



2024 Agency Annual Compliance Report

As Based Upon the 10th Edition of the CFAI Self-Assessment Manual

City of Statesville Fire Department
P.O. Box 1111
Statesville, North Carolina
USA 28687



This Report Prepared on February 11, 2025 and revised on April 17, 2025
By
Danny Nicholson, Assistant Chief & Samantha Moose, Accreditation Manager
For The
Commission on Fire Accreditation International

This Report Represents The Agency's Status
As It Relates To Its Accreditation Report
Dated February 29, 2024

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Preface

The accreditation report submitted to the Commission on Fire Accreditation International (CFAI) enabled the commission to award accreditation status to your agency. Your commitment to quality improvement is one of the requirements in retaining your accredited agency status. This is accomplished by the preparation and submission of an annual compliance report (ACR).

Each section must be completed, and exhibits provided for all changes identified. Examples of appropriate exhibits are: certified copy of the governing body minutes, CEO written directives, copies of Federal or State Statutes, copies of local ordinances or resolutions, copies of purchase orders, copies of signed contracts, copies of Federal or State administrative rules, copies of Federal or State regulatory agency ordered action or settlement agreement, copies of court ordered action or settlement agreement, copies of local government charters, or copies of voter approved referendum. **Updating Agency Information:** CPSE tracks much of your agency information and demographics in our database. To keep this information current, we request that you **update your agency profile before submitting your ACR.**

The agency head, accreditation manager and department assistant will have multiple identities (personal and agency) and can switch between the two. Login to the portal using your email address.

Click [here](#) to login to the portal.

The ACR is due before the anniversary date of your agency's most recent award of accreditation.

- Spring agencies (Excellence Conference) are due annually on February 15th
- Summer agencies (Summer Symposium) are due annually July 15th

Any questions regarding the report, its content or length should be directed to the [CFAI Program Manager](#).

Purpose

The purpose of the Annual Compliance Report (ACR) is to drive improvement together by:

- Demonstrating your compliance with core competencies.
- Evaluating your data to understand gaps that lead to continuous quality improvement outcomes.
- Monitoring your peer assessment team report recommendations.
- Facilitating your accountability to internal and external stakeholders.
- Supporting your institutionalization of the accreditation process.

Agency Demographics and Information Update

Enter the [CPSE portal](#) and update your agency information

Agency Name: City of Statesville Fire Department

Agency Address: 822 5th Street Statesville, NC 28677

Agency Head: Fire Chief Glenn Kurfees

Agency Head E-Mail: gkurfees@statesvillenc.net

Agency Head Phone: 704-832-3866

Accreditation Mgr: Samantha Moose

Accred. Mgr. E-Mail: smoose@statesvillenc.net

Accred. Mgr. Phone: 704-832-3862

Date of most recent Award of Accreditation: February 29, 2024

Annual Compliance Report Number (1-4): Choose an item.1

Current ISO Rating 1
If your agency has a split ISO rating, please document below:
ISO:

Current Population: 28,419

Annual Budget: \$11,445,969.00

Department Type: Career

Highest Level of EMS Provided: BLS-Non-transport

Number of Fire Stations: 4

Total Uniformed Personnel (Career, Volunteer, Paid on Call) 82

Total Civilian Personnel (EMS Civilians): 3

Please Indicate the Number of Personnel Specifically Assigned to:

Administrative activities	5
Operations activities (Fire, EMS, etc.)	75
Inspection/Investigation activities	4
Emergency Management activities	1
Training (Specifically Assigned to Training)	1

ACR Reporting Period: 1/1/2024 to 12/31/2024

ACR Reviewer: Chief Kressuk

1. Has there been a change in key positions (Fire Chief, Accreditation Manager) of the agency during the past reporting period? Yes
 - a. If yes, please explain and provide an updated organizational chart. (Exhibit #1)
 - One full time Fire & Life Safety Educator hired August 2024 to fill vacancy, changed from uniformed position to civilian position. (Exhibit #2)
 - One full time Accreditation Manager hired September 2024, changed from uniformed position to civilian position. (Exhibit #3)
2. Has there been a change in the governance of the agency? No
 - a. If yes, provide description and any applicable exhibits
3. Has there been a change in the area/population the agency protects? No
 - a. If yes, provide description and exhibits such as census data, maps, etc.
4. Have there been any changes in resources (i.e. equipment, stations, apparatus, etc.)? Yes
 - a. If yes, describe the change and its impact to the community. Provide any exhibits to support your discussion.
 - Relocation of Station #1 from Meeting Street to 5th Street, effective June 2024. (Exhibit #4)
5. Have there been any changes in programs/services? Yes
 - a. If yes, describe the changes and the impact to the community. Provide any exhibits to support your discussion.
 - Added trench, agricultural, and water rescue as service provided by the State of North Carolina. (Exhibit #5)
6. Describe any significant changes to your annual budget?
 - None to report at this time.
7. Have there been examples of overarching challenges faced by the agency in the past year? No
 - a. If yes, provide a short summary.

Compliance with Core Competencies

A. Has anything changed within your agency that would question the continued compliance with all current **Core Competencies**? No.

If you feel your agency may not be complying, identify and explain those affected core competencies and then provide your plan for improvement during the next year (see example below). Ensure you provide exhibits as necessary. Note: The ACR reviewer may have questions related to your most recent accreditation report recommendations.

Example:

1. CC 10B.1: External agency agreements are reviewed every three years and revised as necessary to meet objectives.

Identify and explain:

Plan for improvement:

B. Agencies shall provide the most current year exhibits for all **Core Competencies** that require an **Annual Appraisal** process.

Core Competencies	Exhibits
3D.1	Exhibits #6, #7, #8, #9, & #10
5A.7	Exhibits #6, #7, #8, #9, & #10
5B.4	Exhibits #6, #7, #8, #9, & #10
5C.4	Exhibits #6, #7, #8, #9, & #10
5D.9	Exhibits #6, #7, #8, #9, & #10
5E.3	Exhibits #6, #7, #8, #9, & #10
5F.9	Exhibits #6, #7, #8, #9, & #10
5G.2	Exhibits #6, #7, #8, #9, & #10
5H.3	Exhibits #6, #7, #8, #9, & #10
5I.2	Exhibits #6, #7, #8, #9, & #10
8B.6	Exhibits #6, #7, #8, #9, & #10
9B.13	Exhibits #6, #7, #8, #9, & #10
11B.6	Exhibits #6, #7, #8, #9, & #10

Data Evaluation

Please fill out the spreadsheets below to track and identify your performance in the programs identified below. (Exhibit #11)

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		01:36	01:53	01:26	1:57	01:55	01:17	
		Rural		01:48	01:54	01:30	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		02:11	02:01	02:13	02:13	02:20	02:11	
		Rural		02:02	01:56	02:06	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		04:08	03:55	04:12	05:55	06:06	06:19	
		Rural		05:57	07:06	05:35	ND	ND	ND	
	Travel Time ERF Concentration	Urban		05:02	05:14	04:32	05:55	06:06	06:19	
		Rural		06:56	07:33	06:16	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	07:07	07:18	06:44	08:31	08:52	09:01
				n=69	n=34	n=35	n=86	n=75	n=68	
		Rural	07:50	08:39	10:14	08:35	ND	ND	ND	
			n=110	n=56	n=56	n=ND	n=ND	n=ND		
	Total Response Time ERF Concentration	Urban	06:20	07:33	07:36	06:57	08:31	08:52	09:01	
		n=68	n=34	n=33	n=86	n=75	n=68			
Rural	07:50	10:19	10:45	08:49	ND	ND	ND			
n=109	n=53	n=55	n=ND	n=ND	n=ND					

ND = No data available.

The City of Statesville Fire Department adopted the recommendation from the November 2023 site visit, to establish total response time standards within rural geo-proximity planning zones. The Department went back and applied this recommendation to 2023 data and will continue to use this methodology moving forward.

(Moderate Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		01:02	00:43	01:09	01:27	00:53	00:47	
		Rural		00:59	00:59	00:32	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		02:10	02:25	01:59	02:02	02:46	02:28	
		Rural		02:29	02:29	01:42	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		05:01	05:26	04:31	03:45	04:21	03:33	
		Rural		06:33	06:33	02:54	ND	ND	ND	
	Travel Time ERF Concentration	Urban		07:43	07:13	10:25	06:13	07:29	06:30	
		Rural		11:11	15:00	05:05	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	07:10	07:50	05:20	06:27	08:47	06:21
		Rural		07:50	09:48	09:48	05:01	ND	ND	ND
				n=17	n=14	n=3	n=ND	n=ND	n=ND	
		Total Response Time ERF Concentration		Urban	10:20	12:16	08:42	12:16	09:49	11:07
	Rural		11:50	13:32	15:57	07:02	ND	ND	ND	
		n=10	n=9	n=1	n=ND	n=ND	n=ND			

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(High Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		02:45	02:45	00:07	01:29	01:12	00:54	
		Rural		01:11	01:11	N/A	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		03:30	01:32	03:30	03:24	02:34	02:06	
		Rural		01:28	01:28	N/A	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		02:27	02:27	01:08	03:25	03:14	02:41	
		Rural		04:48	04:48	N/A	ND	ND	ND	
	Travel Time ERF Concentration	Urban		08:01	08:01	N/A	06:47	06:34	05:20	
		Rural		19:19	19:19	N/A	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	07:14	07:14	04:48	03:32	02:59	03:38
					n=3	n=2	n=1	n=7	n=4	n=7
		Rural		07:50	06:39	06:39	N/A	ND	ND	ND
				n=2	n=2	n=0	n=ND	n=ND	n=ND	
	Total Response Time ERF Concentration	Urban	11:00	12:54	12:54	N/A	10:44	12:01	12:12	
				n=2	n=2	n=0	n=7	n=4	n=7	
Rural		12:30	20:49	20:49	N/A	ND	ND	ND		
			n=2	n=2	n=0	n=ND	n=ND	n=ND		

ND = No data available.

The City of Statesville Fire Department adopted the recommendation from the November 2023 site visit, to establish total response time standards within rural geo-proximity planning zones. The Department went back and applied this recommendation to 2023 data and will continue to use this methodology moving forward.

(Low Risk) EMS - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	Urban		00:40	00:41	00:38	01:37	01:25	00:48
		Rural		00:39	00:40	00:36	ND	ND	ND
Turnout Time	Turnout Time 1st Unit	Urban		02:17	02:14	02:20	02:38	02:47	02:34
		Rural		02:24	02:23	02:25	ND	ND	ND
Travel Time	Travel Time 1st Unit Distribution	Urban		05:16	05:29	05:05	06:07	05:58	06:07
		Rural		06:31	06:35	06:26	ND	ND	ND
	Travel Time ERF Concentration	Urban		05:17	05:31	05:07	06:07	05:58	06:07
		Rural		06:31	06:33	06:28	ND	ND	ND
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	06:20	07:33 n=2,827	07:47 n=1,362	07:19 n=1,461	08:24 n=2,624	08:26 n=1,758	08:17 n=1,163
		Rural	07:50	08:42 n=3,014	08:48 n=1,571	08:36 n=1,446	ND n=ND	ND n=ND	ND n=ND
	Total Response Time ERF Concentration	Urban	06:20	07:34 n=2,827	07:47 n=1,361	07:22 n=1,461	08:24 n=2,624	08:26 n=1,758	08:17 n=1,163
		Rural	07:50	08:41 n=3,009	08:45 n=1,568	08:36 n=1,444	ND n=ND	ND n=ND	ND n=ND

ND = No data available.

The City of Statesville Fire Department adopted the recommendation from the November 2023 site visit, to establish total response time standards within rural geo-proximity planning zones. The Department went back and applied this recommendation to 2023 data and will continue to use this methodology moving forward.

(Moderate Risk) EMS - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		00:34	00:36	00:33	00:51	00:58	00:46	
		Rural		00:34	00:39	00:28	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		02:20	02:12	02:24	02:37	02:51	02:16	
		Rural		02:20	02:11	02:20	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		04:12	04:11	04:28	05:08	05:00	05:44	
		Rural		06:01	06:02	05:59	ND	ND	ND	
	Travel Time ERF Concentration	Urban		04:23	04:11	04:57	05:08	05:00	05:44	
		Rural		06:28	06:02	06:35	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	06:17	06:35	06:11	07:32	07:05	07:35
					n=77	n=31	n=48	n=96	n=73	n=70
		Rural	07:50	08:16	08:18	08:16	ND	ND	ND	
			n=90	n=35	n=55	n=ND	n=ND	n=ND		
	Total Response Time ERF Concentration	Urban	06:20	06:21	06:35	06:21	07:32	07:05	07:35	
				n=72	n=31	n=43	n=96	n=73	n=70	
Rural		07:50	08:18	08:18	08:16	ND	ND	ND		
		n=77	n=31	n=46	n=ND	n=ND	n=ND			

ND = No data available.

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(High Risk) EMS - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
	Travel Time ERF Concentration	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	N/A	N/A	N/A	N/A	N/A	N/A
		Rural		07:50	N/A	N/A	N/A	ND	ND	ND
	Total Response Time ERF Concentration	Urban		08:20	N/A	N/A	N/A	N/A	N/A	N/A
				n=0	n=0	n=0	n=0	n=0	n=0	n=0
		Rural	09:50	N/A	N/A	N/A	ND	ND	ND	
			n=0	n=0	n=0	n=ND	n=ND	n=ND		

ND = No data available.

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(Low Risk) Technical Rescue - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		00:55	00:56	00:50	01:19	01:21	01:07	
		Rural		00:58	01:11	00:46	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		02:18	02:05	02:21	02:33	02:36	02:34	
		Rural		02:26	02:25	02:27	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		04:42	04:29	04:49	05:54	06:26	05:59	
		Rural		05:47	05:46	05:50	ND	ND	ND	
	Travel Time ERF Concentration	Urban		04:58	05:13	04:49	05:54	06:26	05:59	
		Rural		06:12	06:09	06:16	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	07:02	06:52	07:09	08:14	08:39	08:46
					n=293	n=129	n=164	n=414	n=303	n=347
		Rural		07:50	08:15	08:16	08:10	ND	ND	ND
				n=472	n=249	n=223	n=ND	n=ND	n=ND	
	Total Response Time ERF Concentration	Urban	06:20	07:10	06:53	07:16	08:14	08:39	08:46	
				n=259	n=115	n=144	n=414	n=303	n=347	
Rural		07:50	08:31	08:32	08:28	ND	ND	ND		
		n=450	n=239	n=210	n=ND	n=ND	n=ND			

ND = No data available.

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(Moderate Risk) Technical Rescue - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		00:36	00:39	00:35	02:04	02:37	00:20	
		Rural		01:02	01:02	02:43	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		01:51	01:55	01:51	02:28	02:37	02:02	
		Rural		02:56	02:56	03:00	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		03:46	02:15	03:46	03:10	04:11	04:11	
		Rural		04:52	04:52	04:55	ND	ND	ND	
	Travel Time ERF Concentration	Urban		08:20	08:20	35:36	04:38	07:03	06:14	
		Rural		07:09	07:09	07:57	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	08:36	05:35	10:41	04:38	07:11	07:31
		Rural		07:50	n=12	n=6	n=6	n=6	n=8	n=5
	Total Response Time ERF Concentration	Urban		06:20	07:31	07:31	07:38	ND	ND	ND
				06:20	n=11	n=7	n=5	n=ND	n=ND	n=ND
		Rural	07:50	10:58	10:58	38:48	06:51	07:16	08:53	
			07:50	n=9	n=5	n=5	n=6	n=8	n=5	
		09:48	09:48	09:53	ND	ND	ND			
		07:50	n=12	n=7	n=5	n=ND	n=ND	n=ND		

ND = No data available.

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(High Risk) Technical Rescue - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
	Travel Time ERF Concentration	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	N/A	N/A	N/A	N/A	N/A	N/A
		Rural		07:50	N/A	N/A	N/A	ND	ND	ND
	Total Response Time ERF Concentration	Urban		08:20	N/A	N/A	N/A	N/A	N/A	N/A
				n=0	n=0	n=0	n=0	n=0	n=0	n=0
		Rural	09:50	N/A	N/A	N/A	ND	ND	ND	
			n=0	n=0	n=0	n=ND	n=ND	n=ND		

ND = No data available.

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(Low Risk) Hazmat - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		01:25	02:17	01:15	01:51	02:48	03:28	
		Rural		01:28	01:21	01:28	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		02:16	02:16	02:20	02:46	02:41	02:20	
		Rural		02:10	02:25	02:10	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		06:19	06:19	06:38	05:35	05:16	06:06	
		Rural		07:11	05:07	08:57	ND	ND	ND	
	Travel Time ERF Concentration	Urban		06:00	05:12	06:38	05:35	05:16	06:06	
		Rural		07:11	05:07	08:57	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	09:04	09:15	09:04	09:33	08:44	09:49
					n=23	n=7	n=16	n=23	n=18	n=20
		Rural		07:50	09:57	08:33	11:09	ND	ND	ND
				n=20	n=10	n=11	n=ND	n=ND	n=ND	
	Total Response Time ERF Concentration	Urban	06:20	07:56	07:45	09:04	09:33	08:44	09:49	
				n=21	n=6	n=15	n=23	n=18	n=20	
Rural		07:50	09:57	08:33	11:09	ND	ND	ND		
		n=20	n=10	n=11	n=ND	n=ND	n=ND			

ND = No data available.

The City of Statesville Fire Department adopted the recommendation from the November 2023 site visit, to establish total response time standards within rural geo-proximity planning zones. The Department went back and applied this recommendation to 2023 data and will continue to use this methodology moving forward.

(Moderate Risk) Hazmat - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		01:31	01:46	01:21	02:06	02:03	02:54	
		Rural		01:54	02:12	01:52	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		02:07	02:04	02:07	02:49	02:29	02:52	
		Rural		02:24	02:24	02:29	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		05:15	04:35	05:23	04:31	05:46	06:00	
		Rural		06:52	06:45	06:52	ND	ND	ND	
	Travel Time ERF Concentration	Urban		10:45	09:43	10:45	08:11	08:13	08:35	
		Rural		15:39	10:42	16:52	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	08:07	06:56	08:43	08:36	08:40	08:35
					n=70	n=28	n=41	n=34	n=41	n=32
		Rural	07:50	10:58	10:58	11:50	ND	ND	ND	
			n=60	n=36	n=24	n=ND	n=ND	n=ND		
	Total Response Time ERF Concentration	Urban	08:20	14:16	12:46	13:50	13:00	12:42	13:28	
				n=47	n=19	n=26	n=34	n=41	n=32	
Rural		09:50	18:04	14:15	18:34	ND	ND	ND		
		n=39	n=24	n=14	n=ND	n=ND	n=ND			

ND = No data available.

The City of Statesville Fire Department adopted the recommendation from the November 2023 site visit, to establish total response time standards within rural geo-proximity planning zones. The Department went back and applied this recommendation to 2023 data and will continue to use this methodology moving forward.

(High Risk) Hazmat - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
	Travel Time ERF Concentration	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	N/A	N/A	N/A	N/A	N/A	N/A
		Rural		07:50	N/A	N/A	N/A	ND	ND	ND
	Total Response Time ERF Concentration	Urban		10:20	N/A	N/A	N/A	N/A	N/A	N/A
				11:50	n=0	n=0	n=0	n=0	n=0	n=0
		Rural	10:20	N/A	N/A	N/A	ND	ND	ND	
			11:50	n=0	n=0	n=0	n=ND	n=ND	n=ND	

ND = No data available.

The City of Statesville Fire Department adopted the recommendation from the November 2023 site visit, to establish total response time standards within rural geo-proximity planning zones. The Department went back and applied this recommendation to 2023 data and will continue to use this methodology moving forward.

(Low Risk) ARFF - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban	[REDACTED]	N/A	N/A	N/A	02:39	02:21	N/A	
		Rural		01:43	01:43	N/A	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		N/A	N/A	N/A	N/A	02:46	N/A	
		Rural		01:55	01:55	N/A	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		N/A	N/A	N/A	04:26	07:56	N/A	
		Rural		03:47	03:47	N/A	ND	ND	ND	
	Travel Time ERF Concentration	Urban		N/A	N/A	N/A	N/A	07:56	N/A	
		Rural		03:47	03:47	N/A	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	N/A	N/A	N/A	N/A	09:56	N/A
		Rural		07:50	n=0	n=0	n=0	n=2	n=2	n=0
				n=1	07:25	07:25	N/A	ND	ND	ND
	Total Response Time ERF Concentration	Urban		06:20	N/A	N/A	N/A	05:17	09:56	N/A
		Rural	07:50	n=0	n=0	n=0	n=2	n=2	n=0	
			n=1	07:25	07:25	N/A	ND	ND	ND	
n=1	n=1	n=0	n=ND	n=ND	n=ND					

ND = No data available.

The City of Statesville Fire Department adopted the recommendation from the November 2023 site visit, to establish total response time standards within rural geo-proximity planning zones. The Department went back and applied this recommendation to 2023 data and will continue to use this methodology moving forward.

(Moderate Risk) ARFF - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
	Travel Time ERF Concentration	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	N/A	N/A	N/A	N/A	N/A	N/A
		Rural		07:50	N/A	N/A	N/A	ND	ND	ND
	Total Response Time ERF Concentration	Urban		08:20	N/A	N/A	N/A	N/A	N/A	N/A
				n=0	n=0	n=0	n=0	n=0	n=0	n=0
		Rural	09:50	N/A	N/A	N/A	ND	ND	ND	
			n=0	n=0	n=0	n=ND	n=ND	n=ND		

ND = No data available.

The City of Statesville Fire Department adopted the recommendation from the November 2023 site visit, to establish total response time standards within rural geo-proximity planning zones. The Department went back and applied this recommendation to 2023 data and will continue to use this methodology moving forward.

(High Risk) ARFF - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2023-2024	2024	2023	2022	2021	2020	
Alarm Handling	Pick-up to Dispatch	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Turnout Time	Turnout Time 1st Unit	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Travel Time	Travel Time 1st Unit Distribution	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
	Travel Time ERF Concentration	Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	ND	ND	ND	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		06:20	N/A	N/A	N/A	N/A	N/A	N/A
		Rural		07:50	N/A	N/A	N/A	ND	ND	ND
	Total Response Time ERF Concentration	Urban		10:20	N/A	N/A	N/A	N/A	N/A	N/A
				11:50	N/A	N/A	N/A	ND	ND	ND
		Rural	10:20	N/A	N/A	N/A	ND	ND	ND	
			11:50	N/A	N/A	N/A	ND	ND	ND	

ND = No data available.

The City of Statesville Fire Department adopted the recommendation from the November 2023 site visit, to establish total response time standards within rural geo-proximity planning zones. The Department went back and applied this recommendation to 2023 data and will continue to use this methodology moving forward.

Peer Assessment Team Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>CC 2A.4 It is recommended the department establish total response time standards within their rural geo-proximity planning zones.</p>	<p>(ACR 2025) Agency accepted recommendation.</p>	<p>(ACR 2025) We have accepted the suggested recommendations. The Department has built out the Records Management System to be able to extract urban versus rural data. The Department also went back and did the previous data to reflect this recommendation. The Department went back to 2023 data and made changes. Implemented October 2024. (Exhibit #12)</p>	
<p>2A.5 It is recommended that the department develop a methodology to aggregate human assets preserved and/or saved to assess preservation outcome trending.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department has accepted the recommendations. We are collaborating with GIS to establish a 123 survey for the installation of smoke detectors. Through inputting this data into GIS, we aim to analyze it in conjunction with our heat maps, enabling us to assess the assets preserved and the corresponding outcomes. As we progress, we plan to integrate an educational component into this process. This will enable the department to effectively compare community risk programs with the insights derived from the heatmaps.</p>		

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
	(Exhibit #13)		
<p>CC 2B.4 It is recommended the department enhance its risk assessment methodology by introducing demographic and socioeconomic conditions into their planning zones risk identification methodology.</p>	<p>(ACR 2025) Agency accepted recommendation. We accepted this recommendation and are collaborating with GIS to implement the 3.0 Fire Accreditation Analysis. Upon successful installation of this program, we will be equipped to evaluate these conditions in conjunction with our zones, thereby advancing our community risk assessment. The Department has collaborated with the City GIS Department through face to face meetings and email communications. The Department has also been working with the Crime Analyst with the Police Department to build this methodology. (Exhibit #14)</p>		
<p>CC 3B.1 It is recommended that the department evaluate goals and objectives for a more focused approach utilizing the S.M.A.R.T. methodology.</p>	<p>(ACR 2025) Agency accepted recommendation. We have revamped the Strategic Planning Committee, that met on February 14, 2024, and December 9, 2024. This restructured committee is currently using the SMART methodology to offer direction for the</p>		

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
	<p>Department's future, enabling a more targeted approach to achieving our goals. The Committee rewrote the Mission and Vision statements in 2024 and made the revisions effective January 1, 2025. (Exhibit #15)</p>		
<p>5B.3 It is recommended that the department analyze community demographics to identify large loss potential or high-risk audiences for targeted public education programs.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department has accepted this recommendation. Upon obtaining the GIS information for the demographics, including socioeconomic data, the department plans to develop and deliver specific educational opportunities to those areas. This is a work in progress with our new Fire and Life Safety Educator. (Exhibit #16 and Exhibit #17)</p>		
<p>CC5B.4 It is recommended that the department enhance public education data and feedback collection for the evaluation of program impacts and effectiveness.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department has accepted the recommendation. The department is presently engaged in developing a survey and it is in draft form, to gather feedback from public education classes and events. (Exhibit #18)</p>		
<p>CC 5C.2 It is recommended that the department utilize an investigation reporting methodology allowing for consistent and complete records management.</p>	<p>(ACR 2025) The Department has accepted this recommendation. During the site visit the</p>		

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
	<p>Department was in the process of switching to a new RMS system. The new system has a very robust investigations module that will allow for more consistency for all investigations. The Fire Marshal’s Office implemented using the RMS system, that meets the NFPA standards, to complete consistent and complete records. (Exhibit #19)</p>		
<p>5F.5 It is recommended that the department utilize a secure patient care reporting system to securely and thoroughly document all patient care.</p>	<p>(ACR 2025) Agency accepted recommendation.</p>	<p>(ACR 2025) The Department promptly integrated the PCR report into the existing RMS system during the November 2023 site visit. Subsequently, the Department has incorporated the PCR component into the new RMS and intends to continue its utilization in the future. Implemented November 2023. (Exhibit #20)</p>	
<p>5F.7 It is recommended that the department develop a standardized quality assurance and quality improvement process to improve system performance and monitor outcomes.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department implemented a new RMS system with a scenario-based template to capture the appropriate information in June 2024. The Department will continuously assess the quality assurance process and monitor outcomes. (Exhibit #21)</p>		
<p>CC 5I.1 It is recommended that the department continue the evaluation</p>	<p>(ACR 2025) Agency accepted</p>		

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>and planning process to improve facility and equipment resources for airport fire rescue.</p>	<p>recommendation. By collaborating with the Airport, the Department was able to purchase a 2006 refurbished ARFF apparatus. The Airport Director has plans to apply for Federal funding for an Airport Station in the future. (Exhibit #22)</p>		
<p>CC 6B.3 It is recommended that the department evaluate existing facilities for consistent safety and functionality opportunities including automatic fire sprinkler systems.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department relocated Station 1 in June 2024, this new facility is a modern Fire Station equipped with fire suppression and a sprinkler system. Over the last two budget cycles, Fire Station 2 has undergone various upgrades, including asbestos abatement, and is earmarked for future relocation. Funds were requested and received in the current capital budget to facilitate enhancements at Fire Station 3. It's worth noting that all new fire stations constructed will be equipped with sprinkler systems. (Exhibit #23)</p>		
<p>6D.3 It is recommended that the department continue the pursuit of EVT certification and possible departmental representation at the city maintenance facility.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department will continue to work towards this recommendation; right now, the Department is using a third party company to meet this</p>		

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
	<p>action item. The Department intends to collaborate with the garage superintendent in the future to assess feasibility. (Exhibit #24)</p>		
<p>6E.4 It is recommended that the department evaluate paperless options consistent with other areas of focus for apparatus checklists and inventory control.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department is currently transitioning all apparatus checklists and inventory control processes to the new RMS system, and these tasks will be managed electronically. (Exhibit #25)</p>		
<p>6F.4 It is recommended that the department ensure internal personnel evaluating personal protective equipment are trained and qualified to conduct the inspections.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department's Personal Protective Equipment (PPE) committee is presently collaborating with manufacturers to ascertain the necessary level of training. Three members of the Department have received certification (May 2024 [2] & January 2015). The two members will conduct an advanced annual inspection. These personnel will also be training personnel in conducting quarterly inspections. This will be captured in the RMS system. The policy is currently being revised to reflect these improvements. (Exhibit #26)</p>		

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>7A.3 It is recommended the fire department work with city human resources to ensure city policies are reviewed annually.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department holds regular meetings with City Human Resources Department (HR). Currently, HR is in the process of reviewing and revising policies as necessary. An illustration of this ongoing effort is the recent update to the city-wide on-call policy. The City HR Director is currently reviewing the City wide policy manual. Once the updates are completed it will go to City Council for approval. (Exhibit #27)</p>		
<p>CC 8C.8 It is recommended that the department include industry research and scientific best practices in the development of training programs.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department has implemented industry best practices and scientific research into its in-service training. (Exhibit #28)</p>		
<p>CC 9B.1 It is recommended the department continue its recent initiative to leverage geographical information systems (GIS) to plot problematic in-building trunked land mobile radio coverage locations, which could assist in developing future mitigation strategies.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department continues to employ the 123 survey for conducting radio testing across the city. The Accreditation Manager is in the process of creating S.M.A.R.T. goals and objectives with the Subject Matter Expert to address the recommendation. (Exhibit #29)</p>		

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>9B.5 It is recommended the department continues to work closely with Iredell emergency communications center to assure a formal staffing study is conducted.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department has continued to foster a relationship and communications with Iredell Emergency Communications (ECOM) and will conduct communications with ECOM to verify that staffing levels are sufficient for our requirements. (Exhibit #30)</p>		
<p>9D.2 It is recommended the department enhance its data acquisition and integration capabilities to accurately measure response performance for all partner response agencies.</p>	<p>(ACR 2025) Agency accepted recommendation. The Department representative has been consistently engaging with ECOM quality assurance to generate data beneficial for all involved agencies. Meetings with partner agencies have also taken place, addressing data concerns, including discussions with Emergency Management. The Department is in the process of analyzing mutual aid data captured in the EPR FireWorks (RMS) system. (Exhibit #31)</p>		
<p>11A.12 It is recommended that the department work with peer response agencies to develop a unified accountability process.</p>	<p>(ACR 2025) Agency accepted recommendations. The Department met with all neighboring agencies in Iredell County, including</p>		

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
	representatives from Emergency Management. The Emergency Management team is in the process of formulating a system and policy to be implemented in 2025 countywide. (Exhibit #32)		

Exhibit List

- Exhibit #1: Statesville Fire Department Organizational Chart
- Exhibit #2: Fire & Life Safety Educator Job Description
- Exhibit #3: Fire Accreditation Manager Job Description
- Exhibit #4: Fire Station 1 News Release
- Exhibit #5: Technical Rescue Site Visit
- Exhibit #6: Core Competencies
- Exhibit #7: Program Performance Appraisals 2025
- Exhibit #8: Monthly Performance Report 2024
- Exhibit #9: 2024 Work Plan
- Exhibit #10: 2024 Annual Report
- Exhibit #11: Standard of Cover 2025
- Exhibit #12: Urban & Rural Benchmark Performance Objectives
- Exhibit #13: 123 Survey Smoke Detectors & Carbon Monoxide Detectors
- Exhibit #14: CPSE IT Specifications 10th Edition
- Exhibit #15: Strategic Planning Committee Meeting Minutes and Planning Documents
- Exhibit #16: Public Education Appraisal & EPR Information
- Exhibit #17: Public Education Student Workbook
- Exhibit #18: Fire & Life Safety Education Evaluation Form
- Exhibit #19: Fire Investigation Report in EPR
- Exhibit #20: ePCR Information in EPR
- Exhibit #21: Quality Assurance Process & Monitoring Outcomes
- Exhibit #22: ARFF Truck
- Exhibit #23: Station Renovations, including Sprinkler System Requests
- Exhibit #24: Maintenance Bids
- Exhibit #25: Truck Inventory
- Exhibit #26: Personal Protective Equipment Inspection Training Certifications
- Exhibit #27: Policies Updates
- Exhibit #28: Firefighter Task Book
- Exhibit #29: Radio 123 survey
- Exhibit #30: Emergency Communications Center Staffing
- Exhibit #31: Mutual Aid Data Analysis
- Exhibit #32: Unified Accountability Process

Verification

I verify that the information contained in this report is complete and true to the best of my knowledge.

Glenn Kurfess
Signature of Agency Head

Fire Chief
Title

2/11/2025
Date

Revisions made on 04/17/2025.

Glen Kurfess
Signature of Agency Head

Fire Chief
Title

4/17/2025
Date