

North Richland Hills Fire-Rescue

2022 Year in Review

Stan Tinney, Fire Chief

North Richland Hills Fire Department is very blessed with the continued support of our community. Our department is able to provide the highest level of service possible because of this support and the investment our citizens provide. Our members proudly serve and protect the community every day and are thankful for the opportunity.

Our Mission

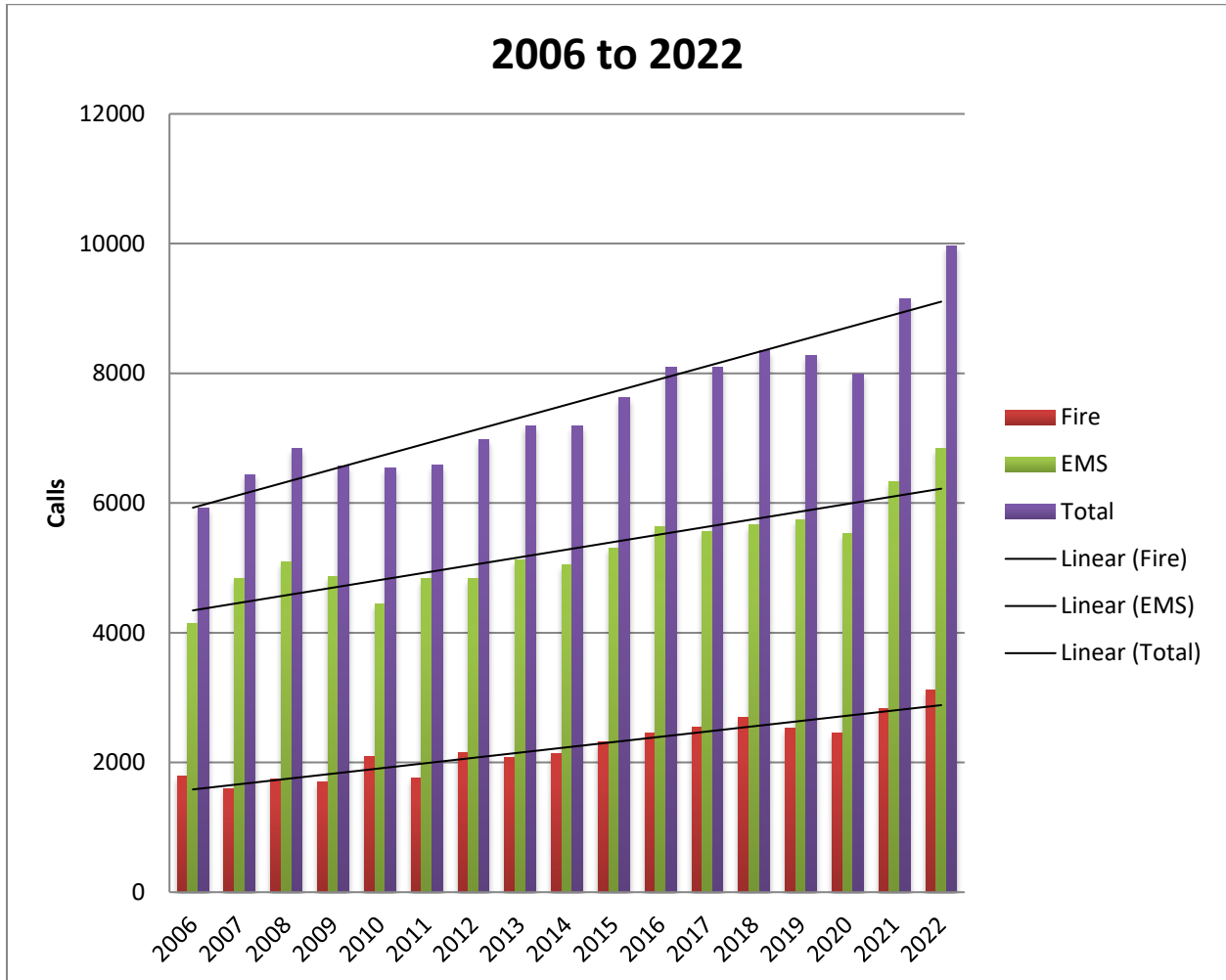
Answering the call to strengthen our community's quality of life through dedicated service, courageous members, strong leadership and honoring tradition.



Our members did a great job again adapting to the constantly changing environment we experienced in 2022. We experienced our busiest calls for service year again this year responding to nearly 10,000 calls. Training has continued to be a priority and our members received 81 certification upgrades in 2022. NRHFD began recruiting firefighter EMT's in 2022 with eight joining our team. NEFDA is coordinating a paramedic program with The School of EMS that began in January 2023 and will graduate in November.

Calls for Service:

In 2022 calls increased 8.8% to 9,956 after seeing a 14.7% increase in 2021.. This is the largest call volume we have experienced in our history. EMS calls continued to account for approximately 70% of our overall calls for service.



Response Times

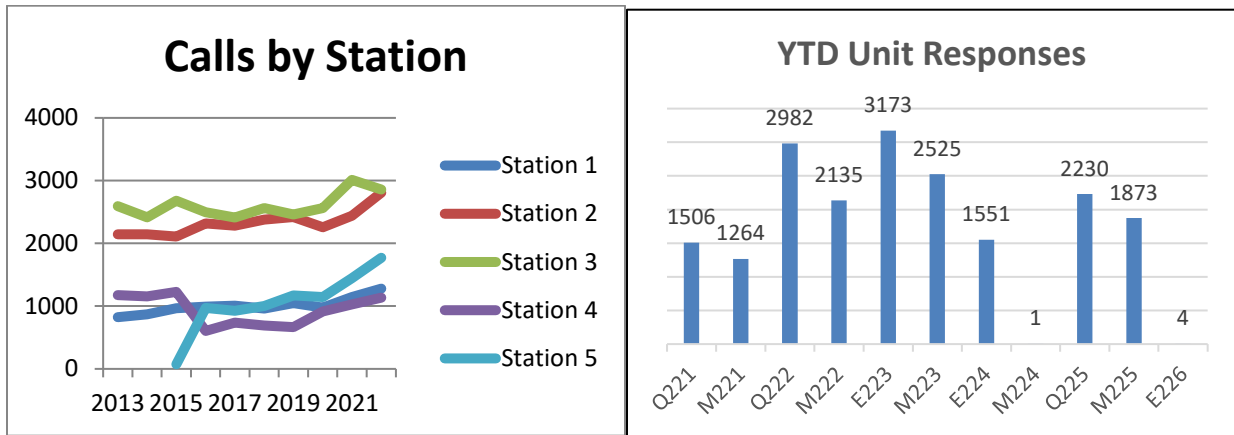
Response times are broken into three categories; call processing (from the initial contact with the call taker until the call is dispatched), turnout (from the time crews are notified of the call until the unit starts moving), travel (drive time to the incident). These categories are totaled to give the overall response time. Combined turnout and travel times averaged 4:30 in 2022. Call processing time is monitored and tracked by the Emergency Communications Division.

Mutual Aid Trends

Mutual aid is defined as aid given or received from another agency. When NRH units respond to another city to provide mutual aid, 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 area. Only 9.67% (963) of our overall calls are to provide mutual aid to our partners. We required mutual aid assistance from our partners into NRH on 116 (1.17%) of our total calls for service.

Station Response Analysis

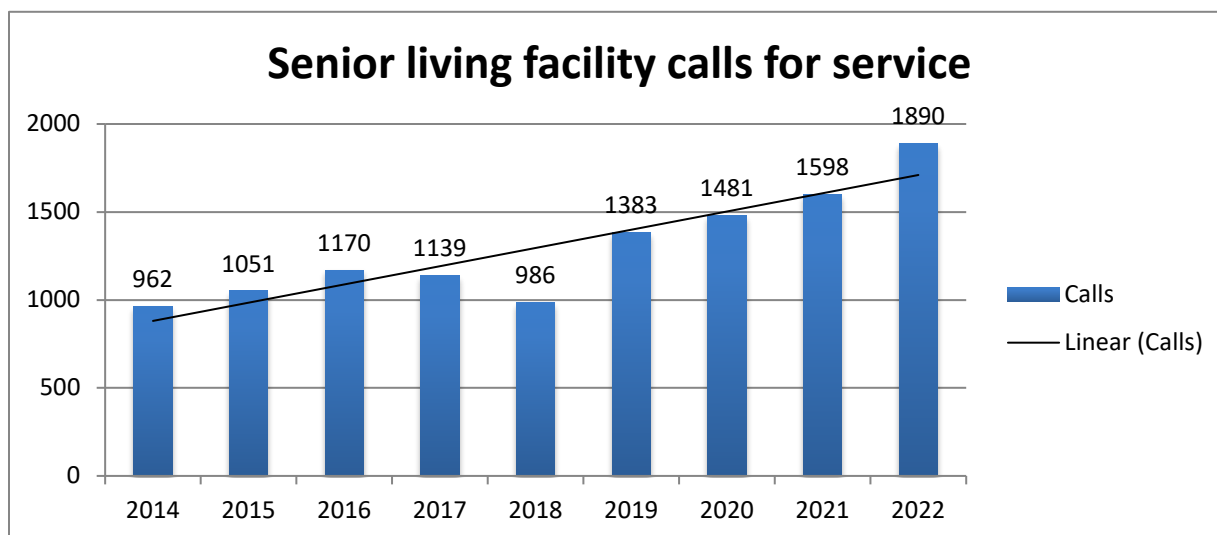
Stations located south of Midcities respond to 74% of our overall calls for service. E223 responded to 3,173 calls, the most of any unit. Q222 was the second busiest unit responding to 2,982 calls.



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. NRH currently has approximately 1,600 rooms available in these type facilities. Senior facilities make up approximately 19% of our total calls for service.

Type	2017	2018	2019	2020	2021	2022	Makeup
Sr. Apts	651	734	701	804	826	893	42.87%
Type A	236	206	246	242	271	274	13.15%
Type B	164	177	176	166	198	224	10.75%
Nursing	234	261	266	269	303	499	23.96%
Detention	197	160	218	176	205	193	9.27%
Total	1482	1538	1607	1657	1803	2083	
Percentage of Overall Calls						20.92%	



Strategic Planning

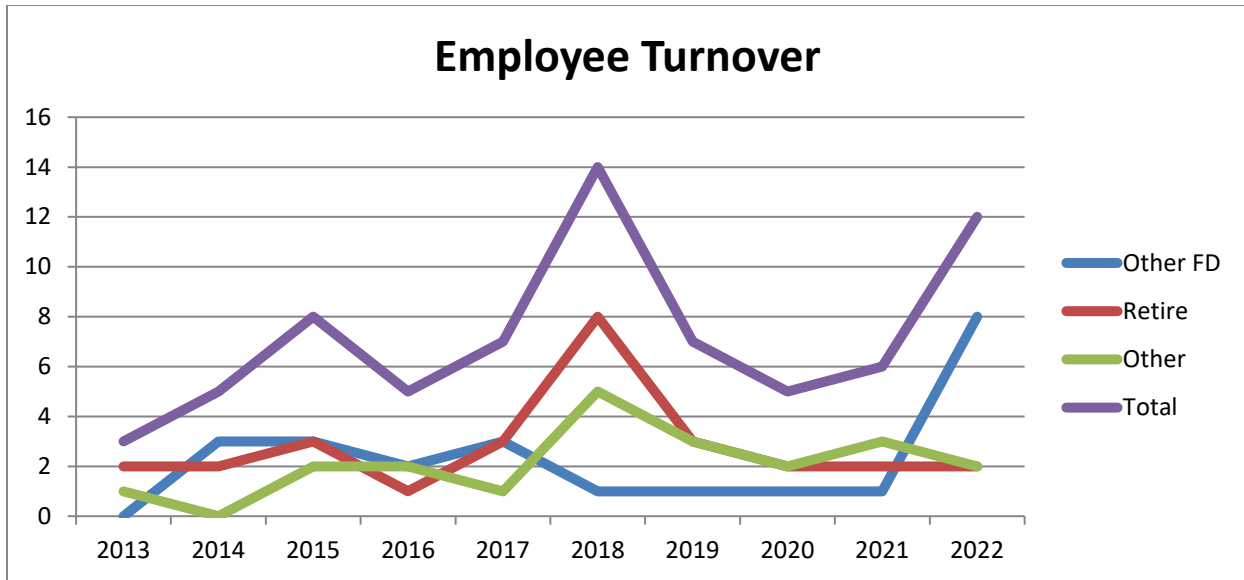
The NRHFD Strategic Plan was reviewed and revised in 2016 in order to implement a plan to include five categories that are updated annually. In November 2022 all five plans were once again updated in preparation for 2023. The use of these plans will enhance our ability to communicate within the department and directly to the community the plans, capabilities and progress of the fire department. The annual plans are available on the fire department web page.

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.

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 remain as high as ever. Our 10-year turnover rate average has increased to 7.2 per year, we had 12 in 2022. Members who left our department in 2022 included two retired, two changed careers and eight went to a different fire department. This is the second highest annual turnover rate in the past 10-years.



Summary

Once again our members have shown their commitment to excellence completing more than 15,658 hours of training and receiving 81 certification upgrades. The training division (Chief Smith) has worked hard this past year to find ways to make as much training as possible available to the team. In 2022 we experienced an unusually high rate of resignations to join other departments. The City Manager addressed the issue of competitive pay by increasing starting pay and reducing the number of steps to top out. We began hiring firefighter EMT's and have been extremely happy with the quality of our new members and expect all to become certified paramedics early in their career. We responded to nearly 10,000 calls for service, the highest call volume we have ever experienced. With the increase in turnover we experienced a record high demand for overtime to maintain minimum staffing. Overall another successful year due to the efforts of the outstanding men and women of our department.

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