



2018 ANNUAL REPORT





CITY OF HENDERSONVILLE FIRE DEPARTMENT



MISSION STATEMENT

The Hendersonville Fire department will provide excellent customer service by minimizing risk to life, property and the environment while creating a strong bond with our community through public education and prevention.

VISION STATEMENT

The Hendersonville Fire Department will strive to meet the needs of our community through quality performance and excellence in service.

DEPARTMENT VALUES

These values are intended to guide our efforts and should be obvious in every action and delivery of service. Below are the core value statements derived from the value words that we as an organization chose as the guiding principles for our members.

HONOR

Honor is the value of personal and professional accountability displayed through integrity, honesty and ethical behavior. We recognize the privilege of serving, and strive to treat everyone with dignity and respect.

PROFESSIONALISM

Our core value of professionalism defines who we are. We believe our chosen career is an upstanding and sound service to the community we serve. We take our role seriously and do all that we can to be a positive model for future generations.

PRIDE

We respect and honor the traditions of our organization, community and profession.

DEDICATION

We value dedication as a positive driving force to successfully utilize our skills, knowledge, and capabilities to work through any challenge, adversity, or other barrier to meet the community's needs and the needs of our organization and its members.

TEAMWORK

We value teamwork as we encourage and embrace each member's capabilities to enhance our collective performance as a whole. Teamwork and shared leadership are fundamental to our organization and we will actively promote collaboration and cohesiveness among our team members.

HENDERSONVILLE FIRE DEPARTMENT

Letter from the Chief



It is an honor to present the 2018 Hendersonville Fire Department Annual Report to Mayor Barbara Volk, respected members of the City Council, City Management, and the Citizens of Hendersonville. The 2018 annual report provides you with a written and visual review of the accomplishments made by the Hendersonville Fire Department along with statistical data and future opportunities to improve the level of service our department delivers to the City of Hendersonville.

Our department continues to be fiscally responsible and provides exceptional customer service to the citizens of Hendersonville, visitors and surrounding communities. This is extremely important as our community continues to grow along with our service demand. During the strategic planning process our citizens identified fire suppression, emergency medical and rescue as the top priorities along with arriving on-scene quickly to create a positive outcome. The study currently being performed by Brooks Innovative Solutions will give us guidance that will aid in future growth and assist with prioritizing capital expenditures.

As we continue to look towards the future, it is important to recognize our accomplishments from the last year. Our department was awarded the Staffing for Adequate Fire and Emergency Response (SAFER) grant in the amount of \$299,291.00 from the Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA) for the hiring of three firefighters. We also developed a Cancer Prevention Program for our department and outfitted all apparatus with a decontamination kit to prevent members from continued exposure of carcinogens. Another great accomplishment was the donation of a 1991 American LaFrance Fire Engine to Henderson County Public Schools Fire Academy Program which will give students the opportunity to do practical skills on a working apparatus instead of having to simulate skills.

I would like to thank all the members of the Hendersonville Fire Department for their continued support, professionalism and commitment at every level of the organization. We will continue to advocate for progress utilizing a proactive approach that will enhance our safety and service delivery to the citizens of Hendersonville.

Stay Safe,

A handwritten signature in blue ink, which appears to read "Joseph M. Vindigni".

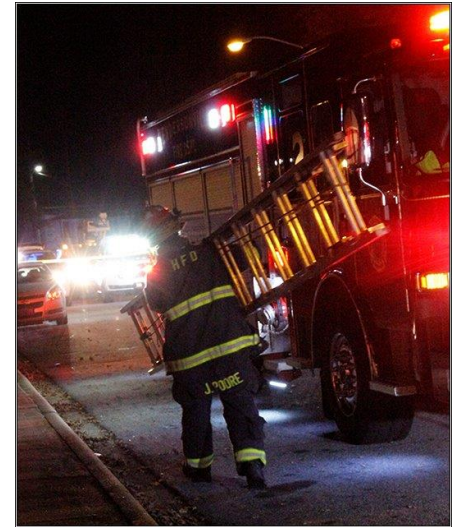
Joseph M. Vindigni

HENDERSONVILLE FIRE DEPARTMENT

CITY OF HENDERSONVILLE & FIRE DEPARTMENT INFO

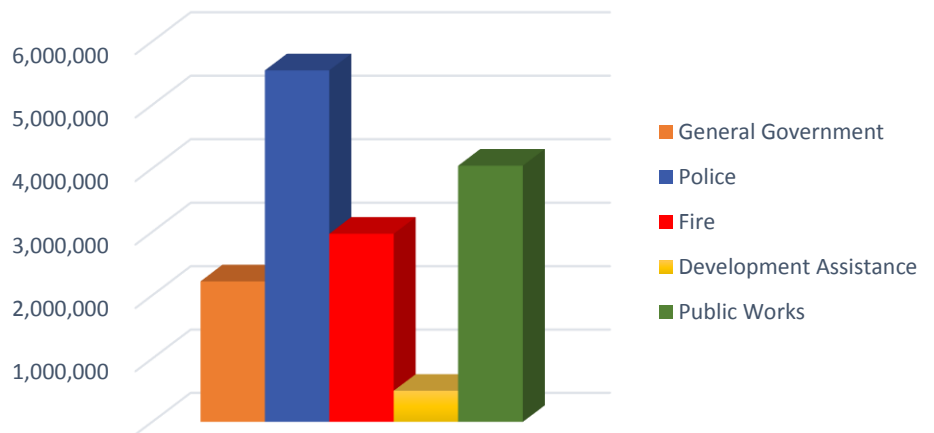
The City of Hendersonville is located in the center of Henderson County, along the Eastern Escarpment of the southern Blue Ridge Mountains, and serves as the county seat. The city is 6.93 square miles and the population as of 2017 was 14,189. This is a 19% increase since 2000.

The Hendersonville Fire Department was established in 1892 and is the busiest fire department in Henderson County. The department operates on an annual budget of \$ 3,036,097 and has a total of 37 members making up four divisions: Administration (3), Operations (30), Life Safety (3), and Training (1). The Department utilizes three rotating shifts working in 24 hour increments; which provides continuous coverage 365 days a year out of two fire stations. The members are broken into two Engine companies and a Ladder company. All employees are NFPA certified firefighters and emergency medical technicians at the basic level with the exception of the administrative assistant. Annually, the department responds to over 4,600 calls for service and maintains as ISO class 3 rating.

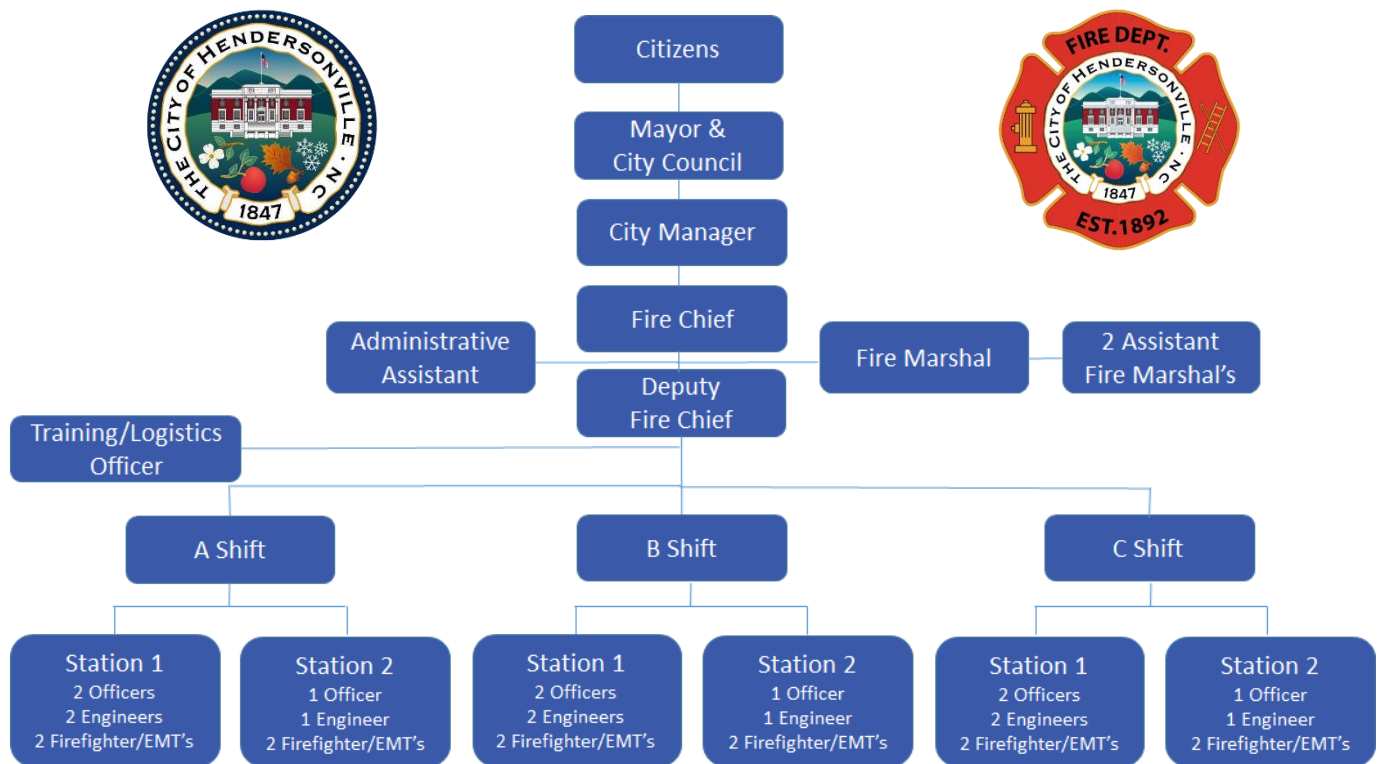


The City changes with the seasons, and truly cannot be measured by the 14,189 residents that call it home. The daytime population for the City is estimated to be around 30,000 due to the influx of people coming into the city for work and play. Hendersonville's median age is 47, which is 9 years above the median for the state.

General Fund Budgets by Department



Hendersonville Fire Department Organizational Structure



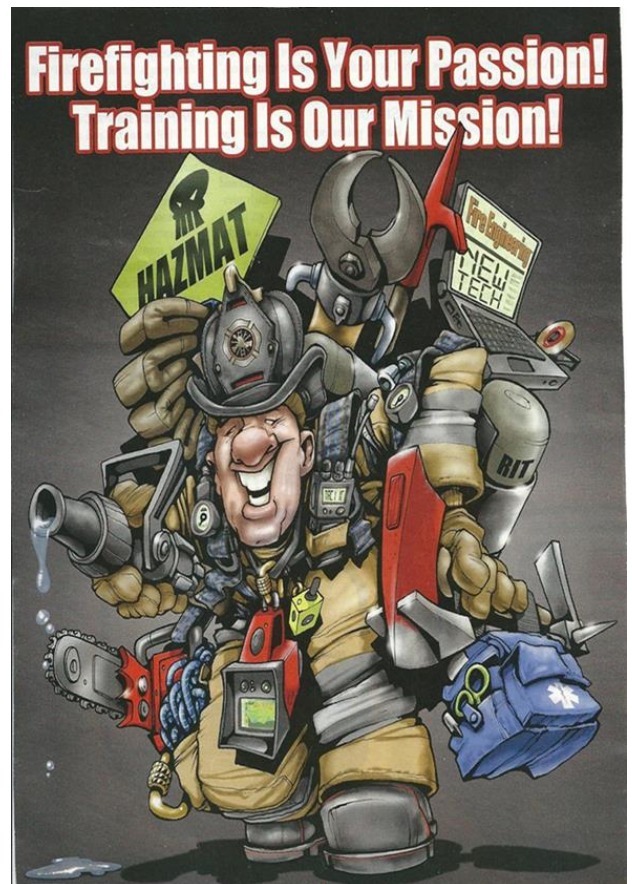
TOTAL PERSONNEL COUNT

30 | Emergency Operations
3 | Fire Prevention
3 | Administration
1 | Training/Logistics

HENDERSONVILLE FIRE DEPARTMENT

FUNCTIONS OF THE FIRE DEPARTMENT

- Fire Suppression
 - Save Lives
 - Protect Property
 - Protect the Environment
 - Confine fire to room of origin
- Emergency Medical Services
- Vehicle Extrication
- Natural Disasters
- Hazardous Materials Mitigation
- Community Risk Reduction
 - Fire & Life Safety Prevention & Education
- Fire Code Compliance
 - Plans-Review
- Fire Investigations
- Rescue – Basic and Technical
 - Vehicle Extrication
 - Water Rescue
 - Confined Space Rescue
 - High-Angle Rescue
 - Elevator/Machinery Rescue
 - Structural Collapse
 - Land Search
- Domestic Preparedness Planning & Response
 - Emergency Management
 - Terrorism & Weapons of Mass Destruction
 - Large Scale & Violent Events
- Other

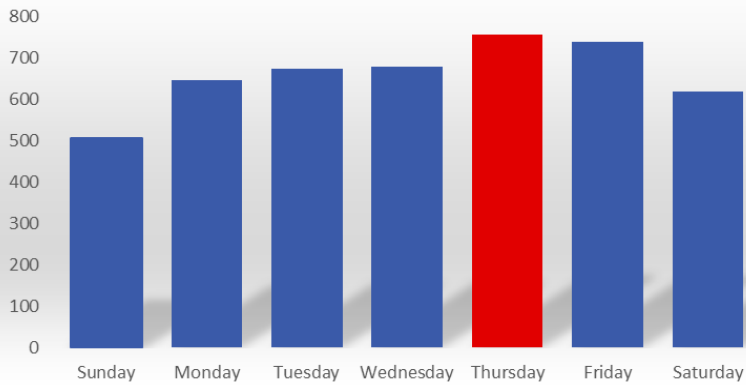


HENDERSONVILLE FIRE DEPARTMENT

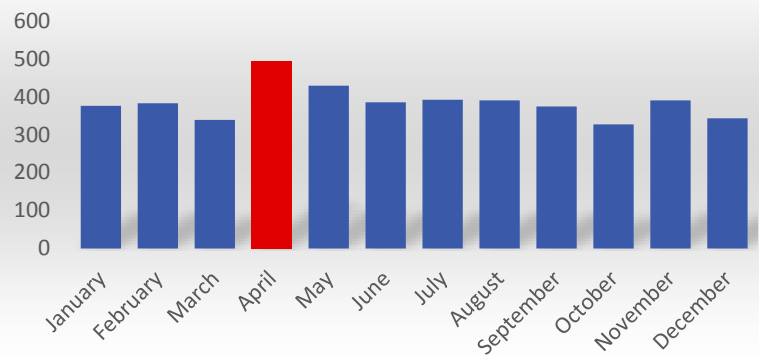
ABOUT THE DEPARTMENT

The Hendersonville Fire Department routinely evaluates Incident data to ensure we are providing the best possible service to our community.

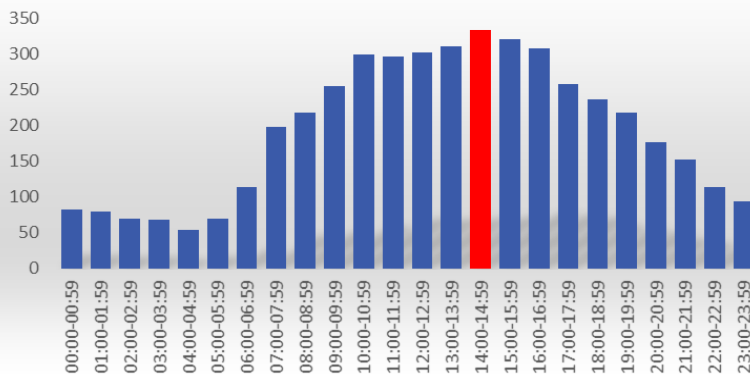
Emergency Incidents by Day



Emergency Incidents by Month



Emergency Incidents by Hour



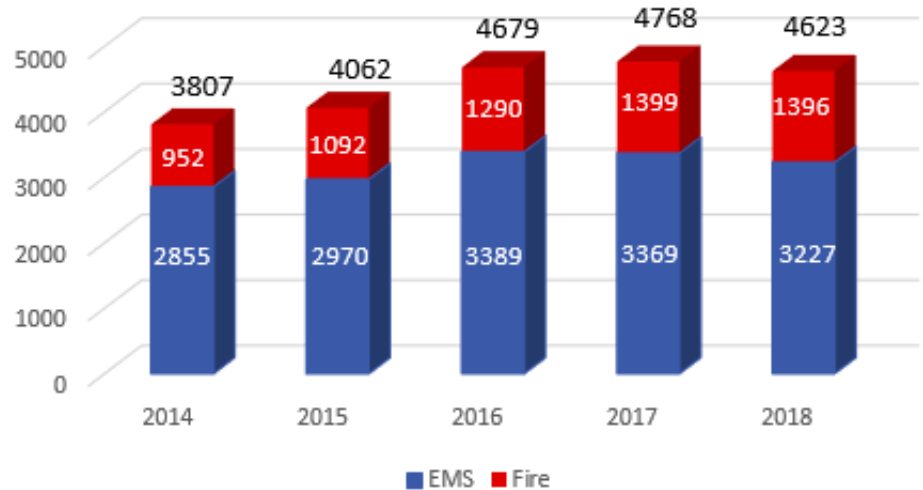
HENDERSONVILLE FIRE DEPARTMENT

OPERATIONS

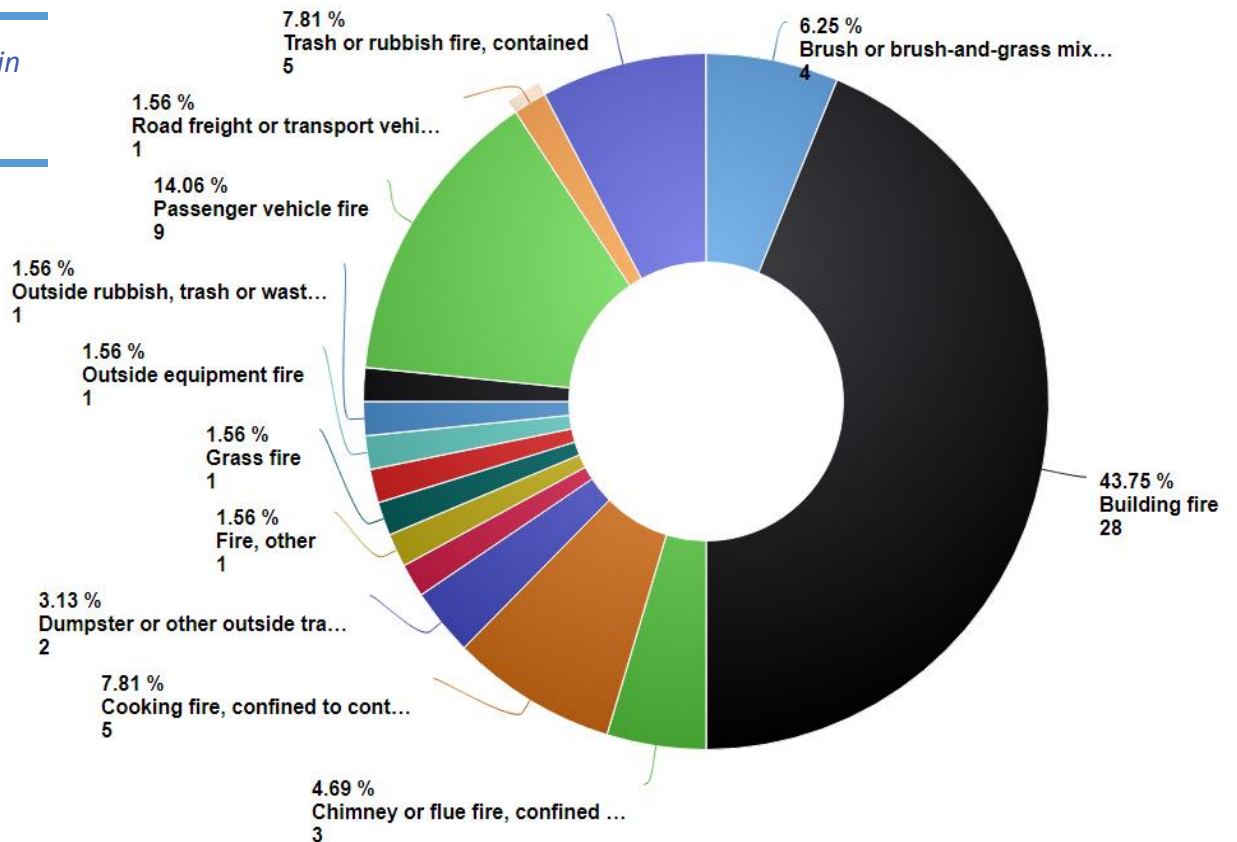
The Hendersonville Fire Department has a minimum staffing of nine Firefighters each day and operates two engines and one ladder from two fire stations. Personnel operate on a modified L.A. schedule and performs various functions including fire mitigation, emergency medical services, hazardous material operations, and specialized rescue. The

Operations Division responded to 4,623 calls for service in 2018 with 3,227 being EMS related and 1,396 being Fire related. Call volume is slightly less than last year due an operational change related to urgent care facilities.

5 Year Emergency Incident Data



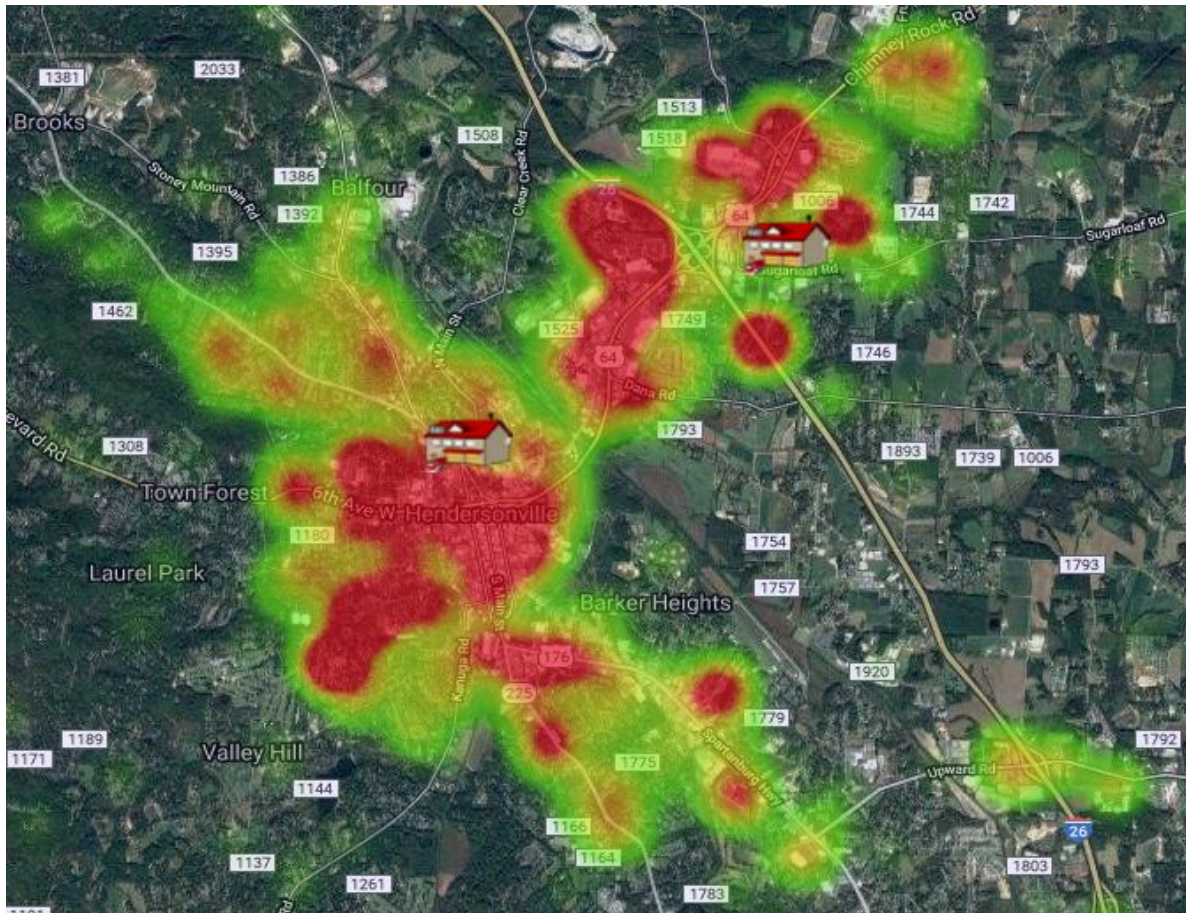
Fire Incidents in 2018



HENDERSONVILLE FIRE DEPARTMENT

OPERATIONS

2018 Call Volume Heat Map



Simultaneous Emergency Incidents

Description	Cumulative Percentage
At least 2 incidents occurring at the same time	36.97%
At least 3 incidents occurring at the same time	14.5%
At least 4 incidents occurring at the same time	5.84%
At least 5 incidents occurring at the same time	2.58%
At least 6 incidents occurring at the same time	.74%

Structure Fire Response for 2018

Property & Content Values versus Losses

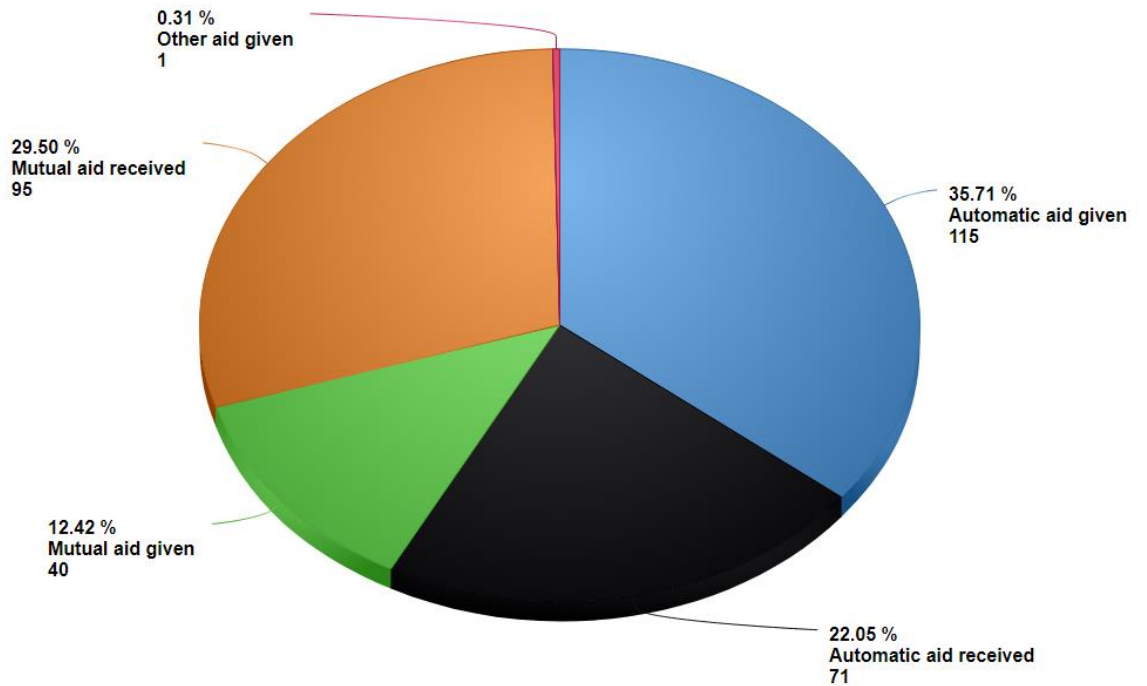
Pre-Incident Value	Fire Losses	Saved Value
\$14,757,483.00	\$237,550.00	\$14,519,933.00

HENDERSONVILLE FIRE DEPARTMENT

AUTOMATIC & MUTUAL AID

The Hendersonville Fire Department has automatic aid contracts with Valley Hill Fire & Rescue, Blue Ridge Fire & Rescue, Mountain Home Fire & Rescue, and Dana Fire & Rescue as well as a mutual aid contract with all Henderson County departments. These contracts are reciprocal and assist us with providing quality service throughout our community.

Automatic & Mutual Aid Given and Received for 2018



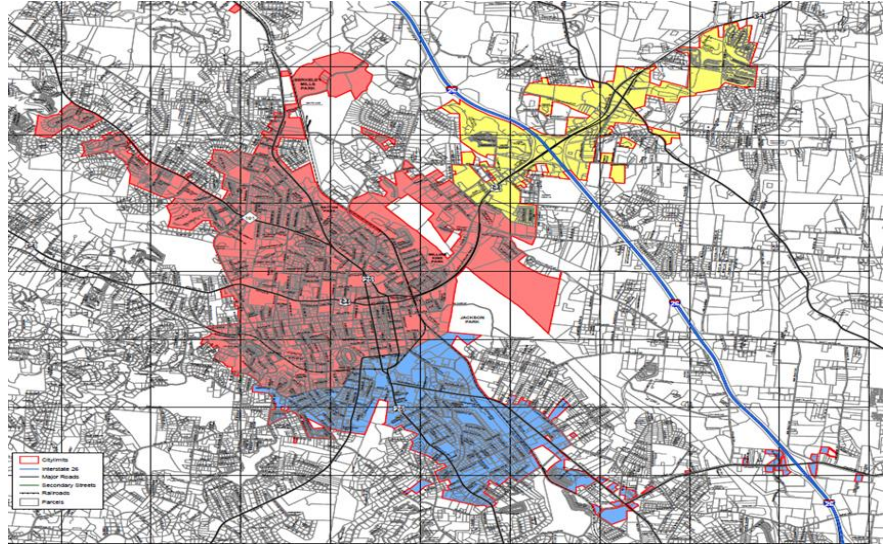
PLANNING FOR THE FUTURE

2018 District Call Volume Breakdown

District 1 – Red – 2,122 Calls District 2 – Yellow – 1,428 Calls District 3 – Blue – 886 Calls

Outside City – 187 Calls

The Hendersonville Fire Department created a new District 3 in 2017 in order to start tracking information pertaining to emergency incident responses on the south side of the City. This enables us to have factual data that can be utilized when considering the addition of a third fire station. Adding this Station will reduce response times dramatically, increase our overall availability within the City, reduce the reliability we currently have on mutual aid departments, and increase our overall safety and effectiveness.



We are currently working with Brooks Innovative Solutions to:



- Conduct a comprehensive study to produce a Fire Department Deployment study that clearly demonstrates historical, current and future demands for service, growth, identify gaps in coverage and provide recommendations for improvement.
- Study deployment for distribution (station sites), concentration (staff and equipment resources) including a specific analysis of existing and future station locations, with a complete review and testing of the department's current community risk assessment and standards of cover service level objectives.
- Conduct an analysis of the department's reliability and availability for response and the impact of mutual aid both given and received.
- Study current facility features compared to current industry practices.
- Conduct a fleet assessment with major component ratings and replacement schedule recommendations.

All analysis and findings for each study component will be evaluated for implications and compliance with specific regulatory guidelines, industry best practices, and market city benchmarking.

HENDERSONVILLE FIRE DEPARTMENT

TRAINING

The Hendersonville Fire Department strives to provide its members with high quality training to ensure safe and efficient practices while operating on an emergency scene. The Administration oversees the delivery of training to firefighters, officers and staff in compliance with applicable local, regional, county, state and federal requirements. In 2018, our members participated in over 10,700 hours of training. Training delivery is conducted in the classrooms, on training sites in the field, online, and self-directed reading.



Firefighters respond to a wide variety of emergency calls and need to be ready at a moment's notice to respond in an effective way that helps those in need while keeping themselves safe when in harm's way.



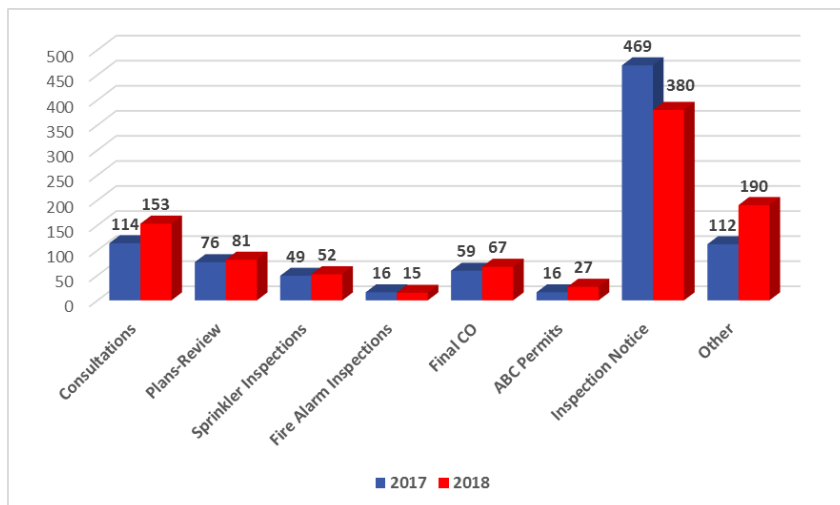
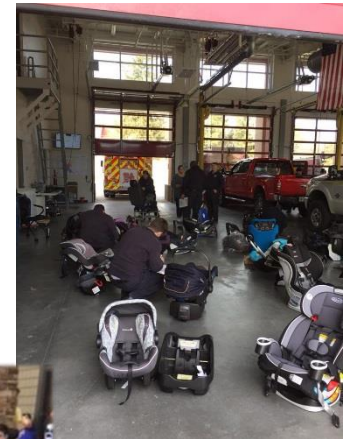
HENDERSONVILLE FIRE DEPARTMENT

FIRE PREVENTION

The Hendersonville Fire Department Life Safety Division focuses on fire prevention & education, enforcement of the fire code, plans review, fire safety inspections, and fire investigations. They also manage our Knox Box program and work very closely with Henderson County Fire Marshal's Office and Code Enforcement Services.

2018 Fire Prevention Report	Total
Fire Prevention Programs Offered	67
Actual Hrs. of Instruction	171.5
Total # of Participants	317,512
Number of Smoke Alarms Installed	352
Smoke Alarm Batteries Installed	33
Car Seat Checks	21
Car Seats Installed	78

Category	2017	2018
Fire Inspections	1832	1894
Re-Inspections	1001	805



* Other includes: Certified Letters, Complaints, Foster Home Inspections, Hazardous Use, New Business, Occupancy Count, Pre-Plans, and Tent Inspections



HENDERSONVILLE FIRE DEPARTMENT

WHAT HAPPENED IN 2018

The City of Hendersonville Fire Department was awarded a Staffing for Adequate Fire and Emergency Response (SAFER) grant in the amount of \$299,291.00 from the Department of Homeland Security (DHS) / Federal Emergency Management Agency (FEMA) for the hiring of three firefighters.

The SAFER grant is awarded for a period of three years. The grant will pay for 75 percent of the salary and benefits for each of the three new firefighters in the first and second year of the grant; the third year of the grant funds 35 percent of salary and benefits. The new firefighters will increase the total fire department workforce to ten firefighters per shift.



The City of Hendersonville donated a 1991 American LaFrance Fire Truck to the Henderson County Public School Fire Academy Program. This truck will be utilized by high school students to enhance their learning and gain certifications in Firefighting.



New Faces in 2018:

FF Colton Gasperson

FF Corban Hossley

FF Dalton Putnam

FF Drew Thomas

Promotions:

Engineer John Herring

Senior Firefighter Bryan Dunne

Firefighter of the Year

John Will Justice

Fire Officer of the Year

Joshua Poore

HENDERSONVILLE FIRE DEPARTMENT

2018 PHOTO GALLERY



HENDERSONVILLE FIRE DEPARTMENT

STATION LOCATIONS



Station 1

851 North Main St

Hendersonville, NC 28791

EMERGENCY – Dial 911

Phone: 828-697-3024 (Non-emergency only)



Station 2

632 Sugarloaf Rd

Hendersonville, NC 28791

EMERGENCY – Dial 911

Phone: 828-697-3024 (Non-emergency only)



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Hendersonville
North Carolina

