



FY 25-26 ANNUAL REPORT

TOWN OF HOLLY SPRINGS
FIRE RESCUE DEPARTMENT



FY 25-26 ANNUAL REPORT

TOWN OF HOLLY SPRINGS FIRE RESCUE DEPARTMENT



Firefighters filling barricades with water before the annual Happy Holly Days Parade on Main Street.

TABLE OF CONTENTS

Introduction 3

 Message from the Chief 4

 Organizational Chart 5

 By the Numbers 6

 Get to Know Your Fire Stations 7

Department Personnel Profile8

Awards and Achievements9

Calls for Service Data10

Firefighter Training12

Firefighter Health & Wellness13

Community Risk Reduction16

Continuous Improvement 19

The Future of Fire 20

Community Engagement21

Conclusion 23



INTRODUCTION



The Holly Springs Fire Rescue Department responded to nearly 3,000 emergency calls last year. During this time, firefighters and staff members also worked throughout Town to prevent emergencies before they happened. Team members checked and installed smoke alarms, taught CPR, conducted fire inspections, reviewed new developments, and worked with residents and businesses to make the community safer.

Sometimes firefighters get to see exactly what that preparation can mean. This year, two people who experienced cardiac arrest were able to return home because every link in the chain of survival came together when they needed it most. Bystanders began CPR, an AED (automated external defibrillator) was available, the call was dispatched quickly, and crews arrived prepared to provide the care they needed. Outcomes like these remind firefighters why they train, why they teach, and why readiness matters.



Staff continued to strengthen capabilities this year. Confined space rescue became fully operational, the water rescue program moved closer to full implementation, and personnel completed over 20,000 hours of in-house training. Behind every hour of training is a commitment to make sure the Holly Springs Fire Rescue team is prepared for whatever the next call brings.

The team is also paying close attention to what calls are telling them. Firefighters responded to at least five structure fires caused by lithium-ion batteries or chargers. Calls involving older adults who had fallen increased by nearly 30 percent. In response, firefighters are developing new prevention and education efforts and using lessons learned to better focus training and resources.

It should come as no surprise that the Holly Springs community is growing, and the Holly Springs Fire Rescue Department is growing with it. New neighborhoods are taking shape, demographics are changing, and the buildings firefighters protect are becoming more complex. The types of emergencies the team responds to are changing too. All require monitoring how firefighters serve and prepare, and what is needed to protect this community in the future.

Partnerships matter, too. Through automatic aid agreements with surrounding fire departments, the closest appropriate emergency resource can respond regardless of the name on the side of the fire engine. When someone needs help, the priority is getting the right people and equipment there as quickly as possible.

Preparing for the future also means looking well beyond next year. Planning is underway for Fire Station 4 on Rex Road and Station 5 in the Northeast Gateway, along with future apparatus, staffing, equipment, and operational needs. Longer apparatus manufacturing times, rising costs, and delays in obtaining replacement parts have created challenges, but working with partners, Holly Springs Fire Rescue continues to adjust its plans and move forward.

The best measures of performance come from the people served. This year, the Town of Holly Springs annual citizen satisfaction survey produced some of the department's highest scoring results to date. That accomplishment belongs to the members of the Holly Springs Fire Rescue Department. Their willingness to train, adapt, learn, and improve is what continues to move the department forward. The community is going to keep growing. The risks faced will continue to change. Holly Springs Fire Rescue will be ready.



MESSAGE

from the Chief

For generations, the fire service has made a simple promise: when our community calls, we will come. Whether that incident is a house on fire, a serious medical emergency, or simply someone who needs our help with a smoke alarm, our promise remains unchanged. At the Holly Springs Fire Rescue Department, it is a promise built on Honor, Duty, and Pride. Those words are more than part of our patch. They define who we are and the standard we expect from ourselves.

Our Town continues to grow, adding new neighborhoods, parks, schools, businesses, and job opportunities. With growth comes increased demand for our services and more complex emergencies.

Our job is to make sure the members of our department are prepared for that growth before the emergencies come. Preparation begins with training, providing the best tools and equipment, making sound decisions, and never becoming satisfied with where we are.

At the center of everything we do are the dedicated members of our department. Much of what they do will never make the news or be seen by the public. They put in the work every day to be ready when they are needed. Then, when someone calls for help, they go.

It has been said that leadership is measured not by rank, but by responsibility. Every member of our department shares a responsibility to the person riding the rig beside them and to every resident and visitor to the community we serve. Trust is not granted because we wear a uniform. We earn the trust of our community every time we respond to a call, interact with a resident, or give a child a sticker or a helmet. Those interactions happen every day, and every member of this department has an obligation to protect the trust we have earned.

To our Mayor, Town Council, Town Manager, town leadership, and community partners, thank you for your continued confidence and support. To the citizens of Holly Springs, thank you for the privilege of serving you. This report highlights our department's work over the past year. I hope you see more than numbers and statistics. Behind them are the training evolutions, apparatus inspections, fire inspections, pre-incident plans, leadership decisions, and countless hours of preparation that take place before the alarm ever sounds. Everything we do has one purpose: to be ready when someone in our community needs us.

We will continue to prepare for tomorrow, invest in our people, protect the resources entrusted to us, and stand ready when our community calls.

Honor. Duty. Pride.

It is the honor of my career to serve as your Fire Chief.

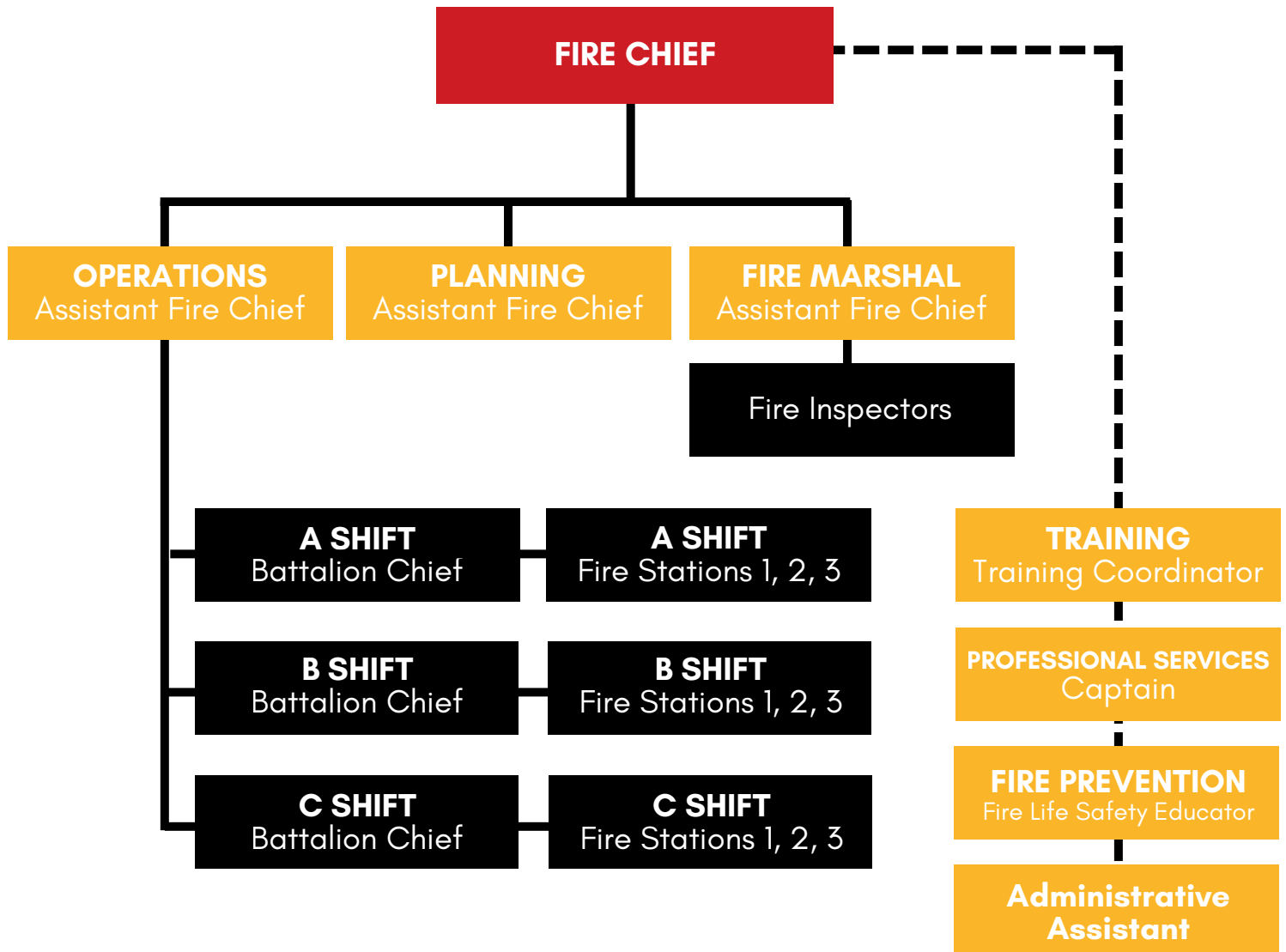
Respectfully,
LeRoy O. Smith
Fire Chief, Holly Springs Fire Rescue Department



CHIEF LEROY O. SMITH



ORGANIZATIONAL CHART



HOLLY SPRINGS FIRE

by the numbers

20,312

hours of training
(avg. 254 hrs per firefighter)



2,873

combined calls for service
between Fire and EMS



100

miles traveled during the
Holly Day Express

\$20,000

raised for charity
at the Battle of the Badges

2,718

inspections and reviews
completed



471

smoke and carbon monoxide
alarms serviced in the
community



GET TO KNOW

the fire stations



Fire Station 1 & Fire Headquarters

700 Flint Point Lane

Apparatus: Engine 1, Ladder 14

Established: 2005



Fire Station 2

1140 Avent Ferry Road

Apparatus: Engine 2, Ladder 255

Established: 2012 (reconstruction)



Fire Station 3

114 Cinder Station Road

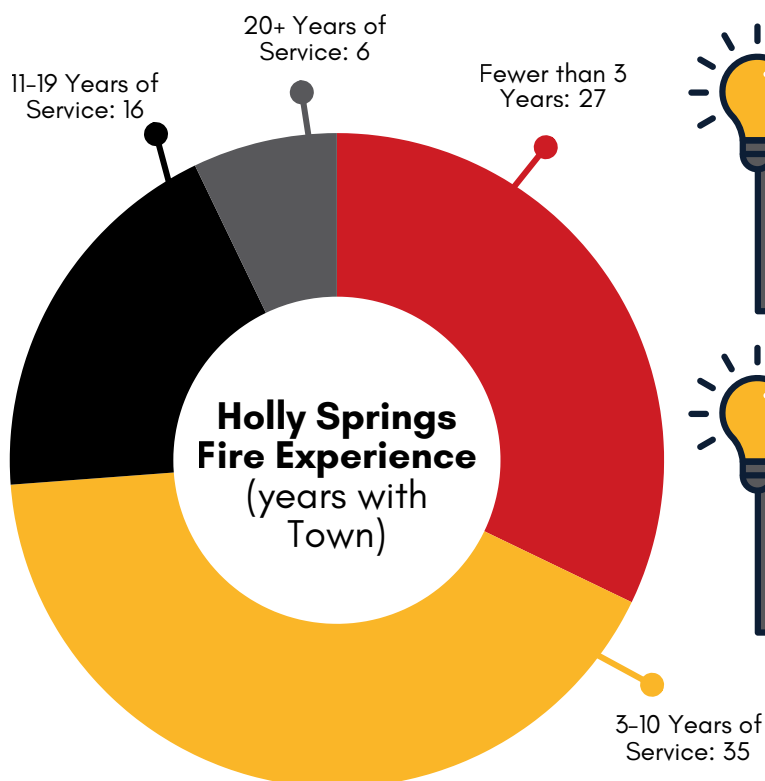
Apparatus: Engine 3

Established: 2025

DEPARTMENT PERSONNEL PROFILE



**Total
Full Time
Employees**
84



DID YOU KNOW?

Firefighters respond to fires, medical emergencies, vehicle crashes, hazardous materials incidents, technical rescues, severe weather, gas leaks, and public service calls – 24 hours a day, 365 days a year.



DID YOU KNOW?

Holly Springs firefighters work a 24 hour work day, reporting to their stations by 7:45 a.m. Three shifts (A/B/C) rotate to ensure fire protection coverage around the clock. Each shift is assigned 25 personnel.



AWARDS AND ACHIEVEMENTS



AWARDS

Rookie of the Year Firefighter

Brittany Dolloff

Outstanding Leadership Firefighter

Jacob Braswell

Community Impact/Unit Citation

Ladder 14, Engine 1, Battalion Chief 1 Crew

Firefighter of the Year Firefighter

Jamison Stafford

Special Recognition Assistant

Assistant Fire Chief Jamie Holland

Community Choice

Fire Life Safety Educator Matt Dillon

PROMOTIONS

Fire Captain

Grayson Grindstaff

Fire Lieutenant

Nick Richmond

Fire Engineer

Seth Denning
Trevor Wright

Firefighter II

Ryan Brady
Jacob Braswell
James Daw
John Finlay
Nathan Kinlaw
Michael Latshaw
Justin McNally
Kyle Milliron
Phillip Wicklund

CAREER MILESTONES

30 Years – Assistant Fire Chief Jamie Holland

25 Years – Assistant Fire Chief Kevin Ashworth, Fire Captain Nick Brown, Firefighter Troy Davis

20 Years – Assistant Fire Chief Wayne Strickland

5 Years – Fire Captain James Taylor, Fire Engineer Seth Denning, Fire Engineer Jamison Stafford, Fire Engineer Nicholas Thomas, Fire Engineer Trevor Wright

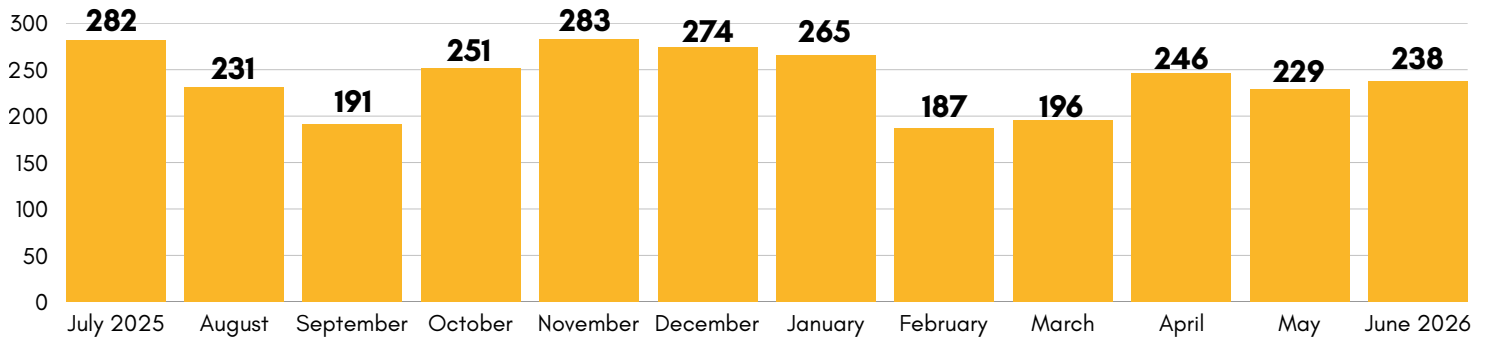


CALLS FOR SERVICE DATA



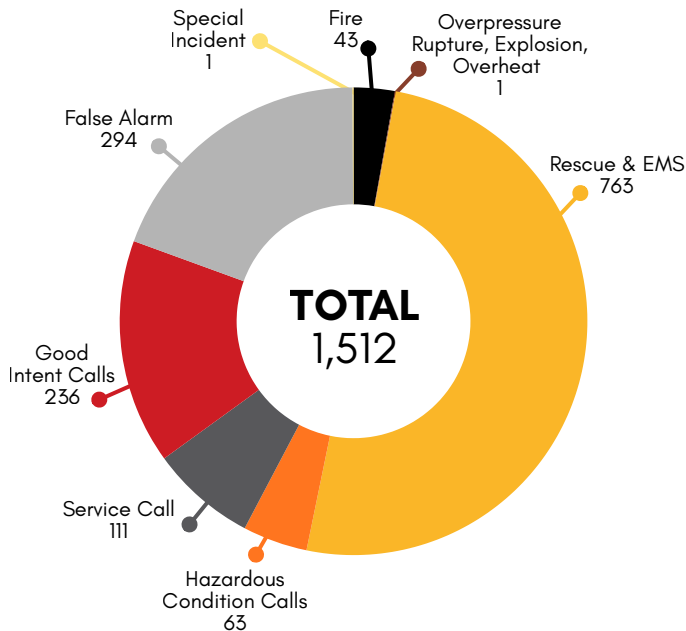
Calls for Service BY MONTH

**TOTAL CALLS
FOR SERVICE 2,873**



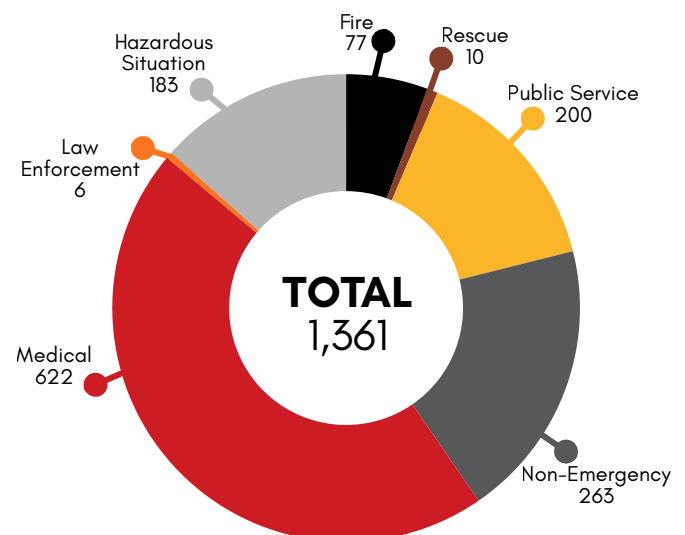
TYPES OF CALLS JUL 1, 2025 - DEC 31, 2025

*Provided by NFIRS data**



TYPES OF CALLS JAN 1, 2026 - JUN 30, 2026

*Provided by NERIS data**



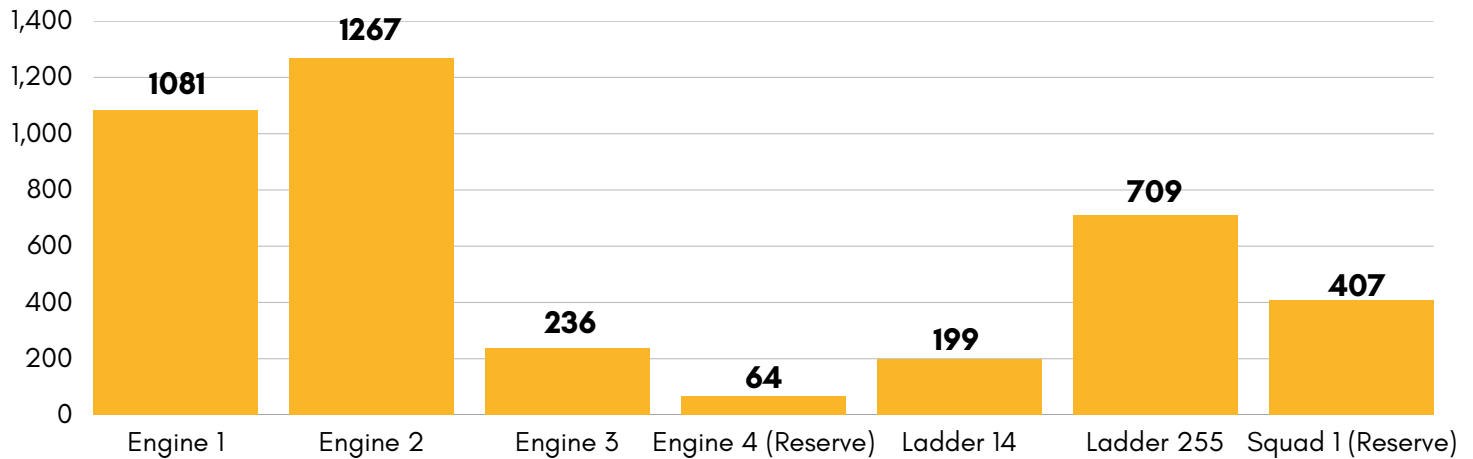
*In January 2026, the US Fire Administration migrated away from the National Fire Incident Reporting System (NFIRS) to the National Emergency Response Information System (NERIS). This mid-fiscal year transition causes some split statistics for in-house data team, but moving forward will provide cleaner, more accurate data, to help inform staff as they make key decisions for the future of the department and community.



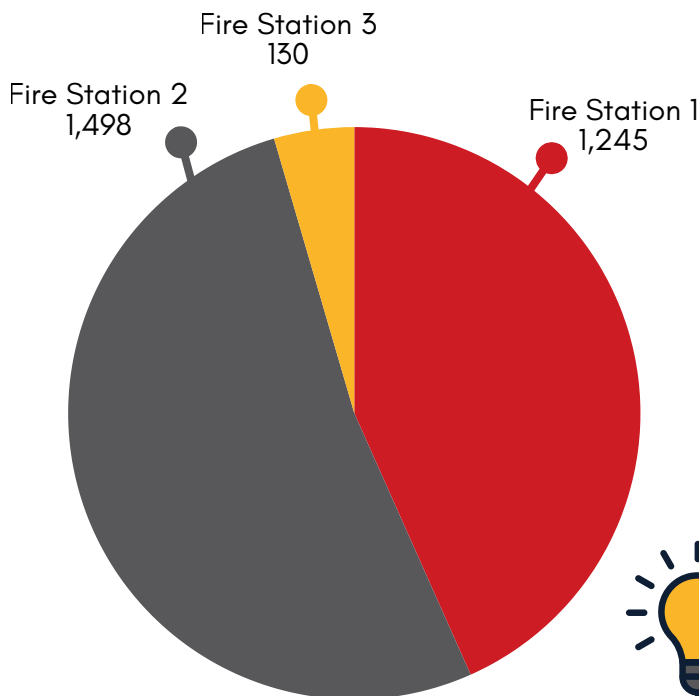
CALLS FOR SERVICE DATA



Unit Responses BY APPARATUS



BY STATION



DID YOU KNOW?

Before apparatus leaves the station, firefighters can already be viewing the incident location, mapping information, street-level imagery, and other available information that may help them prepare for what they will encounter when they arrive.



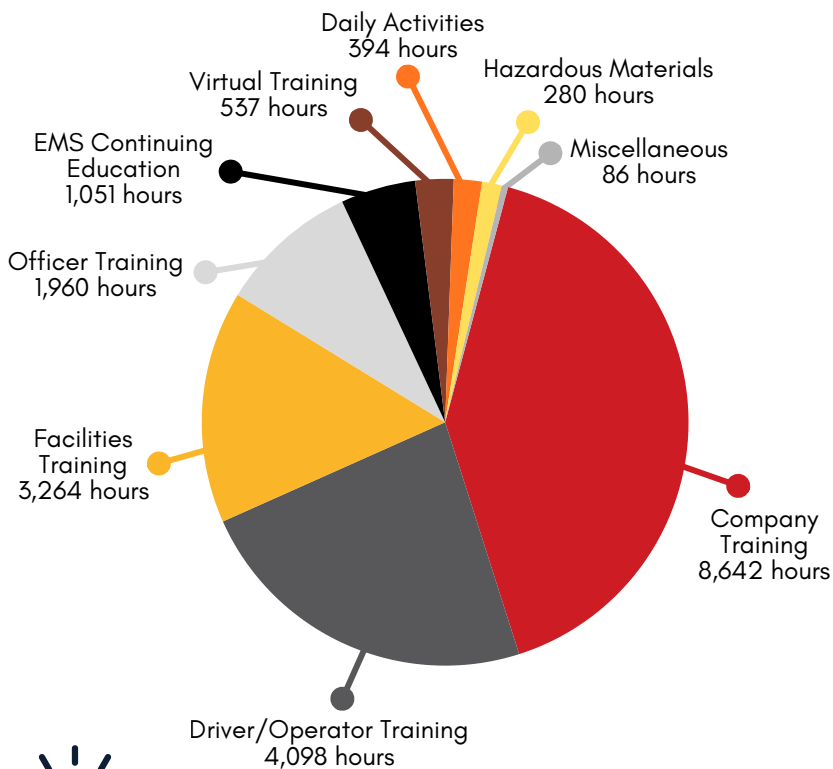
FIREFIGHTER TRAINING



20,312

COMBINED HOURS OF FIREFIGHTER TRAINING

- 240 hours required annually, by the NC Department of Insurance, per firefighter
- HSFD exceeds the minimum with an average of 254 hours per firefighter



DID YOU KNOW?

Holly Springs firefighters are certified as Emergency Medical Technicians, and operate as part of the Wake County EMS system. They can provide basic lifesaving interventions which is why you may see a fire truck respond along with an ambulance, if you call 9-1-1 for a medical emergency.



Training Highlights

NC BREATHING EQUIPMENT SCHOOL

The highly Selective NC Advanced Breathing Apparatus School accepts only a handful of applicants every six months. Three Holly Springs firefighters were awarded a seat this fiscal year.

WATER RESCUE TECHNICIAN

Holly Springs Firefighters continue to prepare for emergencies of all types, including water-related rescues. Several personnel have completed water rescue training at Fayetteville Technical Community College's brand new state-of-the-art water rescue facility.



FIREFIGHTER HEALTH & WELLNESS



At Holly Springs Fire Rescue, protecting firefighters extends far beyond the emergency scene. Through proactive medical surveillance, respiratory protection, infection control, and occupational health initiatives, the team is committed to ensuring every member has the opportunity to serve a long, healthy, and successful career while continuing to provide exceptional service to the community.

The health and readiness of firefighters are essential to the department's ability to provide safe and effective emergency services. Firefighters routinely perform strenuous physical work while operating in extreme heat, hazardous atmospheres, and unpredictable environments. To address these risks, Holly Springs Fire Rescue maintains a comprehensive Occupational Health Program that combines OSHA regulatory requirements with nationally recognized fire service best practices. Through annual medical evaluations, respiratory protection, infection control, and wellness initiatives, the department works to ensure every member is medically capable of performing the essential functions of the job while promoting long-term health throughout their career.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

A complete set of firefighter PPE represents a significant investment in employee safety. A typical ensemble includes a helmet, turnout coat, turnout pants, protective hood, gloves, boots, self-contained breathing apparatus (SCBA), facepiece, portable radio, and other essential equipment.

SELF CONTAINED BREATHING APPARATUS (SCBA)

The department purchased an OSHA-compliant SCBA fit testing machine, funded in part by a matching Safety League Grant from the North Carolina League of Municipalities. This allows every member to be fit tested in-house rather than relying on an outside vendor, reducing both cost and scheduling delays.

NFPA COMPLIANT ANNUAL PHYSICALS

Holly Springs firefighters are evaluated annually against criteria set forth by NFPA 1582 to ensure personnel are fit for duty, ready to serve and protect the community at a moment's notice. This is performed in partnership with MobileDoc, a portable emergency and occupational medical practice.



FIREFIGHTER HEALTH & WELLNESS



DID YOU KNOW?

The value of PPE and equipment approaches \$30,000 per firefighter, underscoring the department's commitment to providing personnel with the tools needed to operate safely and effectively.

HOOD

Particulate blocking technology

HELMET

Built-in ANSI rated eye protection

AIRPACK & CYLINDER

Capacity of 45 minutes

FACEPIECE

Rated to withstand 500 degree temperatures

RADIO

Assigned to all personnel for accountability and safety

GLOVES

New gloves issued this year for better protection and dexterity

COAT

Upgraded thermal protection to keep members safe

BOOTS

Steel-Toe leather boots for increased protection

PANTS

Includes 50ft escape bail-out harness



DID YOU KNOW?

Every Holly Springs firefighter is assigned two complete sets of structural firefighting turnout gear, an investment that significantly enhances firefighter health, safety, and operational readiness.



FIREFIGHTER HEALTH & WELLNESS



Some incidents stay with firefighters long after the apparatus returns to the station. Following significant or potentially traumatic events, Holly Springs Fire Rescue takes a proactive approach to the mental health and wellness of personnel. Members have access to the North Carolina State Firefighters' Association Peer Support Team, the Wake County Critical Incident Stress Management/Debriefing Team, and the Town of Holly Springs Employee Assistance Program (EAP). Each fire station also provides a designated decompression area, giving personnel a quiet space to step away, reset, and process the events of a difficult call.



This approach reflects fire service best practices that recognize psychological recovery as an essential part of operational readiness. Following difficult incidents, personnel are:

- encouraged to talk with one another
- check on their crew members
- use trained peer-support resources when appropriate
- pay attention to changes in sleep, mood, concentration, or behavior

Just as the Town rehabilitates firefighters physically after demanding operations, the Town provides that same opportunity to recover mentally and emotionally before the next alarm.



COMMUNITY RISK REDUCTION



Keeping Holly Springs safe begins long before an emergency is dispatched. It actually begins before a building ever emerges out of the ground. The Holly Springs Fire Rescue Department Fire Marshal's Office works in cooperation with the Town's Development Services team to ensure that new construction complies with building codes and the associated fire protection standards. Plan reviews, certificate of occupancy inspections, and periodic inspections of commercial occupancies are all part of a system that reduces risk and vulnerability in places where people work, shop, eat, and play. Fire really is everyone's fight!

2,718 TOTAL INSPECTION
& REVIEW
ACTIVITIES

538 NEW
CONSTRUCTION
INSPECTIONS

1,641 PERIODIC
COMMERCIAL
INSPECTIONS

368 PLAN
REVIEWS
COMPLETED



DID YOU KNOW?

Holly Springs Fire has to enforce three different codes when inspecting structures in Town. Those are the North Carolina Fire Prevention Code, NFPA 101 Life Safety Code, and North Carolina Building Code.



COMMUNITY RISK REDUCTION



Holly Springs Fire Rescue believes the safest emergency is the one that never happens. Education and outreach are not an addition to the mission — they are the mission, practiced before the alarm ever sounds. Every home visit, school presentation, and community event described in this report exists to reduce risk in the community before it becomes an emergency, and to put life-saving knowledge and equipment directly into the hands of residents.

135

PROACTIVE RESIDENTIAL
INFORMATION DISTRIBUTION
EFFORTS VISITS COMPLETED

235

SMOKE AND CARBON
MONOXIDE ALARMS
INSTALLED IN HOMES

472

BATTERIES REPLACED IN
SMOKE ALARMS

6

CPR CLASSES
TAUGHT

35

FIRE STATION
TOURS & RIDE
ALONGS

40

SCHOOL AND
DAYCARE VISITS

18

FIRE STATION
BIRTHDAY
PARTIES HOSTED

31

COMMUNITY
EVENTS



DID YOU KNOW?

Holly Springs Fire offers free smoke alarm checks/ installation and blood pressure checks to residents. Contact the department or stop by any fire station during normal business hours for more information.



COMMUNITY RISK REDUCTION



Community Risk Reduction is a core part of the Holly Springs Fire Rescue mission, and it starts with helping residents recognize hazards and prepare before an emergency occurs. A few simple actions form the foundation of a fire-safe home:

Working smoke alarms on every level of the home, and outside sleeping areas

A practiced escape plan with two ways out, when possible

Clear, unobstructed exits

Heating and electrical equipment used safely

Lithium-ion batteries charged with manufacturer-approved equipment

A family meeting spot everyone knows if a fire occurs

Fire safety is a shared responsibility, and Holly Springs Fire Rescue is here to help. Residents who need assistance with smoke alarms, including checking existing alarms or determining whether additional protection is needed, can contact Holly Springs Fire Rescue at the number below. Through education, home fire-safety visits, data-informed risk reduction, and direct interaction with the community, the goal is simple: identify the risk, reduce the risk, and prevent the emergency whenever possible. Need smoke alarm assistance? Call the Holly Springs Fire Department at (919) 577-SAFE.

LITHIUM-ION BATTERY SAFETY

Lithium-ion batteries are increasingly common in homes, powering everything from phones and laptops to power tools, e-bikes, and lawn equipment. Charged and stored properly, they are safe. Charged carelessly, they can fail quickly, and often with little warning.



DID YOU KNOW?

Lithium-ion battery fires burn differently than ordinary fires. They can reignite even after appearing to be extinguished, which is why firefighters treat these incidents with special procedures.

DO

- ✓ Use the battery and charger recommended by the manufacturer
- ✓ Charge on a hard, stable surface, away from combustible materials
- ✓ Disconnect once charging is complete, per manufacturer guidance

DON'T

- ✗ Charge batteries where they could block an exit
- ✗ Use batteries or chargers that are damaged, swollen, or overheating
- ✗ Leave large battery-powered devices charging unattended for long periods



Discontinue charging immediately if you notice unusual heat, odor, smoke, leaking, or changes in shape. Proper charging, storage, and early recognition of a failing battery can help prevent a small problem from becoming a rapidly developing fire.



CONTINUOUS IMPROVEMENT



ISO CLASS 1

Holly Springs residents and businesses enjoy a top-rated Public Protection Classification rating of 1 within the town limits and 3 in the surrounding unincorporated areas of Wake County that are serviced by the fire department. An ISO Class 1 rating is evidence of years of planning, preparation, and performance, along with strong partnerships between the fire department, the Town's water resources, mutual aid agencies, and the community. This top rating translates to lower insurance premiums for residents and business-owners alike, making Holly Springs a prime location to live, work, and play.



FIRE SERVICES ACCREDITATION

Alongside several other Town departments (Parks & Recreation, Police, Public Works, Utilities & Infrastructure), Holly Springs Fire Rescue is pursuing agency accreditation as part of an organization-wide commitment to continuous improvement. Now a Registered Agency with the Center for Public Safety Excellence (CPSE), key elements of the accreditation journey include a community driven Strategic Plan to guide the next handful of years, a thorough Community Risk Assessment and revised Standard of Cover to provide the best fire protection service and deployment of resources throughout Holly Springs, and a top-to-bottom evaluation across all aspects of the fire department, over 250 criterion and key performance indicators, using CPSE's 11th Edition Self Assessment Manual. All of this will culminate in a peer review team visiting Holly Springs to validate assessments, and a panel hearing before the Commission on Fire Accreditation International (CFAI).

ADVANCING TECHNOLOGY THROUGH USE OF PUBLIC SAFETY DRONE

Holly Springs firefighters are using advanced technology to help keep everyone safe. Two Unmanned Aircraft Systems (UAS) or, drones, are part of the Holly Springs apparatus fleet, aiding in aerial surveillance of expanding incidents. They are used to help firefighters find hot spots in large structure fires like a warehouse or apartment complex, locate people in distress on a lake or lost in the woods, identify threats at a public event or festival, and a number of other ways in which a birds eye view provides situational awareness. Drone pilots are FAA certified and work in partnership with Holly Springs Police and several other agencies across the region.



DID YOU KNOW?

Firefighters do much more than fight fires. They inspect businesses, educate school children, investigate hazards, conduct pre-incident planning, and help make the community safer every day.



THE FUTURE OF FIRE IN HOLLY SPRINGS

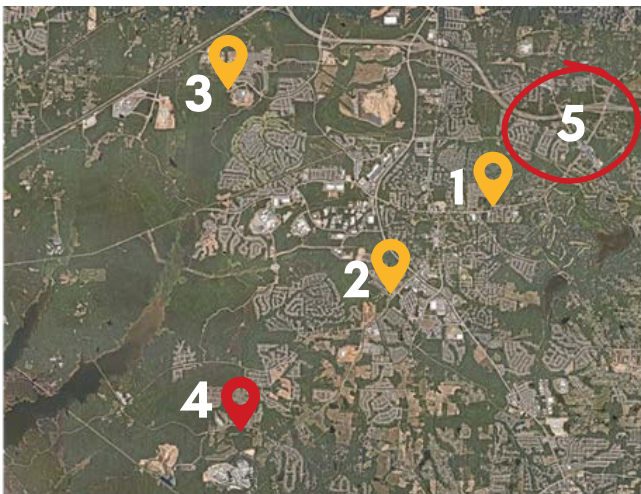
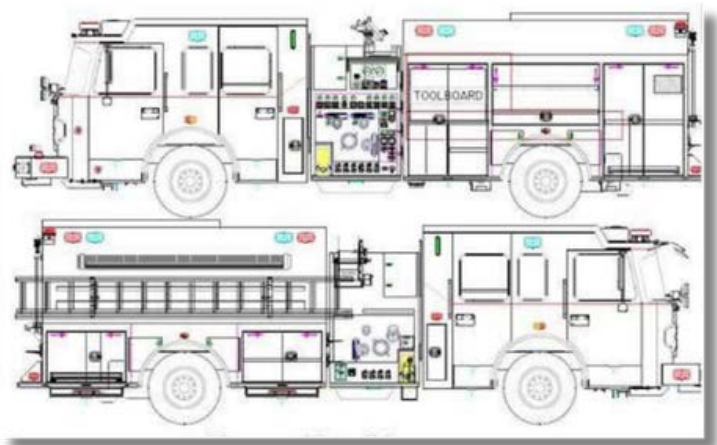


As the Town of Holly Springs continues to grow, the Fire Rescue Department is looking to the future. Historical data, population projections, the Town's comprehensive plan, and the Town's strategic plan all inform the outlook for the next few years, and beyond. Here are some exciting improvements in the works:

FLEET

- Replacement Water Tanker Winter 2026
- Replacement Ladder Truck Spring 2027
- Twin Fire Engines Summer 2027

Picture on Right: Replacement Engines for Fire Stations 1 and 2



FACILITIES

- New Fire Station 4 - Rex Road
- New Fire Station 5 - Northeast Gateway

Picture on Left: Map showing general area and pinpoint of where the new Fire Stations 4 and 5 will be located in Holly Springs. Also includes current stations indicated by yellow pinpoint.

PERSONNEL

- Health and Safety Officer
- Staffing for new fire stations

Picture on Right: Recent fire academy candidates beginning their career in Holly Springs.



COMMUNITY ENGAGEMENT



BATTLE OF THE BADGES

The Battle of the Badges continues to be a regional highlight, with fire, police, and EMS teams from all across Wake County and beyond coming to Town to enjoy a weekend of softball, camaraderie, and raise support for a deserving cause. This year 16 teams came together to raise \$20,000 for Make-A-Wish Eastern NC!

9/11 CEREMONY AT FIRE STATION 1

Each year, members of the community gather with Holly Springs Fire Rescue personnel at Fire Station 1 to remember and honor those who lost their lives on September 11, 2001. At the center of the ceremony is a memorial containing a piece of steel recovered from the World Trade Center North Tower. The memorial serves as a lasting connection to that day and a reminder of the firefighters, first responders, and civilians whose lives were lost.



COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

Efforts are underway to form a team of residents who are trained and empowered to step in to help during a time of community crisis or natural disaster. Through a joint collaboration, Holly Springs Fire and Police departments are working together to bring a CERT program to Town.



COMMUNITY ENGAGEMENT



FUTURE FIREFIGHTERS

Designed for local teenagers interested in the fire service, the Future Firefighters program provides participants with an introduction to firefighting and emergency services. The group meets every other Saturday for two-hour sessions, where students learn the fundamentals of firefighting, teamwork, and fire service operations.



HOLLY DAY EXPRESS

Beginning as a mid-pandemic attempt to bring hope and joy to the children in the community, the Holly Day Express has become one of the favorite weeks in Holly Springs for residents and firefighters alike. This year, firefighters were proud to escort Santa along 100 miles of neighborhoods, thoroughfares, shopping centers and community gathering points to help everyone experience a little bit of holiday magic.



CONCLUSION



NEED ASSISTANCE?

Contact the Holly Springs Fire Rescue Department for these free community services:

- Smoke alarm inspection and battery replacement
- Carbon Monoxide inspection
- Fire station tour
- Fire truck visit
- CPR training

And more!

STAY CONNECTED

 @hsfiredepartment

 @hollyspringsfd

NON EMERGENCY PHONE NUMBER

919-567-4733

The Holly Springs Fire Rescue Department (HSFRD) is guided by the Town's leadership and elected officials and dedicated to keeping the community safe, 24/7/365.

The highlights within this report serve as a testament to the unwavering commitment of department personnel on the front lines, the unseen work of plan reviewers and fire inspectors, the community engagement by the fire prevention team, and the department-wide value of continuous improvement.

As Holly Springs continues to grow, the Fire Rescue team will grow alongside the community. This means...

- more stations, in proximity to neighborhoods, schools, and businesses
- more firefighters trained to excel under pressure and equipped with industry-leading equipment
- more data and information to guide the department in fiscally responsible performance

This is Holly Springs' fire department, and the community is welcome to visit any fire station for a tour, fire prevention tips, or assistance in a time of need.

Holly Springs Fire Rescue is grateful for all of the opportunities and successes over the last year. The team looks forward to providing future reports and updates, and sharing in the year ahead together. Stay safe, Holly Springs!

