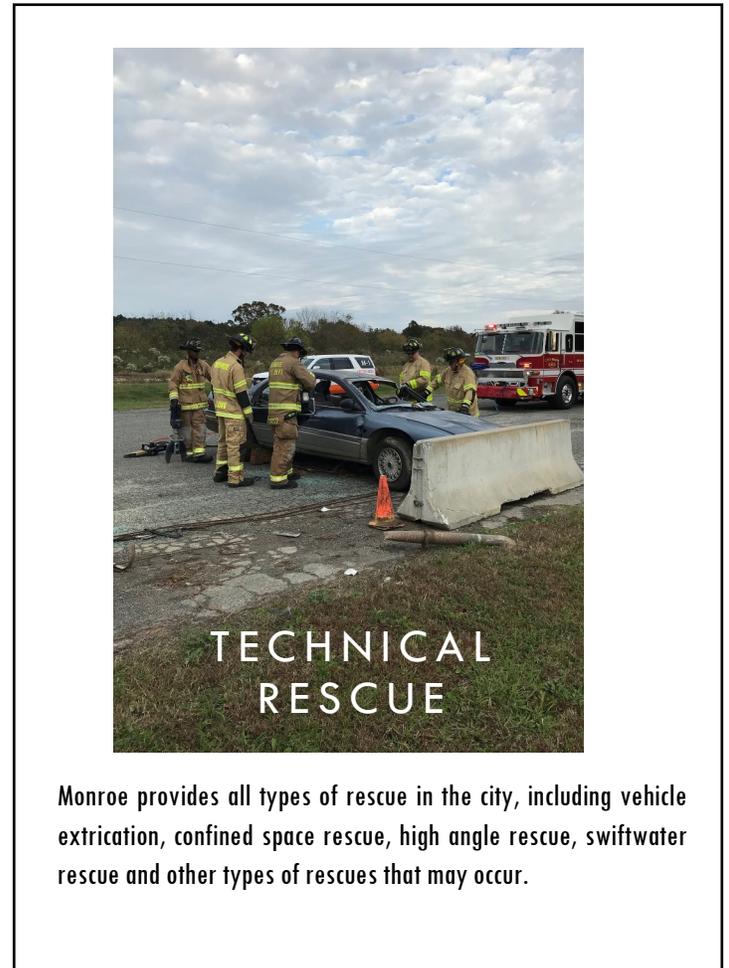


Core Services



FIRE SUPPRESSION

The department provides fire suppression for all types of fires that occur in the city. These include structure fires, such as homes, businesses and industries, vehicle fires, grass and woods fires and other types of fires that may occur.



TECHNICAL RESCUE

Monroe provides all types of rescue in the city, including vehicle extrication, confined space rescue, high angle rescue, swiftwater rescue and other types of rescues that may occur.



EMERGENCY MEDICAL CARE

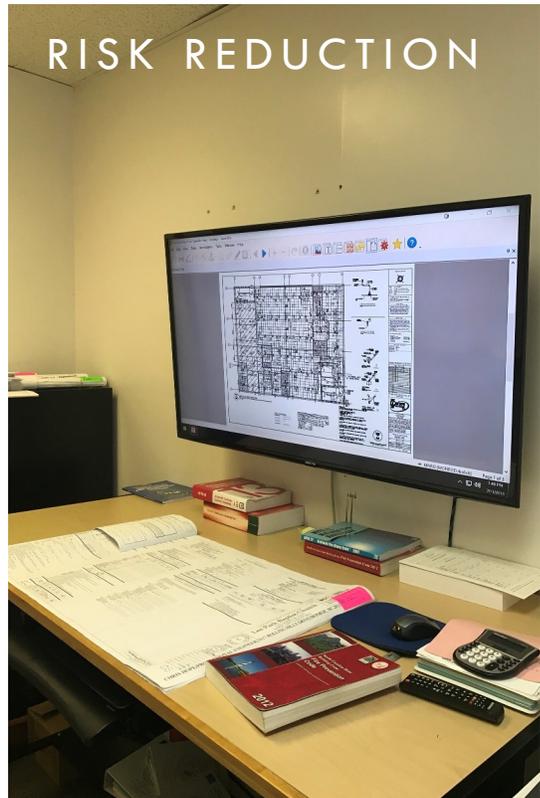
Monroe firefighters are trained and certified as emergency medical technicians (EMTs) and respond to emergency medical incidents that occur in the city. With fire stations strategically located throughout the city, often times firefighters are closer than an ambulance to a medical call allowing firefighters to reach the scene of a medical emergency sooner and initiate medical care. Advanced Life Support care and transport is provided by Union EMS.



Core Services



The department provides hazardous materials response to hazardous material leaks or spills. These may include transportation incidents that occur on the roadways or railroads and fixed facility incidents at businesses or industries.



The department provides risk reduction services through the administration and enforcement of the State Fire Code and the provision of fire and life safety public education to our citizens. In addition, the Fire Marshal's Division provides fire investigative services for determining the origin and cause of fires.



The department provides aviation firefighting and rescue protection for the Charlotte-Monroe Executive Airport. The airport is classified for general aviation use. Incident response to the airport is limited. The department provides an increased level of response during the annual air show.



Fire Stations



Station 1 was opened in 1974 and is co-located with the City of Monroe City Hall. The station sits on 4.76 acres in the downtown area of Monroe at 300 W. Crowell Street and provides 24-hour coverage housing 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. Their district is mixed use comprising residential, multi-family, commercial and educational occupancies.



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 located at 399 E. Roosevelt Boulevard. The station provides 24-hour coverage housing Quint 2, Medic 2 and Boat 2. Station 2 is one of the highest call volume areas. Their district is mixed use comprising residential, multi-family, commercial and industrial facilities, educational and medical / hospital occupancies.



Station 3 was opened in 1983 on the west side of town. The station located at 1737 Williams Road Extension is approximately 2,972 SF. The station provides 24-hour coverage housing Engine 3 and Medic 3. The Station 3 area is predominantly retail and residential occupancies. The station provides response to aviation emergencies at the Charlotte-Monroe Executive Airport. Their district is mixed use comprising residential, multi-family, commercial and educational occupancies.



Fire Stations



Station 4 is located at 3907 Old Charlotte Highway. It is located on the far west side of the City and has the largest district in size. The station is located on 5.69 acres. The station provides 24-hour coverage and houses: Quint 4, Medic 4, Blaze 4, Reserve Quint 10, and ATV-4. Their district is mixed use comprising residential, commercial and industrial facilities, educational and medical occupancies. Station 4 is the primary responder to the Charlotte-Monroe Executive Airport. There will soon be a direct access road to the airport runway.



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 opened in 1970 by the Crestview Volunteer Fire Department. Monroe took over the station in 2002 after Crestview relocated closer to their district. The station provides 24-hour coverage housing Engine 5, Medic 5, Hazmat 5, Hazmat 55, and Reserve Engine 10. The Station 5 area is predominantly residential with minor amounts of retail occupancies. The station is the primary provider for hazardous materials response in the City and Union County.



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



Department Apparatus

Fire Station 1 Apparatus



Engine 1
2006 Pierce Pumper
2,000 GPM Pump



Rescue 1
2013 Pierce Arrow XT
25 Ft. Walk-Around Rescue



Ladder 1
2018 Pierce Velocity
100 Ft. Aerial Platform
w/2,000 GPM pump



Medic 1
2006 Ford F-450
Brush/Medical Quick Reponse



Battalion 1
2015 Ford F-250
Shift Supervisor/ Incident Command Unit

Fire Station 2 Apparatus



Quint 2
2014 Pierce Quint
2,000 GPM w/ 75 Ft. Ladder



Medic 2
2017 Ford F-250
Medical Quick Response

Boats
2017 Wing Inflatable
15.5" P4.7 Swiftwater Rescue Boat
90 horsepower motor
2000 Sea Ark
21' Flat Bottom, Center Console
Surface Water Dive and Rescue Support
With sonar scan capability



Department Apparatus

Fire Station 3 Apparatus



Engine 3
2016 Pierce Enforcer
1,500 GPM Pump



Medic 3
2009 Ford F-450/Ansul ARFF
Medic Quick Response/ARFF Unit

Fire Station 4 Apparatus



Quint 4
2018 Pierce Quint
2,000 GPM w/ 75 Ft. Ladder



Medic 4
2005 Ford F-250
Medical Quick Response/ ARFF unit



Blaze 4
1992 Oshkosh
Aircraft Rescue & Firefighting
1950 GPM pump



Reserve Quint 10
2004 Pierce Quint
2,000 GPM w/ 75 Ft. Ladder



Reserve Engine 10
2006 Pierce Engine
2,000 GPM



Department Apparatus

Fire Station 5 Apparatus



Engine 5
2014 Pierce
1,500 GPM Pump



Medic 5
2015 Ford F-550
Medic Quick Response/Brush Unit



Hazmat 5
2004 International Tractor Trailer
Hazardous Materials Unit



Hazmat 55
2018 International Cab and Chassis
Hackney Walk-Around Rescue Style Box



Department Accreditation

The Monroe Fire Department received Accredited Agency status for the second time through the Commission on Fire Accreditation International (CFAI) during a CFAI Commission meeting in Charlotte, North Carolina. The Monroe Fire Department is one of 238 agencies to achieve Internationally Accredited Agency status with the CFAI and the Center for Public Safety Excellence Inc. (CPSE). Thirty-seven fire/rescue agencies were represented by their Chief, Accreditation Manager, City/Elected Officials and their CFAI Peer Team Leader. The department was one of four department's in North Carolina to be accredited under the new 9th Edition of the Fire & Emergency Services Self-Assessment and the 6th Edition of the Community Risk Assessment: Standards of Cover.

The Monroe Fire Department was represented by Fire Chief Ron Fowler, Deputy Fire Chief/Accreditation Manager Andrew Ansley, Deputy Fire Chief Chris Griffin, the Honorable Mayor Bobby Kilgore and City Manager Larry Faison. CFAI Commissioners voted unanimously to approve Monroe Fire's Accreditation through 2022. 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 10 major categories including 252 performance indicators, ranging from response time benchmarking, training, resource deployment, public education and more. Along with this assessment, the department must also compile a strategic plan and conduct a comprehensive community risk/ hazard assessment.

According to NFPA, there are more than 29,000 established and listed fire departments in the US and less than 1 percent of public, non-military fire departments hold the distinction of being accredited. This places the Monroe Fire Department among the top half percent of fire departments that have been able to achieve this accomplishment. 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.



News & Accomplishments

Monroe Firefighters and Monroe Fire Explorers raised \$6,914.00 during their third Fill the Boot campaign. The money raised will help local kids and adults with muscular dystrophy, ALS and related diseases that severely limit strength and mobility. With this donation they may live longer and grow stronger. The department staffed collection sites at Lowes Home Improvement Store, Walmart and Poplin Place Shopping Center over four Saturdays in the months of April and May. The community graciously filled the boots with donations to help with this cause. Members participated in firefighter day at Camp Bethelwoods MDA Summer Camp. B-Shift also provided and prepared a meal for campers.





2018 Hazmat Challenge Team

The North Carolina Association of Hazardous Materials Responders hosted the 2018 South Atlantic Fire and Rescue Expo's "Hazmat Challenge" on August 11th in Raleigh, North Carolina. Captain Lori Hyatt, Firefighter Brandon Cleary, Firefighter Kevin Brittain, and Firefighter Jarrin Tucker made up our four-person team that placed 8th out of 12 statewide teams. The challenge consisted of two parts. Part one required the team to analyze and answer questions pertaining to research and monitoring of hazmat emergencies. Part two required the team to properly contain leaks on various props and perform manipulative skills.



Firefighter Jarrin Tucker, Firefighter Kevin Brittain, Division Chief Greg Collins, Captain Lori Hyatt, Firefighter Brandon Cleary



State Farm Donates Fire Prevention Week Kit



Chief Ron Fowler, Brent Collins, Division Chief Robert Bolick Sparky, Firefighter Brett Braswell, Engineer Clint Oster

Two New Trucks Arrive



In May of 2018 two new aerial trucks were placed into service. Quint 4 is a 2018 Pierce Enforcer 75ft Heavy Duty Ladder with a 2000 gallon per minute Waterous pump. It has a water capacity of 590 gallons. Ladder 1 is a 2018 Pierce Velocity 100ft Aerial Tower with a 2000 gallon per minute Waterous pump. It has a water capacity of 300 gallons.



2018 Hurricane Deployments

In 2018 we experienced two hurricanes that impacted our state and local area. Hurricanes Florence and Michael had a significant impact on Monroe and Union County. Our department along with our neighboring emergency services organizations across Union County responded to hundreds of calls for service ranging from downed trees and power lines to flood emergencies. These storm related calls for service along with the normal calls were very taxing and at times over whelming for all emergency services. Through our extensive network of resources at the local, state and federal levels enabled all of these calls for service to be addressed. Even though there was the tragic loss of life in Union County due to flood related incidents, we were able to rescue multiple people trapped by rising flood waters. Throughout the emergency we partnered with Union County Emergency Services and County Officials to help staff the Emergency Operations Center (EOC) during both events. It was this center that all storm related calls for service were processed and the mutual-aid supporting resources for local emergencies were directed.





2018 Hurricane Deployments

In addition to our own local calls we were able to fill the request for an engine company to deploy and assist Queheel Fire Department in Maxton, NC. This area was devastated by flooding from the hurricane and we assisted with covering calls for 3 days. During disasters we make sure that the City of Monroe is protected and then we offer services to areas that are unable to meet the needs of their communities. It is these partnerships that enable us to reach out for help in times like this hurricane such as the Task Force from Florida that assisted Union County for water rescue calls.



Firefighter Franklin McAllister, Captain Brandon Wallace, Firefighter Justin Hicks, Engineer Jacob Helms, Captain Charlie Porter, Captain Brian Eshenbaugh, Engineer Jason Easter, Firefighter Jarrin Tucker

Recruit Class 17 Graduates



Casey Downam, Brandon Miles, Brett Braswell, Kyle Furr, Andrew Trull

Beginning on November 13, 2017 five candidates started a process that would prepare them for a promising, rewarding and emotional career serving the citizens of Monroe. This group of men spent fifteen weeks doing physical training, learning new skills and developing the team concept that is a must in this career that they have chosen. These recruits completed the complete NC Firefighter Certification Program and Rapid Intervention Crew training, all of which total in excess of 600 hours. During the physical training phase these recruits and the firefighters that trained with

them logged at least 75 miles of running, 1000's of push-ups, sit-ups, lunges and other strengthening and conditioning exercises needed to start their careers off healthy and ready to be there for those we serve and each other. Following their successful completion of this class the recruits graduated and became Monroe Firefighters on March 2, 2018. They have taken their place on the shifts as part of this great team of dedicated men and women proudly serving the citizens of Monroe as Fire Service Professionals.



Welcome Chaplain Bird



Chaplain Steve Bird officially started as the Monroe Fire Department's Chaplain in May 2018. He brings a wealth of ministerial experience being both a retired Navy Chaplain with 40 years of service and a retired North Carolina State Correctional chaplain with 22 years of experience. As the Chaplain he has faithfully visited each shift at all 5 Monroe fire stations and the administrative office staff once a week. He is available to provide crisis counseling and has made himself accessible to all the firefighters if they need someone to personally

talk with. When called upon, he supports the firefighters at structure fires and even rides with the firefighters when a call comes in when visiting a station. Additionally, he visits with Union County Emergency Communications Center (911) once a week as a valuable resource person so the communicators/dispatchers will have chaplain support. He has made it known that the fire department and the communications center is his "church" and has enjoyed serving the men and women of these departments! He has been a welcome addition to Monroe Fire Department.

Grant Awarded

Monroe Fire Department applied for a grant through the North Carolina Firefighters' Burned Children Fund, Inc. in late 2017. The department was awarded the grant in the amount of \$750.00 in Spring of 2018. This grant money allowed for the purchase of a computer tablet to be used for our fire and life safety programs and our social media pages.



**Firefighters'
Burned Children
Fund, Inc.**

The Firefighters' Burned Children Fund, Inc. was organized in 1989. Its 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 are different fire stations across the county. Monroe Fire Department Station 3 and Station 2 serve as collection sites for the Union County Chapter.

Fire Department Divisions



ADMINISTRATION



Fire Chief

Ron Fowler, *CFO/EFO*



Deputy Chief
Operations

Chris Griffin, *CFO/EFO*



Deputy Chief
Administration

Andrew Ansley, *CFO*



Admin. Assistant II

Shelia Couick



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 fire department also has a budgeted revenue account derived from fire permit fees. The FY18 budget was \$9,125,757. These revenues include funding for capital projects.

Fire Department Divisions



TRAINING & SAFETY



Division Chief

Greg Collins

FIRE MARSHAL



Division Chief/
Fire Marshal

Robert Bolick



Captain/Assistant
Fire Marshal

Carter Plyer



Captain/Assistant
Fire Marshal

Kevin Philemon



Captain/ Assistant
Fire Marshal
Fire & Life Safety Educator

Katie Hinson

Fire Department Divisions



OPERATIONS



Battalion Chief
A-Shift

Johnny Blythe



Battalion Chief
B-Shift

Rodney Chaney



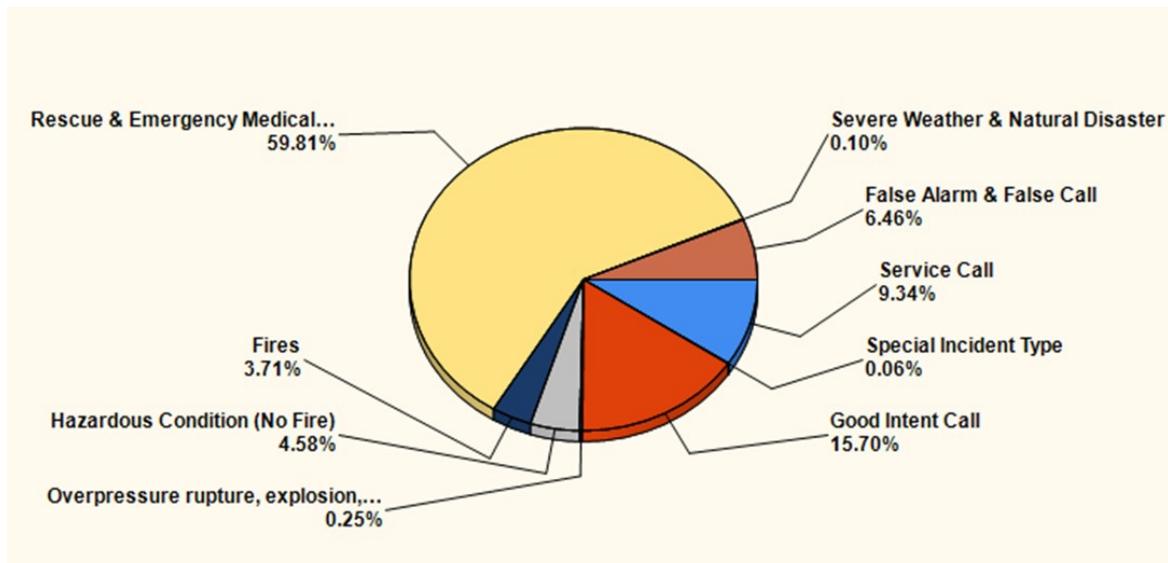
Battalion Chief
C-Shift

Travis Stegall

The operations division 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.

The fire department never closes. The operations division provides the services of a modern day fire department including; fire suppression, emergency medical first responder, technical rescue, water rescue, hazardous materials technician level responses, aviation rescue and firefighting.

When not responding to emergencies, you'll find operations personnel performing fire inspections, pre-planning buildings, training and inspecting child passenger seats. Operations division personnel also spend countless hours each year providing "other" services to the community including; smoke and odor removal, assisting with water leaks, checking smoke alarms and assisting other agencies like law enforcement and emergency medical services. Because of their work schedules, you may see these personnel at local grocery stores. Their work cycle requires them to cook meals at the station or eat meals out at local restaurants. Firefighters are constantly aware of emergencies occurring in our community and are able to respond at a moment's notice.





OPERATIONS

Incident Types	2014	2015	2016	2017	2018
Fires	148	155	164	282	257
Overpressure/Rupture/Explosion	9	6	8	13	17
Rescue/EMS	4,202	4,135	3,785	4,241	4,138
Hazardous Condition	246	269	287	313	317
Service Call	425	497	575	578	646
Good Intent Call	463	807	944	1,187	1,086
False Call	313	395	402	435	447
Severe Weather & Natural Disaster	2	3	2	0	7
Special Incident Type	3	2	3	2	4
Total Responses:	5,811	6,269	6,170	7,051	6,920

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. Certain occupancy types are prioritized higher than others.

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 concentration and distribution of resources including firefighters and apparatus. 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 respond to these risks. The table below shows the number of structure fires occurring by occupancy risk from 2014-2018. Single family residential fires account for the highest number of fires occurring each year.

Risk	2014	2015	2016	2017	2018
Low	23	16	18	16	12
Moderate	5	3	2	4	8
High	13	11	10	9	11
<i>Total</i>	<i>41</i>	<i>30</i>	<i>30</i>	<i>29</i>	<i>31</i>

Low: Single family residential structures, NIFRS code 419 & 400

Moderate: Business, Factory, Storage, Misc. and Mercantile, NIFRS code 500-984

High: Assembly, Residential, Educational, Hazardous, Institutional, Covered Malls and High Rise
NIFRS code 100-365,429-700

Structure Fire Response given to Union County Fire Departments

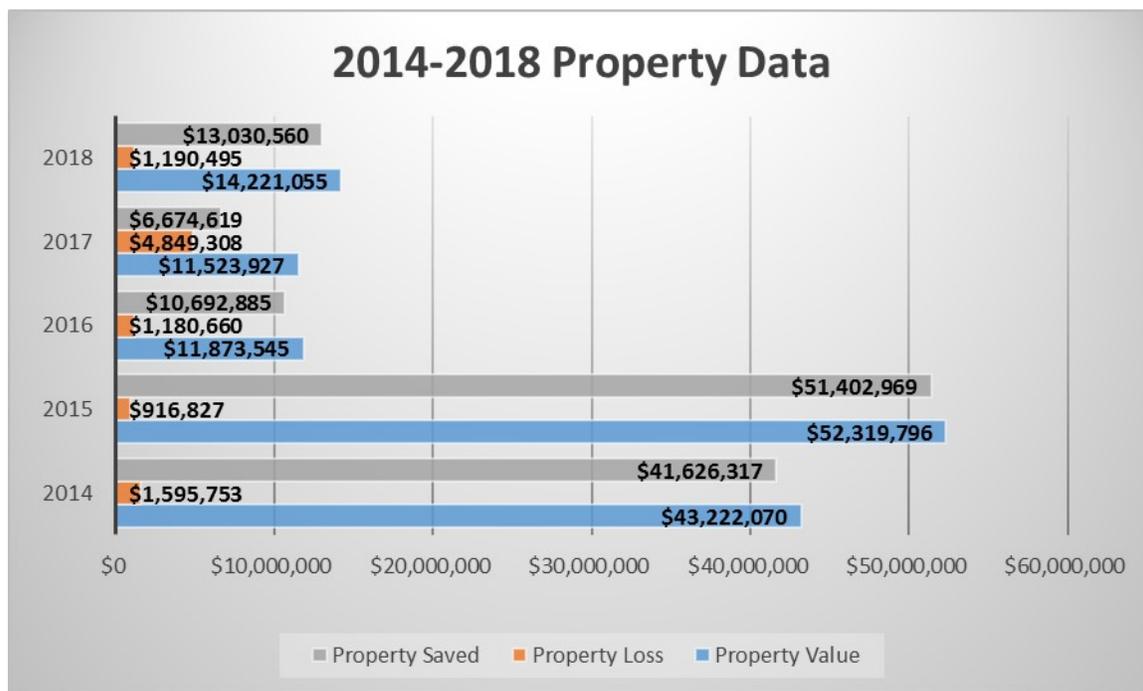
Hemby Bridge	Wesley Chapel	Griffith Road	Wingate	Stallings	Bakers	Total
1	2	1	2	1	7	14



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 department provides a vast array of programs including cooking fire safety, fire extinguisher training, smoke and carbon monoxide detector installations and emergency planning. 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 2014 through 2018 is shown below.)

	2014	2015	2016	2017	2018
Property Value	\$43,222,070	\$52,319,796	\$11,873,545	\$11,523,927	\$14,221,055
Property Loss	\$1,595,753	\$916,827	\$1,180,660	\$4,849,308	\$1,190,495
Property Saved	\$41,626,317	\$51,402,969	\$10,692,885	\$6,674,619	\$13,030,560
Percent Saved	96%	98%	90%	58%	92%



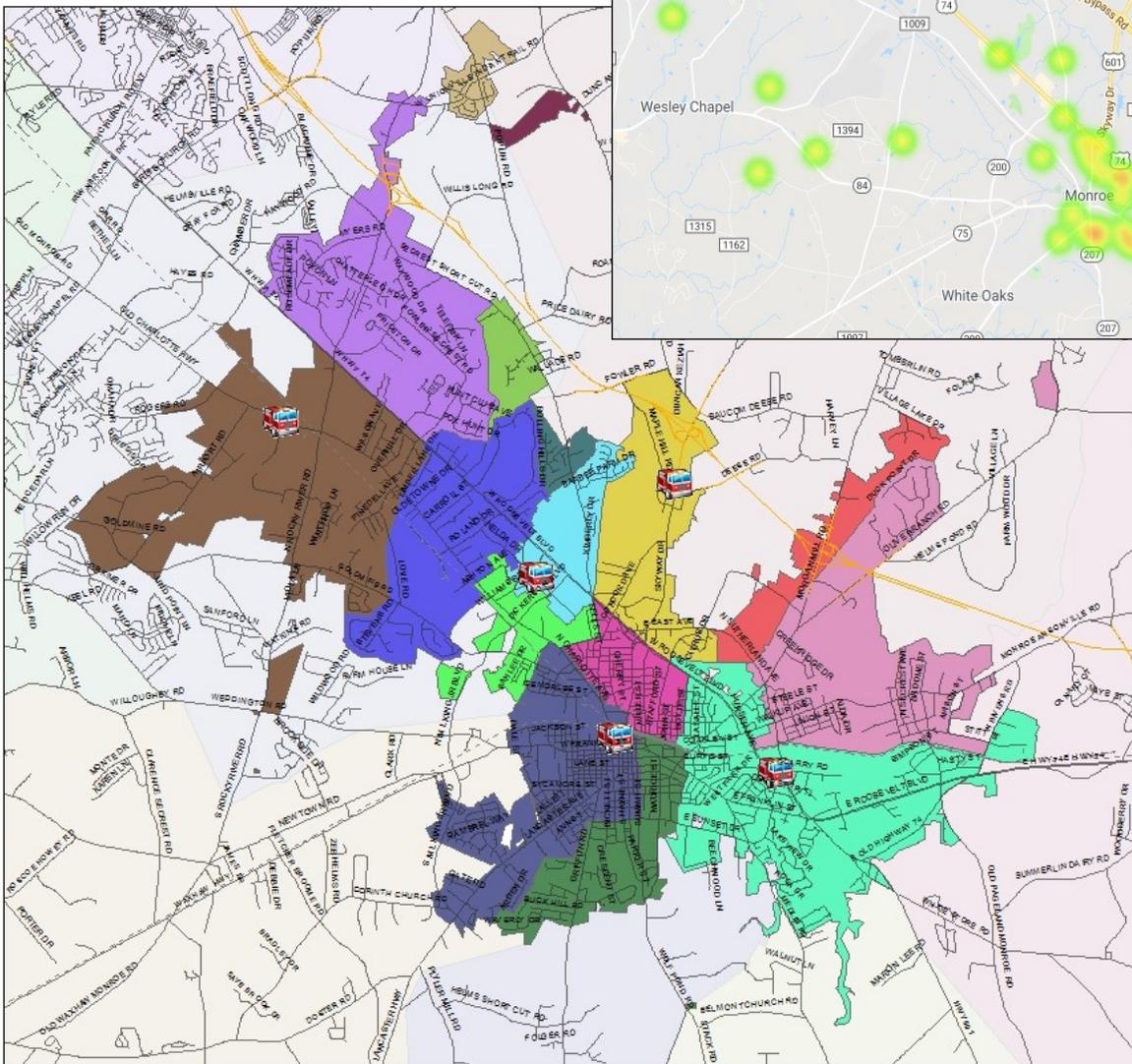
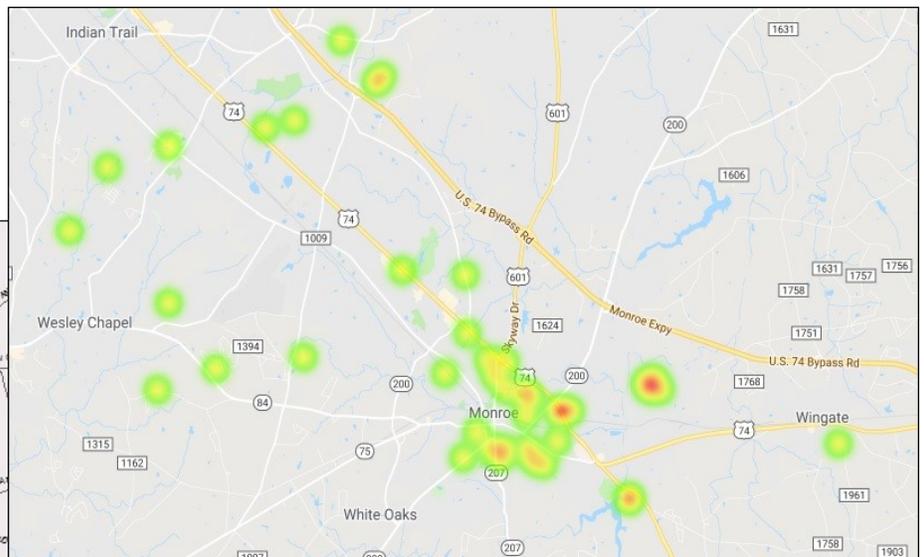


FIRE SUPPRESSION

Zone	2018
MF01	0
MF02	0
MF03	1
MF04	2
MF05	0
MF06	7
MF07	4
MF08	1
MF09	0
MF10	11
MF11	4
MF12	0
MF13	0
MF14	1
MF15	0
MF16	0
Totals	31

The first map below is a heat map showing the department's response to structure fires in 2018.

The second map show the department's planning zones within the City of Monroe. The chart to the left counts the number of structure fires in the zones. Zone 10 in Station 2's area accounted for the highest call volume of structure fires in 2018.



Planning Zone

- MF01
- MF02
- MF03
- MF04
- MF05
- MF06
- MF07
- MF08
- MF09
- MF10
- MF11
- MF12
- MF13
- MF14
- MF15
- MF16



TECHNICAL RESCUE

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 swiftwater, 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 24 rescue incidents in 2018. Approximately 6 of those were mutual aid responses outside of the city limits.

NFIRS Code	Category	2014	2015	Aid Given	2016	Aid Given	2017	Aid Given	2018	Aid Given
342	Search for person in water	0	0	0	1	0	0	0	0	0
350	Extrication Other	0	1	0	0	0	2	1	1	0
351	Extrication from Building	0	1	0	0	0	0	0	0	0
352	Extrication from Auto	13	18	13	17	9	22	11	16	6
353	Elevator Rescue	6	3	0	4	0	9	0	4	0
354	Trench / Excavation	0	0	0	0	0	1	0	0	0
355	Confined Space	0	1	1	0	0	0	0	0	0
356	High Angle Rescue	0	0	0	0	0	1	1	0	0
357	Extrication from Machinery	1	1	0	1	0	2	1	1	0
360	Water Rescue Other	1	1	1	1	0	0	0	0	0
361	Water Rescue from Pool / Pond	0	1	1	0	0	1	1	0	0
362	Ice Rescue	0	0	0	0	0	0	0	0	0
363	Swift Water Rescue	0	4	1	0	0	0	0	2	0
365	Watercraft Rescue	1	0	0	1	0	0	0	0	0
	Total	22	31	17	25	9	38	15	24	6



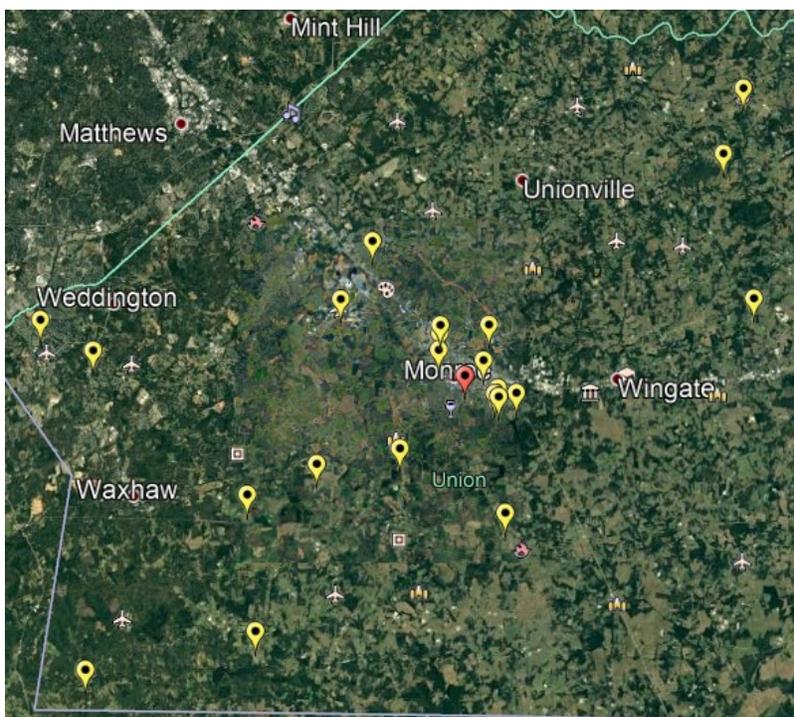
HAZARDOUS MATERIALS



Team members of the Hazmat Challenge

The Monroe Fire Department operates a Technician Level Hazardous Materials Response Team for the City of Monroe. The team is also available to respond when requested to assist all Union County Fire Departments. The team has also responded into other surrounding counties and South Carolina. Fire Station 5 houses the two HazMat apparatus. All frontline fire apparatus respond to hazmat calls for service. Engine company crews from Fire Station 1 and 3 respond in support of the hazmat companies for incidents, however all operational personnel are trained to the technician level. The department also provides support within the Charlotte Urban Area Security Initiative (UASI) region.

The HazMat Team works closely with Union County Emergency Management for these incidents. The department evaluates the Hazardous Materials program using a Performance Measure process. Spill control management was selected as the performance measure this year. This involved over-packing a leaking drum, patching and plugging a drum using the Vetter bag system and making an overflow and underflow dam. The hazmat team primarily responds to low risk hydrocarbon fuel spill incidents (gasoline, diesel fuel) on a routine basis. Hazmat 55 responded to 35 incidents in the City of Monroe and Union County in 2018 as shown below in the map.





EMERGENCY MEDICAL SERVICES

Medical incidents comprise the largest percentage 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 by Firefighters 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.



Airport Drill 2018
 Firefighter Kevin Brittain & Firefighter Andrew Trull

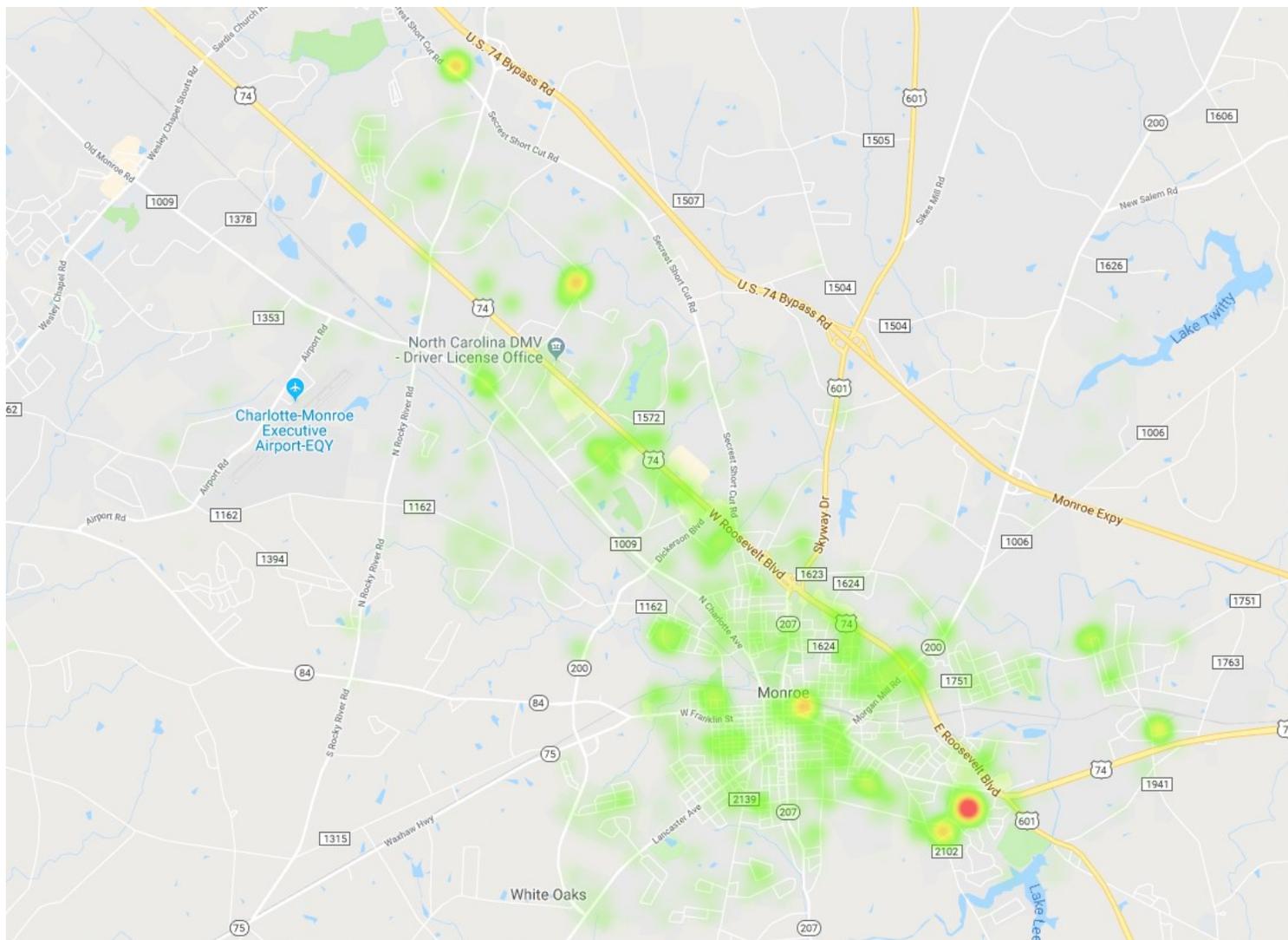


The success locally with the program is demonstrated in the collaborative working relationship between Union EMS and Monroe Fire Department First Responders. The concept of “Focused Cardiac Arrest Resuscitation” assigns roles (compressions, ventilation etc.) to responders in a streamlined approach enhancing the application of CPR to a patient. The cardiac arrest survival rate has increased since the implementation of this procedure. The department administers a performance measure process in the form of an annual skills assessment to all of our medically trained members. The performance measure process is used as a way to verify and validate individual member skills. 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 2015 through 2018 is shown below.

CARES Statistics	2015	2016	2017	2018
Total Cardiac Arrest Events	48	40	36	52
Return of Spontaneous Circulation in the field (ROSC)	20	19	11	24
Monroe Fire Circulation Rate Returned	42%	48%	30.60%	46.20%
National Circulation Rate Returned	26%	32%	31.70%	31.10%
Monroe Fire Overall Survival Rate (Hospital Discharge)	13%	20%	11.10%	20.00%
National Survival Rate	10%	8%	8.40%	10.10%



EMERGENCY MEDICAL SERVICES



The heat map above shows the EMS incidents that occurred in the City of Monroe for 2018. EMS incidents account for the largest percentage of the total call volume. The department responds to medical incidents every day and the vast majority of the company citations derive from these incidents. Union EMS is the exclusive provider for paramedic level transport care and services in Union County. In addition to 911 response, Union EMS provides non-emergency transport, medical standby coverage, tactical paramedics for law enforcement and community education. The department participates in the EMS Quality Management meetings facilitated by Union EMS and the Medical Director and often beta tests new initiatives with Union EMS. The department celebrates a great working relationship with Union EMS operations staff and administration.



AVIATION FIREFIGHTING & 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, over-night 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 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 typical response assumes an incident occurring on airport property. Any incident occurring off airport property or outside of the city limits will likely cause an increase response time because of access and travel. Incidents involving structures or remote areas will revert to responses based on a structure fire or woods fire.

Additional resources outside of the original "Alert" response will be included. The department provided four standbys for various events including the annual air show and chartered flights. The department responded to no aviation incidents in 2018. The department evaluates the effectiveness of the ARFF program by performance measures, After Action Reviews and statistical analysis. Incident history of the aviation program entails planes that have run off the runway. The department has not had a high risk aviation incident in the last six years.

Incident Type	Description	2014	2015	2016	2017	2018
462	Aircraft Standby	4	5	2	4	11



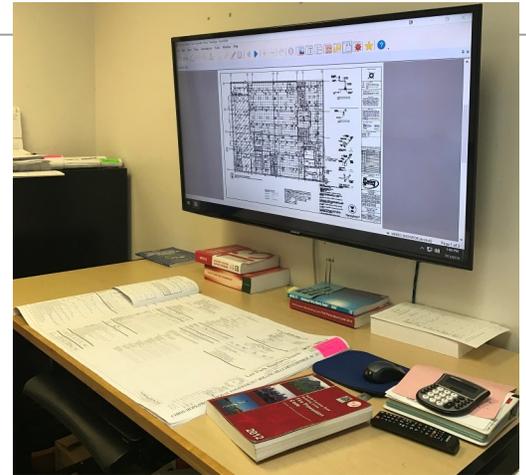


The Fire Marshal's Division is charged with reducing fire and life loss through programs and processes. The division's primary responsibilities are code enforcement and plans review, fire and life safety education, and fire investigations. The Fire Marshal's Division utilizes the current North Carolina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

Community Risk Reduction

Total Plans Reviewed	2014	2015	2016	2017	2018
	367	383	295	572	573

* 2017 & 2018 plan totals include paper and electronic submissions prior year totals listed only included paper submissions for review*



Fire Code Compliance Inspections Total Inspections performed for 2018= 1,726

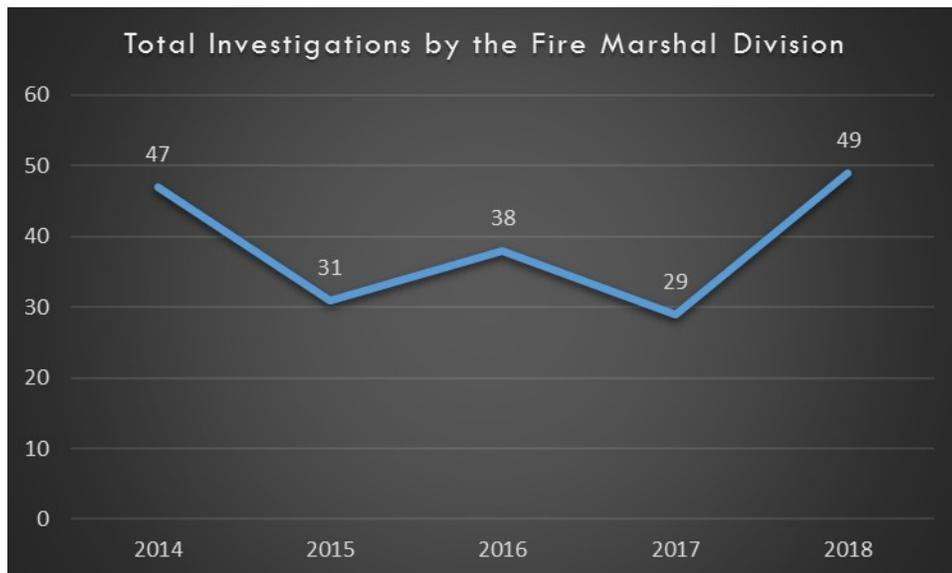
Frequency of Inspection	Occupancy Type
6 Months	Public, Private & Charter Schools
Once every year	Hazardous, Institutional, High-Rise, Assembly, Residential
Once every two years	Industrial and Educational
Once every three years	Assembly occupancies with less than 100, Business, Mercantile, Storage, Churches, and Miscellaneous





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 interlocal agreement with the Union County Fire Marshal’s Office (UCFMO), established in 2015, to provide mutual aid response between the two agencies this includes the resource of “Camden” an ATF accelerant detection dog. The Fire Marshal Division also has support from Monroe Police and NC State Bureau of Investigation and the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF).

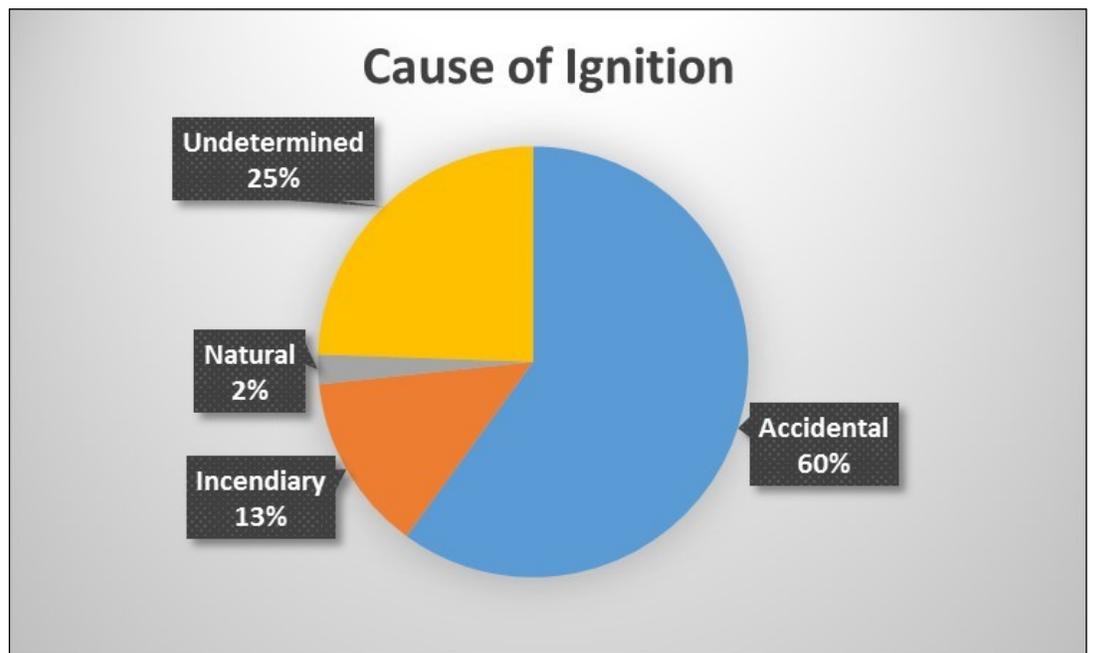




FIT Class 2018

Monroe Fire Department hosted a North Carolina Fire Investigator Certification training course in 2018. The department had 9 individuals that completed this training course. This allows for additional operations staff fire investigators to be utilized for investigations. There was a total of 14 personnel from other departments that attended the 80 hour course. For 2018, the Fire Marshal's Division investigated 45 fires within the City of Monroe. Of those, a total of 6 were investigated as intentional. The following graph shows the cause of ignition analysis for 2018. Accidental fires continue to be the most prevalent cause over the last five years. The FMD focuses its efforts on combating these trends by providing a focus through public education efforts.

Cause	# INCIDENTS	% of TOTAL
Accidental	27	60.0
Incendiary	6	13.3
Natural	1	2.2
Undetermined	11	24.4



*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.



Fire & Life Safety Education



Captain Katie Hinson and Senior Lunch Participants

The year of 2018 for Fire and Life Safety Education involved many partnerships that helped to deliver and enhance our programs. The Remembering When program involved a partnership once again with Council on Aging Union County. We presented the program at their March meeting sites. The department also added a partnership with Union Power Cooperative to provide electrical safety information in addition to the Remembering When Fire and Fall prevention messages. During a senior lunch hosted by the Department in conjunction with Council on Aging we presented a safety educational talk about fire extinguishers.



In March we worked with the City of Monroe Parks and Recreation with delivering the Beyond the Bell community youth workshops. At these workshops we focused on fire safety and fun interactive activities with the students. We also added a partnership with Turnaround Toys to this program. The department was able to give each student a fire safety book. What Should Daisy Do?, No Dragons for Tea, and Firefighter's Busy Day were some of the titles handed out. Turnaround Toys then presented each students with a reading buddy to read to with the book.



Captain Kevin Philemon, Lynn Fitzgerald with Turn Around Toys and Captain Carter Plyler



In August of 2018 the department worked with Icemorlee Street apartments to install Stovetop Firestops in half of the units. The Stovetop



Firestop is an automatic cooktop fire suppressor that is installed under the stove hood to help stop grease cooking fires. The apartments at Icemorlee are both single and two story apartments. The units are non-sprinkled. Our goal for 2019 is to complete the installation of these Stovetop Firestops in all of the units.

The department continued its partnership with Adams advertising for the use of the digital billboard at the intersection of U.S. Highway 74 and Walkup Ave. In 2018 we were able to focus our risk reduction efforts toward recurring median fires we were responding to on Hwy 74. We also displayed the NFPA's Fire Prevention Week Campaign Look. Listen. Learn. in October.



October Fire Prevention Week in 2018 once again was kicked off with Sparky's Fire Prevention Party at Monroe Crossing Mall. The event included a coloring contest, story time, junior firefighter challenge, balloon artist and Union County Fire Marshal's Office ATF dog "Camden" demonstration. Chick-Fil-A Monroe provided prize baskets to the coloring contest winners. Safe Kids Union County and Monroe Fire Explorers also helped to provide safety information and manage the event.

Some of the other events during Fire Prevention Month included the City of Monroe Citizen's Academy, fire extinguisher training, 3M Scott Family Day, Fire Safety Bingo with Woodridge residents, and many fire truck displays and station tours.



Captain Chuck Porter & Firefighter Joe Uhl



Firefighter Tyler Carter & Firefighter Ryan Craig @ Winchester Head Start

The department received a grant in 2018 from the North Carolina Burned Children's Fund. With this grant we were able to purchase a tablet computer. This tablet has been useful in delivering an extra interactive piece to our curriculum with the NFPA's Sparky fire safety apps. These apps have been used at community events, career fairs and in classrooms.

In 2018, we have been able to increase the number of preschool students reached by 35%. The Start Safe program which focuses on fire and burn prevention, and station tours helped to make this possible. The department was also able to increase the number of schools that participated in our Third Grade Fire Safety program. Union Academy, Walter Bickett and Benton Heights Elementary were schools that participated. We hope 2019 provides the opportunity to reach 100% of the 3rd grade students within the City of Monroe.



FIRE MARSHAL DIVISION

The department continued its partnership with Union County Human Services and Union County Public Schools Latino Outreach in delivering “Parenting with a Purpose”. The once a month program is delivered at various locations across the city and county. We also held two Fire Safety Family Workshops for this group. The parents were able to learn how to properly use a fire extinguisher and children enjoyed crafts and an educational station tour.



Firefighter Kyle Furr, Firefighter Hoke Carlan, Captain Daniel Grigston



Sparky & Captain Lori Hyatt with Rocky River Third Graders

The Monroe Fire Department continued its risk reduction in many ways in 2018 including Facebook and website postings, smoke/carbon monoxide alarm installation program, community events, CPR classes, parenting classes, child passenger seat installations and career fairs. Our safety messaging in 2018 was viewed by an estimated 310,952 people. The following table shows the total number of public fire and life safety education participants reached through classroom based programs in 2018.

Month	Age Group 0-4	Age Group 5-10	Age Group 11-13	Age Group 14-18	Age Group Adult	Age Group Senior	Total
January	10	18	0	19	54	0	101
February	50	13	0	23	110	22	218
March	46	65	83	63	188	89	534
April	55	283	2	9	84	0	433
May	139	310	0	7	55	46	557
June	47	169	32	13	257	9	527
July	116	13	0	2	34	0	165
August	40	100	28	10	188	0	366
September	66	157	15	10	123	0	371
October	551	183	20	34	278	35	1101
November	0	15	168	13	106	15	317
December	5	19	6	20	35	5	90
Total	1125	1345	354	223	1512	221	4780



FIRE MARSHAL DIVISION

The Fire Marshal Division continued the Fire Explorer program in 2018. We recruited at Piedmont and Monroe High Schools along with recruitment through our Facebook page. Through these opportunities we were able to recruit 6 new members to our group. The department currently has 11 fire explorers.



Captain Katie Hinson, Explorer Michael Price, Explorer Austin Klein, Explorer Austin Hilton, Explorer Cameron Canupp, Captain Kevin Philemon



Explorer Training Drill June 2018



Safe Kids Union County Seat Check Saturday 2018

	2014	2015	2016	2017	2018
Fire Extinguisher Training Participants	0	0	688	705	780
Fire Extinguisher Training Classes	0	0	34	28	37
Public Fire Education Participants	2,468	3,359	3,833	4,567	4,780
Public Fire Education Events	63	69	122	169	150
Public Relations Events	*	41	65	35	43
Public Relations Participants	*	1,687	N/A	N/A	N/A
Smoke Detector Installations	90	41	97	307	161
Battery Replacements	*	84	73	107	126
Carbon Monoxide Detector Installations	8	7	6	22	27
Community Watch Meetings	7	2	2	2	8
Child Safety Seat Installation / Inspection	83	155	242	237	186



Smoke Alarm Campaigns



The Monroe Fire Department conducted two separate Smoke Alarm Campaigns in 2018. The first was part of the North Carolina Office of State Fire Marshal's Statewide Smoke Alarm Canvassing Day on June 23, 2018. The department received 60 smoke alarms from the Office of State Marshal to be installed on this day. We focused our efforts in continuing to canvass Planning Zone 7. Through a historical review of prior structure fire incidents and the department's Standard of Cover, we determined this specific planning zone to focus our smoke alarm canvass. During this canvass, out of a total of approximately 112 residences, 54 were checked, 43 residences were either not at home or vacant, and 20 refused. With these results department members installed 34 new smoke alarms and changed 18 batteries. Home safety brochures were also given to residents.



Our second smoke alarm canvass was on August 11, 2018. This canvass came through a request from Pine Knoll Community Office management. The Pine Knoll Community is a largely Hispanic community. The residences there are mobile homes that are privately owned but placed on a rented lot. The department was able to work with office staff to make this canvass into a Community Fire Safety Day. The events for the day included kids' activities, fire truck tours, snow cones, smoke alarm checks, and a water balloon fight at the end. Homeowners signed up with office staff prior to our visit to request a smoke alarm check. We were able to check 25 residences and hand out Spanish home safety brochures. Of these residences, none had a working smoke alarm. We installed 45 new 10-year battery smoke alarms. We were also able to reach approximately 55 children through the event. In addition to these canvasses the department also offered smoke alarms, carbon monoxide detectors, and battery replacements through phone call request and website request. Our overall total for smoke alarms installed in 2018 was 161. The department changed 126 batteries and installed 27 carbon monoxide alarms.



The year 2018 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 implementation of a new training tracking and delivery platform. This provided better delivery and a more efficient way for members to enter their hours and for the data to be retrieved. This went along with the changes brought about in 2017 in the ISO tracking and reporting on individual training hours and topics. This was also an improvement in our ability to provide reports in support of maintaining our accredited status.

Topic	Departmental Requirement Hours Per/FF	2014	2015	2016	*2017	2018
Company Training (Fire Suppression)	192	3,904	4,021	4,092	15,192	15,283
Facility	18	336	373	334	1,639	1,350**
EMS Continuing Education	24	486	513	676	2,080	2,361
Officer Qualification (Captains, & Chief Officers)	12	331	450	240	1,258	2,892
Driver Operator	12	260	341	298	1,262	1,266
Technical Rescue	6	321	660	607	1,329	1,223
Aviation Rescue & Firefighting	6	60	115	156	286	383
Hazardous Materials	12	353	306	474	2,717	1278
Totals	282	6,055	6,779	6,877	25,747	25,209

**Included in several categories in 2017 year are certification classes held such as a 160 hour NC Hazmat Technician School, two 40 hour NC Technical Rescue Confined Space Technician schools, a weekend leadership school with SPCC and other specialty classes not normally scheduled annually. Also the 2017 report shows a large increase from previous years as we began reporting the individual personnel hours.*

*** All facility training hours over the required amount is added to the company training totals.*

With the implementation of the changes from 2017 in the ISO we had a full year in the new training software. We also had an increase in Facility training with the addition of the Conex Burn Prop that was installed at the training grounds. This was possible from a funding grant through South Piedmont Community College.





On October 25, 2018, sixteen agencies came together for a joint operations full scale exercise. During this event, we tested our capabilities at handling a mass casualty event on the grounds of the airport. It was evaluated by trained professionals from throughout the region who specialize in such events. We demonstrated fire suppression practices simulating a downed aircraft at the end of the runway involving fire. There were simulated passengers on board that required rapid rescue and immediate emergency medical care. In conjunction with Union EMS, we sufficiently removed all involved within the desired timeframe, appropriately triaging and prioritizing transport. This exercise also involved outside agencies such as the FBI, both Union County and City of Monroe officials, as well as the airport staff. The event was a huge success only confirming our capabilities.



C-Shift treating patients during 2018 Full Scale Exercise





2018 Major Training/Certification Accomplishments

UNCC Fire and Rescue Management Program
Battalion Chief Travis Stegall

NC EMT-Paramedic
Captain Lori Hyatt
FF Kevin Brittain

NC EMT-Basic
Firefighter Casey Downam
Firefighter Brandon Miles

NC Fire Officer Level II
Captain Daniel Grigston
Captain Blair Stegall
Engineer Adam Rorie

NC Fire Officer Level III
Division Chief Greg Collins
Battalion Chief Johnny Blythe
Battalion Chief Travis Stegall
Captain Bryan Kindley

NC Fire Instructor II
Captain Blair Stegall
Captain Daniel Grigston
Engineer Adam Rorie

NC EVD Instructor: Engineer John Massey

NC Fire Investigator Technician:
Deputy Chief Andrew Ansley
Captain Assistant/Fire Marshal Katie Hinson
Captain Scott Barbee
Captain Ken Brown
Captain Daniel Grigston
Captain Charlie Porter
Captain Brandon Wallace
Captain Blair Stegall
Engineer Adam Rorie

1 Completed ICS 100
1 Completed ICS 200
3 Completed ICS 300
3 Completed ICS 400
1 Completed ICS 700
1 Completed ICS 800

NC Emergency Management Damage Assessment:
Captain/Assistant Fire Marshal Kevin Philemon

NC Child Passenger Safety Seat Technician
Captain Carter Plyler
Engineer Joseph Upchurch
Firefighter Brandon Cleary
Firefighter Jarrin Tucker
Firefighter Jeffrey Price
Firefighter Jody Frazier
Firefighter Joey Deese
Firefighter Michael Matranga
Firefighter Stephen Craig

National Fire Academy Command and Control of Incident Operations
Captain Daniel Grigston
Engineer Jonathan Mullis

Youth Firesetter Intervention Specialist:
Captain Kevin Philemon

NC HAZMAT Tech Level II
Firefighter Steven Craig

NC Land Search Field Team Member
Captain Dennis Robinson

NC Technical Rescuer Ropes
Engineer Robert Melton
Firefighter Chad Burns
Firefighter Ethan Ross

Rescue Basic and Advanced Swiftwater and Flood Rescue Technician
Engineer Rodney Austin
Firefighter Michael Matranga

NC Driver/Operator Pumps
Firefighter Steven Craig

National Fire Academy Plans Review for Fire and Life Safety
Division Chief Robert Bolick

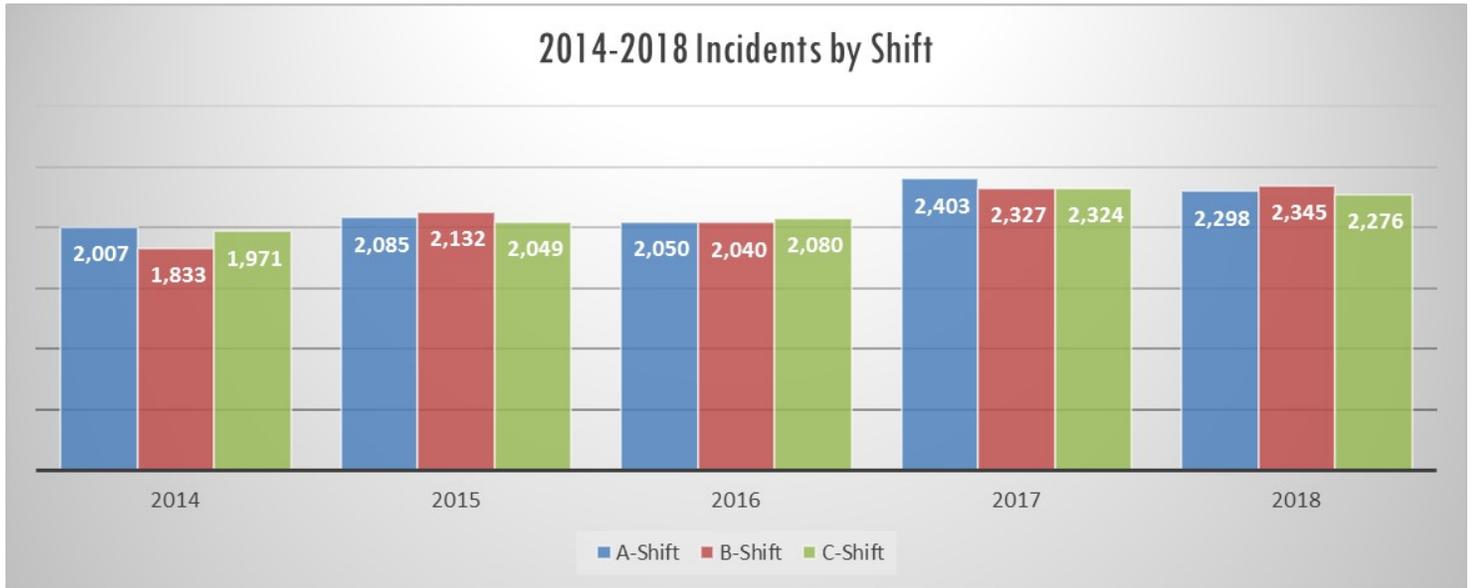
NC Association of Fire Chief's Training Management Program
Captain Bryan Kindley
Captain Charlie Porter
Captain Chris Yates

NC Fire Inspector
Level I: Captains Adam Speer, and Matt Hinson
Level II: Captain/Assistant Fire Marshal Katie Hinson
Level III: Captain/Assistant Fire Marshal Carter Plyler



Statistical Information

**THE FOLLOWING CHARTS AND GRAPHS SHOW
STATISTICAL INFORMATION OF THE DEPARTMENT'S
RESPONSE FOR THE YEAR OF 2018.**



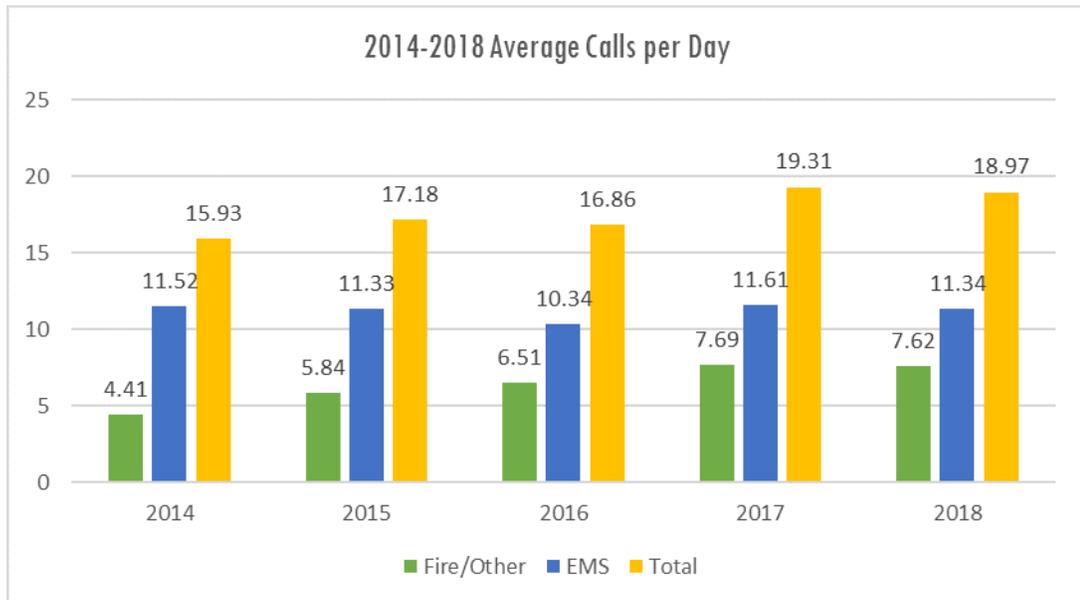
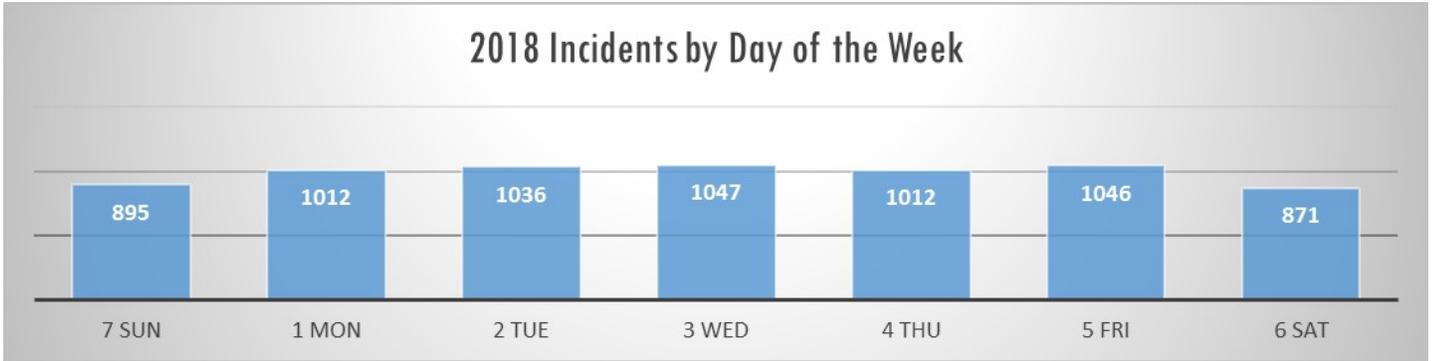
Call Response per Station

	Station 1	Station 2	Station 3	Station 4	Station 5	Total
2014	1,679	1,768	903	1,166	198	5,808
2015	1,739	1,958	948	1,289	222	6,269
2016	1,701	1,864	1,052	1,181	214	6,170
2017	2,103	2,210	1,164	1,226	335	7,049
2018	1,986	2,159	1,158	1,209	397	6,920



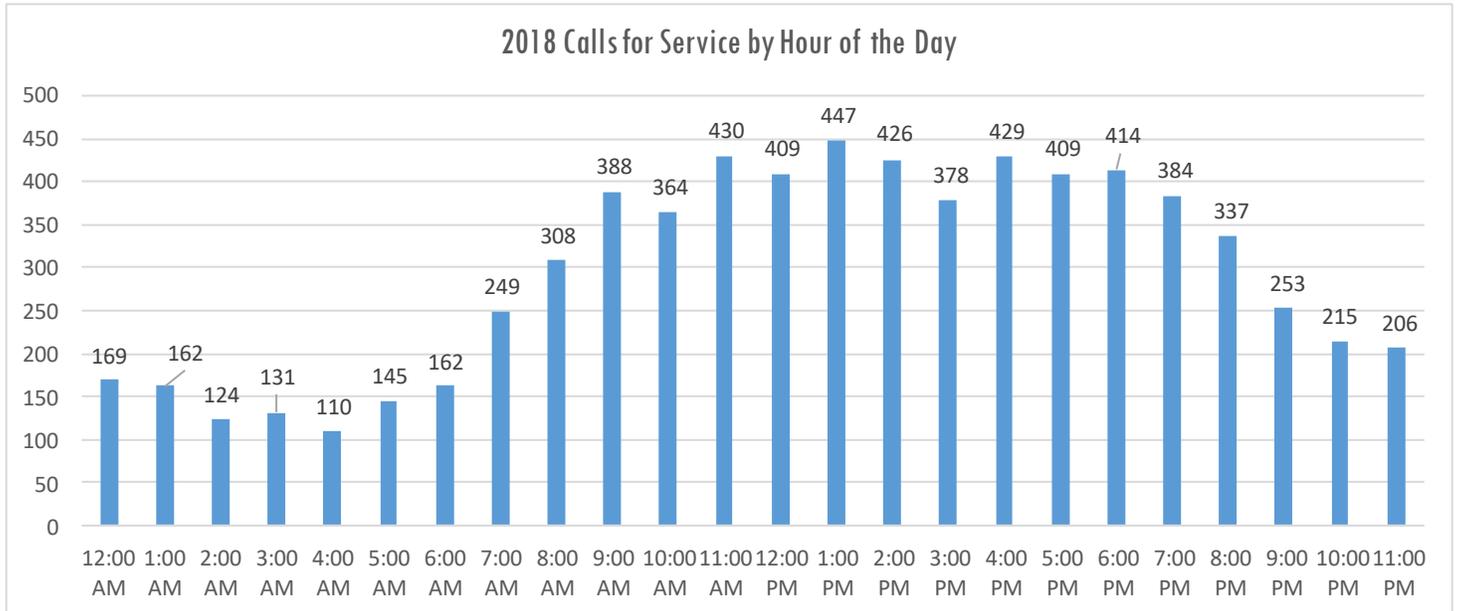
Statistical Information

THE FOLLOWING CHARTS AND GRAPHS SHOW
STATISTICAL INFORMATION OF THE DEPARTMENT'S
RESPONSE FOR THE YEAR OF 2018.





Statistical Information



B-Shift Crew Working Fire



Statistical Information

Call Response per Apparatus

Company	2014	2015	2016	2017	2018
Battalion 1	678	794	871	950	899
Battalion 2	6	8	13	8	23
Engine 1	1,038	1,209	1,172	1,375	1,101
Ladder 1	540	613	679	686	692
Rescue 1	790	777	762	812	767
Medic 1	1,119	1,142	1,149	1,368	1,289
Quint 2	867	1,437	1,702	1,655	1,474
Medic 2	1,015	654	316	804	760
Engine 3	819	941	1,008	1,066	957
Medic 3	482	448	472	588	486
Quint 4	661	1,174	1,242	1,077	1,097
Medic 4	714	322	257	347	401
Blaze 4	5	5	7	14	9
Engine 5	607	762	692	771	797
Medic 5	140	132	135	171	117
HazMat 5	33	27	40	45	37
HazMat 55	8	7	5	4	4



Fire Marshal Robert Bolick & Assistant Fire Marshal Carter Plyler



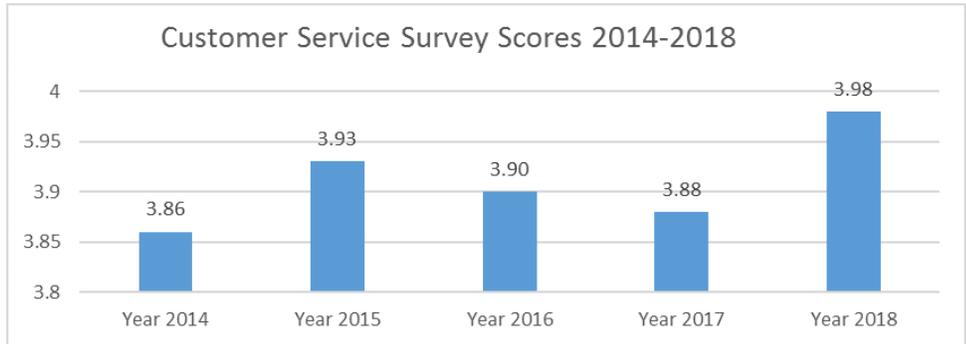
Laying a water supply



Statistical Information

Customer Service Survey Program

A customer service survey program was began in 2009 in an effort to gather feedback and communication from the citizens we serve. In 2015 the questionnaire was revised to reflect emergency and non-emergency services that the department provides. These customer surveys are randomly selected from the department's records management system and mailed. Random customer surveys can also be completed on our website. The survey results for 2014 through 2018 are provided with a graph showing our performance for the last five years.



Program Area	2014	2015	2016	2017	2018
Emergency Services					
Quality of service provided	3.87	3.91	3.89	3.94	3.98
Knowledge and skills	3.82	3.92	3.87	3.94	3.97
Courteous and helpful	3.93	3.93	3.89	3.91	3.98
Speed of response	3.84	3.9	3.88	3.91	3.98
Success at controlling loss	3.69	3.87	3.88	3.9	3.97
Acted professionally	3.9	3.94	3.92	3.94	3.98
Answered questions clearly	3.87	3.95	3.9	3.91	3.97
Non Emergency Services					
Ease of Scheduling Appointment		3.79	3.75	3.79	3.93
Convenience of Appointment Time		3.83	3.79	3.79	3.93
Answered questions professionally		3.9	3.95	3.91	3.96
Acted Professional		3.93	3.96	3.94	3.97
Explanation of fees/billing/rechecks		3.86	3.92	3.8	3.93
Friendliness/courtesy of the inspector		3.95	3.95	3.93	3.97
Overall Rating	3.86	3.93	3.9	3.88	3.98
Total Surveys mailed	371	417	516	414	433
Total Completed Surveys returned	100	106	132	79	123
Surveys returned - insufficient address	30	16	21	38	36
Percentage of surveys returned completed	26.95%	25.42%	25.58%	19.08%	28.41%



Fire Department Contacts

Fire Chief rfowler@monroenc.org	Ron Fowler	704-282-4702
Deputy Chief of Operations cgriffin@monroenc.org	Chris Griffin	704-282-4740
Deputy Chief of Administration gcollins@monroenc.org	Greg Collins	704-282-4739
Interim Division Chief of Training bkindley@monroenc.org	Bryan Kindley	704-282-4746
Administrative Assistant II scouick@monroenc.org	Sheila Couick	704-282-4726
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Division Chief / Fire Marshal rbolick@monroenc.org	Robert Bolick	704-282-4706
Captain / Asst. Fire Marshal cplyler@monroenc.org	Carter Plyler	704-282-4713
Captain / Asst. Fire Marshal kphilemon@monroenc.org	Kevin Philemon	704-282-4741
Captain / Asst. Fire Marshal Fire & Life Safety Educator kahinson@monroenc.org	Katie Hinson	704-282-4734
Fire Department Analyst jrampey@monroenc.org	Joe Rampey	704-282-4795
On Duty Battalion Chief		704-320-5456



Fire Station Information

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)