2016 Rocky Mount Fire Department
Annual Report

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Executive Summary
The 2016 year marked the 120-year anniversary for the City of Rocky Mount Fire Department. The RMFD continues to be a progressive and impactful public safety agency with a mission of serving the City of Rocky Mount by protecting lives and property through quality and excellence in service. Our personnel are highly talented and equipped with the guidance, training, apparatus, and equipment necessary to fulfill our mission. The annual report you have before you will provide a snapshot of the many accomplishments and positive impacts made by our department.

MISSION
To serve the City of Rocky Mount by protecting lives and property through quality and excellence in service.

VISION
To provide continuous improvement at a measured and focused pace driven by high professional standards, collaboration, and innovation.

VALUES
INTEGRITY
We value the trust placed in us by the public and our colleagues and understand that integrity is essential to the high calling of our duties as public safety professionals.

HONESTY
We value honesty from all department members and expect the highest level of trustworthiness in both spoken and written word.

RESPECT
We value respect for and from each person as an individual while openly recognizing the personal and professional worth of our members.

TEAMWORK
We value teamwork as we encourage and embrace each member’s capabilities to enhance our collective performance.

DEDICATION
We value dedication as a positive driving force to successfully utilize skills, knowledge, and capabilities to work through any challenge to fulfill the organization’s Mission.
ADMINISTRATION

The Administrative Division provides general department oversight, monitors effectiveness of current programs, determines future needs of the department, and develops plans of action to achieve departmental goals. This division consists of the Fire Chief, Assistant Fire Chief, Fire Captain / Logistics, Fire Information Systems Specialist, Administrative Assistant, Administrative Secretary / Logistics, and part-time Logistics Technician.

Workforce Data

The department is organized into three divisions (Administration, Life Safety & Training, and Operations) staffed by 149 fulltime positions along with a fluctuating number of part-time positions, usually between 5-10. The bar graph below shows the age of our personnel in one of three age groups.
Employee Accomplishments/Milestones

The 2016 calendar year has been very active relative to hiring, retirements, and promotions. We had 41 of our personnel positively impacted by the abovementioned events, of which, many were recognized in an Employee Recognition Ceremony on June 6, 2016.

- **Retirements**
  - 2 – Fire Engineers
  - 1 - Administrative Secretary

- **Promotions**
  - 1 – Battalion Chief / Operations
  - 5 – Fire Captain / Operations
  - 1 – Deputy Fire Marshal
  - 7 – Fire Engineers
  - 6 – Senior Firefighters

- **New Hires**
  - 1 – Fire Information Systems Specialist
  - 17 – Firefighters

Personnel Involvement

RMFD personnel contribute to the community and/or fire service through participation in a variety of organizations. Some include:

- Boys and Girls Club
- Commission on Fire Accreditation International (seven serve as peer assessors)
- Eastern NC Firefighters Association (two serve in board positions)
- Eastern Carolina Critical Incident Stress Management Association (one board member)
- Edgecombe County Fireman’s Association
- International Association of Fire Chiefs
- International / NC Association of Arson Investigators
- Nash County Fireman’s Association
- National Fire Protection Association
- NC State Firefighters Association
- NC Accreditation Support Consortium
- NC Association of Fire Chiefs
- NC Emergency Management Association
- NC Fire Marshals Association
- Numerous serve as chiefs or officers in neighboring volunteer departments
- Partnership with NRMS Firefighter Certification Program
- Partnership with NRMS for Fire Explorer Club in Northern Nash High School
- United Way (several serve on impact teams)
- Williford Leadership Council
Major Contributions / Support
The RMFD continues to engage in various activities and/or programs that support the development of our personnel and the needs of the community. Several significant highlights during the 2016 year include:

- International Association of Fire Chiefs / EMS Section recognized the Rocky Mount Fire Department with the 2016 Heart Safe Community Award for the small/mid-sized community category in May 2016.
- Awarded two RMFD personnel scholarships from the John Sykes Scholarship fund to support their education efforts in June 2016. Fire Captain Trip Bunn pursuing his bachelor’s degree was awarded the full scholarship and Fire Engineer Lamont Morgan pursuing his associate’s degree was awarded the partial scholarship.
- Recognized three employees of the year in the June 2016 Employee Recognition Ceremony. Recipients were nominated and voted on by RMFD personnel.
  - Staff Employee of the Year – Fire Captain / Logistics Jonathan Malinowski
  - Officer of the Year – Battalion Chief / Operations Michael Roupp
  - Firefighter of the Year – Fire Engineer Andrew Brown
- RMFD command staff members attended the NC State Firefighters Association Legislative Day event on June 15, 2016.
- Donated a 1989 Fire Engine to Nash-Rocky Mount Schools for use in Firefighter Certification Program at Rocky Mount High School in August 2016.
- Certified one command staff member as a CFAI peer assessor and supported five RMFD peer assessors participating in site visits for other agencies.
- Supported numerous North Carolina fire departments by sending assessors for promotional processes for chief level to driver positions.
- Had photographer come in to take photos for department poster in November 2016.
- Received Buckle Up for Life Grant to provide training and funds to purchase 100 car seats.
- Worked with CRM Public Affairs to implement mobile texting for fire department (text RMFIRE to 55469).
OPERATIONS DIVISION

The Operations Division is responsible for response to emergency incidents to minimize loss of lives and property through the efficient, effective, and timely response of personnel and equipment. During 2016 the Operations Division responded to a total of 10,549 calls for service with a response force of 128 personnel providing emergency services to the City. Personnel are divided into three shifts and seven stations to cover the entire City. The busiest fire station was Station Two located at 824 S. Grace St. which ran 2,780 calls for service during 2016. The leading cause of fires within the City is cooking where 40 out of 89 fires occurred in the kitchen area of a structure.

Incident Responses for 2016

In 2016, the fire department responded to 10,549 incidents with response times at the following levels, 90% of the time:

- Call Processing – 1:41 (Benchmark – 1:30)
- Turnout Time – 1:27 (Benchmark – 1:30)
- Travel Time – 5:28 (Benchmark – 4:00)
- Total Response Time – 7:39 (Benchmark – 7:00)

<table>
<thead>
<tr>
<th>Type</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
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<tbody>
<tr>
<td>FIRES</td>
<td>354</td>
<td>301</td>
<td>375</td>
</tr>
<tr>
<td>Building Fires</td>
<td>160</td>
<td>122</td>
<td>166</td>
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<tr>
<td>Vehicles Fires</td>
<td>69</td>
<td>56</td>
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<tr>
<td>Other Fires</td>
<td>125</td>
<td>123</td>
<td>151</td>
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<tr>
<td>OVERPRESSURE RUPTURES</td>
<td>26</td>
<td>37</td>
<td>37</td>
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<tr>
<td>RESCUE CALLS</td>
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<td>8478</td>
<td>7718</td>
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<tr>
<td>Emergency Medical</td>
<td>7443</td>
<td>7429</td>
<td>6658</td>
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<tr>
<td>All Other Rescues</td>
<td>1173</td>
<td>1049</td>
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<td>HAZARDOUS CONDITIONS</td>
<td>205</td>
<td>242</td>
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<td>SERVICE CALLS</td>
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<td>243</td>
<td>235</td>
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<td>GOOD INTENT CALLS</td>
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<td>FALSE CALLS</td>
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<td>650</td>
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<td>Malicious False Calls</td>
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<td>32</td>
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<tr>
<td>Other False Calls</td>
<td>684</td>
<td>703</td>
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<tr>
<td>OTHER CALLS</td>
<td>6</td>
<td>2</td>
<td>2</td>
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<tr>
<td>TOTAL CALLS</td>
<td>10,549</td>
<td>10,350</td>
<td>9,544</td>
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Fire-related Save/Loss Data

In 2016, there were a total of 148 emergency incidents involving fire which resulted in a 2.9% loss versus a 97.10% save percentage. The increase in the 2016 property value and loss is attributed to fires at several large commercial facilities in the City (i.e. Golden East Mall, Honeywell, and Regional Materials Recovery, Inc.)

Special Responses

Fire department personnel responded and/or provided support locally and throughout the State for two significant events. We are grateful our personnel provided the support needed by many local and State citizens in a safe and professional manner. They remained safe in their efforts, performing all duties free of injury. The efforts included:

- Hurricane Matthew – October 8th -11th RMFD responded to over 100 different incidents and brought 486 different people to safety. This was a combined effort of front line crews and SERT assets in the city limits as well as both Edgecombe and Nash Counties.

- Western NC Fires – Statewide resources combined to defend the many structures and lives that were threatened in the November. Our department sent two crews of eight to support the efforts before being demobilized due to improving conditions.
Special Team, Program, and Committee Reports

The department manages numerous special teams, program, and committees which support the overall mission of the organization. Below is a snapshot of the various programs which contribute to the positive quality of life for our citizens.

- **Apparatus Spring Clean Process** Seventeen apparatus were completely stripped and cleaned with hose tested prior to May 2016.

- **Awards and Recognition Committee** – Held the annual ceremony identifying outstanding achievements throughout the year like promotions and retirements. This committee also facilitates the Luncheon Lions F/F of the Year award and internal Employee of the Year awards.

- **Community Hazards Analysis Program** This program is centered on risk reduction by identifying building hazards within the City. In 2016 a new VISIO drawing program was instituted and 22 drawings were assigned to Operations Division to be completed in 2017.

- **Dive Team** Conducted monthly training and logged at least two dives per diver each quarter of 2016. The training focused on becoming proficient with the new sonar unit. Actual dives occurred for RMPD, Edgecombe County Sheriff Department, and at Lake Gaston.

- **Dispatch/CAD Program Fire Representative** Provided quarterly continuing education to dispatchers, assistance provided to E911/CAD coordinator with system use and process updates to enhance service delivery, and engage dispatchers with a consistent approach to information exchange on a regular basis to aid in a good working relationship between fire and dispatchers.

- **Emergency Medical Program** Of the 10,549 calls for service, 8,616 calls in 2016 were emergency medical / rescue related. Employees participated in 24 hours of emergency medical continuing education training throughout the year with an increased focus on implementation of new protocols, use of Narcan and a change in use of Epinephrine (Epi). A new quality assessment process with the battalion chiefs was initiated as they review the call reports. This feedback will create a better service delivery for the personnel and the citizens receiving the service.
- **Fire Extinguisher Program** This repair and service program is conducted at Fire Station 4. They completed annual inspection on all extinguishers within the Fire Department, refilled 15 extinguishers, hydro-tested 13 extinguishers, and purchased 5 new extinguishers.

- **Hazardous Materials Team** Supported memorandum of understanding with Wilson Fire/Rescue, Regional Response Team One (RRT-1) in Williamston, and conducted monthly training. No major hazmat team responses for 2016 although members did support an incident through RRT 1 stemming from the flood waters from Hurricane Matthew in Tarboro, NC.

- **Honor Guard** This is a voluntary member team that participated in 24 drills and 12 special events in 2016.

- **Hose Testing Program** Annual testing was conducted on all fire hose within the department. This equates to testing over 1,700 pieces of hose which takes several months of the year to accomplish. Six members also traveled to Burlington, NC this year to receive training on the hose repair machine at Station 4 to help reduce repair costs of hiring an outside vendor to conduct machine repairs.

- **Hydrant Program** Operations Division performed annual service to all 2,705 City hydrants and 288 private hydrants. Hydrant coordinator continues the work of inputting data into the Active 911 app so fire apparatus will have updated information of hydrant locations and available water when a call is received.

- **NC Helo Aquatic Rescue Team (NCHART)** RMFD has three certified technicians that participate in this statewide team. They participated in monthly training sessions, normally in Butner. Two of the technicians conducted helicopter rescues with the team during Hurricane Matthew in the Lumberton area.

- **Radio Program** Capt. Cooke is the radio representative for the Fire Department and has worked throughout 2016 with internal and external partners to create a seamless transition to the new radio system. He has participated in weekly and monthly meetings, training sessions, and programming sessions to assure the service delivery was not impaired.

- **Respiratory Protection Program** A maintenance program centered on maintaining air packs within the department. They also conducted compatibility test with Nashville FD, tested all Self Contained Breathing Apparatus within the Fire Department, Wastewater Treatment Plant, Sunset Water Plant, and West Mount Water Plant. The two main technicians also maintained the three breathing air compressors within the Fire Department.

- **Small Engine Maintenance Program** In-house program that performed annual service on all small engine equipment within the Fire Department.

- **Swift water Emergency Rescue Team** Conducted monthly training, worked with Dive Team to improve knowledge on sonar equipment, and deployed 14 members of the team for Hurricane Matthew on Oct. 8th-14th. The team along with RMFD crews conducted many different rescues within the city limits as well as both Edgecombe and Nash Counties.

- **Technical Rescue Team** Provided confined space standby for Edgecombe GENCO during outage periods throughout the year, provided monthly training to team members, and worked a trench collapse incident with a fatality in Edgecombe County. Team leaders administered skill set evaluations for team members to assure performance and knowledge remains satisfactory for team compliance standards.
LIFE SAFETY & TRAINING
The Life Safety & Training Division is responsible for the department's fire prevention, public education, fire investigation, and safety & training programs. The division is organized into two sections, the Fire Marshal’s Office and Safety & Training. The division is managed by a division chief who also serves as the City’s emergency management coordinator.

Emergency Management
The 2016 year was a challenge for North Carolina in Emergency Management. In addition to the usual work of advancing emergency management initiatives for the City, our department was significantly impacted during and after Hurricane Matthew in a variety of ways. Below are some emergency management related accomplishments:

- Conducted EOC orientation/training with City staff
- Updates of CRM Emergency Operations Plan and City Facility Emergency Response Guides (flipcharts to be posted soon in each office/work area)
- Coordination of drills (NC Wesleyan College, Nash Community College, Nash County Health Dept.)
- Response / Recovery – Hurricane Matthew
  - Coordination of response and resource requests through NCEM
  - Coordination of damage assessment reports to CRM, NCEM, and FEMA
  - Coordination of Disaster Recovery Center (Imperial Centre)

Fire Marshal’s Office
The Fire Marshal’s Office has made great strides through consistent application in the areas of engineering, enforcement, and education. Below are numerous accomplishments for the 2016 year:

- Completed 2109 Inspections in 1412 staff hours
- Issued 185 permits that generated $15,990.00
- Approved and installed 12 new Knox box locations
- Began holding fire safety educational classes and introduced safety cooking measures with motels located in Goldrock
- Improved occupant safety in hotels by requiring alarm systems to be repaired or replaced
- Developed new plan submittal requirements for existing buildings
- Conducted nightclub inspections three separate times throughout the year
- Closed one non-compliant night club
- Issued a safety course to nightclub staff
- Worked with two nightclubs to correct interior finish issues (combustible surfaces)
- Worked with two nightclubs to correct exit door egress problems
- Hand delivered informational packet to all nightclubs that addressed occupant egress safety, interior finish issues, crowd management, staff training, evacuation planning, and fire drill procedures for staff
- FMO staff inspectors attended 3 UL classes on various life safety topics
- Obtained or maintained Fire Inspector certification levels for 58 personnel:
  - Level 1 Standard - 46
  - Level 1 Probation - 2
  - Level 2 Standard - 3
  - Level 2 Probation - 2
  - Level 3 Standard - 5
- One FMO inspector attended NC Fire Prevention School (40 hours)
- One FMO inspector attended a National Fire Academy course (Water based fire protection systems plan review)
- One FMO inspector attended a course at the National Fire Academy (Hazardous Materials for Inspectors)
- Two FMO inspectors attended a one day class by Viking sprinklers

**Fire Investigation Team**

- Worked 55 fire scenes with the Fire Investigation Team
- Two members were certified as Arson Investigators through International Association of Arson Investigators
- Nine members were certified as Fire Investigator Technicians through the International Association of Arson Investigators
- Team logged 325 hours of online investigation training
- Team participated in 303 hours of in-house investigation training
- One new member was put through Basic Arson course (40 hours)
- One member attended the NC/SC International Association of Arson Investigators conference in SC
- Four FIT Members attended the Electrical Investigation class in Johnson County (3 days, 20 hours)
- The Fire Investigation Team attended a 16-hour Arson Scene Search course conducted at Nash Community College for investigators (224 hours total team)
Safety & Training
The Safety & Training Section has made significant impacts in the 2016 year. Below is a snapshot of the total training hours participated in by the department along with numerous workshop and professional development accomplishments.

Training Hours

<table>
<thead>
<tr>
<th>Division</th>
<th>Total Hours</th>
<th>Average Hours Per Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>457</td>
<td>114</td>
</tr>
<tr>
<td>Operations / Battalion Chiefs</td>
<td>1350</td>
<td>225</td>
</tr>
<tr>
<td>Operations Personnel / Fire Captain to Firefighter</td>
<td>37529</td>
<td>315</td>
</tr>
<tr>
<td>Life Safety and Training</td>
<td>3780</td>
<td>378</td>
</tr>
<tr>
<td>Total Department Hours</td>
<td>43,116</td>
<td>289</td>
</tr>
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</table>

Professional Development Highlights

Aspiring Officer Development Program The department’s command staff developed and delivers this program internally for those aspiring to attain officer level positions or for officers wishing to strengthen their skills. The first session (FY16) ended in January 2016 and the second session (FY17) started in December 2016. The first session started with eighteen participants and eight graduated. The second session began with fifteen participants with all still participating.

Center for Public Safety Excellence / Excellence Conference The department sent one command staff member to the CPSE Excellence Conference in March 2016. This conference provides current updates and networking in the Commission on Fire Accreditation International environment.

Certified Peer Fitness Trainer The department currently has four personnel trained as certified Peer Fitness Assessors. These assessors, along with our Fitness and Wellness Committee, are actively preparing classes for all department personnel to improve our current physical fitness training.

Curt Varone / Managing Disciplinary Actions in the Fire Service The department hosted this workshop and supported the attendance of all twelve command staff members.

Curt Varone / Fair Labor Standards Act in Fire Departments The department hosted this workshop and supported the attendance of all senior staff members along with Human Resources Director Elayne Henderson and Paula Carbone from Finance.
Eastern North Carolina Senior Fire Officer Leadership Institute
The department supported the attendance of four command staff members in this program. Five command staff members completed the program in 2015 with only three remaining who have not attended. One of the remaining three is set to attend the 2017 program.

Fire Rescue International
The department sent one command staff member to Fire Rescue International in August 2016. This conference offers a broad base of information concerning new trends and applications in the fire service industry along with supportive updates and networking relative to accreditation.

Fire Rescue Management Institute / UNC Charlotte
The department supported one command staff member’s attendance to this program.

Fire Rescue-Med International
Fire Chief Varnell attended this conference to receive the 2016 Heart Safe Community Award mentioned earlier in the report. A portion of his trip was funded by the agency presenting the award.

National Fire Academy Courses
The department supported two command staff members attending courses for the Executive Fire Officer Program, three personnel attending courses for the new Managing Officer Program, and five other personnel attending resident courses or the North Carolina weekend.

National Fire Academy / Incident Safety Officer Training
The department hosted this course and utilized it as a quarterly continuing education for all officers. All Operations Division battalion chiefs and company officers attended.

North Carolina Breathing Equipment Firefighter Survival School
The department consistently sends four Operations Division personnel to this training per year. Courses are held in March and October of each year and offer advanced level training in self-contained breathing equipment use and firefighter survival techniques.

North Carolina Thermal Imaging School
The department sent two personnel to this training in 2016. This course offers advanced level training in the use of thermal imaging devices.

Smith Drivers Classes
The department has two trained instructors for the Smith Driving System. The class has two segments; a classroom portion and a driving skills portion. All personnel completed the classroom segment and most have completed the driving. All personnel will complete the driving by the end of the first quarter in 2017.