

**This Evening's Fire**

01/25/07 31 W, 1 I - + 16 - 10

Stony Hill and company on Mica Mine Lane, west of Wake Forest. Cold, windy, and miles from a water source. Pics forthcoming.



Was great working with ou all again. THought it was awesome of the citizens to bring out towels, coffee, water, food and the like for as well. Be safe.

**Fireguy** - 01/26/07 - 03:13

Excuse the spelling. Its late. Be safe.

**Fireguy** - 01/26/07 - 03:15

Driving distance to water point, computed using MS Streets, was about 1.6 miles (via exit road) and about 2.0 (via entry road). Tax records say 1.75 story, frame structure with 2,190 square-feet including full basement, built 1988. Stony Hill, Wake Forest, Falls, Rolesville, New Hope, Bay Leaf, Durham Highway, and maybe others. Pics to be posted later today or tonight.

**Legeros** - 01/26/07 - 07:58

Add Youngsville.

**Lee** - 01/26/07 - 13:23

Aerial map of burned building: <http://maps.google.com/maps?f=q&hl=e..> Drop tank at the corner of Mica Mine and Welcome Lane, with relay pumping using two or three engines.

**Legeros** - 01/26/07 - 18:14

Pics posted to Mike's site: <http://www.legeros.com/ralwake/photos/20..>

**Legeros** - 01/26/07 - 19:15

I will start off by saying good job on the fire. The thing that I wanted to comment on was that this is just another prime example of how messed up this county can be and is. I just can't comprehend why even though marvelous CAD recommends tankers from closest departments, that the dispatch center isn't watching and seeing that if they (the apparatus) aren't getting out or if they aren't going to get out. On this fire, once the first unit arrived on scene and just shortly after they asked for 4 additional tankers, what does the wondrous CAD do... it dispatches units from the same three departments that were originally dispatched to the call. This has been the problem in the last few fires in the same area and hasn't been fixed. I just don't understand it. I know the CAD wants to send them from the closest station, but if they haven't rolled

then there is at least a 95% chance they aren't going to. It just makes sense to dispatch them from other departments that haven't been called for yet. It all goes back to the previous blog posting about the WCFC meeting. There are many ideas that stirred up from that posting and they would have been more than useful in this incident. I would just like to see things change somewhat. The public deserves the best fire service they can get and it's our job to provide it.

**guest** - 01/27/07 - 00:07

Here's another perspective on the fire, from the WFFD chief to the media: <http://www.nbc17.com/midatlantic/ncn/new...> Are larger or super-larger tankers an obvious need these days?

**Legeros** - 01/27/07 - 07:19

To clarify Guest's comments, is this what happened? On the initial dispatch, a number of pumper-tankers were dispatched or responded. Upon subsequent request for additional tankers, some of those same pumper-tankers were re-dispatched. (If that is what happened, it suggests a couple possibilities, from units being inadvertently/intentionally "double listed" in the CAD system to a failure of synchronizing unit status between the responders and the dispatch center.)

**Legeros** - 01/27/07 - 07:34

Mike, I'm not sure, but I think this is one of the consequences (described in another discussion) about listing unstaffed units as "in service" in CAD. If a unit is in service, and is the right type, it is the next one dispatched. On every call, the IC is left wondering whether what was dispatched is what will come. We shouldn't be too harsh on Raleigh-Wake until we have gone to our "powers that be" and tried to get them enough staff to do all the things that we want them to do. Many days, there are only enough folks down there to answer all of the 911 calls ("Stand by...I'm on public service"), so monitoring "who gets out" can get lost in the volume.

On the subject of tankers (in NIMS terminology, those are airplanes, and the ones that run on the roads are "tenders" but who's counting?), it appears that we have quite a number of class A pumpers that are classified as water-carriers. I've heard stories about why that is, but I don't know them to be true so I'll leave that to others. But for sure, not having water, or not having enough water, is a real problem! And building a huge house in an area without hydrants, without providing an alternative, is not very smart!

**EMS100** ([Email](#)) ([Web Site](#)) - 01/27/07 - 10:33

Okay, I think I get it. Tankers were identified as in service and available for dispatch, and were thus dispatched, but no personnel were available to operate them. Thus they were requested and dispatched, but never able to respond. It also sounds like there is no process/procedure in place for "automatic unit replacement." Where, say, if a dispatched unit does not check en route within a specific time frame, another piece of equipment is automatically dispatched.

Note, this is also being discussed on the Watch Desk: <http://www.thewatchdesk.com/forum/showth..>

**Legeros** - 01/27/07 - 11:14

I think most of the problem is that alot of these people that are building these huge houses on "secluded" lots are from other, bigger cities and have always had hydrants, so they don't even think about where we will get water from until it's too late.

Why doesn't Wake county go to a county wide water system like Johnston and Harnett counties?

**firedriver** - 01/27/07 - 13:45

I could not agree with you more firedriver! I have volunteered in both wake and Johnston county. Most people I know that moved from a city or town was because of cheaper taxes in the county. It might not make that much of a difference, but when someone moves from a ISO 3,4,5 to a 9, their home owners insurance can go from \$100.00 more a year to \$300.00 based on average of \$85,000.00 house. But those are rough figures and I know taxes outweigh your homeowners insurance. Antioch Fire Dept. and Archers Lodge Fire Dept. both in Johnston county decreased their ISO ratings to a 5 (if I remember right). They save the average home owner About \$150 to \$300 a year. My point is the people that buy these houses are saving a lot of money in taxes by living in the county but at the same time they risk the house burning up due to no longer having hydrants. Talking to the firefighters that were there, y'all worked your butts off! And I am proud of you all! I hate it for the homeowner and the depts. that the house burned up. Been there, done that, got a t-shirt. Northern wake county is not the first nor the last to have the water issues! Remember about 3 years ago when Wendell had 2 houses in the same neighborhood burn to the ground? Well I do, the closest hydrant was about 2 to 3 miles up the road at East Wake high school and a water point almost 2 miles away in Wake New Hope's district. When the news asked WFD 100 why the houses burned so bad he told them we don't have hydrants out here. If I am not mistaken the information signs in the areas where they are installing the hydrants in Johnston county have the NC Dept of Agriculture logo on them! Johnston county is not fully covered by hydrants. They say it will take about 5 more years to complete the project. Any way I think a county-wide hydrant system would be great! But until then set up the damn computer to dispatch Tanker/Tender Task Forces!!!!!! To all the brothers and sister that were there good job!!!! Stay Safe!!! Jason

**Jason Lane** - 01/28/07 - 01:10

Jason...I love you mannnnnnnnn!!!

**Hubbell** ([Email](#)) - 01/31/07 - 01:50

As Director of Raleigh-Wake Emergency Communications, I wanted to take this opportunity to hopefully shed some light on discussions in this thread. When I took this position one year ago, response order had been entered into CAD based upon the agreement of the fire chiefs, (or at least a majority thereof). Wake County runs a product called FireView on the CAD database to determine the closet unit to essentially every address in the county. This is done before the run and is a part of the permanent deployment plan. On dispatch, Locution "reads" the assignment and broadcasts it over the air. Since we added an average of a street per day last year to CAD, and since these systems cannot be updated on a daily basis, there are going to be times when one or the other are slightly out of date. In the case of Locution, this results in the "refer to pager" message you will get when it can't find a street name, unit number, or incident type. Locution uses audio clips of a human voice rather than voice synthesis, so it can't assemble these phonetically. If it's not in the record, it doesn't understand. Also, especially with regard to commonplace names, it will spell out words if the address has been truncated by lack of characters in the database field size; an annoying habit that comes with the territory.

CAD, and any technical systems have their limitations. There is no "perfect" system. I've been in this business thirty-five years. Believe me, I know. There are actions taken by people – such as assigning one agency to be responsible for the street and another for the property – that CAD systems flat out don't handle. In their world there is one – and only one – 1234 Main Street. In some past lives I've been able to "fool" some systems by database workarounds, but when you use FireView and AVL, all of your records have to be attached to the real street network or you won't get good recommendations. The bottom line; nothing is perfect. But, if any department has an issue with the assignment of resources, I have always found the County Fire Marshall's Office open to working on a better solution.

As far as our staff goes, they are dedicated and well trained, but we could use more of them. Attrition for 9-1-1 centers in the southeast is 21%, and we're about average. Last year we took over 851,000 inbound calls and made more than 403,000 dispatches. In December EMS calls were almost 23% higher than December 2005. We are facing community growth that added almost 1,000 inbound phone calls per week last year alone. Between 2000 and 2006, RFD runs went up 40.8%, EMS 48.2%, and County Fire 76.5%. With conversion to 800MHz, the number of channels has gone up almost twelve-fold. For the most part, the same people monitoring these channels are the same ones answering the phones. During this time period we added one (1) new position to the floor.

While I appreciate the opportunity to comment here, I would also encourage any and all interested agencies to arrange for a tour of the facility. Having had twenty-five years field experience in volunteer/paid on-call fire service, I understand your issues and would welcome your better understanding of ours. Also, if you or anyone you know is interested in becoming part of the solution, we are currently hiring call takers and telecommunicators. Drop by the City of Raleigh website or jobs.com for further. The deadline is 2/16, so if you are interested, please hurry. We can always use good people.

**[RWECC]** - 02/06/07 - 09:22

RWECC, thank you so much for shedding light on the system. I know questions have been brought here like; why does one section of the city receive a dispatch of 1 engine, 1 ladder and 1 rescue on an MVA/overtuned, when another section of the city only receives 1 engine and 1 rescue? Can you provide feedback on that?

Also, you guys are professional and well trained. I don't think there's ever been a complaint of that. Unfortunately, like every other emergency service, you guys are short-staffed. Have you guys ever considered hiring off duty medics, firefighters and/or cops to work part-time in the ECC? I know of some that would do it.

**Silver** - 02/06/07 - 12:44

Silver – IIRC, RFD typical response to extrication is 1 engine, 1 truck, and 1 rescue. Unless there are some dual response areas or unit availability issues, this should normally be the case. If you can give me a specific area or incidents I can try to get a better answer. As far as part-times, the few we have now transferred from full-time. We are looking at this and many others answers, but right now the biggest issue with part-timers is availability for training. Our current academy is 3 months of 40 hour weeks, followed by six months of direct observation on the floor. Even if we cut it down for "experienced" people, there is some mandatory training that is date/time specific. So, we haven't given up on that concept, but there are a lot of solutions to work on to make it happen.

**[RWECC]** - 02/07/07 - 10:48

RWECC, drop me your e-mail address at [silv333@gmail.com](mailto:silv333@gmail.com) . Thanks!

**Silver** - 02/07/07 - 11:00

Name: (real name preferred)  
E-mail: (optional)  
Web Site: (optional)

Remember personal info?  
Yes  
No

Comment:

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Comment moderation is enabled on this site. This means that your comment will not be visible on this site until it has been approved by an editor.

To prevent spam we require you to answer this silly question

**What are the FIRST TWO LETTERS of the word 'fire'?**

[\(Register your username / Log in\)](#)

Notify: Yes, send me email when someone replies.

Hide email: Yes, hide my email address.

**Small print:** All html tags except <b> and <i> will be removed from your comment. You can make links by just typing the url or mail-address.