

# ANNUAL REPORT FY 2024



**DURHAM  
COUNTY  
OFFICE OF  
EMERGENCY  
SERVICES**

# INTRODUCTION

The Durham County Office of Emergency Services (OES) is pleased to present its Fiscal Year 2024 Annual Report. OES oversees Business Operations, Emergency Management, Emergency Medical Services, and Fire Marshal services for the County. This has been a year of change for our teams, with the retirement of our first OES Director, Jim Groves, in January, along with the departures of Chief Fire Marshal Jason Shepherd in January and Business Operations Officer Katrina Harrell in April. We welcomed our new OES Director, Mark Lockhart, former EMS Chief Paramedic. As this report is being published, we are in the process of filling these key leadership positions.

FY2024 saw the adoption of our first ever strategic plan as well as the filling of vacancies in all four functional areas. In addition, we:

- Began work to revitalize our existing building fire prevention inspections programs.
- Received five new ambulances that are due to hit the street in the 2nd quarter of FY 2025.
- Received a grant for \$637,195 from the federal Community Funding Project for a new county emergency operations center (only county in North Carolina to receive this grant).
- Implemented no-notice after hours cooling center and mass-care sheltering operations.
- Provided leadership for the first annual “HERicane Experience” with North Carolina Emergency Management to encourage young females to pursue emergency management as a career.
- Expanded the use of Operative IQ, a cloud-based system which has enhanced real-time tracking of vehicle repairs, locations, and service status. This system has streamlined preventive maintenance, repairs, and inspections, and boosted spare ambulance availability.
- Introduced a bid process for EMS medical supplies and uniforms that has helped to stabilize product costs and will aid in reducing overall expenses.

Across all of OES, our staff are hard at work ensuring the safety and well-being of Durham County residents and visitors. Whether it is making sure our fleet stays on the road, conducting fire prevention inspections, responding to ambulance calls, paying bills and processing patient reports or ensuring our readiness for disasters both natural and man-made, the OES team is continuing our pursuit of excellence in service to our community. We encourage you to review this report and contact us at 919-560-8285 with any questions or feedback you may have.

**Mark Lockhart, NRP, Director**

**Tracey DeShazo, Interim Business Operations Officer**

**Elizabeth Schroeder, SMN, CPDM, CHEC-III, NHDP-BC, Chief Emergency Manager**

**Gordon Smith, Interim Chief Paramedic**

**Tyler Fitts, Interim Chief Fire Marshal**

# BUSINESS OPERATIONS

## OVERVIEW

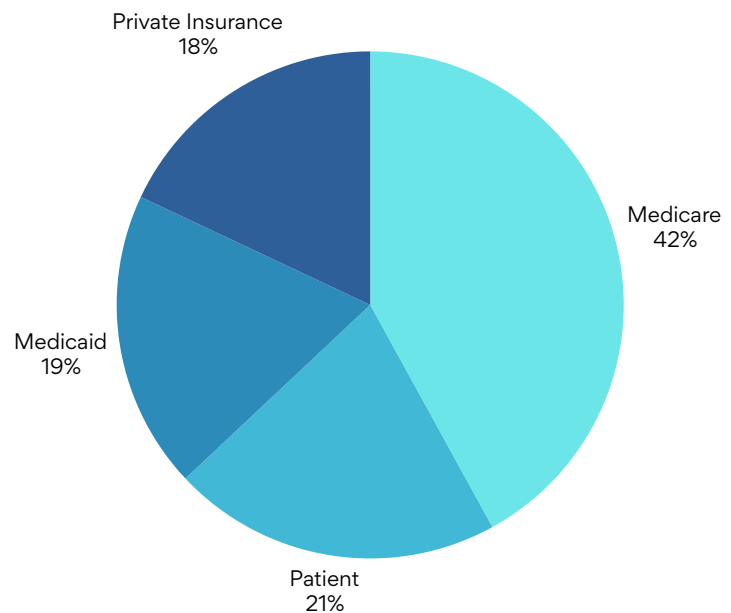


### Business Operations Team Overview

The Business Operations Team is a vital part of the Office of Emergency Services (OES) and plays a key role in ensuring the safety and well-being of Durham County. They handle a variety of tasks, including managing finances and grants, ensuring compliance with regulations, patient privacy, overseeing contracts, planning, logistics, managing administration and public information, handling fleet management, and dealing with human resources. By bringing all these functions together in one team, Business Operations helps the OES run smoothly and deliver important services more effectively and efficiently.

### Navigating Fiscal Challenges

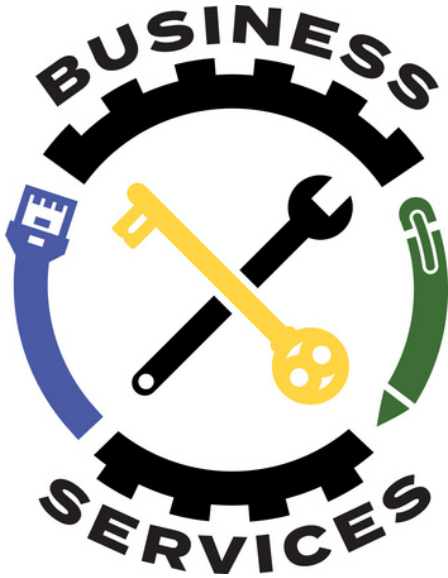
In FY 2024, the Business Operations Team managed a tight budget while costs for supplies, fuel, and vehicle repairs continued to rise. To deal with these challenges, the team closely tracked spending and encumbered funds early. By closing Funds Reservations and moving those funds back into the main budget, they avoided requesting extra budget approvals and made sure bills were paid on time. Smart and forward-thinking financial management kept things running smoothly and demonstrated the team's ability to adapt to budget challenges.



**EMS Trips billed: 37,592 worth \$34,106,292.09 with \$13,796,897.77 collected in revenue**  
**Patient 21%, Insurance 18%, Medicare 42%, and Medicaid 19%**

# BUSINESS OPERATIONS

## KEY ACCOMPLISHMENTS



### Fleet Improvement

The enhancement of fleet conditions and the increase in available spare units have significantly improved EMS's operational readiness and response capabilities.

### Medical Supplies and Uniforms Bid Process

The introduction of a bid process for EMS medical supplies and uniforms stabilized product costs and reduced overall expenses. This process has locked in stable pricing for FY25 and provided multiple vendor options, ensuring reliable supply availability and cost-effectiveness.

Historically, OES - EMS did not use a bidding process for medical supplies and uniforms, leading to price fluctuations and higher uniform costs throughout the fiscal year. By using a structured bidding process, OES secured stable pricing for these items and achieved lower overall costs. This approach allows OES to award contracts by sections, selecting the most cost-effective vendors for each category and ensuring a diverse supply base. This not only provides financial benefits but also enhances operational efficiency by ensuring reliable availability of supplies, even during shortages.

### HR Achievements

In FY24, the Business Operations HR Liaison made significant strides by successfully hiring or promoting 46 employees for the Office of Emergency Services. Their efforts have strengthened the team, ensuring that OES is well-equipped with skilled personnel to meet its operational needs and carry out its mission effectively.



# BUSINESS OPERATIONS

## LOGISTICS AND FLEET



### **Logs and Fleet Impact**

The centralization of OES logistics facilities, including vehicle and trailer storage, has optimized asset management. The station delivery schedule and barcoding system will reduce shortages and facilitate easier restocking for EMS crews. The new on-line Service Desk has improved request tracking and reduced delivery times. In the fleet area, increased ambulance availability and improved tracking systems have enhanced EMS operations.

### **Logistics Station Delivery Process**

The first phase of the Logistics Station Delivery process has been completed, shifting operations from Station 6 to warehouse space on Presidential Drive. This phase included filling a vacant position and revising the station delivery schedule. The on-line Service Desk in Operative IQ was established to streamline requests for supplies and uniforms, minimizing missed requests and delivery times. While there were some delays due to vehicle issues, the next phase is now in progress, which includes a dedicated delivery vehicle and a barcoding system to track supply deliveries and minimum levels at all stations.

### **Fleet Operative IQ Setup**

The implementation of Operative IQ, including the Dispatch Board, allows real-time tracking of vehicle repairs, locations, and service status. This system has improved the management of preventive maintenance, repairs, and inspections, increasing the availability of spare units. By filling an open position and working closely with dealers, vehicle repair needs are being addressed more efficiently. The final phase will involve launching the supply room module to track truck supplies, parts costs, and usage.



# EMERGENCY MANAGEMENT



## Emergency Management Team Overview

The mission of the OES Emergency Management team is to foster a culture of preparedness and community resiliency through coordination and collaborative partnerships and to serve as a leader in preparing for, mitigating, responding to and recovering from all types of hazards.

During FY 2024, Emergency Management developed and implemented standard work protocols for Emergency Operations Center (EOC) operations, ensuring a streamlined response to emergency incidents. The Board of County Commissioners approved a \$34 million Capital Improvement Project (CIP) for the new Emergency Operations Center and we were awarded \$637,195 through the Community Funding Project for the new EOC which will include upgrades such as back-up 911 systems and Durham County Sheriff's Office communications, and the creation of a 'fusion' center to improve inter-agency collaboration.

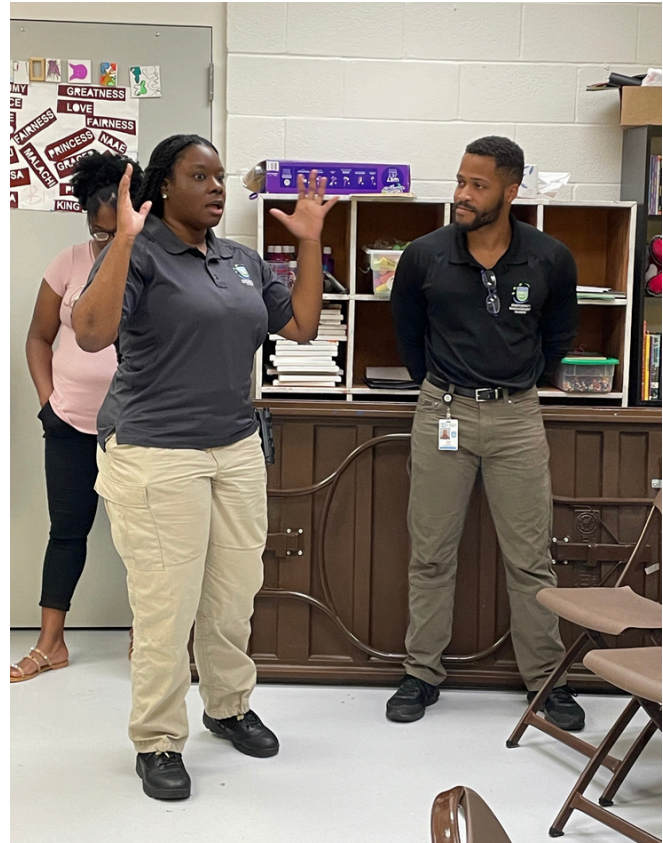
During this period, EM maintained a zero-vacancy rate and successfully added and filled a new position for a Senior Emergency Management Coordinator specializing in Homeland Security and Situational Awareness.

# EMERGENCY MANAGEMENT

Throughout the year, EM managed EOC activations and provided coordination/command post support for a range of events including:

- the Bimbe Festival
- the Durham Holiday Parade
- a tropical storm
- unplanned power outages
- multiple protests
- a bomb threat
- an election
- various VIP visits.

EM also implemented a no-notice after-hours cooling center and mass-care sheltering operation. Our 24/7 on-call coverage ensured that we were always ready for both notice and no-notice events.



EM spearheaded the development and execution of multiple workshops, tabletops, and functional exercises, focusing on Active Shooter Hostile Environment Response (ASHER), WebEOC, Continuity of Operations (COOP), Local Emergency Planning Committee, and EOC activation for inclement weather. These initiatives were crucial in refining our emergency response strategies and ensuring readiness for a variety of scenarios.

We partnered with North Carolina Emergency Management, Wake County and Orange County to create and co-host the first annual 'HERricane Experience', a week-long camp for high school girls to explore careers in public safety. The Durham Fire Department HazMat team provided training, allowing the girls to try on hazmat suits and practice handling simulated hazardous materials. They also showed their vehicles and special equipment.

# EMERGENCY MANAGEMENT HAZMAT DRILL

On June 6th, 2024, EM conducted two iterations of a full-scale exercise simulating the release of hydrofluoric acid (HF) from a rail car at the Durham Fire Academy on Club Boulevard. The exercise tested various capabilities, including operational coordination and unified command, communications, environmental response, hazardous materials response, health and safety, situational assessment, healthcare and emergency medical services. Five primary agencies participated supported by five additional agencies including partners from the state and other public and private entities.



# EMERGENCY MEDICAL SERVICES



## Emergency Medical Services Team Overview

The Emergency Medical Services team is the primary provider of emergency service in Durham County and responds to requests for service via the 911 system and other means in a manner that is safe, clinically, appropriate, patient-centered, team-friendly, and fiscally sound. There are three functions within EMS: Clinical Affairs, Operations, and Professional Development.

In FY24, Durham County EMS logged 58,678 responses and transported 34,251 patients.



# EMERGENCY MEDICAL SERVICES CLINICAL AFFAIRS



Within the Durham County EMS System, Clinical Affairs prioritizes safety, infection control, and exposure management. Over the past year, we updated our patient care protocols to ensure they are current, evidence-based, and compliant with state regulations. Clinical Affairs collaborates closely with our Medical Directors to ensure proper care delivery and works with local healthcare partners to provide the best possible care. We conduct routine patient care report reviews as part of our overall quality assurance process as well as direct observation of our crews in the field.

Durham County EMS, in partnership with the Durham Emergency Communications Center (DECC), has introduced the PulsePoint Respond and PulsePoint AED apps to improve emergency response efforts in the county. PulsePoint Respond is a 911-connected app that alerts users to active EMS calls. Users who are trained in CPR and willing to assist can be notified if someone nearby is experiencing a cardiac arrest. The app is location-aware and sends alerts to CPR-trained users in the vicinity at the same time DECC dispatchers are sending EMS units. It also directs users to the nearest Automated External Defibrillators (AEDs) in the area. Notifications are only sent when the victim is in a public space and to users who are close to the emergency.

In addition to encouraging faster initiation of CPR, the app aims to inform users of nearby AED locations during a cardiac event. The PulsePoint Foundation maintains a registry of AEDs, which anyone can contribute to using the PulsePoint AED app. Submitted AED locations are reviewed by EMS, and approved devices are shown to responders and dispatchers during cardiac emergencies.

By reducing collapse-to-CPR and collapse-to-defibrillation times, PulsePoint Respond empowers CPR-trained citizens to assist in emergencies, improving patient outcomes and potentially saving lives.

# EMERGENCY MEDICAL SERVICES

## CLINICAL AFFAIRS: MISSION LIFELINE GOLD

Mission:Lifeline EMS® is the American Heart Association's national initiative to advance the system of care for patients with high-risk, time-sensitive disease states, such as severe heart attacks and strokes. The program helps reduce barriers to prompt treatment — starting from when 911 is called, to EMS transport and continuing through hospital treatment and discharge. Optimal care for heart attack and stroke patients takes coordination between the individual prehospital providers and healthcare systems.



Durham County EMS (DCEMS) has received the American Heart Association's Mission:Lifeline EMS®Gold, Target: Heart Attack Honor Roll achievement award for its commitment to offering rapid and research-based care to people experiencing the most severe form of heart attacks and strokes, ultimately saving lives. EMS staff can begin treatment when they arrive — up to an hour sooner than if someone goes to the hospital by car. EMS staff are also trained to provide resuscitation efforts to someone whose heart has stopped.

“Emergency Medical Services are uniquely qualified to recognize the signs and symptoms of a heart attack or stroke as well as perform coordinated, high-quality resuscitation to patients in cardiac arrest,” writes Dr. Anjni Joiner, chief medical director for Durham County EMS. “Our EMS crews not only provide time critical initial assessments, treatment, and stabilization in the field but their interpretation is also relayed to our hospital partners which jumpstarts lifesaving interventions by mobilizing downstream resources at the hospital. This achievement is a reflection of the immense efforts by our EMS crews to provide high quality care for the citizens of Durham on a daily basis.”

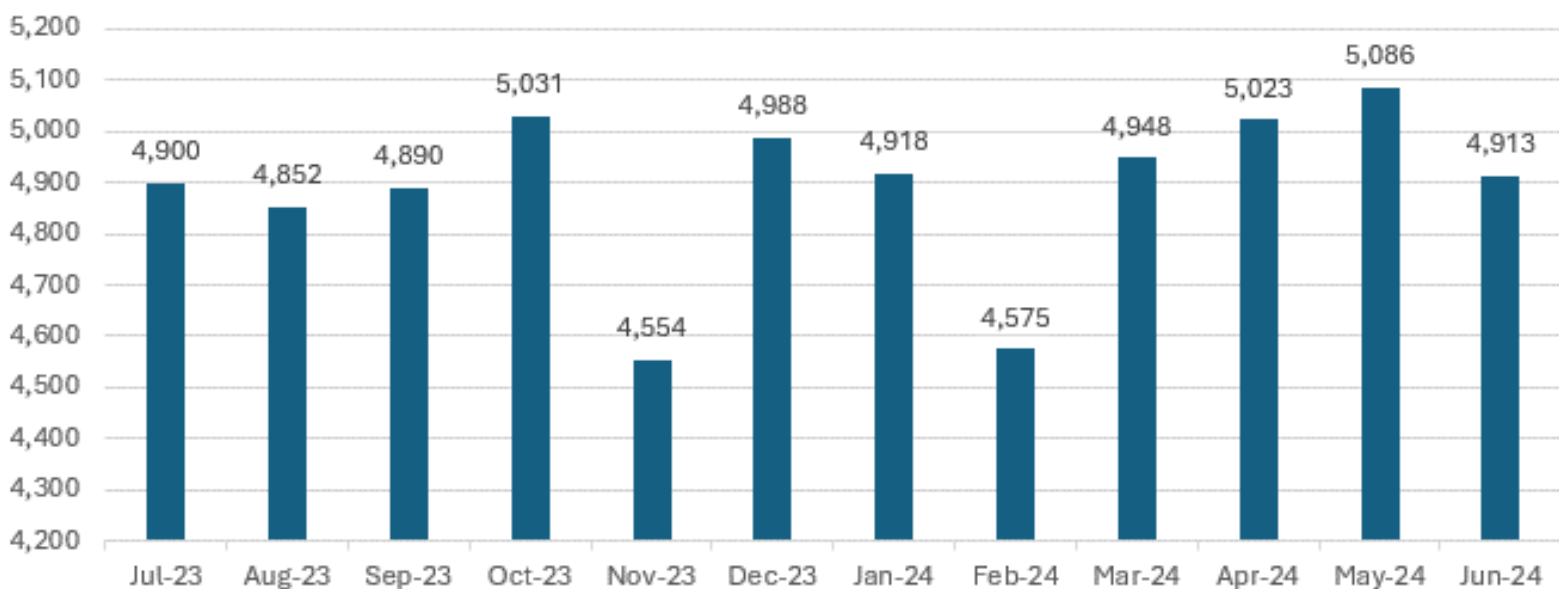
The Mission: Lifeline EMS achievement award focuses on agencies' on-scene care, bringing to the forefront the collaboration and contributions to patient care for prehospital providers.

# EMERGENCY MEDICAL SERVICES OPERATIONS



**Total responses: 58,678**  
**Total transports: 34,251**

Call Volume by Month FY24



# EMERGENCY MEDICAL SERVICES COMMUNITY PARAMEDICS



Established as a pilot program in FY 2018, the Mobile Integrated Healthcare/Community Paramedic program (MIH/CP) is a function of Emergency Medical Services (EMS) in the Durham County Office of Emergency Services (OES). The mission of the MIH/CP program is to deliver equitable, compassionate, and clinically appropriate medical care while connecting at-risk residents with resources that best support their medical and behavioral needs.

Community paramedics (CPs) strive to create a healthier and more resilient community by addressing social determinants of health (SDOH) and non-emergency medical needs of residents who use the 911 system. This program utilizes EMS's unique position to reach vulnerable patients in their homes, often in their time of greatest need. CPs are committed to serving our community's most vulnerable populations and offer a range of services beyond the typical DCEMS crews. The program focuses on three key objectives: 1) Addressing SDOH and improving access to care, 2) Reducing 911 dependency, and 3) Building a healthier community through preventive care.

Opioid Use Disorder (OUD) significantly impacts the MIH/CP Program, and this trend is not expected to change in the coming years. By engaging with individuals who have experienced opioid overdoses, CPs practice harm reduction through lifesaving emergency care, risk education, and recovery support. They also conduct post-overdose follow-ups with patients seen by EMS crews with the previous 48 to 72 hours.

# EMERGENCY MEDICAL SERVICES COMMUNITY PARAMEDICS

## Post-Overdose Response Team Success Stories

Any time a CP can contact a patient who has overdosed, especially when they interact with us and accept resources and Narcan kits, we consider that a success. One of our most successful follow-ups has kept in touch with our CP by phone at least once a month (since 7/1/2023). Our CP was actually on scene with the medics when he overdosed. He was exceptionally thankful for our help. Unfortunately, he lives two counties over. But during their talks, we have been able to find and connect him with resources in his area to help him secure housing for himself, his fiancée, and their 5 children.

To combat the issue of fatal and non-fatal overdoses in our community, we have implemented several evidence-based harm reduction and treatment strategies for OUD within the MIH/CP program. Daily reports identify eligible patients and CPs work to meet them face-to-face. CPs also coordinate with a Durham Recovery Response Center (DRRC) Peer Navigator for post-overdose follow-ups. Key activities of the MIH/CP post-overdose response team include:

- Distributing Naloxone kits to patients and community members
- Providing Naloxone kits to first responders and community partners
- Offering educational resources and recovery information to patients and families
- Assisting with transportation needs to recovery options (e.g., bus routes, Peer Navigator support)
- Training community members and first responders on Naloxone use
- Distributing fentanyl test strips to community partners
- Providing Medication for Opioid Use Disorder (MOUD) through field induction with buprenorphine

Harm reduction strategies, such as Naloxone distribution and training, are critical in reducing fatal overdoses.

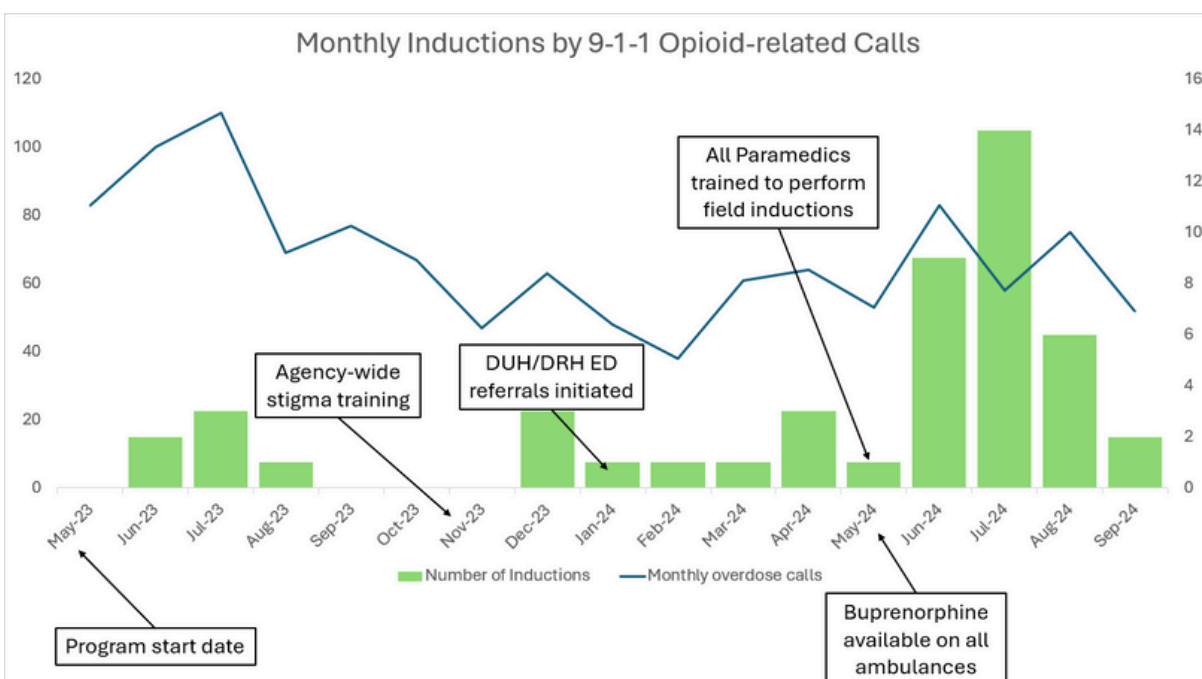
# EMERGENCY MEDICAL SERVICES COMMUNITY PARAMEDICS

Our MOUD program offers an innovative approach to treating community members with Opioid Use Disorder by initiating long-term treatment for OUD in the field with buprenorphine. Buprenorphine is a safe and effective medication commonly used in many emergency departments and prehospital settings, proven to reduce the illicit opioid use.

After starting treatment in the field, our Community Paramedics (CPs) connect patients to community clinics for ongoing outpatient care. Our goal is to increase the number of individuals receiving OUD treatment and reduce opioid overdoses and fatalities. We expanded our MOUD program by training all our EMS paramedics to administer buprenorphine in FY24 and have added a Peer Support Specialist who provides valuable support based on their life experiences. We are actively recruiting another specialist. In June 2024, the Durham County Board of County Commissioners approved funding for two additional Community Paramedics using opioid settlement money, enabling us to reach more patients with OUD.

## MOUD Success Stories

One of our MOUD inductions was a phenomenal success. The gentleman had overdosed and was inducted with buprenorphine on the scene. Despite numerous obstacles, including a 3-day weekend and lack of housing (he was staying in a shelter that did not allow buprenorphine to be stored there), we coordinated with our CPs, MAT medics, shift leadership, and medical director to bridge him with a daily dose until he was able to follow up in a long-term clinic. We also worked with other agencies in the county to secure housing for him at Just a Clean House. He was eventually able to find a job for a short term.



# EMERGENCY MEDICAL SERVICES

## EDUCATION AND PROFESSIONAL DEVELOPMENT



Thirty-one new providers graduated into field training from Academies 35, 36, and 37, completing a total of 7,440 hours of training through classroom sessions, simulation labs, field exercises, and ride-alongs with EMS crews.

In FY 24, our education staff coordinated 23 off-site training exercises focused on various emergency scenarios, including mass casualty incidents, active assailant, vehicular trauma, cardiac arrest, behavioral crises, narcotics overdoses, and strokes.

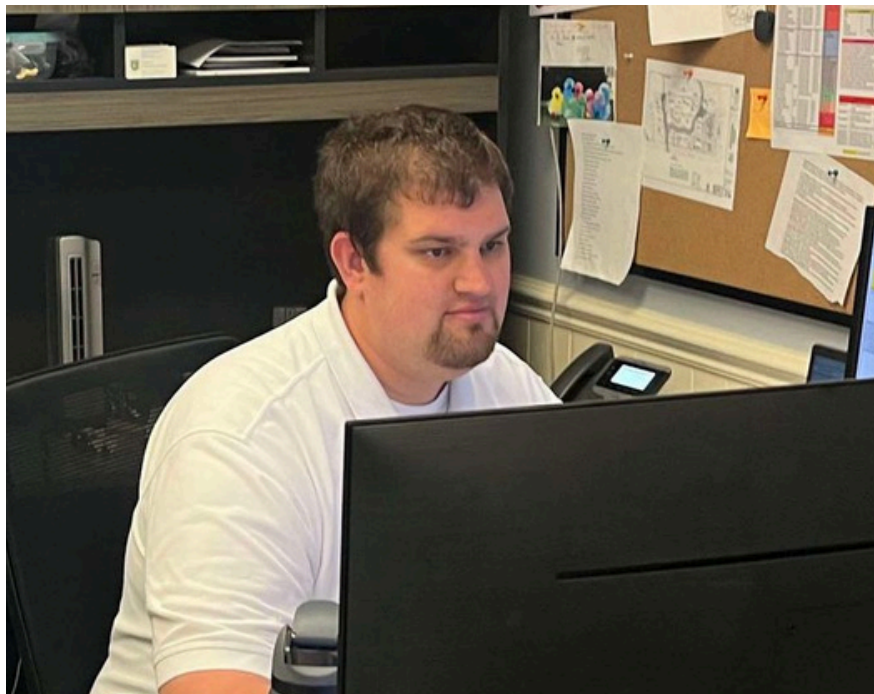
Through community outreach, we provided Hands Only CPR and Stop the Bleed training reaching 350 adults. Additionally, more than 30 school-aged children participated in an outreach event on when to dial 911, followed by a tour of an ambulance for 200 students.

Our education team delivered 4,050 hours of continuing medical education for DCEMS on topics like Neonatal Resuscitation, Medications for Opioid Use Disorder, Hydrofluoric Acid Exposures, Airway and Electrical Therapy Skills, Blast Injuries, LGBTQAI Patient Considerations, and Provider Wellness.

The education staff also collaborated with Emergency Management to plan and execute a joint Hydrofluoric Acid Exposure training exercise involving over 100 responders and role players from DCEMS, Durham Fire, Raleigh Fire, and Duke Hospital.

# FIRE MARSHAL

## INSPECTIONS AND PLAN REVIEW



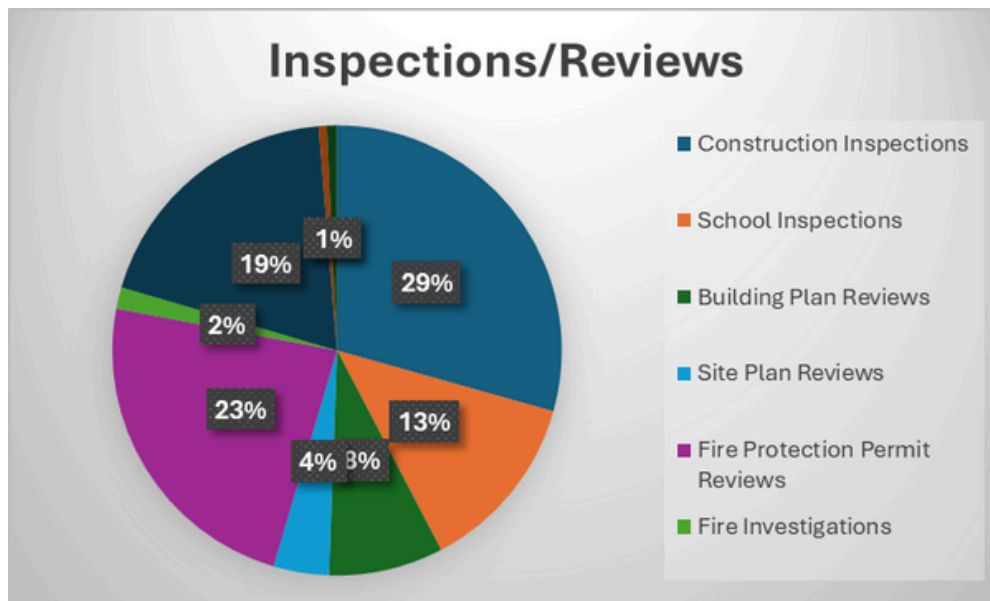
### Fire Marshal Team Overview

The Durham County Fire Marshal team consists of five dedicated fire safety professionals, including an interim Chief Fire Marshal and four Assistant Fire Marshals, all committed to fire safety in Durham County. As the Authority Having Jurisdiction (AHJ) for Durham County, excluding the city limits of Durham, our team provides essential services such as plan reviews, construction inspections, existing building inspections, fire investigations, public education, and oversight of fire department contracts. They also conduct semiannual inspections of Durham Public Schools. The Fire Marshals team is tasked with upholding multiple standards to include the enforcement of Fire Code and its applicable standards as prescribed by General Statute and Durham County Ordinance.

In FY 24, the team experienced significant changes, including the retirement of Chief Fire Marshal Jason Shepherd on January 2, 2024, and the appointment of Interim Chief Fire Marshal Tyler Fitts on February 7, 2024. The team welcomed three new members: two full-time Assistant Fire Marshals and one part-time Assistant Fire Marshal, enhancing their existing building inspections program. With these additions, the team has attended various training conferences and obtained new certifications, broadening their service capabilities. They track hours spent on different focus areas to better understand their workload and identify where additional support may be needed. As the community grows, there has been an increase in time spent on construction-related work, with 437 plan reviews and 360 inspections conducted last year.

# FIRE MARSHAL

## INSPECTIONS AND PLAN REVIEW



### Plan Review

From minor renovations to the construction of state-of-the-art facilities, the Durham County Fire Marshal team meticulously reviews a diverse array of plans to ensure code compliance and the safety of future occupants. Our staff evaluates site plans to verify that vehicle access and fire hydrant placement adhere to the North Carolina Fire Code. We assess building plans to ensure adequate occupant protection and identify any additional services or systems needed based on the size and type of occupancy. Additionally, our team examines life safety system plans to ensure they meet the minimum standards set by relevant codes.

### Construction Inspections

Depending on the permit type, multiple construction inspections may be necessary at different stages of the construction process to ensure compliance with approved plans. These inspections are crucial for verifying that fire protection systems, building systems, and services are correctly installed and operational as required by code. These systems are designed to function effectively in emergencies, safeguarding lives, protecting property, and aiding firefighters during on-scene operations.

### Existing Building Inspections

Existing building inspections are vital for fire safety. While buildings are initially designed to meet high standards, these inspections help ensure that systems and services are well-maintained and ready for emergencies. They also allow our team to provide educational guidance on any identified code violations, ensuring that these issues are documented and addressed within a specified time frame.

# FIRE MARSHAL

## INSPECTIONS AND PLAN REVIEW



### **Fire Investigations**

Our skilled and certified team provides expert fire investigation services, specializing in determining origin and causes of fires for local County Fire Department stakeholders. By identifying the location and cause of a fire, we provide critical insights that inform fire safety messaging, highlight potential engineering failures or concerns, and, in some cases, reveal malicious intent. We are dedicated to delivering accurate and reliable findings to keep our community informed and protected.

### **Public Education**

The Fire Marshal team uses education as a key tool in all aspects of its work, including plan reviews, inspections, and investigations. We aim to provide valuable information to every member of the public we engage with. Our team regularly presents at public forums across Durham County, hosted by organizations like Durham County Government, Durham Public Schools, and local businesses. We are supported in these efforts by the Durham Fire Department and the Bahama, Lebanon, Redwood, New Hope and Eno Volunteer Fire Departments, helping us share important life safety information with the community.

### **Fire Department Support and Contract Oversight**

Durham County provides fire and emergency medical first response through contracted fire departments that serve areas outside the City of Durham. These contracts are managed by the Durham County Fire Marshal's Office. Currently, there are five contracted volunteer fire departments—Bahama, Eno, Lebanon, Redwood, and New Hope—along with an Interlocal Agreement (ILA) between Durham County and the City of Durham, effective July 1, 2018. Each department operates independently within its district, providing fire, rescue, and emergency medical first response to residents in their designated areas.

# FIRE MARSHAL

## VOLUNTEER FIRE DEPARTMENTS



### **Bahama Volunteer Fire Department**

The Bahama Volunteer Fire Department, located in northern Durham County, serves approximately 66 square miles from three stations. It provides fire, rescue, and emergency medical first response to 7,700 residents, with 33 paid part-time employees and 36 volunteers who work in rotating shifts to ensure 24-hour coverage. In FY 2024, Bahama VFD responded to 802 calls, including 546 medical emergencies and 256 fire incidents, while also promoting two station captains, conducting 14 public education events, beginning renovations on Fire Station #2, and receiving a new Engine 321. Given the area's many public waters, Bahama VFD is also equipped and trained to respond to surface water emergencies, both locally and in support of neighboring departments. The department is further supported by an auxiliary unit that assists on extended scenes, during training, and as needed.

# FIRE MARSHAL

## VOLUNTEER FIRE DEPARTMENTS

### Eno Volunteer Fire Department

The Eno Volunteer Fire Department, located in eastern Orange County, serves 2 square miles of western Durham County, providing fire, rescue, and emergency medical first response to 3,000 residents. The department is staffed by 26 paid part-time firefighters and 26 volunteers. In FY 2024, Eno VFD responded to 17 calls in Durham County, including 10 medical emergencies and 7 fire incidents. A major achievement in the past year was lowering the department's Insurance Services Office (ISO) rating from a 4 to a 3, a significant effort that required extensive time, resources, and dedication to improve insurance ratings for those living within their service area.



### Lebanon Volunteer Fire Department

The Lebanon Volunteer Fire Department, located in northwest Durham County, serves 25 square miles and operates out of two stations, providing fire, rescue, and emergency medical first response to 16,500 residents. The department is staffed by 17 paid employees, including both full- and part-time personnel, along with 20 volunteer firefighters who work in rotating shifts to ensure 24-hour coverage. In FY 2024, Lebanon VFD responded to 1,224 calls, including 796 medical emergencies and 428 fire incidents. The department also made significant changes, including establishing 9 full-time positions, some of which transitioned from Durham County employees who had previously worked as firefighters at Lebanon. This transition occurred on December 1, 2023. Additionally, Lebanon VFD participated in 16 public education events and continues to expand its volunteer program, offering training and educational opportunities for individuals of all ages interested in firefighting. The department celebrated fifty years of service to the community in 2023.

# FIRE MARSHAL

## VOLUNTEER FIRE DEPARTMENTS

### Redwood Volunteer Fire Department

The Redwood Volunteer Fire Department, located in eastern Durham County, serves 47 square miles and operates out of three stations, providing fire, rescue, and emergency medical first response to 10,600 residents. The department is staffed by 45 paid part-time employees and 5 volunteers. In FY 2024, Redwood VFD responded to 1,169 calls, including 602 medical emergencies and 567 fire incidents. Additionally, the department conducted 4 public education events and received a new Tanker 735 to replace its previous unit.

### New Hope Volunteer Fire Department

The New Hope Volunteer Fire Department, located in eastern Orange County, serves 2 square miles of western Durham County, providing fire, rescue, and emergency medical first response to 3,000 residents. The department is staffed by 23 paid employees and 46 volunteers. In FY 2024, New Hope VFD responded to 74 calls in Durham County, including 49 medical emergencies and 25 fire incidents. Over the past year, seven members obtained firefighter certifications, and six earned EMT certifications. Additionally, the department's volunteer members contributed a total of 5,478 hours of staffing across their two stations, demonstrating their strong commitment to the safety and well-being of the community.

### Moriah Volunteer Fire Department

The Moriah Volunteer Fire Department, a non-contracted department based in Person County, serves as the primary responder for approximately 4.5 square miles in the northeastern part of Durham County. It provides fire, rescue, and emergency medical first response to about 1,500 residents. The department is staffed by 3 paid part-time firefighters and 23 volunteers. In the past year, Moriah VFD responded to 21 calls for service in Durham County, including 9 medical emergencies and 12 fire incidents.

