

Chief Norman Staines

Second Quarter Report

April - June 2026

OVERVIEW

Thank you for taking the time to look through the Lenoir Fire Department's quarterly report. This report is designed to give you an understanding of the day-to-day operations of our department and staff for the second quarter of 2026. The second quarter of the year has been busy for our department and staff.

MAJOR EVENTS:

April:

- Staff provided overview of fire department operations as part of Leadership Lenoir (6th).
- Staff completed a tour of Blue Ridge Energy Facilities (7th, 8th and 9th).
- Staff completed a fire truck demonstration at Forever Young Child Development Cener (April 15th)
- Lenoir Fire Department honor guard presented the American flag at the opening ceremony for baseball and softball (April 15th)
- Staff hosted station tours by three classes from Valmead Elementary School (17th)
- Staff provided medical coverage and Tower 1 for the City of Lenoir Bicycle Festival (18th)
- Staff hosted a station tour of 16 kids from Star Gazers Home School (20th)
- Engine 2 crew participated in the Caldwell County Health Department Health and Safety Fair (28th)

May:

- Two staff members attended the Homelessness and Migration Response Best Practices Training Program (11th)
- Department provided a cookout for staff and families in recognition of International Firefighters' Day (12th)
- Staff conducted fire extinguisher training for Caldwell Early Head Start (13th)
- Staff completed a fire truck demonstration / standby for Heroes, Cars & Coffee at Bo's (16th)
- Staff completed standby with an Engine Company at Caldwell County Fairgrounds for Faith Fair (16th)
- Staff completed a tour of Woodgrain Millworks Facilities (19th, 20th and 21st)
- Staff hosted a station tour for students from Davenport Elementary School (21st)
- Staff participated in the lunch provided by UNC Health Caldwell at the Health & Human Services Building as part of the UNC Health Caldwell Giveback Lunch (21st)
- Staff attended a public safety appreciation lunch provided by Koinonia (21st)
- Staff provided medical standby for the Neon Night Ride (29th)

June:

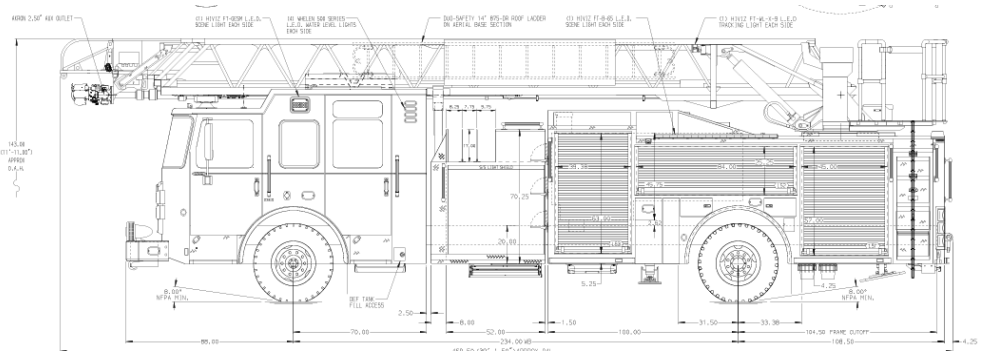
- Department hosted the quarterly Retiree Breakfast (5th)
- Staff provided medical standby for Hibriten High School Graduation (5th)
- Staff installed 36 smoke detectors as part of North Carolina Smoke Detector Saturday (6th)
- Staff participated in a Touch-a-Truck event at the Caldwell County Library (June 6th)
- Staff conducted a fire safety class at Koinonia for their residence (9th)
- Staff conducted ladder truck operations instruction with Ladder 1 at the Keith Owens Boot Camp at Gamewell Fire Department (June 12th and 15th)
- Staff provided instruction on fire safety at LFD Cadet Camp (16th)
- Staff provided medical standby for the Firecracker 5K / 10K at the Lenoir Rotary Soccer Complex (27th)
- Staff hosted birthday party that was part of silent auction for Communities in Schools (27th)
- Staff hosted a station tour for children from New Beginning (29th)

Pierce 107' Ascendant Aerial HD Ladder Fire Truck

On April 2, 2026, the purchase agreement was signed for a Pierce 107' Ascendant HD Ladder Truck. The total cost of the truck, via a government cooperative bidding contract, is $1,768,336.

In March 2026, Blue Ridge Energy (via a USDA Rural Economic Development Loan Program) was awarded funds to provide a loan in amount of $1,180,000 to the City at 0% interest for seven-year term for the truck. (Thanks to Blude Ridge Energy for their loan assistance.) The adopted FY 2025-26 City Budget included payment funding of $590,000.

Equipment purchases in anticipation of the new truck began in FY2025-26. In addition, the approved Fire Department CIP FY 2026-27 has $50,000 for equipment purchases which will be utilized to purchase remaining needed equipment.



RESPONSES / INCIDENTS / CALLS FOR SERVICE

INCIDENT COUNT

INCIDENT TYPE	2nd Quarter 2024 # INCIDENTS	2nd Quarter 2025 # INCIDENTS	2nd Quarter 2026 # INCIDENTS
MEDICAL	574	580	473
FIRE	266	264	314
TOTAL	840	844	787

PRE-INCIDENT VALUE – VS – DOLLAR LOSSES – VS PROPERTY SAVED

	PRE-INCIDENT VALUE	LOSSES	PROPERTY SAVED
2024 – 2nd QUARTER	$7,272,000	$129,490	$7,142,510
2025 – 2nd QUARTER	$24,397,400	$712,000	$23,685,400
2026 – 2nd QUARTER	$1,137,300	$253,500	$883,800

Turnout Compliance (NERIS)

Count of Incidents: **743**

Count of Turnout Time Less than 80 seconds: **684**

Average Unit Turnout Time: *0m:41s*

Count of Response Times less than 320 Second (Dispatched to Arrival): **613**

Average Unit Response Time: *5m:53s*

Count of Incident Where Travel Time less than 240 seconds: **509**

Average Unit Travel Time *5m:43s*

LIGHTS AND SIREN AVERAGE FOR ALL CALLS (MM:SS)
FIRST ARRIVING APPARATUS

2024 – 2nd QUARTER	2:57
2025 – 2nd QUARTER	3:05
2026 – 2nd QUARTER	5:53

Total Incidents January 1 to June 30

Year	# Incidents
2024	1,619
2025	1,660
2026	1,566

COUNT OF INCIDENTS BY APPARATUS

	2024 – 2nd QUARTER	2025 – 2nd QUARTER	2026 – 2nd QUARTER
Battalion	99	125	96
Car 1	11	19	20
Car 2	13	1	0
Car 3	23	40	34
Car 4	3	6	7
Engine 1	182	200	201
Engine 2	132	159	137
Engine 3	144	152	140
Ladder 1	149	174	159
Ladder 2	136	149	125
Personal	0	0	0
QRV – 1	243	216	189
QRV – 2	116	103	99
QRV – 3	73	99	80
Ranger 1 (UTV)	0	2	7
Ranger 2 (UTV)	N/A	N/A	3
Rescue 1	51	45	18
Rescue 10	10	9	0
Support 1 (UTV)	1	1	0
S-10 (Command Trailer)	0	0	0
ST1 – Headquarters	0	2	0
ST2 – Station 2	0	0	1
ST3 – Station 3	0	1	0
Tower 1	11	4	11
Truck 17	0	0	0
Truck 18	0	0	0
TOTAL FOR ALL APPARATUS	**1,397**	**1,507**	**1,327**



Firefighter Lyons demonstrates climbing ladder as part of Leadership Lenoir.

Count of Incidents per Station

	April 2026	May 2026	June 2026	Station Totals
Station 1	**111**	**150**	**162**	**423**
Station 2	**63**	**78**	**70**	**211**
Station 3	**54**	**52**	**47**	**153**
Monthly Total	**228**	**280**	**279**	**787**

Breakdown of Incident Types

	Incidents			
Primary Incident Type	**04/2026**	**05/2026**	**06/2026**	**Grand Total**
Abdominal pain / problems	2.0	2.0	6.0	10.0
Accidental alarm	1.0			1.0
Airmedical transport	2.0			2.0
Allergic reaction / stings	3.0		4.0	7.0
Altered mental status	2.0	4.0	3.0	9.0
Animal bites	1.0			1.0
Back pain (non-trauma)	1.0	1.0	4.0	6.0
Breathing problems	31.0	30.0	29.0	90.0
Burns / explosion		1.0	1.0	2.0
CO alarm	1.0	2.0	4.0	7.0
Cancelled	4.0	5.0	8.0	17.0
Cardiac arrest	5.0	6.0	4.0	15.0
Chest pain (non-trauma)	18.0	25.0	20.0	63.0
Choking	1.0		1.0	2.0
Citizen assist / service call	10.0	13.0	9.0	32.0
Confined cooking / appliance fire		1.0	1.0	2.0
Controlled burning (Authorized)	1.0	2.0		3.0
Convulsions / seizures	5.0	8.0	9.0	22.0
Damage assessment		5.0		5.0
Diabetic problems	1.0	5.0	3.0	9.0
Drowning / diving / scuba accident			1.0	1.0
Dumpster / other outdoor container fire	1.0		1.0	2.0
Electrical hazard / short circuit		3.0	1.0	4.0
Electrical power line down / arching / malfunction	1.0	11.0	3.0	15.0
Elevator / escalator rescue		1.0		1.0
Explosion			1.0	1.0
Extrication / entrapped rescue		2.0		2.0
Fall	8.0	13.0	12.0	33.0
Fire / smoke alarm	18.0	20.0	30.0	68.0

Fuel spill / fuel odor	1.0		1.0	2.0
Gas leak / gas odor	1.0	1.0	1.0	3.0
Hazardous material release (Chemical from fixed facility)			1.0	1.0
Hazardous material release (Chemical from transportation)	1.0	1.0		2.0
Headache	2.0	2.0	1.0	5.0
Heart problems	4.0		4.0	8.0
Hemorrhage / laceration	3.0	2.0	5.0	10.0
Industrial accident / inaccessible incident / other entrapment (non-vehicle)	1.0			1.0
Investigate hazardous release (Nothing found)	1.0			1.0
Law enforcement support	1.0		1.0	2.0
Lift assist	4.0	4.0	6.0	14.0
Malfunctioning alarm		1.0		1.0
Motor vehicle collision	16.0	24.0	18.0	58.0
Motor vehicle collision extrication / entrapment	1.0	4.0	1.0	6.0
Move-up	5.0	2.0	4.0	11.0
Nausea / Vomiting	2.0	2.0	2.0	6.0
No incident found upon arrival / location error	5.0	5.0	3.0	13.0
Odor investigation			1.0	1.0
Other Alarm			3.0	3.0
Other false call			1.0	1.0
Other outside fire	9.0	8.0	1.0	18.0
Other traumatic injury	1.0	1.0	1.0	3.0
Overdose	6.0	8.0	12.0	26.0
Person in distress	1.0			1.0
Sick case	15.0	17.0	25.0	57.0
Smoke from non-hostile source (Smoke scare)	2.0	3.0		5.0
Smoke investigation	1.0	1.0		2.0
Standby (public service)		1.0		1.0
Standby request (medical)		1.0	2.0	3.0
Stroke / CVA	5.0	2.0	4.0	11.0
Structural involvement	1.0	3.0	2.0	6.0
Trash / rubbish fire	2.0	6.0	3.0	11.0
Unconscious victim	9.0	10.0	10.0	29.0
Unknown problem (medical)	3.0	1.0	2.0	6.0
Utility infrastructure fire	1.0			1.0
Vegetation / grass fire	4.0	4.0	1.0	9.0
Vehicle fire - commercial		3.0		3.0
Vehicle fire - passenger	1.0		2.0	3.0
Weather response	1.0	2.0	6.0	9.0
Well person check	1.0	1.0		2.0
Grand Total	**228.0**	**280.0**	**279.0**	**787.0**

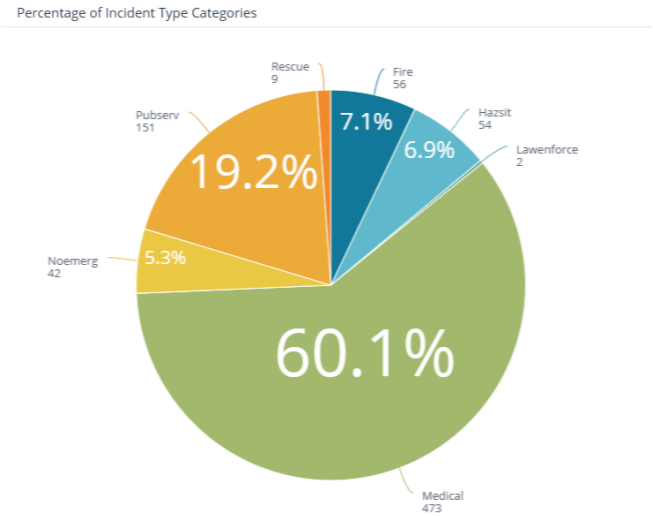
Mutual Aid Given

Department	# Incidents
Gamewell FD	3
Hudson FD	1
Total	4

Mutual Aid Received

Department	# Incidents
Hudson FD	1
NC Forest Service	2
Valmead FD	1
Total	4

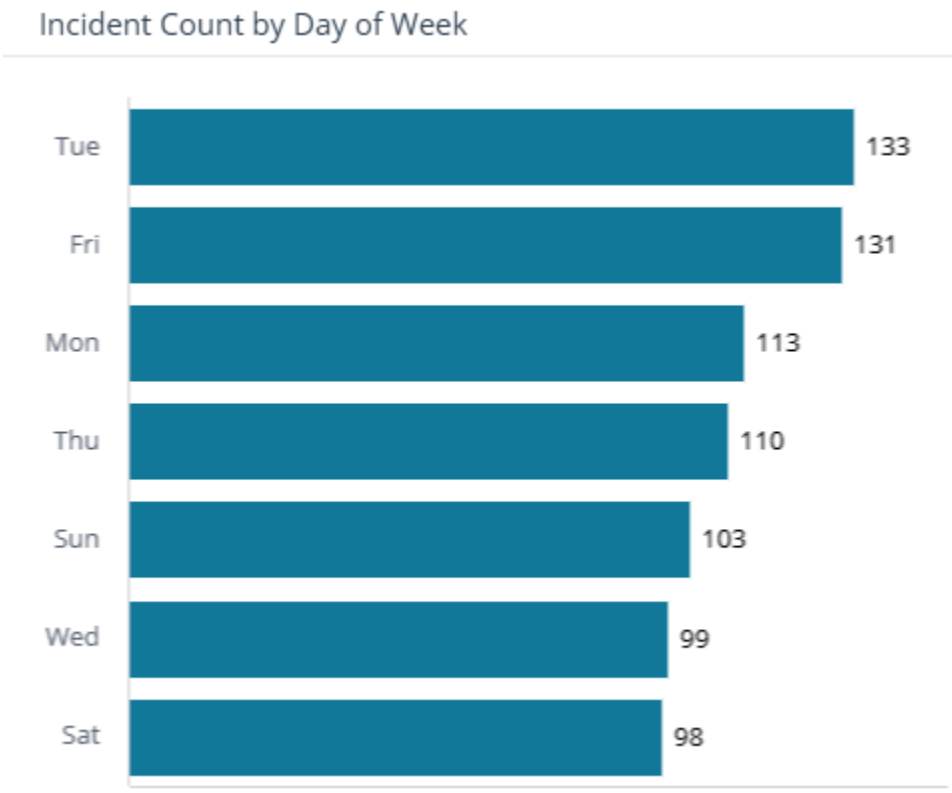
Percentage of Incident Type Group



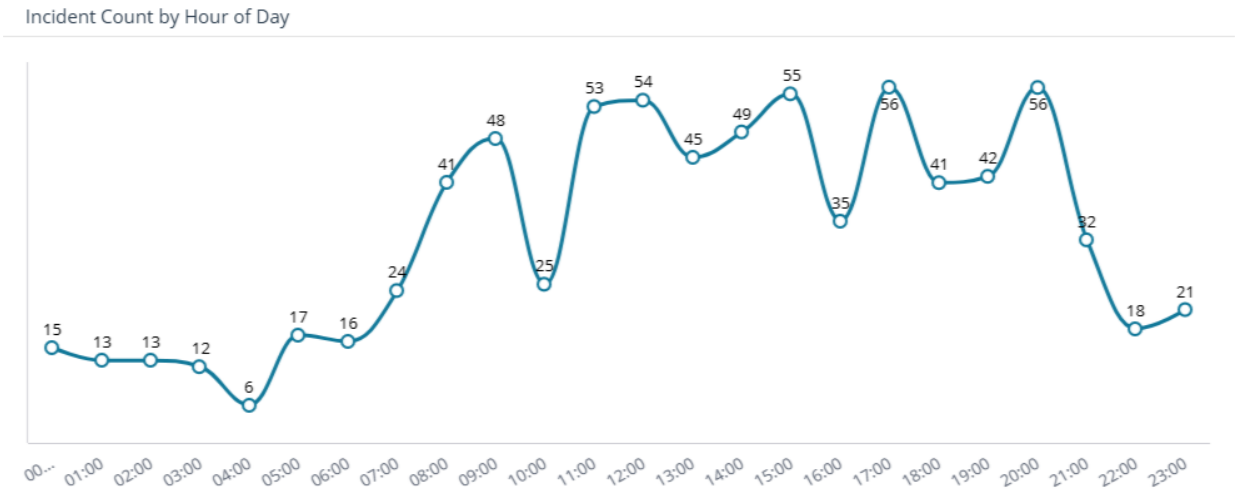
Incidents with False Alarms: **3**

Percentage of Incidents with False Alarms: **0.38%**

Incident County by Day of Week



Incident County by Hour of Day



Addresses with Multiple Incidents
Listed by Highest Response in 2nd Quarter 2026

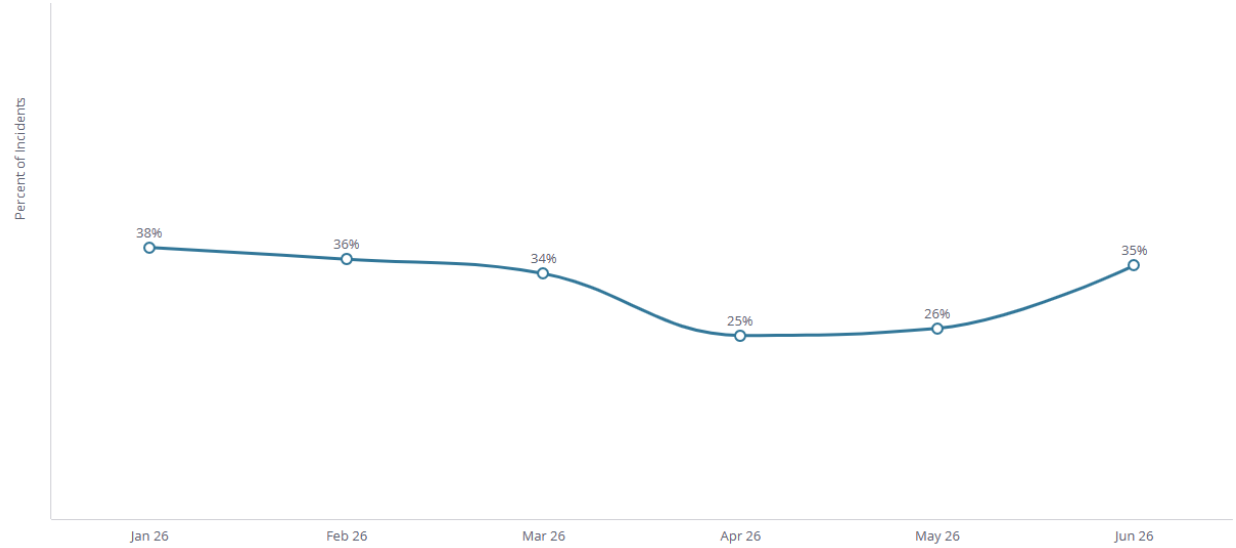
Address	Facility Name	2nd Quarter 2026	Year to Date 2026
318 NW North Main Street	Koinonia Apartments	17	27
2303 SW Walt Arney Road	Walt Arney Estate	16	26
102 SW Willow Street	LHS Apartments	12	24
321 SW Mulberry Street	UNC Health Caldwell	10	19
2495 Dimmette Road	Green Mountain Park	9	10
431 NW Vance Street	Lenoir Housing Authority	9	12
100 NW Abington Road	Arbor Glen Apartments	8	26
1902 Hickory Boulevard	Cross Creek Apartments	7	21
515 NW Scroggs Street	The Shelter Home of CC	6	12
716 NE Nuway Circle	Nuway Circle Mobile Homes	6	11

Percent of Total Incidents That Were Responses to Address with Multiple Incidents: 45.9%

Count of Incidents to Addresses with Multiple Incidents: 361

Count of Addresses with Multiple Incidents: 114

Percent of Incidents That Were to Addresses with Multiple Incidents by Month



TRAINING REPORT

In the second quarter, our department participated in **6,353.5** hours of training. This accounts for both on and off duty training.

Student Hours by Month

	2025	2026
April	1,678.5	1,928.0
May	1,409.5	2,320.0
June	1,295.5	2,105.5
Total	**4,383.5**	**6,353.5**

April: During the month, staff completed EMT in service training on Communications and Documentations. Staff trained on hose line advancements. Staff trained in self-rescue techniques to include window bailouts and MAYDAY situations. In addition, staff started on annual hose testing, hydrant testing and hydrant inspections prior to stopping due to water restrictions.

May: Staff completed patient lifting and moving for the EMT training in May. Staff completed training on aerial operations and powerline safety.

Staff participated in off duty facilities training at CVCC. During this training, staff reviewed and trained on sprinkler and standby operations in commercial structures.

June: Staff completed Behavioral Emergency training for their month EMT in service. They participated in PPE training, along with a review on how to conduct daily, weekly and monthly apparatus and equipment checks. Staff practiced on forcing both inward and outward swinging doors.

During June, five (5) staff members successfully completed their TR Ropes Rescue Technician certification hosted at Station 2. This is 132 hours of instruction that was completed over three months. In addition, two (2) staff members completed their Fire Officer II certification at Catawba Valley Community College. This is 32 hours of instruction that was completed.



Students from Valmead Elementary School touring Station 1.

FIRE PREVENTION ACTIVITIES

In the second quarter of 2026 the department delivered thirteen (13) fire prevention presentations / public education programs. We were able to perform these programs for businesses, schools, and religious groups and had an estimate of 98 participants.

0-4 years (preschool)	85
5-10 years (elementary)	266
11-13 years (middle school)	118
14-18 years (high school)	38
Adults (19-61)	380
Seniors (62+)	99
Total Participants	986

Fifty-eight (58) smoke detectors were installed in the second quarter of 2026. This included thirty-six (36) detectors installed as part of the North Carolina Smoke Detector Saturday Canvas on June 6th. Detectors can be requested, if available, and installed for free to our citizens by calling one of our stations and scheduling installation.



Staff at Koinonia providing instruction on fire safety topics.

FIRE MARSHAL's REPORT

Fire Marshal – This quarter 114 fire code inspections were completed within the Lenoir City Limits.

- The Fire Marshal investigated three (3) complaints on businesses this quarter. The complaints were located at Lenoir Healthcare, Mi Carreta Mexican Grill and Peddler's Corner Variety Shop. Staff works with any business owner to resolve if issues are found.
- The Fire Marshal worked on plans with LHS Auditorium, LHS Gym, Google #3-B, Google Cafeteria / Data Center Office Hub, Palisades of Lenoir, TNT Fireworks, Pace Adult Daycare and Kintega Outpatient Clinic.
- Fire Department used approximately 43,015 gallons of water on fires and during training.
- Burning Issues:
    - 31 illegal burns
    - 3 legal burns
- Permits – 0 Burn Permits, 2 Fire Protection Change, 3 Fire Protection Impairment, 0 Special Amusement, 1 Special Even, O Hot Works, 0 Tank Removal, 0 Operational Permits, 0 Tents, 0 Fumigation, 1 Fireworks / Pyrotechnics and 0 Mixed Use Apartments.
- The Fire Marshal is working on homeless violations with Code Enforcement from Planning and LPD on Willow Street.
- The Fire Marshal is working with Caldwell County Building Inspections on house hit by car on Pennton Ave.

Fire Investigations - In accordance with N.C.G.S. Chapter 58 article 79, all fires that occur inside the City Limits of Lenoir are investigated for cause and determination. We have certified fire investigators on each shift and they work under the direct supervision of our Fire Marshal. This quarter we had 47 investigations that occurred in the City with below being of higher impact:

- House fire: Realty and Oakwood
- Commercial fires: Woodgrain Millworks and Grandview Villa
- Wildland fires: None

  Total acre burned within the City: 0

Emergency Management - The Fire Marshal also acts as the City of Lenoir's Emergency Manager under the direct supervison of the Fire Chief. This position works closely with local and State Emergency Management and partners with the LEPC to respond and mitigate hazardous/disasterous incidents or situations.

- Gas leaks – Greenhaven
- Hydraulic fluid spills at Valway and Main
- Leaking fluids at tractor trailer crash with fatality on Norwood St.
- Motor oil leak at Morganton Blvd and Harrisburg
- Assisted with man who fell 60+ feet from a tree
- Chemical Release at new Google construction site – Hydrochloric Acid
- Multiple storm preps with 8 hitting City with damage and calls for service

Other

Standbys:

- Events 8
- For EMS 0
- Lift Assists 21
- Falls 27



Engine Company Standing by for LZ.



Aerosol can exploded inside car on Morganton Blvd.



Pennton Ave. car hit house.



Sawdust fire at Woodgrain Millworks.



Lt. Brian Watson and Engineer Joshua Hollar presenting American flag.