



TOWN OF SHALLOTTE FIRE/RESCUE

Monthly Activity Report

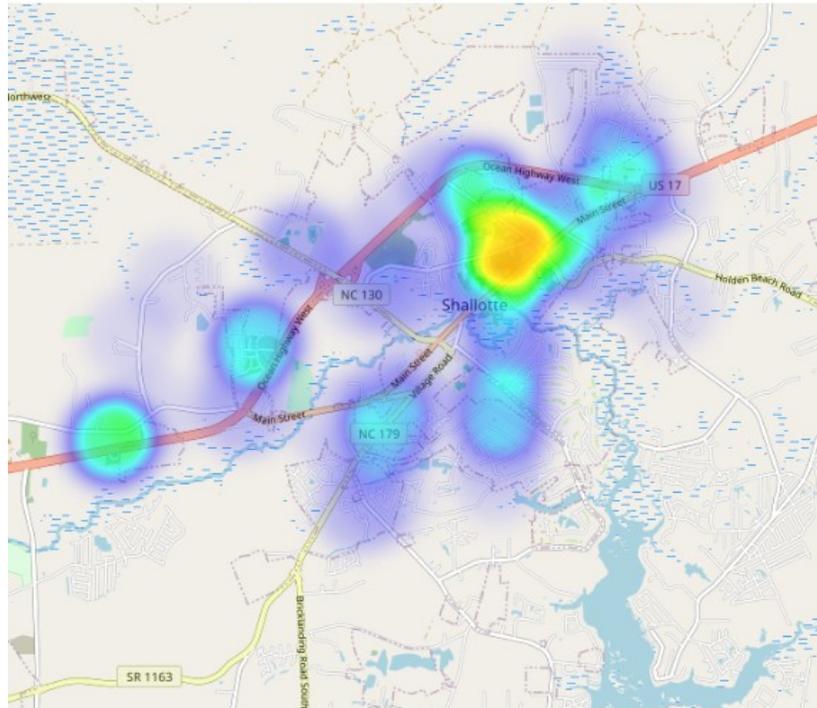
FISCAL YEAR ENDING 30 JUN 2026
Reporting Period: 27 DEC 2025 – 27 JAN 2026

NCGS § 58-79-45: Incident Reports...

Incident Map Overview
(Past 4 weeks)

Scene Locations of Fire Incidents

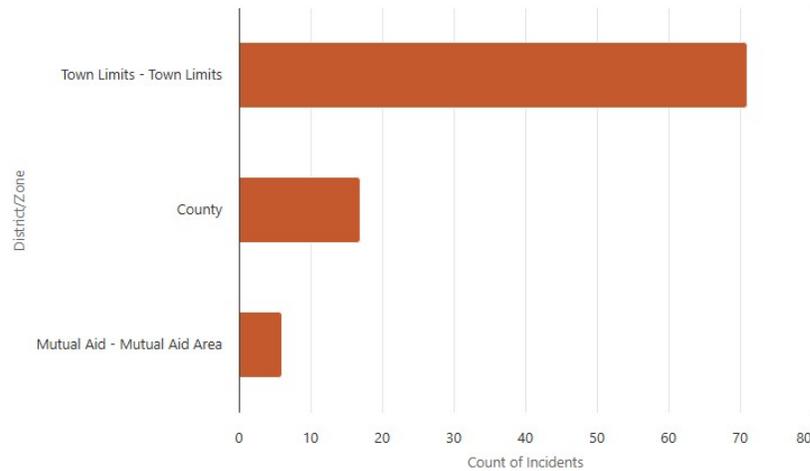
N = 96 Jan 01, 2026 12:00 AM to Jan 31, 2026 11:59 PM



(Past 4 weeks) **Town 71; County 17; Mutual Aid 6**

Incidents by District/Zone

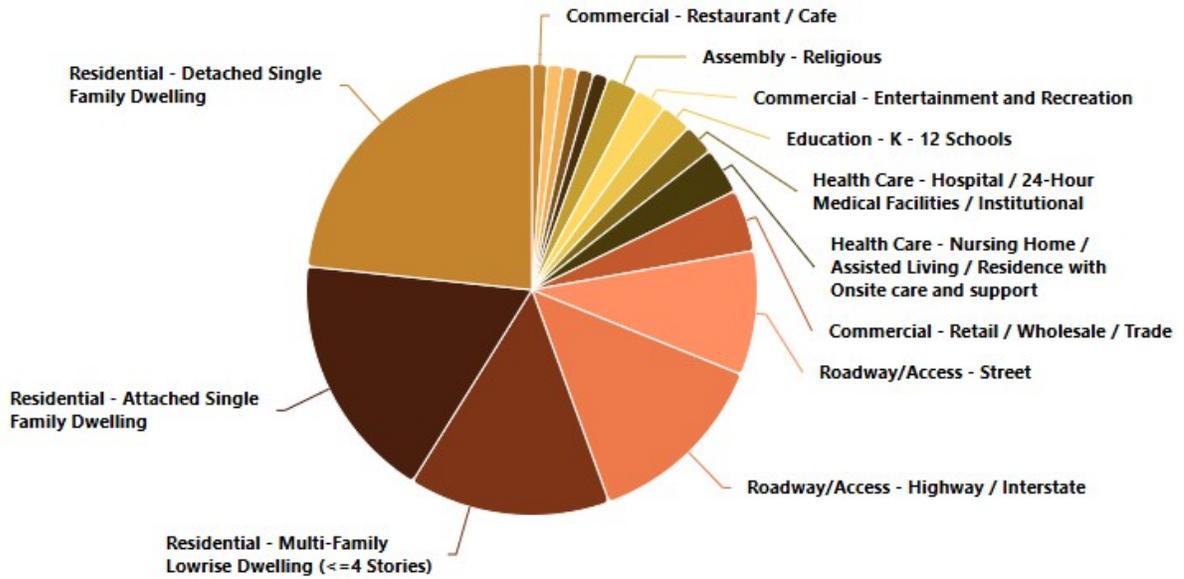
Jan 01, 2026 12:00 AM to Jan 31, 2026 11:59 PM



(Past 4 weeks)

Incidents by Location Use Category

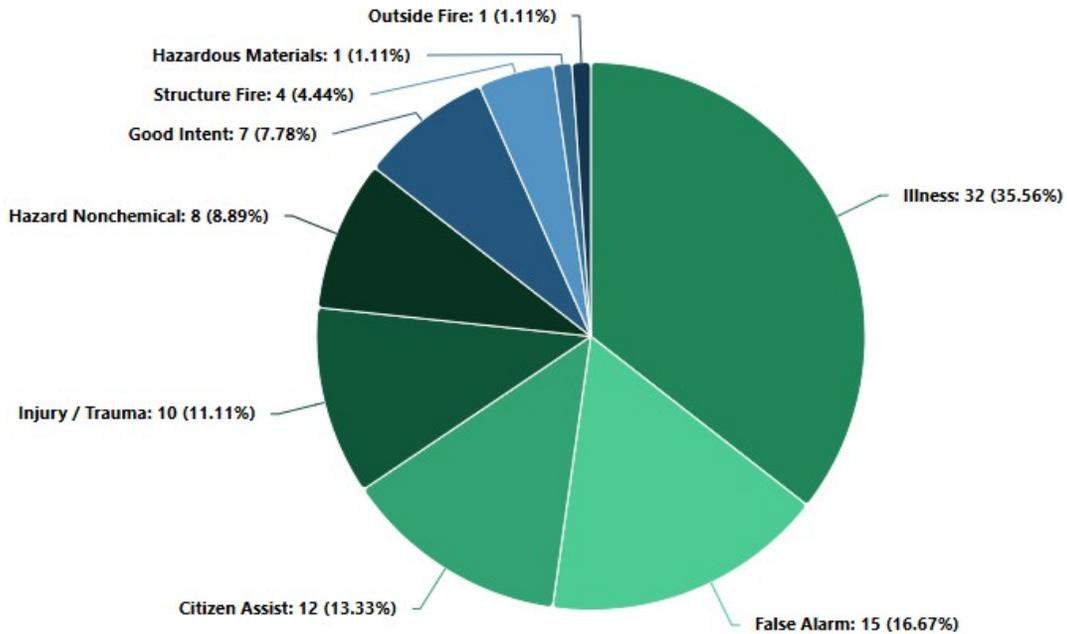
Jan 01, 2026 12:00 AM to Jan 31, 2026 11:59 PM



(Past 4 weeks)

Incidents by Type

Jan 01, 2026 12:00 AM to Jan 31, 2026 11:59 PM



System Transition Note

As part of the transition to the new national reporting system, NERIS, several reporting functions have changed. During this transition, the department temporarily lost the ability to track call volume and response performance by geographic zones, which previously supported identifying areas of increasing demand and forecasting where future growth may require additional resources.

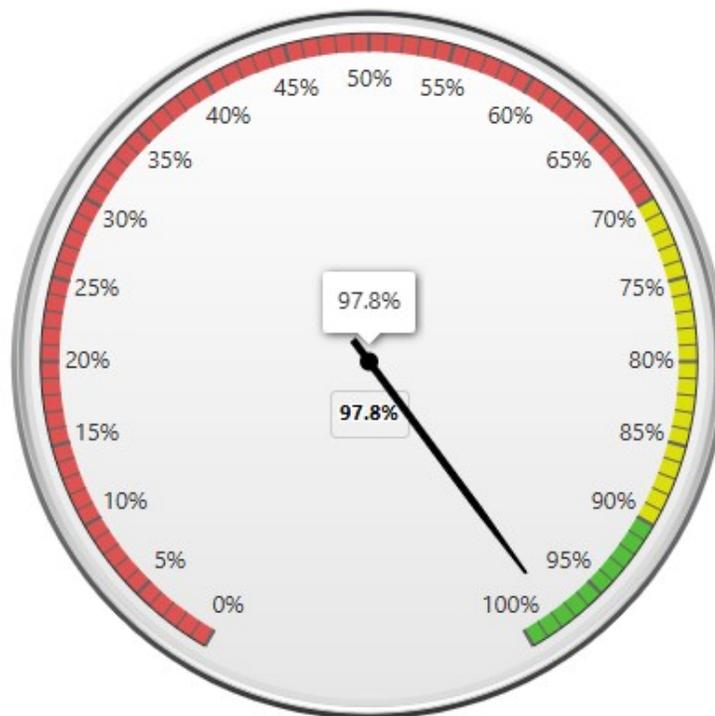
In addition, all response-time and performance metrics should be interpreted with the understanding that portions of the data rely on manual entry by telecommunicators and dispatch personnel. Monitoring radio traffic and entering unit status updates introduces a human element that can result in delayed or approximate timestamps, particularly during periods of high call volume. These variances may affect calculated times and trends without reflecting actual field performance. While recent improvements in automation are expected to PSAP times, accuracy and consistency, some uncertainty remains.

The department is actively working to restore accurate time collection, retrieve complete 2025 data, and reestablish zone-based tracking. Until full functionality is restored, these metrics are best used as system-level indicators to support trend analysis, accountability, and performance planning rather than as precise incident-level measurements.

(Past 4 weeks)

Percentage of Unit Total Response Times Under 09:00 Minutes

Jan 01, 2026 12:00 AM to Dec 31, 2026 11:59 PM



While the percentage of unit responses under nine minutes is an important indicator of overall service reliability, it is not an appropriate metric for evaluating patient survivability, clinical outcomes, or fireground effectiveness related to fire dynamics. This measure does not account for call acuity, patient condition, on-scene interventions, or the specific stages of fire development at the time of arrival and should not be interpreted as a predictor of medical or fire suppression outcomes. However, this metric is a standardized performance measure within the current NERIS reporting environment and is therefore subject to review and scrutiny by system users, external stakeholders, and those responsible for

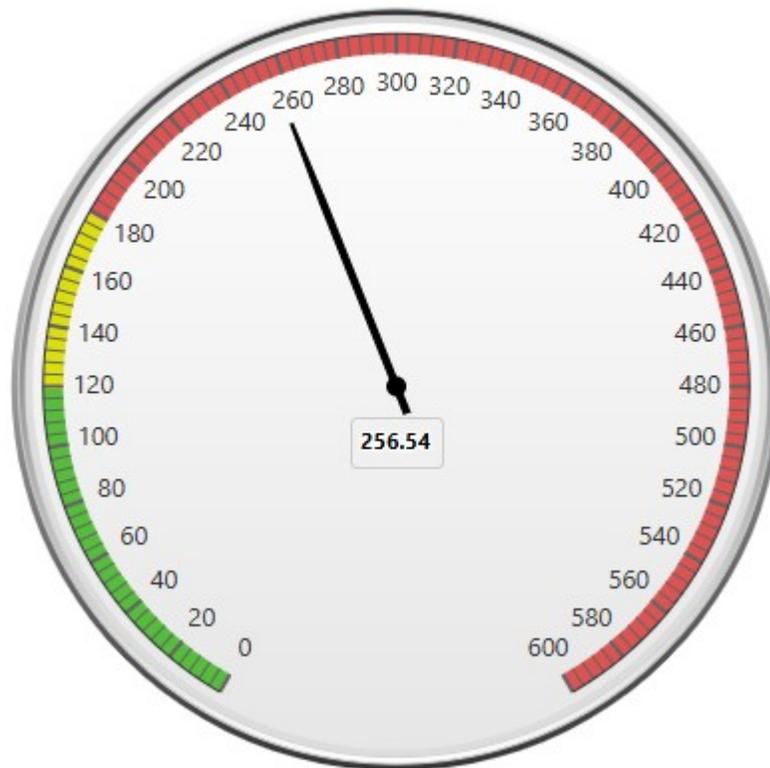
oversight of service delivery and organizational performance. As such, it is best understood and applied as a system-level planning and accountability indicator, reflecting overall workload, readiness, and response consistency rather than incident-level effectiveness.

(Past 4 weeks)

| Apparatus Resource ID | Count of Incidents | Incident Average Apparatus Dispatch to En Route in Minutes |
|-----------------------|--------------------|--|
| 1561TO | 15 | 00:03:50 |
| 1571E | 1 | 00:02:37 |
| 1572P | 73 | 00:04:30 |
| 1580C | 2 | 00:02:15 |
| 1581S | 21 | 00:04:00 |

Unit Average Turnout Time (Seconds)

Jan 01, 2026 12:00 AM to Dec 31, 2026 11:59 PM

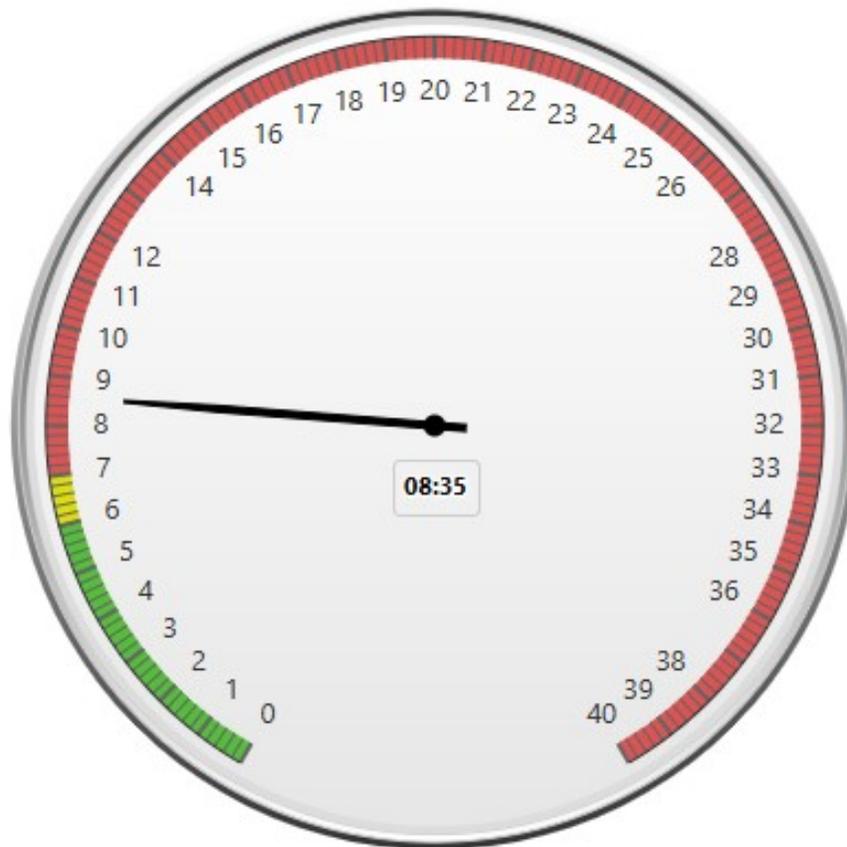


Transitioning to the current reporting environment limits our ability to isolate high-acuity emergency calls for performance analysis. As a result, turnout time metrics presently reflect overall response activity, inclusive of low-acuity medical calls, non-emergency responses, service-related incidents, and high-acuity emergency events. These blended metrics should not be interpreted as exclusive measures of critical incident performance. Even when turnout time data cannot be fully stratified by call acuity or geographic zone, it remains a critical indicator of system performance, organizational accountability, and future planning needs.

(Past 4 weeks)

Average Total Response Time (MM:SS)

Date Reported: Jan 01, 2026 12:00 AM to Dec 31, 2026 11:59 PM

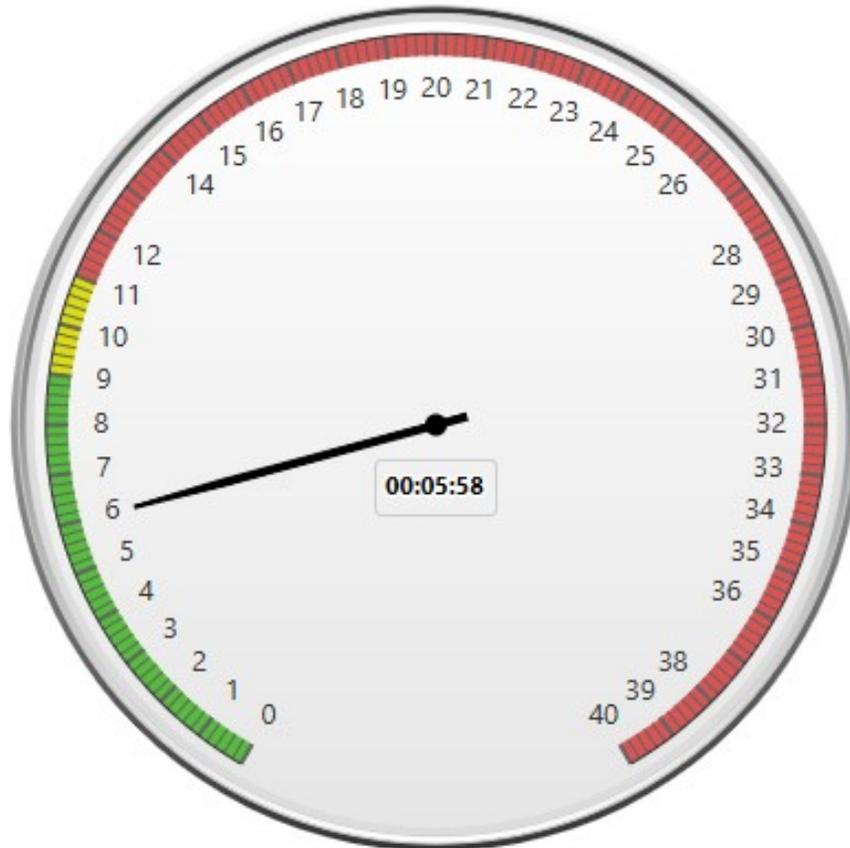


This metric is important because it measures the portion of the response most directly influenced by fire department operations, specifically the time from dispatch through arrival on scene. It reflects how efficiently units are able to turn out and travel once a call has been assigned, providing insight into staffing readiness, unit availability, station placement, apparatus utilization, and travel conditions. When compared to the overall average response time from PSAP call receipt to arrival of **8 minutes 35 seconds**, and the unit average dispatch-to-arrival time of **5 minutes 58 seconds**, we can deduce that approximately **2 minutes 37 seconds** represents PSAP call handling and dispatch processing prior to unit notification. Although PSAP time cannot currently be reported as a standalone metric, this comparison allows for reasonable system-level inference and supports accountability, trend analysis, and data-driven deployment and performance planning, while not serving as a measure of patient outcomes or fireground effectiveness.

(Past 4 weeks)

Unit Average Total Response Time (HH:MM:SS)

Jan 01, 2026 12:00 AM to Dec 31, 2026 11:59 PM



Unit Average Total Response Time is tracked in the current reporting environment and is measured from **dispatch to arrival on scene**, combining **turnout time and travel time**. It does not include PSAP call receipt or call-processing time.

This metric is important because it reflects the portion of the response that is **directly controlled by field operations**, including staffing readiness, unit availability, station location, and travel conditions. It provides a clear view of how efficiently units mobilize and reach incidents once they are dispatched, independent of PSAP performance.

By comparing this value to the overall PSAP-to-arrival response time, we can **infer the impact of PSAP call handling and dispatch**, even though that time cannot currently be reported separately. The difference between the two metrics represents the front-end processing that occurs before units are notified. This makes the metric valuable for deployment planning, workload assessment, and system performance evaluation, while not serving as a measure of clinical outcomes or fire behavior.

(Past 4 weeks)

Data not Available

| Past 4 weeks | Zone Reference by Number of Incidents from Greatest to Lowest | YTD |
|---|---|---|
| #1 Zone One = 44 #2 Zone Four = 20 #3 Zone Six = 7 #4 Zone Three = 5 #5 Zone Five = 4 #6 Zone Two = 3 #7 Zone Seven = 1 | #1 Zone One = Wall St Station (Town Central Commercial District) #2 Zone Four = Red Apple Station area (Rourke Woods/Brierwood/River's Edge/Shalotte Point area) #3 Zone Three = Naber Dr Station (Shalotte District Park/Wildwood/Union School/McMilly Rd area) #4 Zone Five = (Green Bay Village/Cardinal Point/Highlands/N Mulberry/Express Dr area) #5 Zone Two = HWY 130 Station (WBHS/McMilly Rd/Industrial Park area) #6 Zone Six = (Greybridge Rd/Red Bug Rd/Holden Beach Rd/Solserra area) #7 Zone Seven = (SECU/Ford & Chevy/Cumbee Rd areas) | #1 Zone One = 524 #2 Zone Four = 251 #3 Zone Three = 175 #4 Zone Five = 98 #5 Zone Two = 78 #6 Zone Six = 64 #7 Zone Seven = 12 |

NCRRS 5: Training...

526:00 hours

- (EMT) Continuing Education
- (ISO) Fire Officer Training
- (ISO) Recruit Training
- (ISO) Company Training
- (ISO) Driver/Operator Training
- (ISO) Facility Training
- (ISO) Community Outreach

Notes:

Technical Review (TR) and Code Enforcement Items

- County TRC – Recycling Center – Gated Access Approval
- County TRC – Sheetz
- Town Tech Review – Cottages at Rourke Woods
- Site Visits – Village Point Rd
- Site Visits – Smith Ave Ext
- Site Visits – Old Shalotte Rd
- Site Visits – Greybridge Rd
- Site Visits – Brierwood

Staffing Notes

- One staff position on light-duty
- One staff position open
 - Chief and Deputy Chief covering staffing shortages when part-time staff are unavailable.
 - New Position Jan 01.
 - Process underway

Other Notables

- Open Investigation
 - Al Street
 - SBI Report Cause and Origin Report Pending
 - Met with the Medical Examiner's Office
- Open Investigations
 - Milliken Street
 - SBI Report Cause and Origin Report Pending
 - Pending Medical Examiner's Office findings
- Shalotte Hazard Mitigation Plan Actions
 - Re-Submitted to County
 - Reviewed and added to County Regional Plan
- Safety Committee Meeting
 - Findings being reviewed
- Meetings with Mayor
 - Fire Inspection Revenue
 - Fire Tax
 - VFD Chief's Association updates
 - Strategic Planning Overview
 - Facilities
 - Staffing
 - Equipment