



CHARLOTTE FIRE DEPARTMENT

CHIEF JON HANNAN



Jon B. Hannan is the Fire Chief and Homeland Security Director for the City of Charlotte. As the Fire Chief for the City of Charlotte, Chief Hannan is responsible for all fire department functions. As the Homeland Security Director, Chief Hannan coordinates with State and Federal Officials to support and fund initiatives important to the safety and security of the City of Charlotte.

Hannan has been with the Charlotte Fire Department for 38 years. He joined the department in 1978 as a dispatcher and began his firefighting career in 1983. He was promoted to Captain in 1987 and served a special assignment as a Training Officer at the Fire Training Academy from 1993 to 1996. He was named Battalion Chief in 1996, Deputy Chief in 1999 and took leadership of the Charlotte Fire Department in 2007. In 1989, Hannan was awarded the Medal of Valor for rescuing a victim from a house fire.

MAJOR ACCOMPLISHMENTS

2015: CLASS 1 PUBLIC PROTECTION CLASSIFICATION RATING FROM THE INSURANCE SERVICE OFFICE

The highest recognition possible in the field, the rating demonstrates **quick response** to community needs, risk mitigation at the **highest possible standard** and a **stellar commitment** to preserve life and property.

48,574 fire protection areas in the U.S. were rated; **just 132** received the Class 1 rating, putting CFD in the **top two-tenths of one percent** of all fire departments in America.

EMERGENCY RESPONSE

In 2015, responded to **110,710 incidents** with an average response time of **4 minutes, 34 seconds**.

SAVING LIVES

In 2015, **49.36% of cardiac arrest cases** CFD responded to went from unresponsive to having a pulse/breathing, compared to 22% in 2007. Exceeds **state average of 40.2%** and **national average of 32.3%**.

EDUCATION

In 2014-15, provided fire education to **100%** of CMS third-graders: **11,969 students**

EMERGENCY RESPONSE:

- From 2007-15, **improved response time to incidents by 14%**
- During that same time, the number of incidents **increased by 22,914, or 26%**
- In 2015, **99.5% of the 177,606 emergency calls** were answered in Communications within **10 seconds**

FIRE INVESTIGATION:

- In 2015, arson investigations cleared **40.77% of incendiary fires**, compared to 34% in 2007 and 20% nationally
- Improved clearance rates due to:
 - **Increased staffing from two to three investigators** per shift
 - **Investigators now respond to working fires**, reducing the time crews are on-scene waiting for a response and creating better flow from fire suppression to investigation
- A leader in **providing needed equipment for investigations**; for example, a portable X-ray machine in 2011, rarely available to local fire investigative teams

FIRE PREVENTION:

- In 2015, completed **100% of state-mandated fire code inspections** (37,495 inspections and 5,813 building-plan reviews), up from 85% in 2007
- Assigned inspectors to special events to provide **quick response** to code and crowding issues

HIGHLY QUALIFIED:

- **100% of CFD firefighters** hold one or more rescue certifications:
 - **1021 Technical Rescuers** (includes specialties in Rope and Vehicle Rescue)
 - **318** certified in **Urban Search and Rescue**
 - **285 Confined Space** certifications
 - **300 NC TR Surface Water** certifications
 - **92** certified **Public Safety Divers**
 - **47** certified in **Large Animal Rescue**

STRATEGIC STAFFING:

- **Reorganized the department, streamlining the structure** so Deputy Chiefs manage divisions, serving as the overall leader for content areas
- Added **Division Chiefs in 2015** to further facilitate communication and collaboration across CFD and enhance opportunities to immerse the fire department into neighborhoods for better community impact across Charlotte
- Since 2010, **hired 312 new firefighters** and authorized multiple recruit classes annually to fill spots created by retirements and new fire companies
- Determined **minimum staffing to ensure quick response to emergencies**; in 2015, 256 firefighters were on duty **98.1 percent** of the time, including members who are dive, Hazmat and Helicopter and Aquatic Rescue Team certified

COMMITMENT TO DIVERSITY:

- In 2015, **women and other minorities made up 35%** of the applicant pool, exceeding the department's 20% goal
- **Explorer Program** launched in 1982 to introduce kids ages 14-20 to the fire service. **This year**, 38 students are Explorers; 24% are African-American and 5% are female
- Launched **Camp Ignite** in 2015; program **introduced 27 high school girls to firefighting** while building leadership skills
- Partnered with Charlotte-Mecklenburg Schools to create the **Summer High School Fire Program** and year-round **Fire Academy**
- In fall 2016, the **Academy of Service and Protection** will open, providing students with hands-on, personalized instruction in **law enforcement, firefighting and emergency medicine**



DEPARTMENT HONORS:

- In 2015, CFD received its **fourth accreditation from the Commission on Fire Accreditation International**
- Department one of just a select few in the country to hold **both international accreditation and the Class 1 rating simultaneously**
- International Association of Arson Investigators' **NC Fire Investigator Team of the Year**
- NC Association of Public Communications Officers **Team/Shift of the Year**
- Certified by National Weather Service as a **StormReady Community**
- Selected to host the combined 2017 and 2021 **NC Fire Chiefs and International Association of Fire Chiefs conferences**

CHIEF HANNAN MEMBERSHIPS/AFFILIATIONS

- National Fire Protection Association
- International Association of Fire Chiefs
 - Metro Fire Chiefs
- Metro Fire Chiefs Executive Board
- Commissioner, Commission on Fire Accreditation International, Center for Public Safety Excellence
 - North Carolina State Fireman's Association
- First United Methodist Church
- Charlotte Rotary Club
- United Way Leadership Donor

Charlotte-Mecklenburg Emergency Management ensures that local governments maintain a high level of preparedness. EM works to ensure that potential situations involving Homeland Security, terrorism or other disasters can be quickly mitigated.

EMERGENCY MANAGEMENT:

- Awarded and maintained **\$29,501,741.02** in federal grant dollars
- Updated the **Emergency Operations Plan** to ensure National Incident Management System compliance
- Federally mandated to update the **Hazard Mitigation Plan** every 5 years
- Supported and coordinated **public safety operations for multiple planned events** yearly: Belk Bowl, ACC Championship, Chiquita and Quail Hollow PGA events, CIAA, Speed Street, Carolina Panthers games, Fourth of July and First Night
- Developed and managed numerous **federally mandated drills and exercises**:
 - **Fixed Nuclear Facilities (FNF)**: required to hold one exercise every two years for each nuclear plant. Since Mecklenburg County falls into the emergency planning zone (EPZ) for two facilities, Catawba and McGuire, we hold an FNF exercise every year
 - **Airport**: required to hold a tabletop exercise every year and a full-scale exercise every 3 years
- Served as the executive steering committee charged with **planning and coordinating public safety operations for the Democratic National Convention**, which meant working closely with local, state and federal agencies
- Regularly **deploys assets and personnel** to state and national events:
 - Urban Search and Rescue (USAR), HazMat, North Carolina Helicopter and Aquatic Rescue Team (NC-HART)
 - Resources and personnel deployed to **Hurricanes Earl (2010) and Irene (2011)**
 - Personnel **deployed to Asheville, NC** after the death of Captain Jeff Bowen
- In 2015, EM staff conducted **22 outreach programs**, including weather safety, CharMeck Alerts, Community Emergency Response Team and more

EDUCATION:

CFD is a leader in providing educational programs to meet the needs of our diverse community:

- In 2015, taught fire-education program to **100% of third-graders in CMS (555 classrooms, 11,969 students)**, up from 56% in 2012
 - Also presented the program to **36 private/charter schools** in 2015
- In 2013, created the **High School Fire Academy** at Providence High; program expanded to the new Academy of Service and Protection, opening in fall 2016
- **Revamped Senior Citizen Fire Training** so the inspectors who check these facilities also provide the relevant training
- Over the last 33 years, the **Explorer program** has served nearly 500 young men and women ages 14 to 20 with an interest in learning more about a career in fire and emergency services. The hands-on program exposes participants to career experiences, leadership opportunities and community-service activities. **More than a dozen former Explorers now work for CFD**
- **Increased participation** in the annual third-grade bulletin board contest for Fire Prevention Week
- Manages the **planning, financial and logistical responsibilities** of the Mecklenburg County Annual Fire Bowl
- **Primary supporter of Do the Right Thing**, where students are recognized for making good choices and demonstrating character; student winners now receive a laptop or similar device