

# North Richland Hills Fire-Rescue

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## *2016 Year in Review*

*Stan Tinney, Fire Chief*

Members of the North Richland Hills Fire Department are very fortunate to serve a great community supported by outstanding city management and elected officials. Our department is able to provide the highest level of service possible because of the support and investment the community provides. Our members proudly serve and protect the community everyday.

2016 has proven to be a very busy year for the NRHFD. Not only have we exceeded 8,000 calls for service for the first time but we have also had a very busy and successful year in public education and prevention. With the support of the Council and our community we have approved replacement of one fire engine, two ladder trucks and the self contained breathing apparatus (SCBA) used by our firefighters in hazardous environments. We have successfully partnered with Birdville Independent School District (BISD) and Tarrant County College (TCC) to start the BISD Fire Academy. These and other accomplishments have made 2016 an effective and productive year.

### **Our Mission**

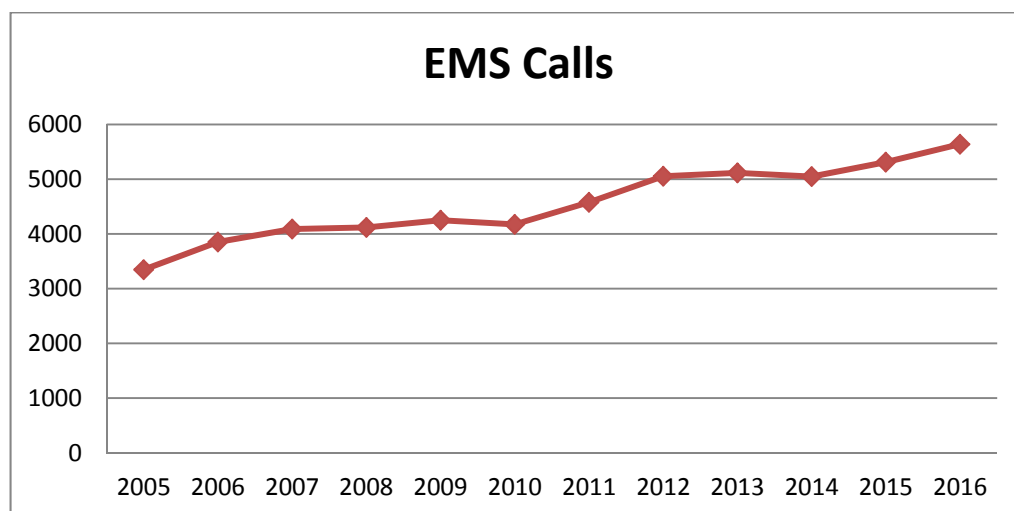
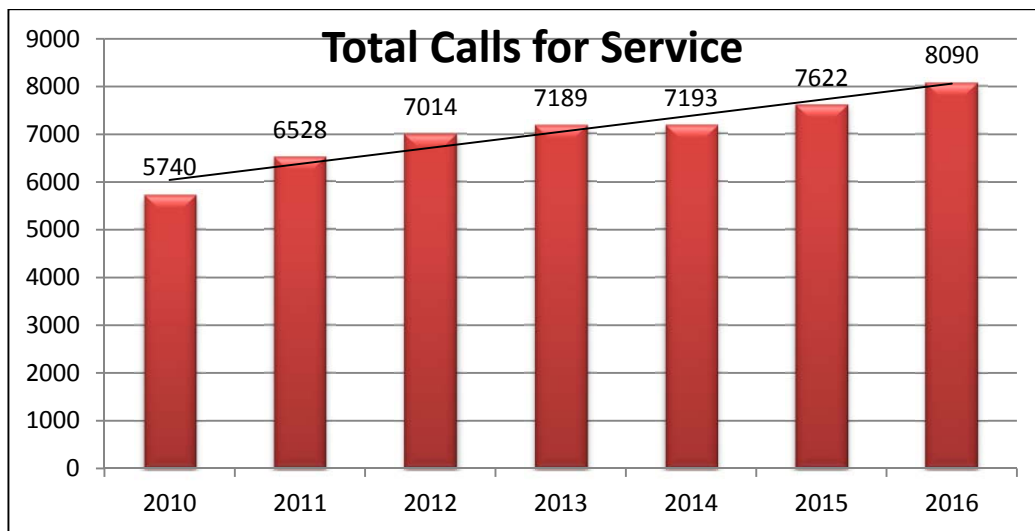
*Answering the call to strengthen our community's quality of life through dedicated service, courageous members, strong leadership and honoring tradition.*



## **Calls for Service:**

In 2016 total calls for service increased 6.14%. Since 2010 the average annual increase has been 5.97% and 4.96% increase over the past 10 years.

- Total Calls 8,090, an increase of 6.14%.
- EMS calls increase by 6.19% and totaled 5,640 calls.
- Structure fire calls have increased slightly for the first time in three years.
- Fire Alarms, Service Calls, Good Intent and Special Operation Calls increased again in 2016 at a rate of 5.53%.



## **Response Time**

Response times are broken into three categories; call processing (from the initial contact with the call taker until the call is dispatched), turnout (from the time crews are notified of the call until the unit starts moving), travel (drive time to the incident). These categories are totaled to give the overall response time. Turnout and travel times combined have decreased an average of 12.3 seconds per call in 2016.

## **Mutual Aid Trends**

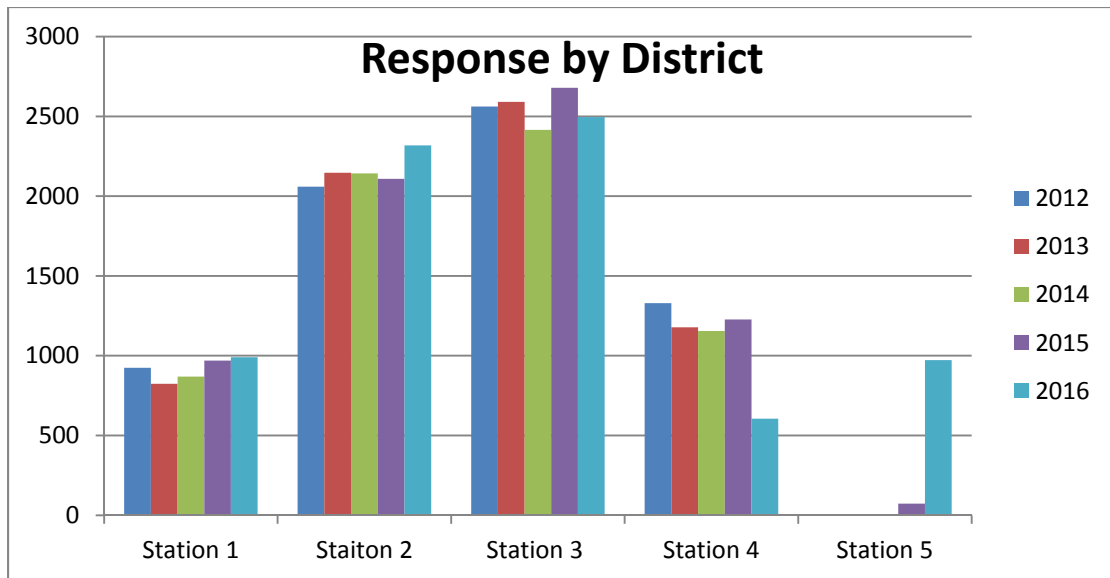
Mutual aid is defined as given or received. When NRH units respond to a mutual aid city the aid is identified as "Given", when mutual aid units respond to our city it is identified as "Received". Mutual aid continues to be a vital part of the public safety delivery system in the North Tarrant County area.

North Richland Hills proudly assists all of our neighbors who request assistance. In 2016 aid given to others increased by 20.31% (171 calls) and aid NRH received from others decreased 12.73% (15 calls). 10.4% of our overall calls for service are to provide mutual aid to our neighbors. Mutual aid EMS transports by other cities from NRH remained low at 1.21% of total EMS calls.

	Given Aid						Received Aid					
	2012	2013	2014	2015	2016	Change	2012	2013	2014	2015	2016	Change
<b>Keller</b>	26	39	27	36	32	-4	4	7	9	22	5	-17
<b>Richland Hills</b>	55	130	107	199	292	93	10	59	52	79	94	15
<b>Watauga</b>	56	158	160	317	352	35	13	27	40	50	58	8
<b>Haltom City</b>	8	41	54	41	82	41	2	32	21	25	18	-7
<b>Hurst</b>	35	38	33	61	61	0	9	23	20	48	36	-12
<b>Colleyville</b>	3	10	3	6	6	0	3	3	3	9	1	-8
<b>Other</b>	0	8	3	11	17	6	4	1	1	15	8	-7
	183	424	387	671	842	171	45	152	146	235	220	-15

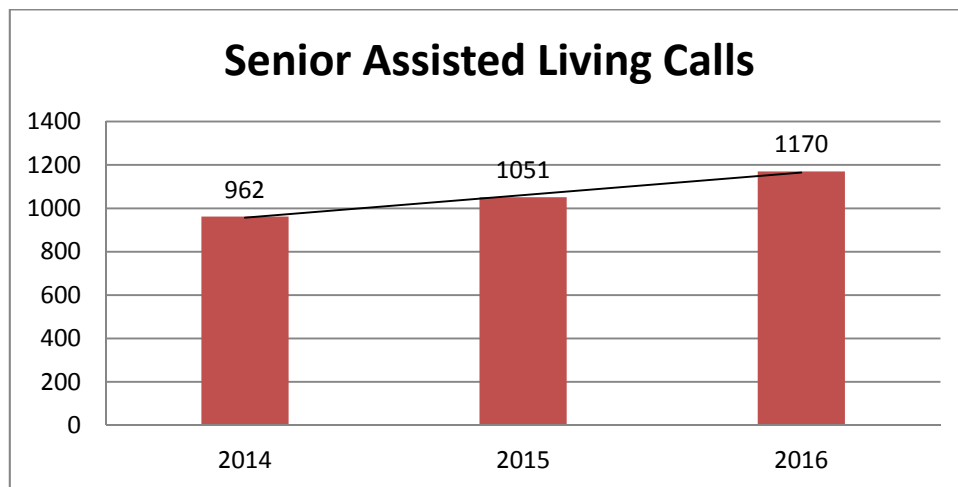
## **Station Response Analysis**

Station 5 was reactivated in December of 2015 and the Squad (cross staffed ambulance) was placed in service in March 2016. The use of this station has proven to provide the much-needed coverage to the southern portion of the city while allowing us to maintain appropriate coverage of the northern portion of the city. The decreased number of mutual aid calls received from the cities on our northern borders is a good indicator of the benefit we are seeing from Station 5.



### High Call Demand Locations

North Richland Hills has many facilities that provide a variety of senior living assistance. These range from senior apartments that primarily provide cleaning, meals and minor living assistance to long-term skilled nursing facilities. Of the top ten addresses the NRHFD responds to, eight of those addresses are assisted senior living facilities. NRH currently has a minimum of 1,267 rooms available in these type facilities. The facilities that provide the least onsite assistance to the resident are the locations responded to by Fire/EMS personnel the most. In 2016 20.74% of all EMS calls responded to by NRHFD were to a senior assisted living facility. In order to establish the calls per capita we substituted the number of rooms available at a facility for the number of people. Senior living facilities require EMS service at a rate ranging from 0.40 calls per person each year at full nursing facilities to 1.61 calls per person each year at the less supportive senior style apartments. Calls for service continue to increase for assisted living facilities at approximately the same rate as EMS overall.



## **Strategic Planning**

The NRHFD Strategic Plan was reviewed and revised in 2016 in order to implement a plan that includes five categories that will be updated annually. The use of these plans will enhance our ability to communicate, within the department and directly to the community, the plans, needs and progress of the fire department. The annual plans are available on the fire department web page.

A comprehensive evaluation of fire station locations and conditions was started in 2016 and expected to be completed in early 2017. This plan will provide a long-range plan for fire station locations and needs.

The five categories are;

- Community Risk Reduction - public education, fire prevention and fire investigation.
- Staffing – outline current and projected future staffing needs.
- Apparatus – coordinates the apparatus replacement plan, future needs and evaluates changes in technology.
- Facilities – coordinates the repairs, maintenance and future facility needs.
- Training and Events – outlines fire and EMS training, community events and operational activities conducted throughout the year.

## **Fire Marshal**

The Fire Marshal Division continues to conduct annual fire inspections, oversight of gas wells, plan reviews and fire cause investigation. In 2016 the fire education program in the local schools was modified to allow a more concentrated fire education message to third grade students. The program was welcomed by BISD and a success with the students.

The Fire Marshal Division coordinated the 2016 fire department open house, which was a success with the community allowing our department to showcase some of the resources the department provides to the citizens along with a variety of fire prevention education demonstrations. CPR training classes continue to be offered to the public and NRH employees in 2016 certifying or recertifying hundreds of people in the life saving skill.

## **Equipment Purchase**

In 2016 City Council approved the purchase of one fire engine, two ladder trucks and replacement of the self-contained breathing apparatus (SCBA). Delivery of the fire apparatus will be late 2017 for the engine and early 2018 for the ladder trucks. SCBA will be in service in the middle of 2017. We took delivery of the new ambulance replacing the unit in service at station 3 providing the “power load” capabilities on all three of our full time ambulances. This reduces the risk of injury of our personnel significantly by eliminating much of the lifting involved in transporting patients.

## **Community Health Paramedicine**

The Community Health Paramedicine program continued in 2016 with some modifications after conclusion of the pilot program. The program continued to show only a very small percentage of the high frequency patients could benefit from the program. In 2017 our efforts in the program will shift to identify a more effective means to address the non-medical issues some of the patients deal with.

## **Personnel**

We are very fortunate to have the greatest group of men and women in the fire service as members in our department. While we will continue to move to a younger department the quality of our service and the character of our members remains the same. We had twelve additions to the team in 2016 due to vacancies created by retirements, resignations, vacancies carried over from 2015 and additional staffing added for Station 5. We had five members resign the department in 2016. Two of the personnel changed careers, two went to the City of Fort Worth and one retired.

### **2016 Retirees**

- Kevin Queppet retired after 28 years of service.

### **Promoted in 2016**

- Jase Smith promoted to Captain
- Brandon Keith promoted to Driver/Engineer
- Brandon Moore promoted to Driver/Engineer

### **Hired in 2016**

- Cole Belew
- Eric Duran
- Daniel Phillips
- David Rodela
- Caleb Scott
- Preston Sloniger
- Russel Andrews
- Matthew Warschun
- Casey Hanks
- Denis Ferreira
- Randy Wilson
- Hunter Hayes