

# 2017 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 my privilege to present the 2017 Hendersonville Fire Department's Annual Report to Mayor Barbara Volk, respected members of the City Council, City Management, and the Citizens of Hendersonville. The 2017 report will provide you with a written and visual review of the accomplishments and statistical data for the 2017 calendar year as well as an opportunity to look into the future as we continue to improve the level of service our department delivers to the City of Hendersonville.

The Hendersonville Fire Department is committed to running a fiscally responsible organization while providing the highest quality fire, emergency medical, rescue, and educational services to our growing community.

The Hendersonville Fire Department achieved a major milestone this year by reducing our public protection classification rating through the Department of Insurance – Office of State Fire Marshal. This process evaluated key areas related to community risk reduction, water supply, emergency communications, and the overall capabilities of the fire department. With our organization now having a Class 3 rating, many residential, commercial, industrial, and business properties will see reductions in their insurance premiums due to the hard-work and dedication from your Fire Department and the Hendersonville Water & Sewer Department.

Continuous improvement is our focus for 2018 and we will continue to develop and refine our strategic plan which will provide a roadmap for improvement as identified by internal as well as external stakeholders.

I would like to thank the members of the Hendersonville Fire Department for their unwavering support, professionalism, and dedication for what they do on a daily basis. We will continue to advocate for progress and growth in our Department and throughout the City of Hendersonville.

Stay Safe,

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

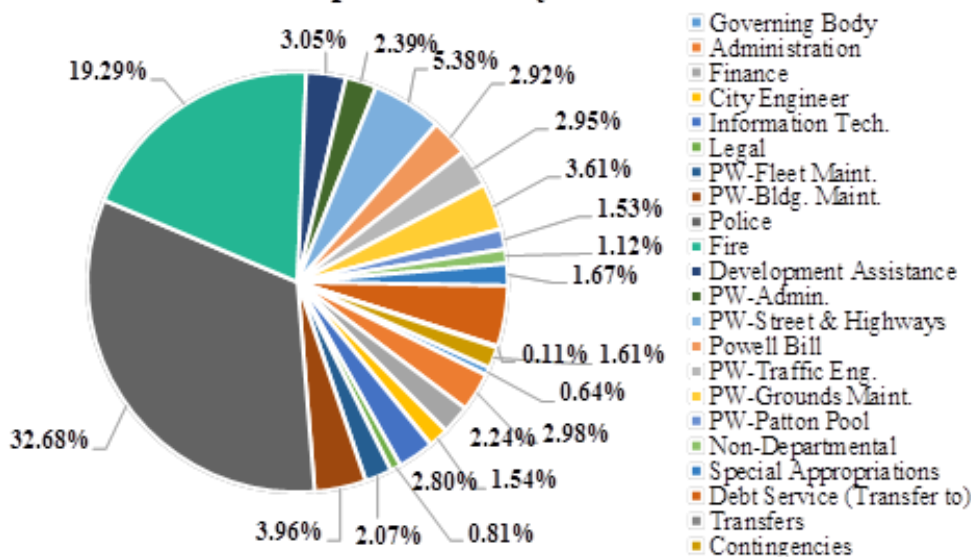
Joseph M. Vindigni

# HENDERSONVILLE FIRE DEPARTMENT

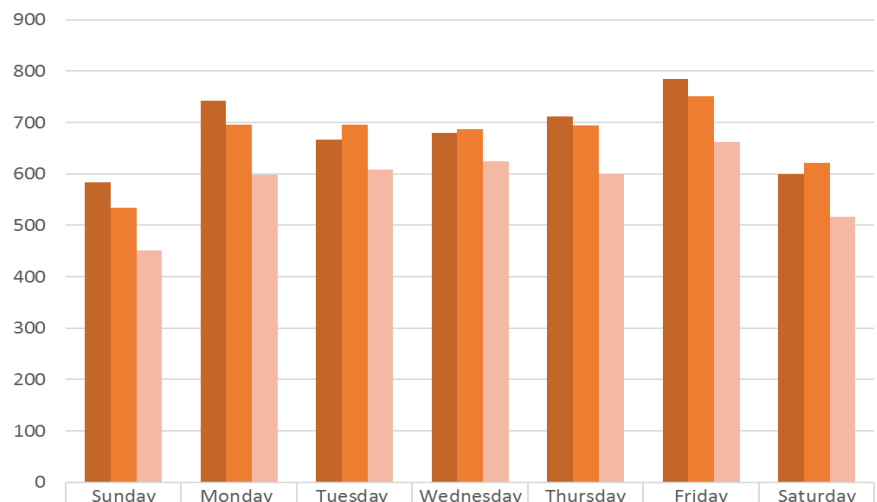
## ABOUT THE DEPARTMENT

The Hendersonville Fire Department operates on an annual budget of \$ 2,967,937 and is made up of three divisions: Administration, Operations, and Life Safety. The Operations Division has 27 full-time personnel that operate on a modified L.A. schedule and performs various functions including fire mitigation, emergency medical services, hazardous material operations, and specialized rescue. The Life Safety Division includes the Fire Marshal, Assistant Fire Marshal, Fire Inspector, and one part-time Fire Inspector that perform roles in education, enforcement, inspections, and fire investigations. The Administrative Division includes the Fire Chief, Deputy Fire Chief and Administrative Assistant that performs roles in budget, strategic planning, training, and the overall direction of the organization. The HFD also utilizes 15 part-time personnel to fill vacancies and limit the amount of overtime funds being used. The department has two fire stations and a North Carolina Response Rating Class 3 for its public protection classification.

### General Fund Expenditures by Function FY17-18



### 2017 Incidents per Day

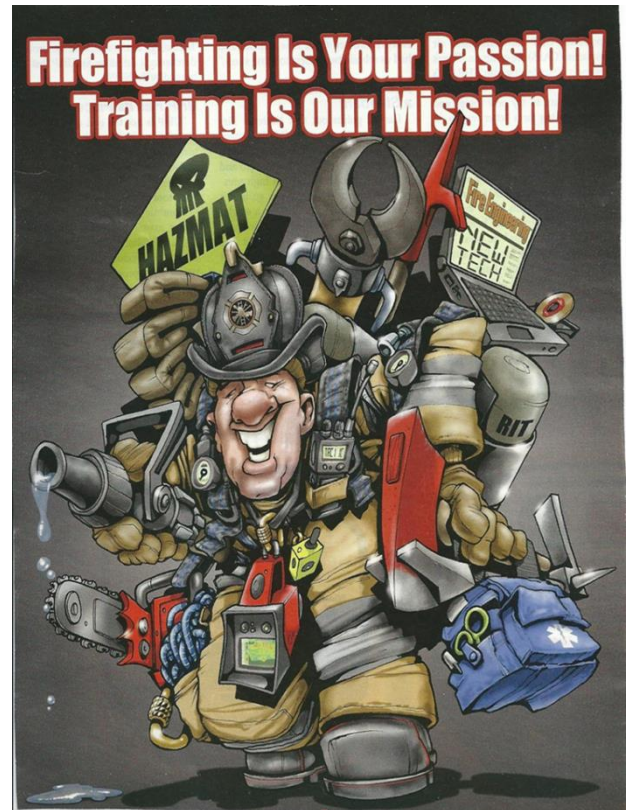


# HENDERSONVILLE FIRE DEPARTMENT

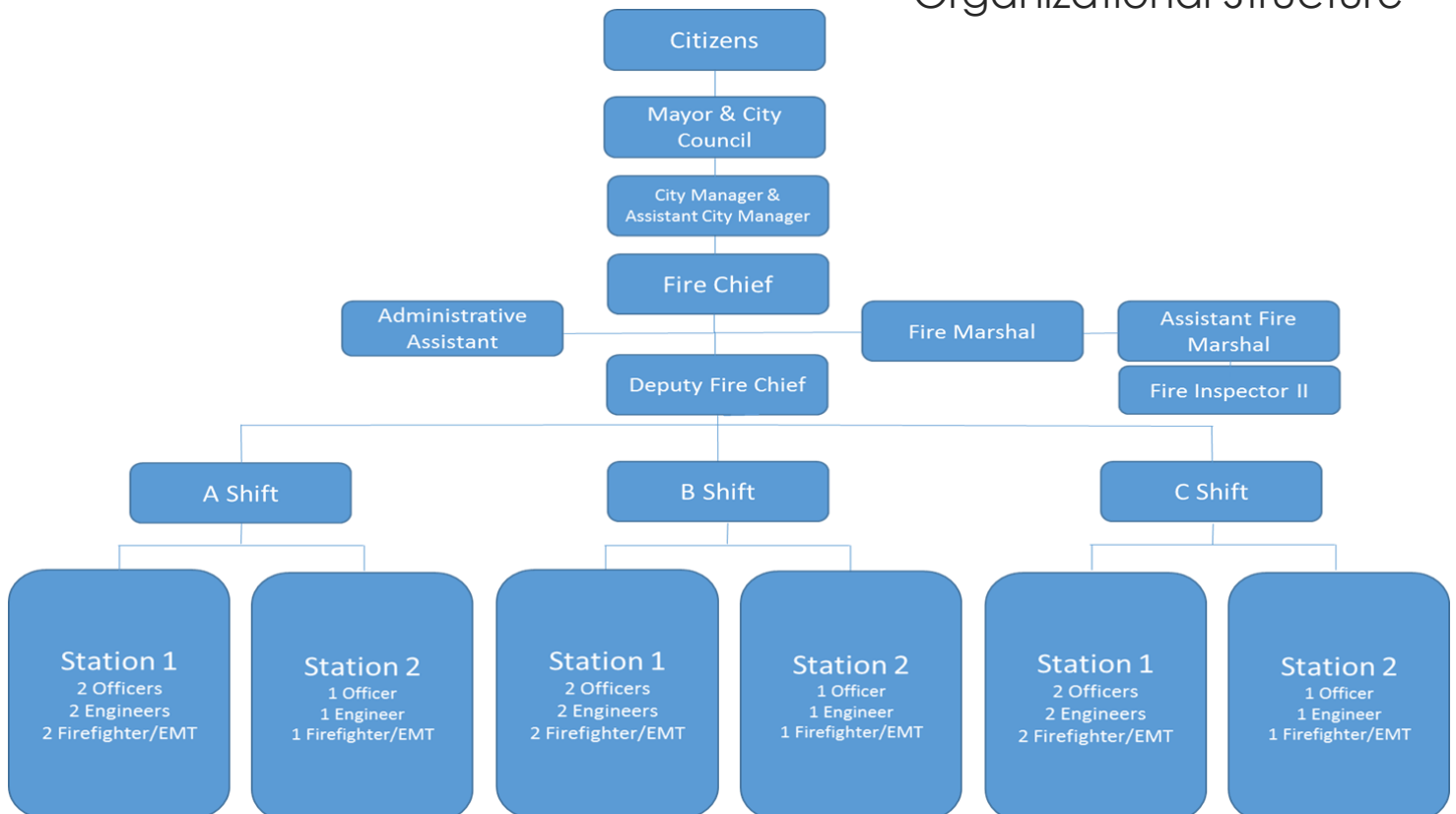
## ABOUT THE DEPARTMENT

### Core Services provided by the Hendersonville Fire Department

- Fire Suppression
- Emergency Medical Services
- Hazardous Materials Mitigation
- Vehicle Extrication
- Fire Prevention & Enforcement
- Fire Plans-Review
- Public Fire & Life Safety Education
- Fire Investigation
- Wildland Fires
- Rescue – Basic and Technical
- Domestic Preparedness Planning & Response
- Provide Automatic and Mutual Aid as needed
- Other



### Hendersonville Fire Department Organizational Structure



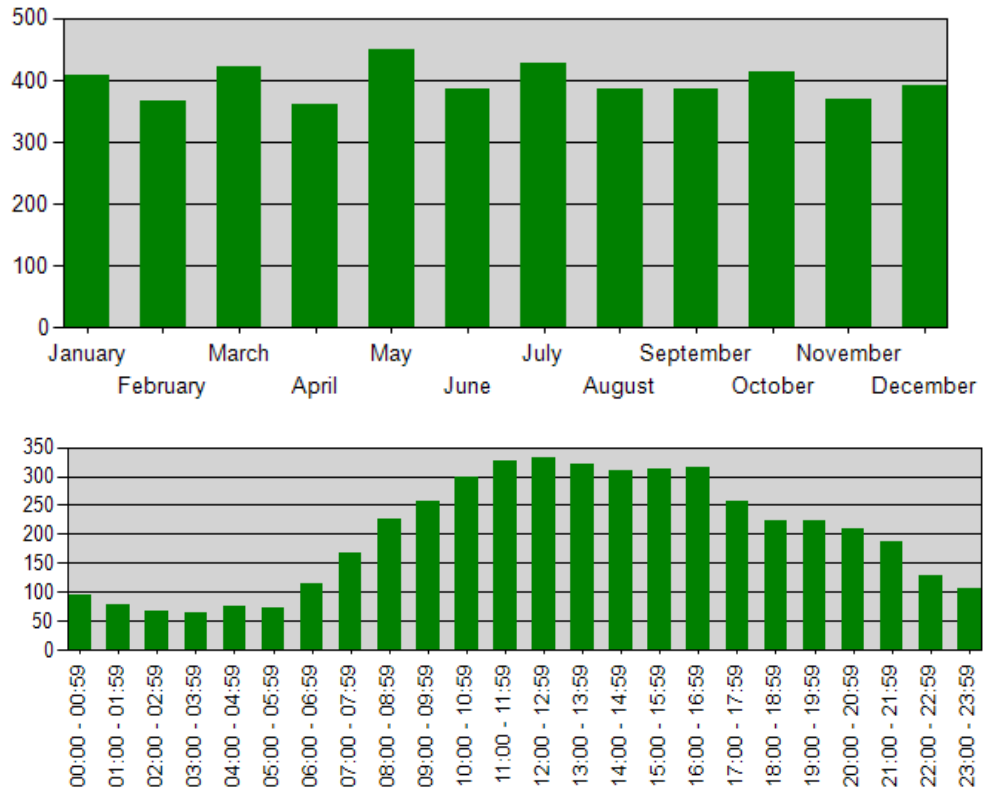


# HENDERSONVILLE FIRE DEPARTMENT

## ABOUT THE DEPARTMENT

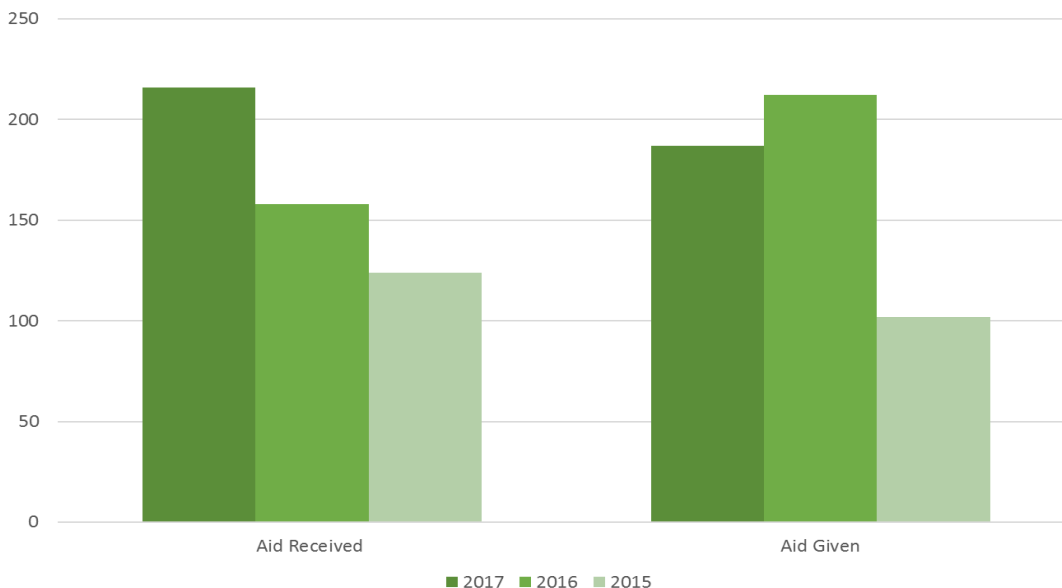
The Hendersonville Fire Department routinely evaluates data to ensure we are providing the best possible service to our community. According to the data, May is our busiest month, Friday is our busiest day of the week, and 12:00 p.m. - 1:00 p.m. is the busiest hour.

2017 Incidents by Month



The Hendersonville Fire Department has automatic and mutual aid contracts with neighboring departments. We have seen a 37% increase in the amount of aid received into the City since 2016 and a 74% increase since 2015.

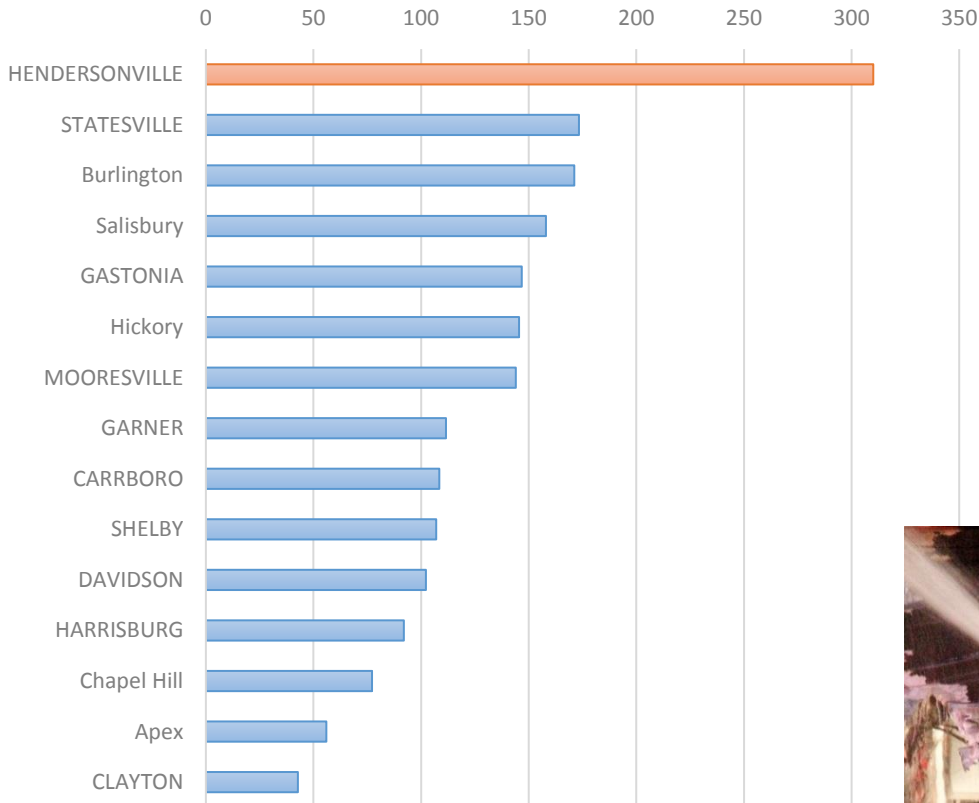
Mutual Aid



# HENDERSONVILLE FIRE DEPARTMENT

## HOW DO WE COMPARE

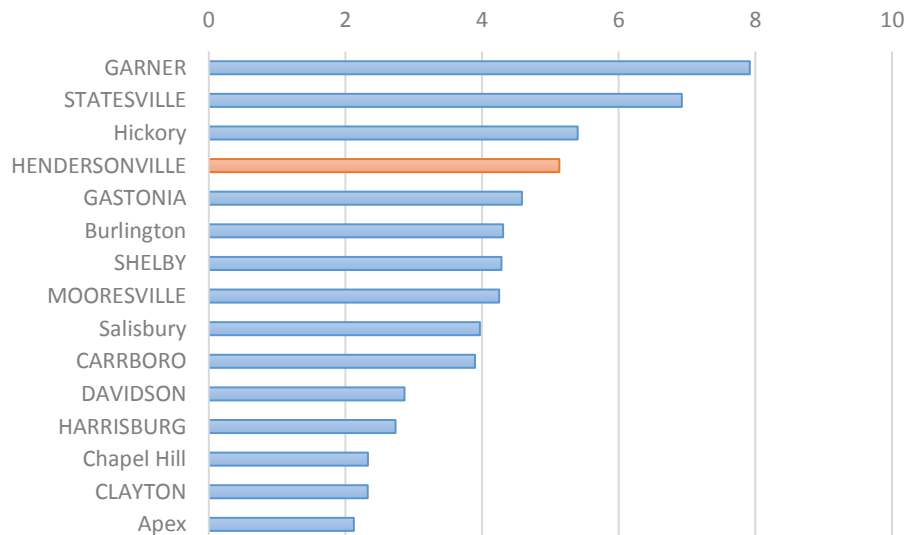
Fire Department Incidents per 1,000 Population



The Hendersonville Fire Department is the busiest fire department in Henderson County and, based on population and square miles, busier than much larger municipalities. Due to our large call volume, having enough resources and personnel has become a significant challenge.



Actual Fires per 1,000 Population





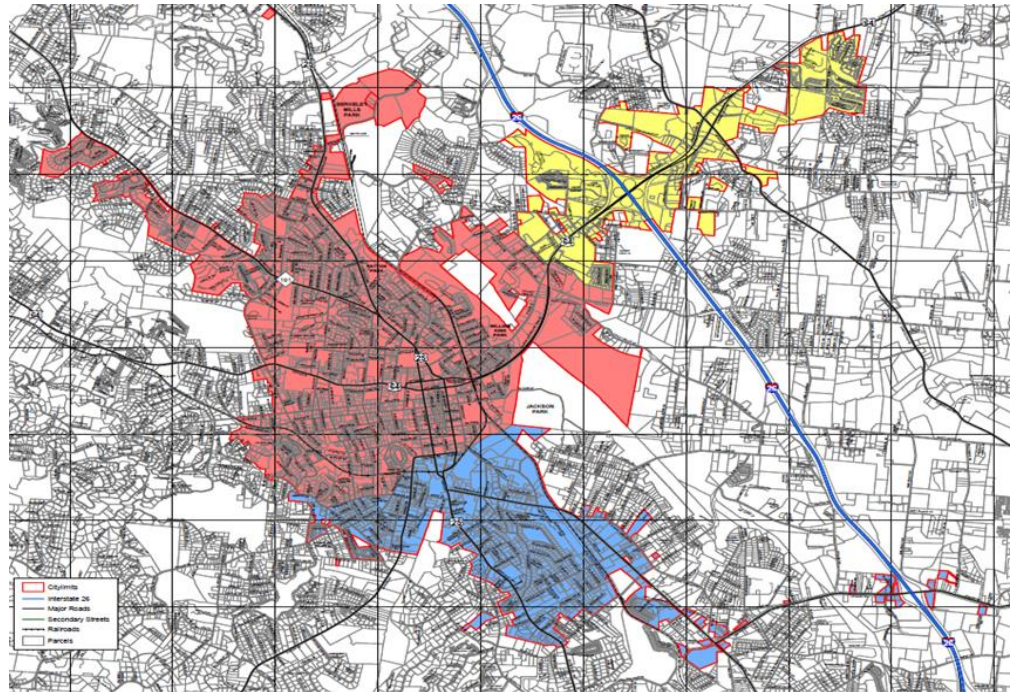
## PLANNING FOR THE FUTURE

The Hendersonville Fire Department created a new District 3 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.

### July-December (6-Month) 2017

*District 1 – Red – 1075 Calls   District 2 – Yellow – 760 Calls   District 3 – Blue – 441 Calls*

*Outside City – 99 Calls*



### For More Information

The [City of Hendersonville Fire Department 2016 Strategic Plan Report](#) can be found on our City website.

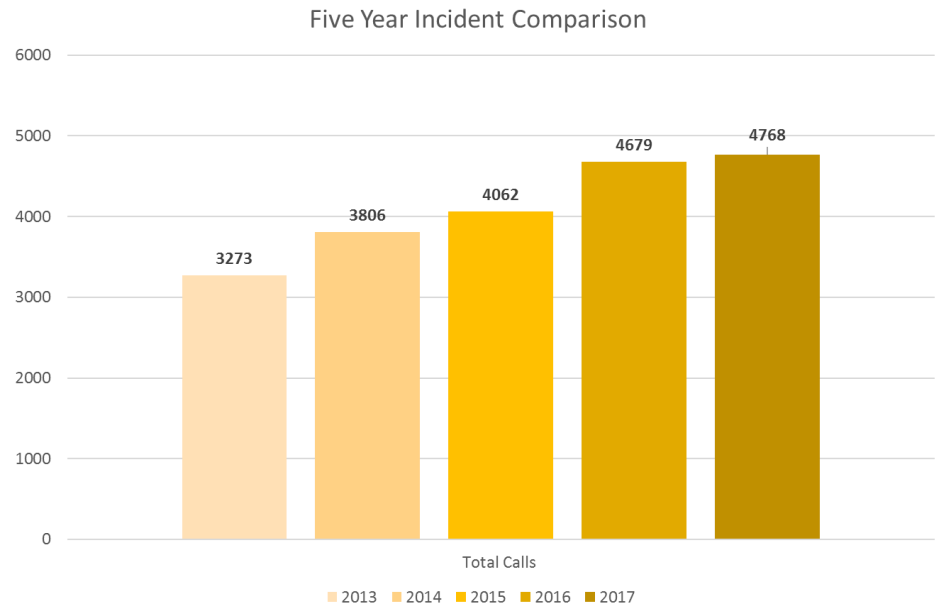




# HENDERSONVILLE FIRE DEPARTMENT

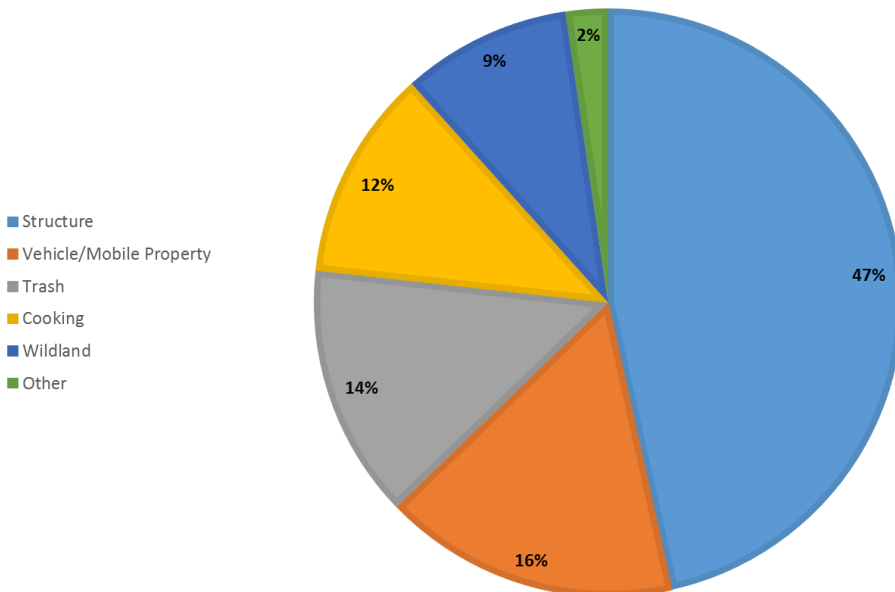
## OPERATIONS

The Operations division has 27 full-time personnel that 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 4,768 call for service in 2017 which is a 1.9% increase from 2016 and a 17.4% increase from 2015. This increase is minor due to operational changes within the department that reduced the amount of calls related to urgent care facilities.



Medical related incidents and motor vehicle accidents account for 70% of all the calls for service with the remaining 30% related to fires, alarms, service calls, hazardous materials incidents, and special weather related incidents. The City of Hendersonville also has simultaneous emergency calls occurring 37% of the time due to our extremely high call volume.

### 86 FIRE INCIDENTS IN 2017



## HENDERSONVILLE FIRE DEPARTMENT

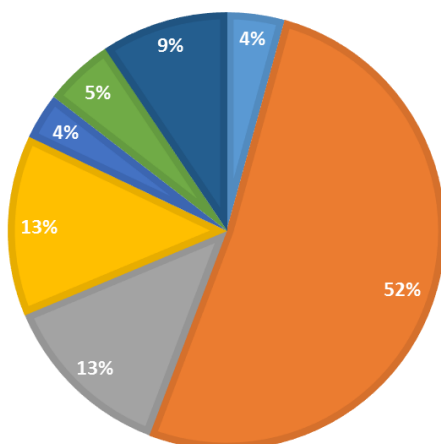
### TRAINING

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 department currently does not have a training division and therefore all training is coordinated by company officers and the fire department Administration.



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. Members attended over 12,300 hours of training in 2017 which was a 17% increase from the year prior.

### 2017 TRAINING REPORT



- Automatic Aid Training
- Company Training
- Driver/Operator Training
- Facility Training
- Haz-Mat Training
- Medical/EMS Training
- Officer Training





# HENDERSONVILLE FIRE DEPARTMENT

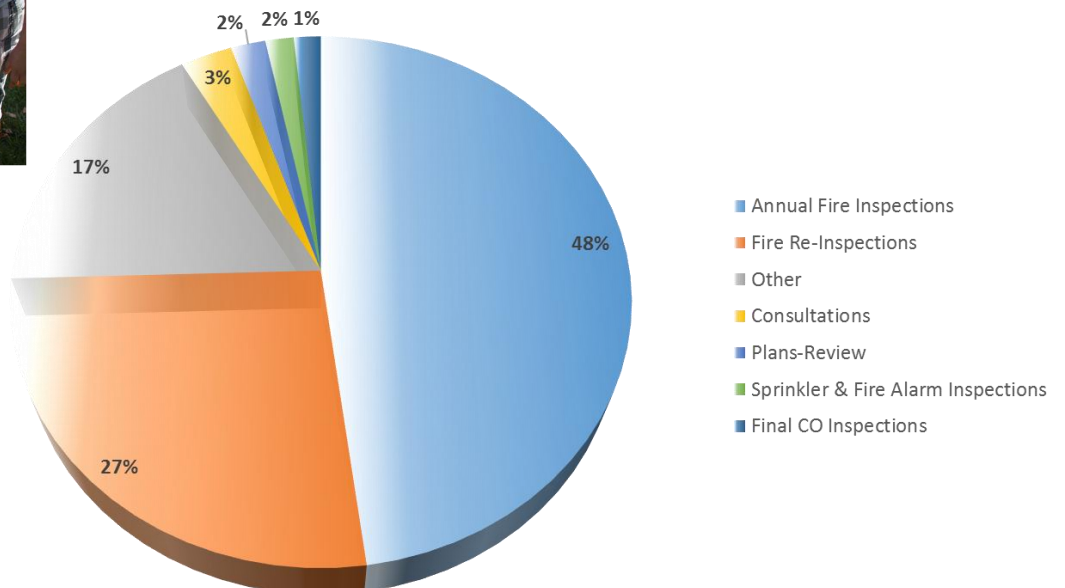
## FIRE PREVENTION

The Life Safety Division is responsible for plans review, fire prevention enforcement, fire safety inspections, fire prevention education, and fire investigations. They work closely with various stakeholders throughout Hendersonville to enhance safety in our community.

2017 Fire Prevention Report	Total
Fire Prevention Programs Offered	80
Actual Hrs. of Instruction	155.5
Total # of Participants	24,257
Number of Smoke Alarms Installed	238
Carbon Monoxide Alarms Installed	1
Smoke Alarm Batteries Installed	10
Car Seat Checks at Fire Stations	62
Car Seats Installed by HFD	31



## LIFE SAFETY DIVISION WORK LOAD DISTRIBUTION



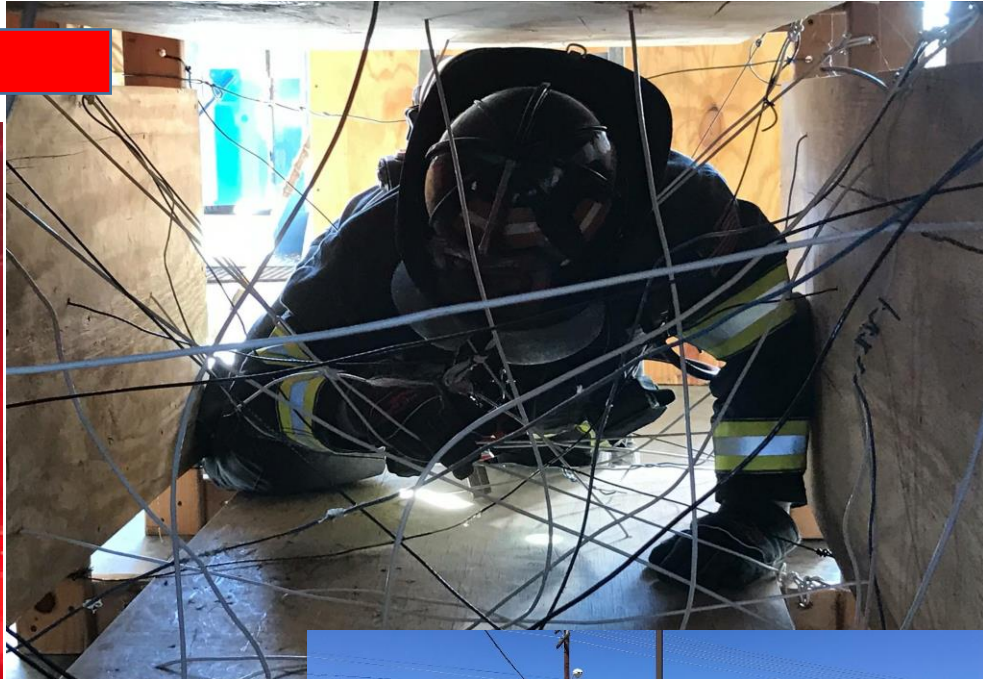
*\* Other includes: ABC License, Final C/O, Hood and Duct, New Business, Occupancy Count, Inspection Notice, Complaint, Tent Inspections, and Foster Home Inspections.*





# HENDERSONVILLE FIRE DEPARTMENT

## 2017 PHOTO GALLERY





## HENDERSONVILLE FIRE DEPARTMENT

### WHAT HAPPENED IN 2017

2017 was an extremely exciting year for the Hendersonville Fire Department and the City of Hendersonville. The fire department improved its public protection rating through the Department of Insurance – Office of State Fire Marshal to a Class 3.



We celebrated our 125<sup>th</sup> anniversary as an organization by inviting the public into our stations and showcasing what we do on a regular basis.

We placed a new engine in service at Station 2 and invited the public to join us for a “push in” ceremony. This new engine replaced a 27 year old open cab apparatus.



#### New Faces in 2017:

FF Chris M. Hearn  
FF John G. Justice  
FF John W. Justice  
FF Tanner W. McCrain  
FF Timothy W. Stewart  
FF Victoria L. Tillotson  
FF Jeremy S. Wallin

#### Promotions:

Captain Dustin A. Nicholson  
Captain Josh Poore  
Lieutenant Jared R. Morgan  
Lieutenant Jon R. Ward  
Engineer Paul J. Kaplan  
Engineer Michael C. Pearson  
Engineer Cameron C. Womack  
Senior Firefighter John E. Herring  
**Firefighter of the Year**  
Jacob D. Thompson  
**Fire Officer of the Year**  
Christian J. Miller

# 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)



Follow us on social media at:

<https://www.facebook.com/CityofHendersonvilleFireDept/>

<https://twitter.com/HVLFD>

<https://www.hendersonvillenc.gov/fire-department>



Hendersonville  
North Carolina

