



## *Office of the City Manager*

*134 Rose Avenue, P. O. Box 1434, Henderson, NC 27536*

*Phone 252.430.5701 : Fax 252.492.7935 : E-mail [ffrazier@ci.henderson.nc.us](mailto:ffrazier@ci.henderson.nc.us)*

[www.ci.henderson.nc.us](http://www.ci.henderson.nc.us)

### **PRESS RELEASE:      Wednesday, November 29, 2017**

North Carolina Insurance Commission and the State Fire Marshall, Mike Causey, recently announced that the City of Henderson has received a new rating after completing their routine survey and inspections. The routine inspections look for proper staffing levels, sufficient equipment, and proper maintenance of equipment, communication capabilities and availability of a water source.

Henderson's current rating is a four (4) but as of February 1, 2018 will be rated as a two (2). The North Carolina Response Rating Schedule (NCRRS) system ranges from one (1) (highest) to ten (10) (not recognized as a certified fire department by the State), with most rural departments falling into the 9S category. While lower ratings do not necessarily indicate poor service, a higher rating does suggest that a department is overall better equipped to respond to fires in its district. Higher ratings can also significantly lower homeowner's insurance rates in that fire district.

City Manager Frank Frazier stated that this is great accomplishment for the Fire Department and was a collaborative effort of the Fire Department, Public Utilities Department and E-911, of which all play a significant role in the results of the survey. This new rating further recognizes the City's efforts in providing well trained firefighters, having adequate hydrants and the availability of sufficient water to properly fight the fire, and top notch emergency reporting telecommunications and dispatching system.

State Fire Marshall Causey congratulated Chief Cordell for the department's performance and for all the hard work of all the department members and also stated the citizens in these City districts should rest easy knowing they have a fine group of firefighters protecting them and their property in case of an emergency.

The City Manager announced this to the City Council at a Special Called Meeting on November 28, 2017 and thanked the Council for their work in supporting the departments to make this a reality.