



City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Meeting Agenda

Manager's Briefing

Cyril Jefferson, Mayor

Michael Holmes, Mayor Pro Tempore (Ward 6),

Britt W. Moore (At Large), Amanda Cook (At Large), Vickie M.

McKiver (Ward 1), Tyrone Johnson (Ward 2), Monica L. Peters

(Ward 3), Dr. Patrick Harman (Ward 4), and Tim Andrew (Ward 5)

Monday, July 15, 2024

4:00 PM

3rd Floor Conference Room

CALL TO ORDER

PRESENTATION OF ITEMS

[2024-296](#)

Fire Department Overview

Staff will provide an overview of the Fire Department.

Attachments: [Fire Department Overview](#)

[2024-298](#)

Customer Service Overview

Staff will provide an overview of the Customer Service Department.

Attachments: [Customer Service Overview](#)

ADJOURNMENT



High Point Fire Department

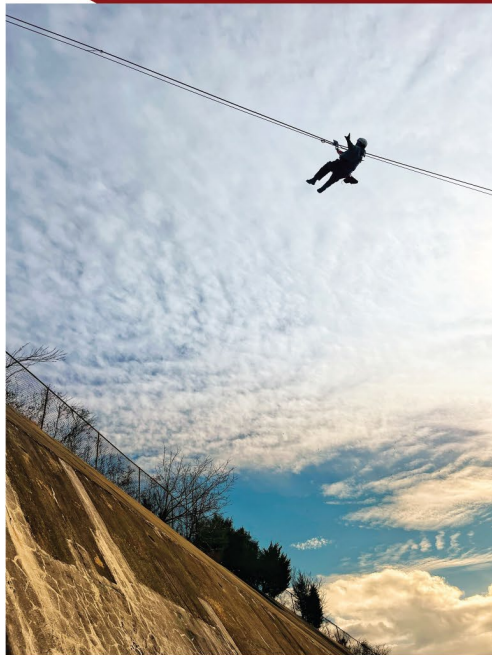
2024 Department Overview

Operating Locally Recognized Nationally

High Point Fire Department ranks among the best agencies in the nation. From Administration and Planning to Training and Public Engagement, HPFD works diligently to provide the best services to our community and citizenship.

- ➡ HPFD is one of 124 US fire Departments that is both Accredited and ISO Class 1 rated
- ➡ HPFD annually participates in Legislative Day to advocate for fire service issues
- ➡ HPFD continuously performs directly in line with national expectations for response times
- ➡ HPFD's Training Division maintains national and state mandated hours and certifications and operates as a delivery agency





HPFD Services Provided

High Point Fire Department responds to medical emergencies ranging from heart attacks to minor scrapes and bruises. Responses also include vehicle accidents that may require patients to be extricated from entrapment.

Hazardous Materials

Hazmat Materials Response team involves hazardous materials mitigation and hazmat transportation incidents.

Technical Rescue

Technical rescue may involve high angle rope rescue, trench or confined space incidents that involve the rescue of individuals.

Bike Team

- Furniture Market
- Coltrane Intl. Jazz & Blues
- Uncle Sam Jam
- Go Far Road Race
- Special Events
- Parades

Dive Team

Search and recovery involving water incidents

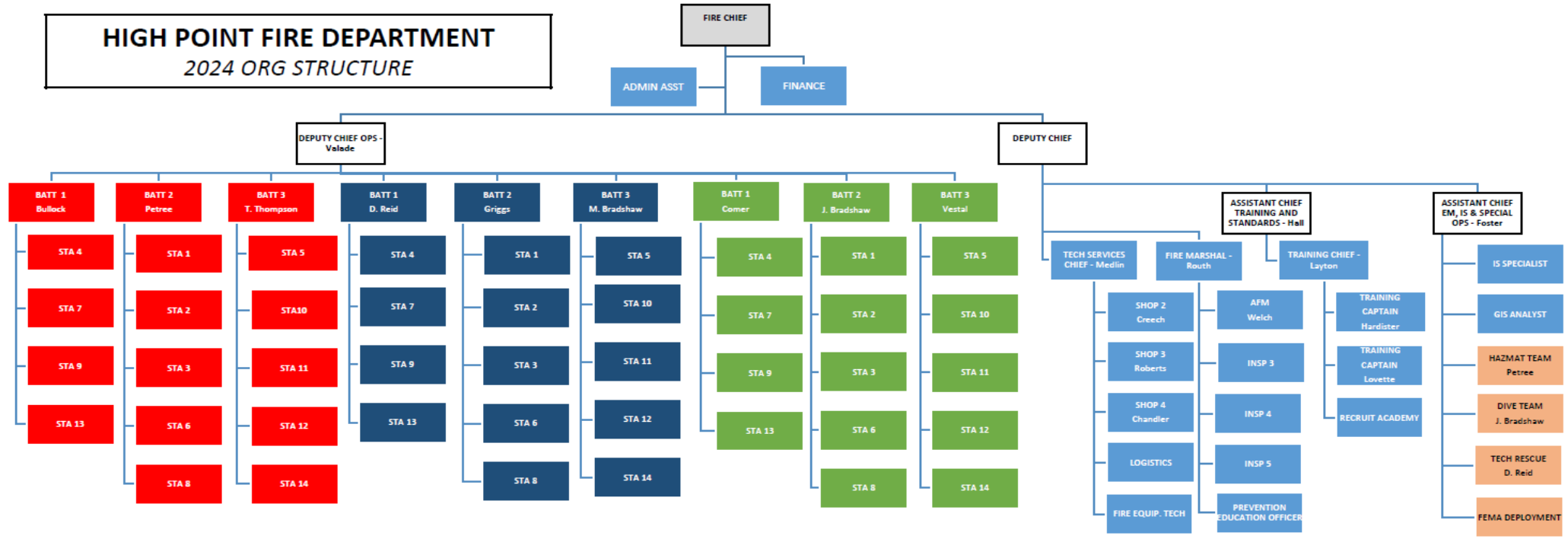
Drone First Responder (D.F.R.)

Progressive tactics to enhance operational efficiency, improve situational awareness, and ensure the safety of both responders and the community during emergencies.



HIGH POINT FIRE DEPARTMENT

2024 ORG STRUCTURE



240 BUDGETED POSITIONS
216 Operations and 24 Administrative

A SHIFT

B SHIFT

C SHIFT

ADMIN

SPECIAL OPS

HPFD Command Staff

Brian Evans

Interim Fire Chief
Administration
Finance
Tech Services
Fire Prevention Bureau



Jayson Valade

Deputy Chief
Operations



Perry Hall

Assistant Chief
Training



Michael Foster

Assistant Chief
Specialty Teams
GIS
Information Technology



240 Total Personnel

216 Operations/Suppression
24 Administration



Timothy Layton

Chief of Training

Training Division

Our Training Division facilitates and delivers certified firefighter training to the 240 men and women of the High Point Fire Department.



Stephen Lovette

Training Captain



Andrew Hardister

Training Captain





Scott Routh

Fire Marshal

HPFD Fire Prevention



Jesse Merritt

Inspector



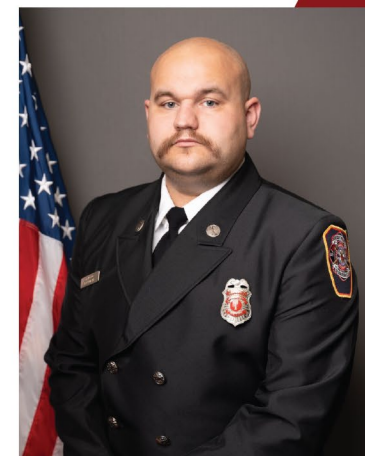
James Hyler

Inspector



David Welch

Assistant Fire Marshal



Nathan Lambeth

Inspector

Chris Lounsbury

Inspector

Inspections **Code Enforcement**

HPFD Fire Prevention Division

Community Risk Reduction (Fire Investigation & Prevention Divisions) HPFD conducts fire investigations, code enforcement and fire life safety education programs to eliminate the threat of fire for the CoHP through the community risk reduction program. These programs are mandated by NC State Fire Code, relevant NFPA standards, Insurance Services Office (ISO), as well as HPFD general orders. The CoHP adopted the Fire Code in 1958, with the adoption being updated throughout various years. It was stated that future revisions are automatically adopted by reference.

Inspectable Buildings	5,428
Inspection Frequency	
1 year	1,354
2 year	458
3 year	3,616

Total Group Inspection Activity	5,058
Construction Inspections	614
Periodic Inspections	2,880
Reinspections	1,207
Misc. Other Inspections	357

Total Sq Footage Inspected	779,422,511
Number of Code violations	7,380
Number of Plan Reviews	1,153

On-Call Investigations	125
Accidental	70
Incendiary	26
Undetermined	26
Under Investigation	3
Prevention/inspection Meetings	175

Zach Medlin
Shop Chief



HPFD Fleet Maintenance

Allen Creech
Fleet Mechanic



Jared Chandler
Fleet Mechanic



Tim Roberts
Fleet Mechanic



Rolling Fleet

- 14 Engines
- 4 Ladders
- 1 Heavy Rescue
- 1 Tanker
- 1 Air Truck
- 2 Hazmat
- 3 Batt Chiefs
- 2 Dive Boats/Trucks
- 24 Passenger Vehicles

Reserves

- 3 Engines
- 3 Ladders
- 1 Tanker
- 1 Rescue

Equipment

- Riding Mowers
- Lawn Equipment
- Side-by-sides
- Rescue Tools



HPFD Facility Maintenance

Brandon Surmons

Maintenance Tech



Angela Crotts

Logistics Specialist



HPFD Logistics

Station 1

508 North Centennial St
Built in 1975



Station 2 - HQ

434 South Elm St
Built in 1967



Station 3

1309 Chestnut Dr
Built in 2008



Station 4

930 Old Winston Rd
Built in 2010



Station 5

3828 Johnson St
Built in 1988



Station 6

110 East Springfield Rd
Built in 1966



Station 7

1116 Gordon St
Built in 1963



Station 8

208 Prospect Ave
Built in 1964



Station 9

2707 Triangle Lake Rd
Built in 1976



HPFD Facilities

Station 10

2419 Whites Mill Rd
Built in 1985



HPFD Facilities

Station 11

3604 Morris Farm Dr
Built in 1997



Station 12

4538 Barrow Rd
Built in 2003



Station 13

2414 Ambassador Ct
Built in 2002



Station 14

2127 Sandy Ridge Rd
Acquired in 2005



Logistics

213 Fisher Ave
Built in 2012



Training Center

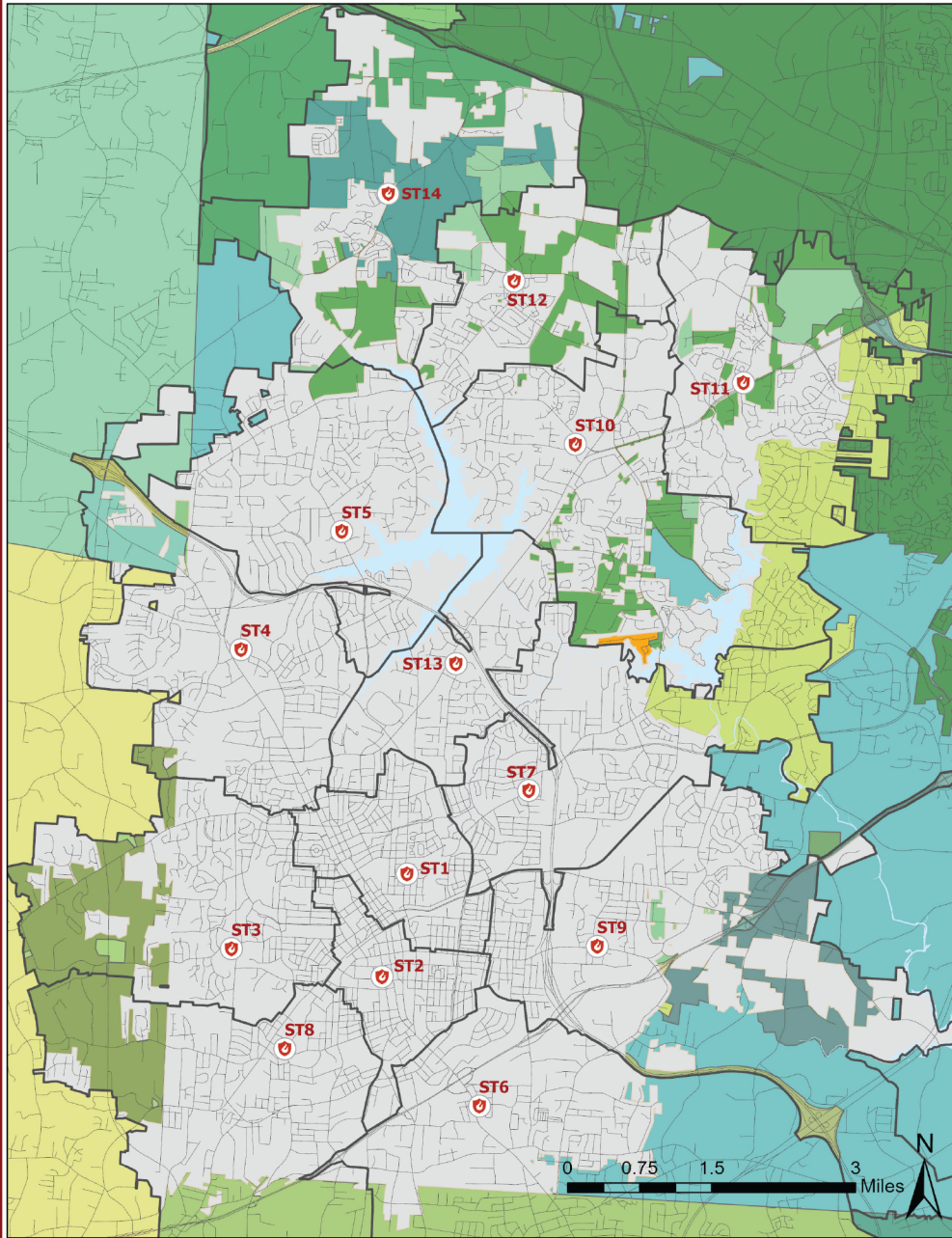
1035 W. Ward Ave
Built in 1990



Fire Prevention

149 Church Ave.
Moved to location in 2023





HPFD Service Area

City Limits Covered: 58 Square Miles

Contract Areas Covered: 14 Square Miles

- Population: ~20,000

Primary Response Area: 71 Square Miles

HPFD Footprint

20 Total Facilities

14 Fire Stations

19 Companies In-Service Daily

14 Engine Companies

4 Ladder Companies

1 Heavy Rescue Company

1 Tanker / Water Tender

3 Battalion Chiefs

72 Personnel assigned to each of the 3 shifts (A, B, & C)

24 Hour Rotation

Year	Population	Call Volume	Firefighters
2005	95,630	10,755	202
2010	104,371	11,029	201
2011	105,843	11,209	201
2012	107,157	11,719	201
2013	108,285	12,189	201
2014	109,270	12,406	201
2015	110,638	12,403	210
2016	111,967	13,662	211
2017	112,201	14,957	211
2018	113,125	15,569	211
2019	114,183	16,035	211
2020	115,526	14,006**	211
2021	115,900	14,877**	211
2022	116,966	16,471**	216
2023	116,065	16,255	216
2024	120,751	16,515	216*
2029	126,050	17,000	?
2034	131,144	17,500	?

*needed request for budget consideration (ladder & station staffing serving new growth areas)

**reduced service based on safety precautions on medical responses (COVID-19)

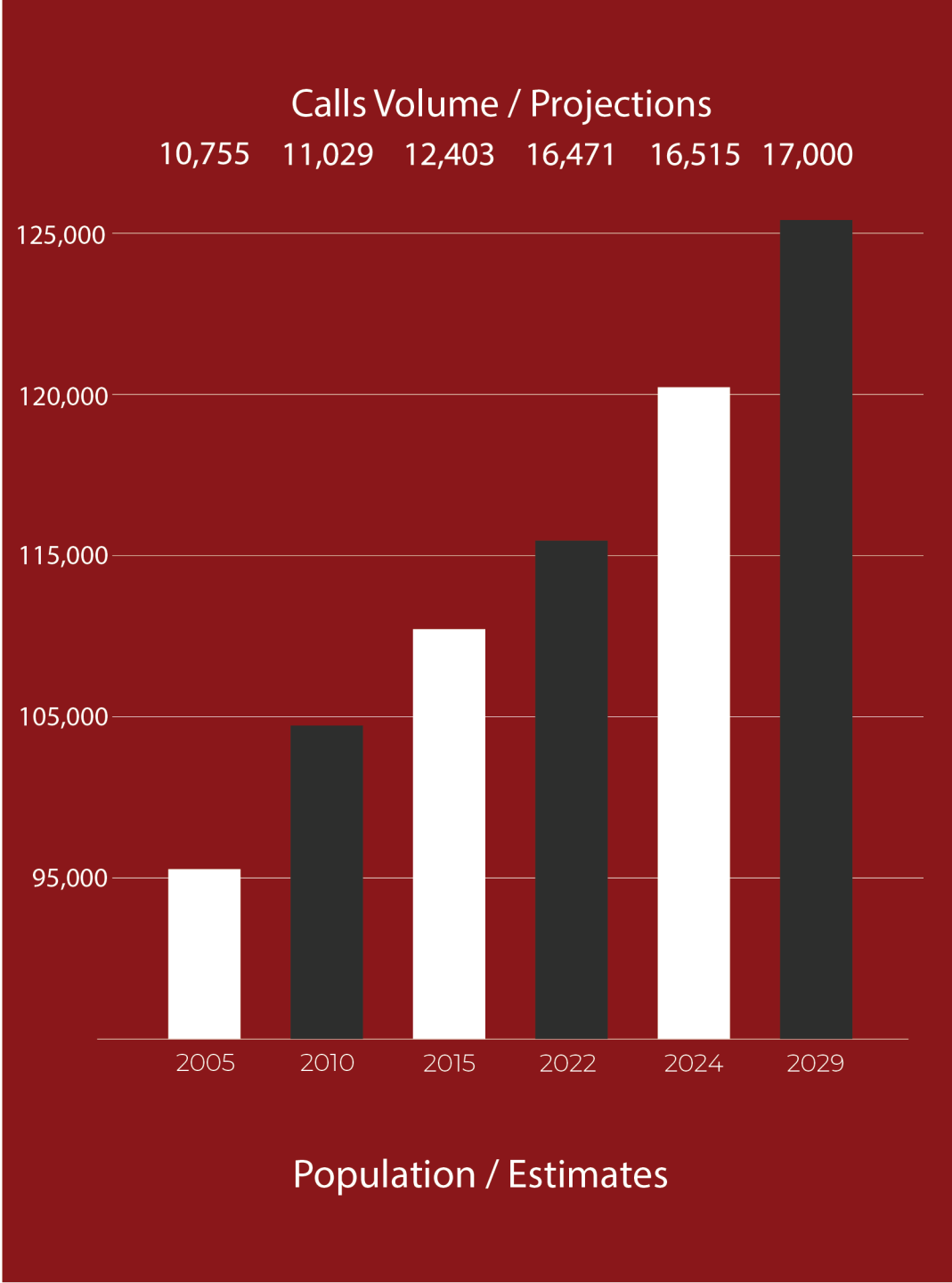
HPFD Call Volume

Due to population increase in High Point, the demand on emergency services has dramatically risen. In the last 17 years, HPFD's call volume has risen from just under 11,000 calls to well over 16,000 calls. This amount of call volume is expected with an increase in citizenship. However, our operational personnel has only increased from 202 firefighters to 216.

With incidents covering everything from fires and medical responses to Hazmat and water operations, it is of the utmost importance that we keep our apparatus fully staffed with expertly trained personnel.

Station	2016	2017	2018	2019	2020*	2021*	2022*	2023
1 (ENG1/BAT2/HAZ1)	3924	4125	4546	4668	4211	4343	5060	5304
2 (ENG2/TRK2)	2751	4052	4346	4456	4292	4271	4898	4973
3 (ENG3/HAZ3)	1249	1285	1382	1368	1127	1222	1526	1403
4 (ENG4/TRK4/TECH4)	1884	2464	2585	2740	2487	2586	2784	2747
5 (ENG5/BOAT5)	952	1018	1088	1108	1053	1040	1229	1204
6 (ENG6/TECH6)	1301	1612	1771	1761	1547	1630	1686	1730
7 (ENG7/TRK7)	2089	2667	2972	3254	2961	2868	3310	3572
8 (ENG8)	1261	1410	1488	1569	1342	1409	1630	1705
9 (ENG9)	1516	1588	1729	1727	1580	1741	1838	1777
10 (ENG10/BOAT10)	1175	1205	1290	1375	1118	1241	1455	1451
11 (ENG11)	706	734	816	880	724	792	1003	894
12 (ENG12/TRK12/BAT3/TANK12,AIR1)	925	1337	1676	2066	3218	4124	4238	2455
13 (ENG13/RESC1/BAT1)	4588	4589	4988	5058	4630	4791	5598	5544
14 (ENG14)	579	691	708	694	601	280	677	641
Total Responses	24900	28777	31317	33143	31214	32999	37314	35400

*reduced service based on safety precautions on medical responses (COVID-19)



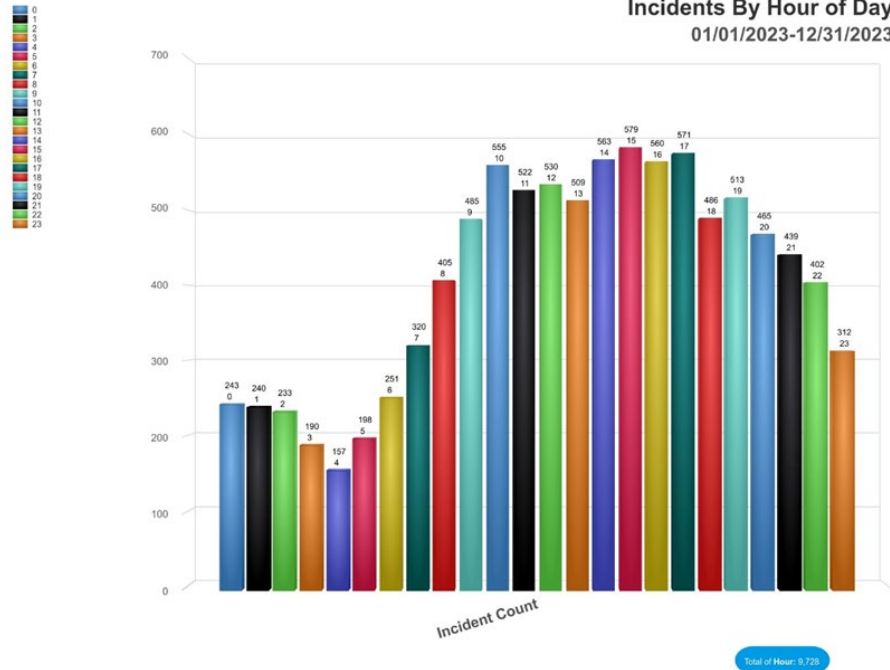
Incident Types

Incident Types	Series	2023	2022*	2021*	2020*	2019	2018	2017	2016
Fires	100	518	534	618	454	513	546	571	527
Explosion non-fire	200	22	30	33	31	27	27	22	24
Medical & Rescue	300	9726	10558	9989	9352	11002	10648	10726	9715
Hazardous	400	438	514	422	432	552	555	453	458
Service	500	1633	1330	1127	834	908	848	686	619
Good Intent	600	1623	1272	1059	1106	1170	1039	935	733
False Alarm	700	2118	2212	1612	1772	1852	1870	1597	1581
Weather	800	1	9	6	23	22	52	2	10
Special	900	143	5	6	9	4	6	6	8
Structure Fires	^{111,112,120,121,123}	119	128	134	87	129	125	124	137
Narcan Use		160	158	183	176	179	159	172	88

*reduced service based on safety precautions on medical responses (COVID-19)

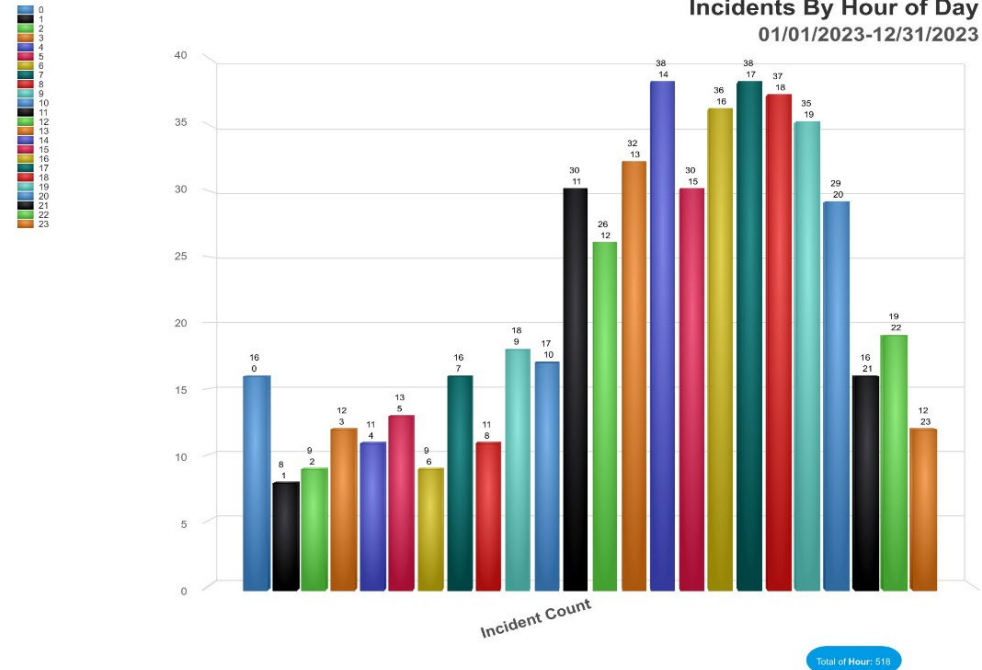
Response Times (90th percentile)

Fires	YTD	Baseline	2023	2022	2021	2020	2019	2018	2017	2016
Processing										
Call to Dispatch	:33	:40	:44	:41	:41	:43	:45	:36	:36	:37
Turnout										
1st Unit	:55	1:38	1:33	1:21	1:34	1:17	1:41	1:35	1:34	1:40
Travel										
1st Arriving	3:39	4:00	3:21	3:41	3:59	3:41	3:41	3:49	3:44	4:07
ERF	7:04	8:04	6:35	7:01	7:38	7:15	7:16	7:56	7:13	8:09
Response										
1st Unit	3:39	5:28	4:46	4:53	5:18	5:15	5:08	5:15	5:19	5:32
ERF (9:20)	8:41	10:05	8:12	8:53	10:52	10:09	9:16	10:36	9:17	9:54



Frequency of EMS Calls by Hour of Day

HPFD has determined that EMS incident alarms most often occur between the hours of 7 am and midnight, with a peak between 11 am and 2 pm.



Frequency of Fire Calls by Hour of Day

HPFD has determined that fire incident alarms most often occur between the hours of 9 am and 10 pm, with a peak between 4 and 5 pm.

HPFD Staffing Report

Current Staffing - 216 Budgeted Positions (Operations)

Retirement Impact

From 1995 to 2000
HPFD hired approximately
42 new firefighters.

Vacancies

From 2019 to 2024,
32 members have left
HPFD for other
opportunities.

From Applicant to Firefighter

3-4 Months

1. Application Process
2. TABE Testing
3. Physical Agility Test
4. Interview
5. Polygraph
6. Conditional Job Offer
7. Preemployment Physical and Drug Screen

5-6 Months

Recruit Academy

2 Months

EMT Academy

2 Months

Tech Rescue Academy

It takes 12-14 months from hire date to fully qualified HPFD Firefighter



HPFD Non-Incident Activities

HPFD Tests and maintains over 72,000 ft of fire hose annually



We test and verify the functionality of 8,119 hydrants in the city annually

Our ladders get tested annually to ensure functionality and service readiness



Our crews visit businesses throughout the city to preplan for potential incidents



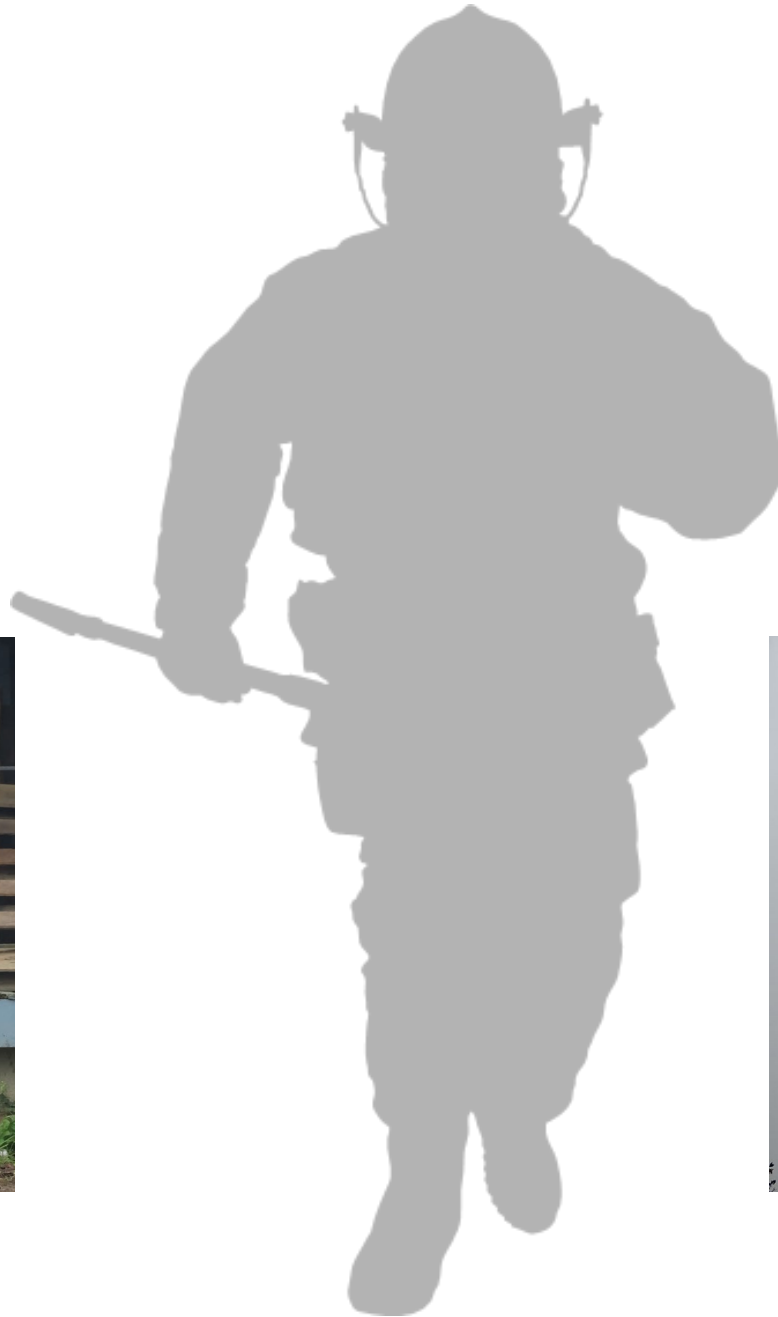
Department Highlights

AFG Grant Recipient – 2015

Applied for SAFER Grant – 2022

Apparatus Replacement Plan

Fireworks RMS





Thank You

Questions?

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Fire Department Overview	
FROM: Brian Evans, Interim Fire Chief	MEETING DATE: July 15, 2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: Fire Presentation	

PURPOSE: Staff will provide an overview of the Fire Department.

BACKGROUND: n/a

BUDGET IMPACT: n/a

RECOMMENDATION/ACTION REQUESTED: n/a



CITY OF HIGH POINT

AGENDA ITEM



TITLE: Customer Service Overview	
FROM: Jeremy Coble, Customer Services Director	MEETING DATE: July 15, 2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: Fire Presentation	

PURPOSE: Staff will provide an overview of the Customer Service Department.

BACKGROUND: n/a

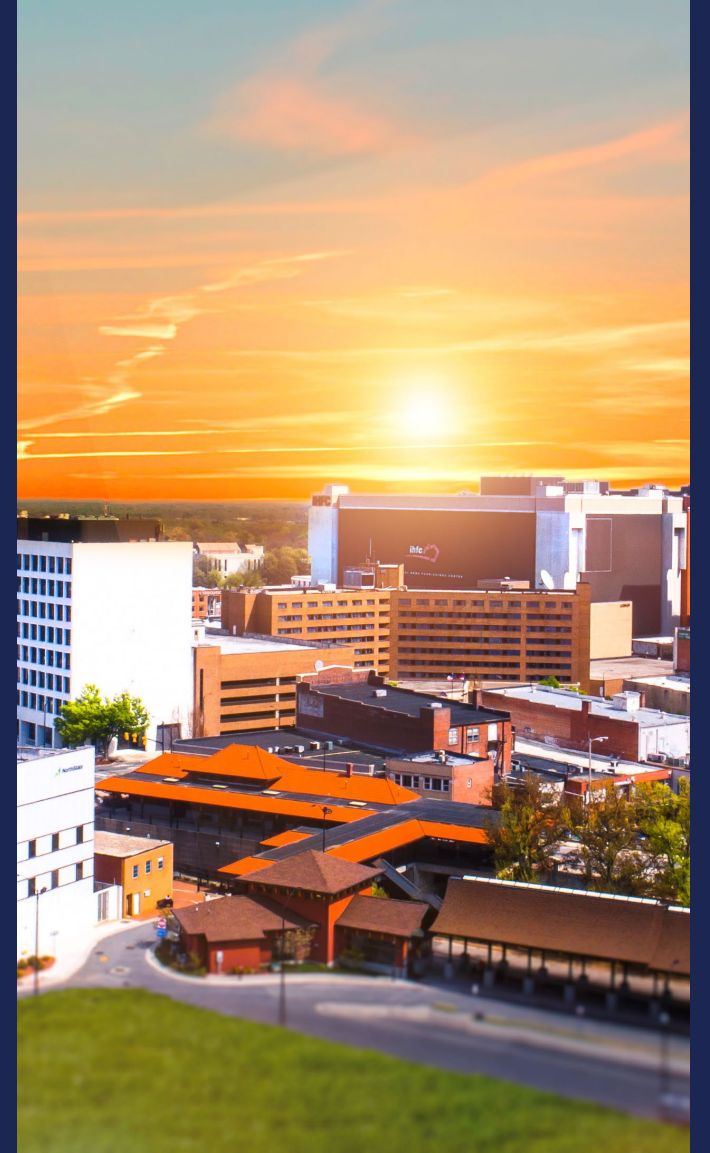
BUDGET IMPACT: n/a

RECOMMENDATION/ACTION REQUESTED: n/a





Customer Service Department





Who is Customer Service?





Facts

Total Budget FY 24- 25 - \$6,862,488.00

Total Staff – 61 employees

Daily Operating hours – 7:30 am to 5:30 pm

After hours staff – 24/7



Core functions

Water Meter
Services

Meter Reading

Advanced
Metering
Infrastructure
(AMI)

Utility Billing And
Collection

Contact Center

Field Services

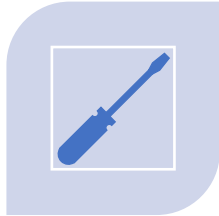
Electric Dispatch

Showroom Tax
Collections

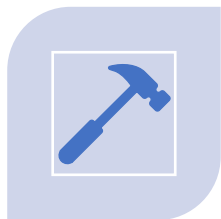
Water Meter Services



INSTALLATION



MAINTENANCE



REPAIR



REPLACEMENT



Meter Reading

- Over 1 million meters read annually



Utility Billing and Collection

Approximately
\$200,000,000
annually

Over 46,000
customer accounts

Over 60,000 bills
and reminders
monthly

Approximately
1,700 walk-in
customers

Over 20,000 ebills
monthly

This does not
include walk-in
payments

CITY OF high point Utilities Statement 1 of 1
Billed on: 08/17/2023
Account: 123456 - Steve Rogers
Pin No: 3456
Last Payment of \$208.12 Received on 8/14/2023 - Thank You.

Previous Balance	Payment on Last Bill	New Charges	Miscellaneous + or -	Account Balance	Next Due After
\$208.12	-\$208.12	\$275.87	\$0.00	\$275.87	Sep 07, 2023

Service Location: _____ Next Reading Date: 9/15

New Charges	Meter Number	Service Period From To	Meter Readings Previous Current	Multiplier	Actual KW	Billed KW	Usage Units	\$ Am.
Utility Charges:								
Electric RESS	G12539	07/14 08/15	32 80910 80616	1			1706 kWh	
State Renewable Energy Charge								
Water R27	48248021	07/14 08/15	32 270 273				3 Ccf	
Water R14							3 Ccf	
Electric Sales Tax								
Other Charges/Credits:								
Sewerwater							1 Ecu	
Solid Waste Landfill Charge								
Solid Waste Availability Fee								
Total New Charges								\$275.87

Our records indicate your telephone number is (336) 689-2134. If this is incorrect please notify us.

Messages:
PUBLIC COMMENT PERIOD OPEN FOR DRAFT WATER SHORTAGE RESPONSE PLAN
North Carolina General Statute 143-384.4 requires each unit of government that provides water service to the public to periodically conduct



Contact Center

250,000 calls annually

Average wait times of less than 60 seconds

Calls cover a wide range of topics

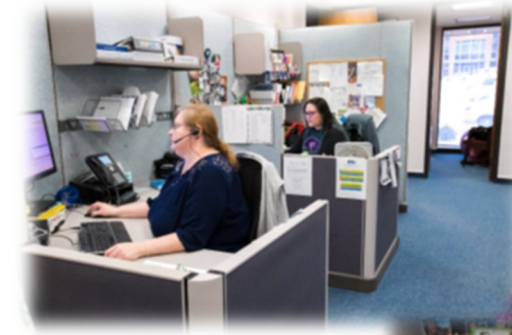
Utility bills

Establishing
city services

Trash and
sanitation calls

Power outages

Etc.





Field Services

Move-in and Move-out

- Same day service (before 3 pm)
- Over 25,000 annually

Non-pay enforcement

- Over 16,000 annually

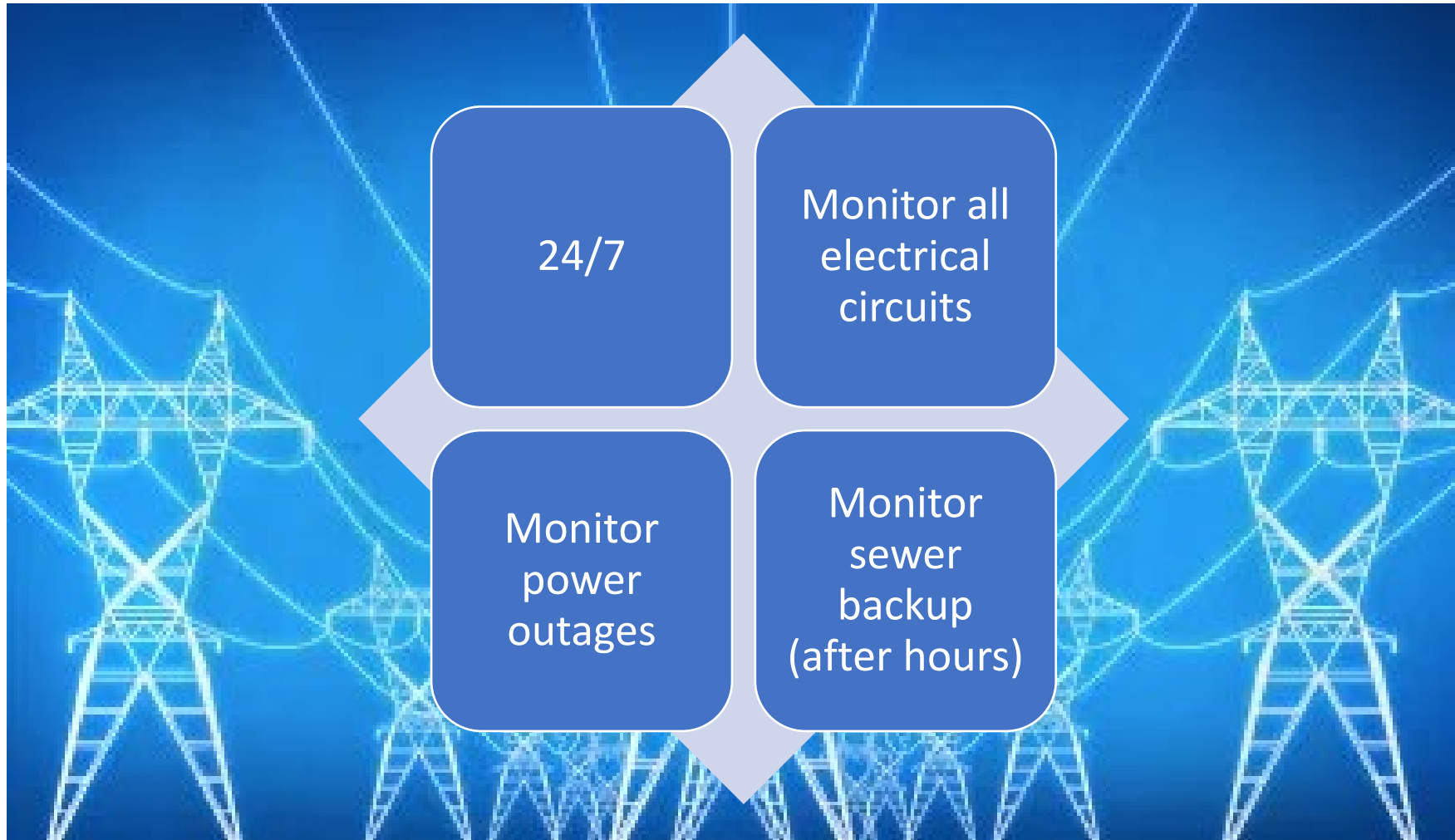
Tampering enforcement

- Electric and Water

Field Services



Electric Dispatch



Electric Dispatch





• Showroom Tax Collection

Over \$1.7 Million
Collected Annually

162 Showroom
Customers

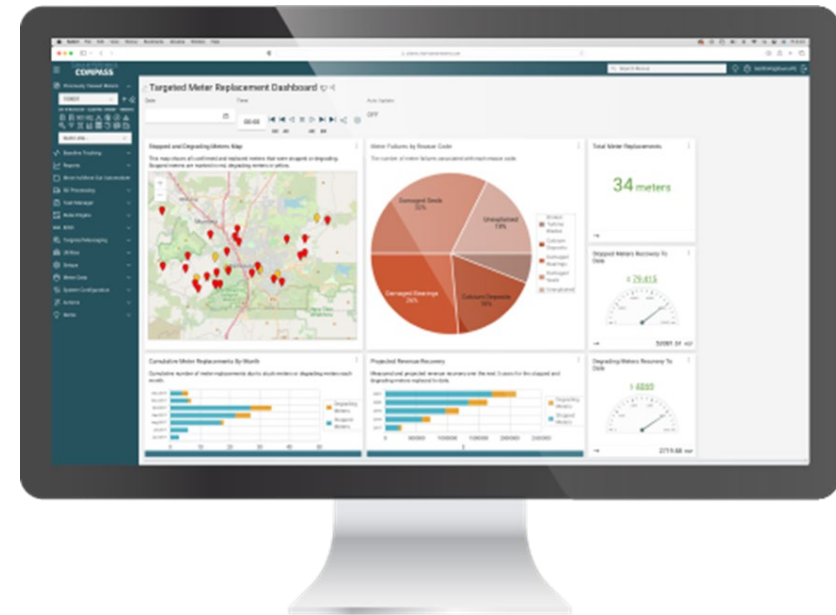
HPMKT
HIGH POINT MARKET

The future of Customer Service



Advanced Meter Infrastructure (AMI)

- AMI implementation is currently underway and scheduled to be complete in 2025-2026
 - Smart Meters
 - Real-Time Data
 - Improved Accuracy
 - Remote Disconnect/Reconnect
 - Demand Response
 - Energy Conservation
 - Outage Management
 - Data Analytics
 - Enhanced Customer Service



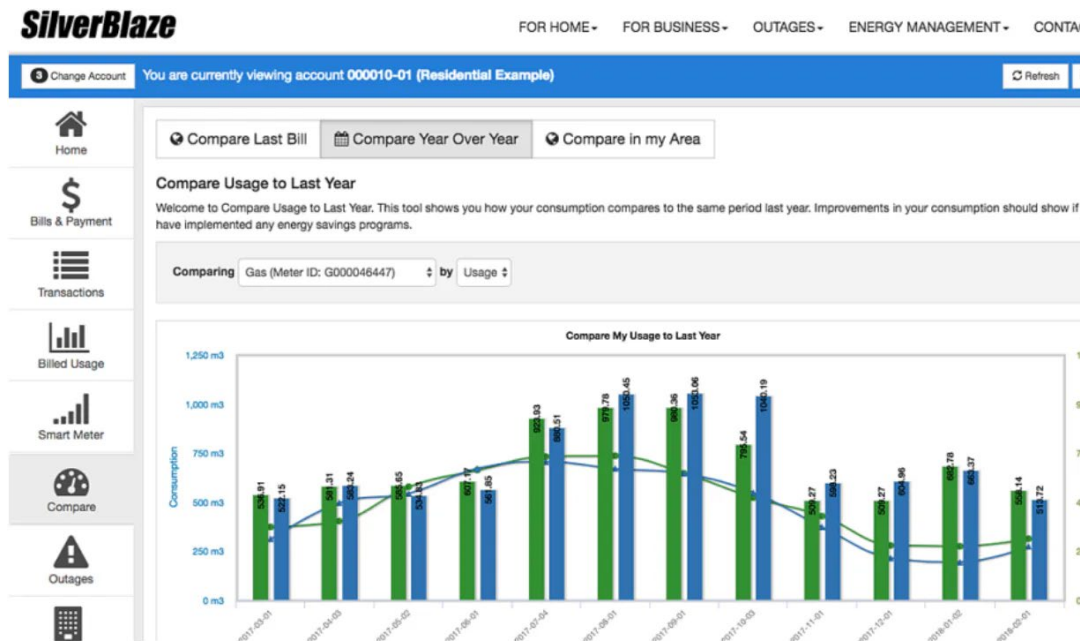
Increased Information

Usage
Information

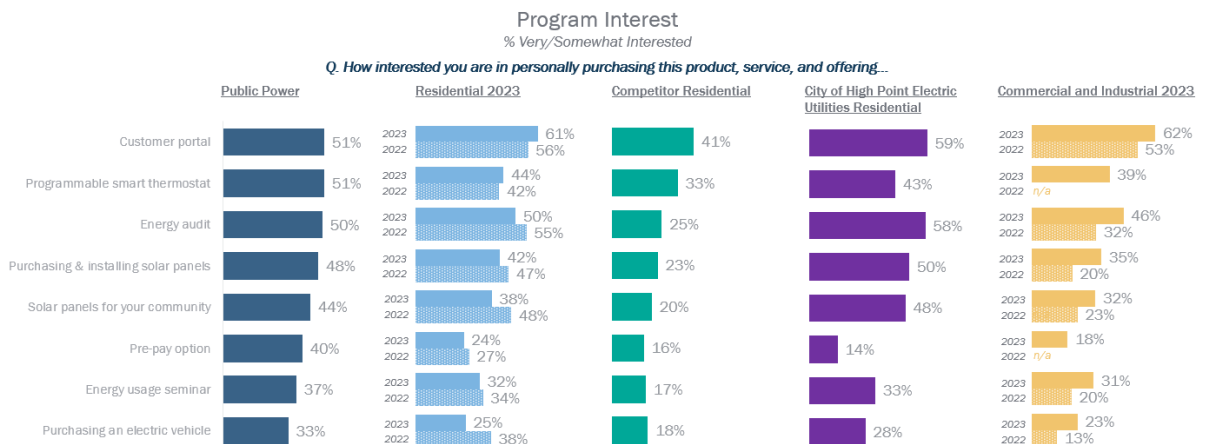
Weather
Comparisons

In Depth Data
Analysis

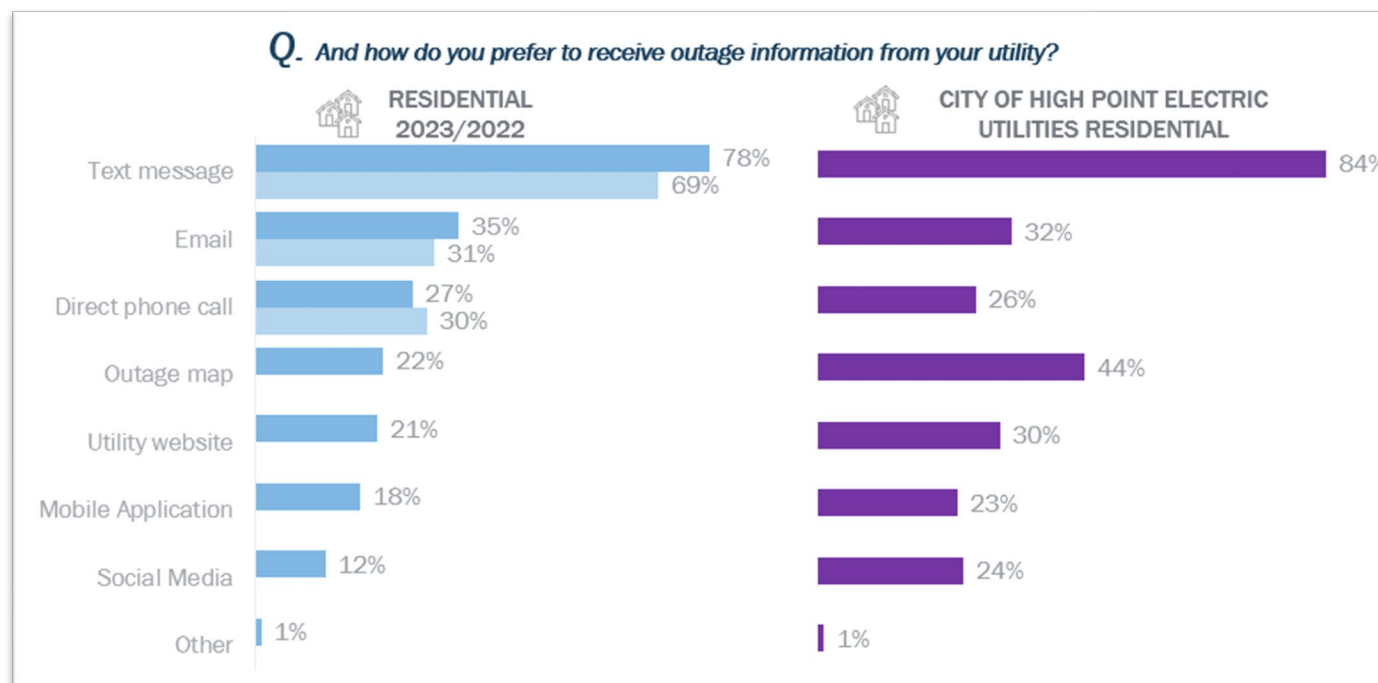
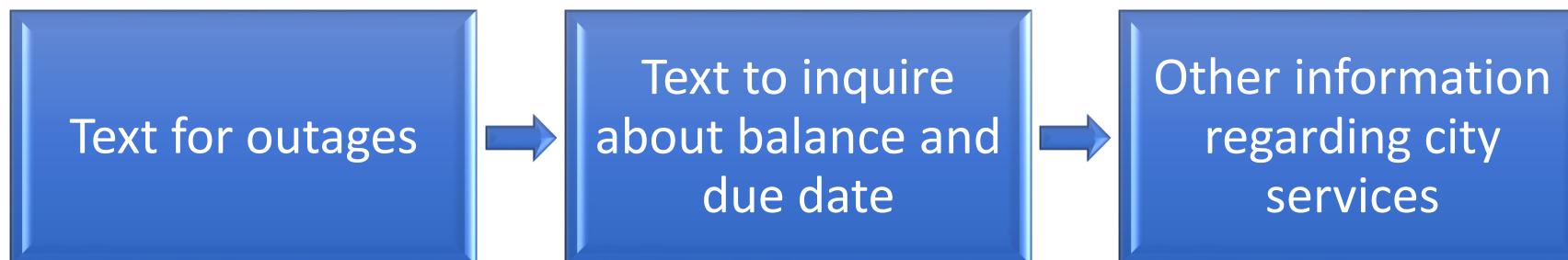
Reporting For
Corporate
Customers



Customer portals and energy audits are the most interesting offers for City of High Point Electric Utilities Residential customers. Six-in-ten are interested in each, followed by half being interested in solar (either purchasing rooftop solar or community solar).



• The Future of Communications

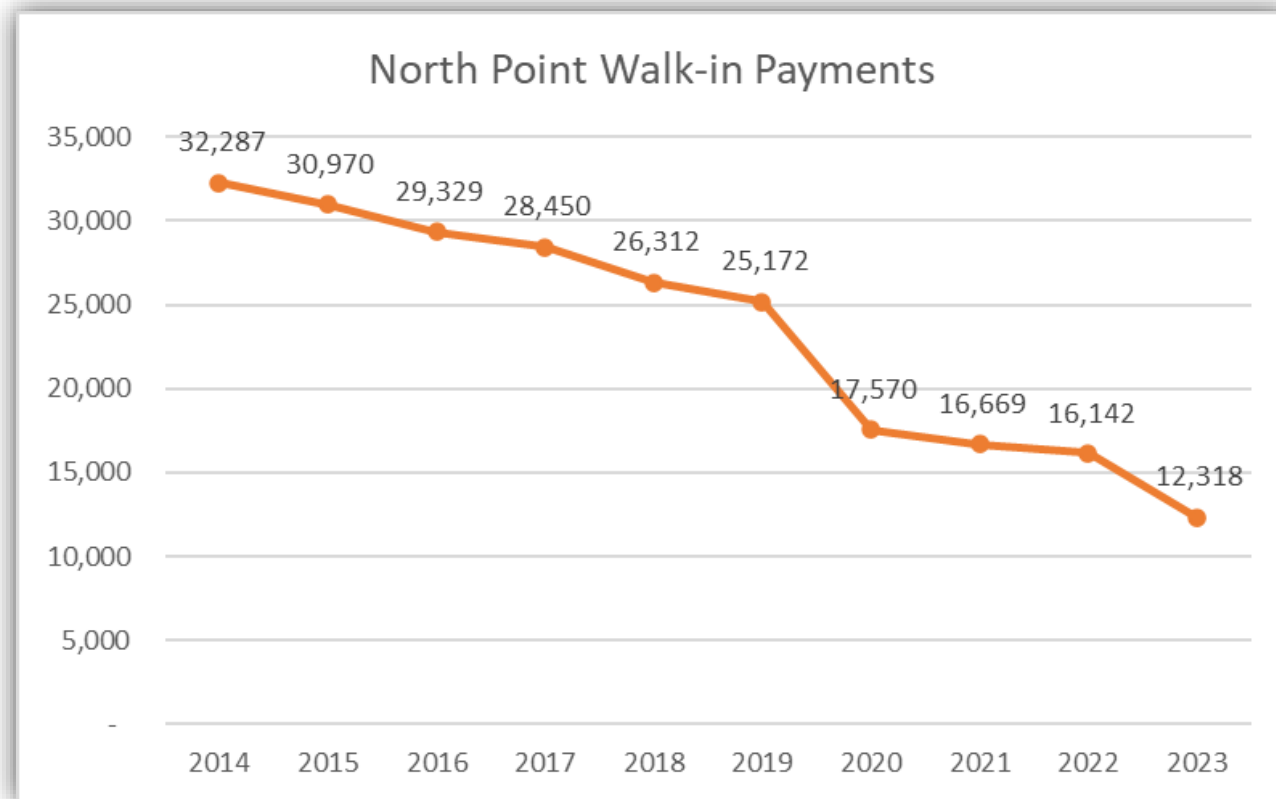
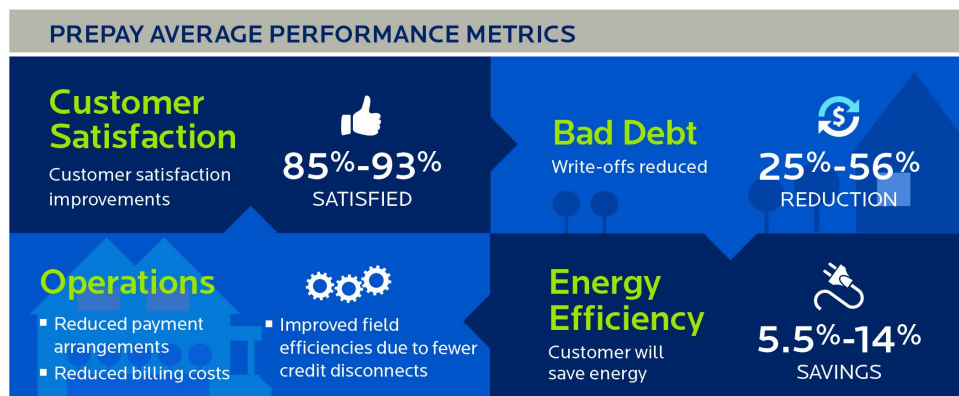


Reporting a power outage?

Text it!

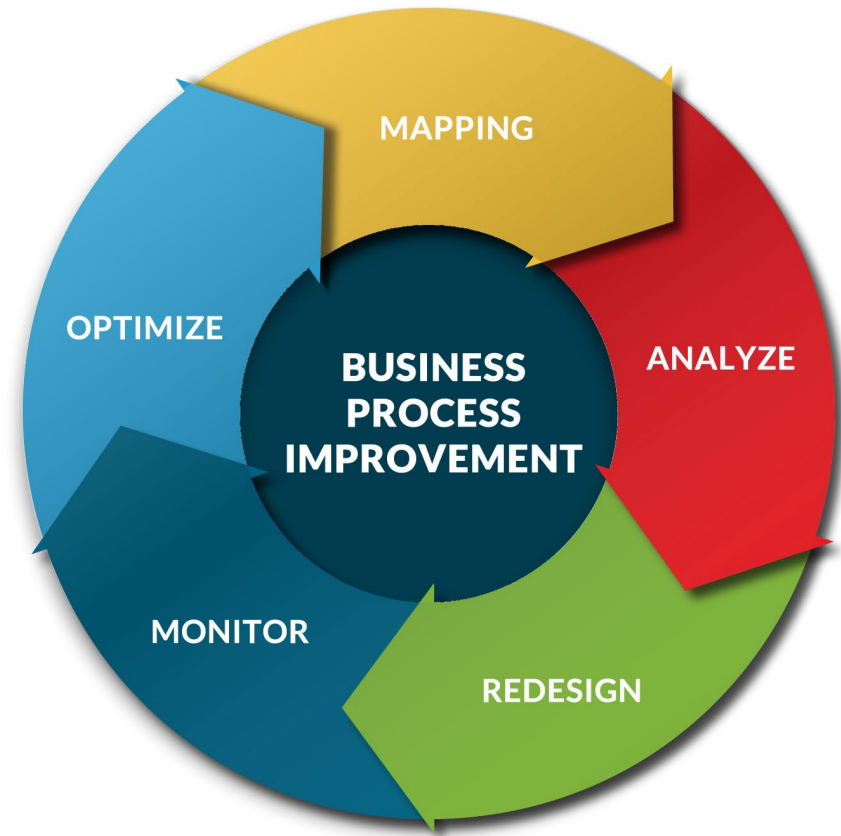
Payment Methods

- Increase in online payments
- Decrease in traditional payment methods



Continuous Improvement

- Employee Training and Development
- Technology Upgrades
- Process Optimization
- Data-Driven Decision Making
- Customer Feedback Integration
- Sustainability Initiatives
- Employee Involvement



Questions

Jeremy Coble

jeremy.coble@highpointnc.gov