

CITY OF HIGH POINT

AGENDA ITEM



TITLE: High Point Fire Department Annual Report	
FROM: Tommy Reid, Fire Chief	MEETING DATE: March 7, 2024
PUBLIC HEARING: N/A	ADVERTISED DATE/BY: N/A
ATTACHMENTS: Presentation	

PURPOSE:

High Point Fire Department will provide an update on the Annual report for 2023.

BACKGROUND:

The High Point Fire Department produces an annual report. This presentation will provide an update of the report for calendar year 2023.

BUDGET IMPACT:

None.

RECOMMENDATION / ACTIONS REQUESTED:

Information item only.



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THE HIGH POINT FIRE DEPARTMENT

ANNUAL REPORT | 2023





FIRE CHIEF



THOMAS REID

**HIGH POINT FIRE DEPARTMENT
FIRE CHIEF**

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The past year has met the High Point Fire Department with many challenges and obstacles. These challenges and obstacles tested the department in areas, including staffing and hiring, staff pay scale, keeping apparatus in service, dealing with an increase in incidents, supply chain delays and the morale of the department. Post-COVID-19 challenges were a common theme with nearly all the challenges and obstacles stemming from the disruption the department and nation faced during the last two years.

Out of these challenges, we have multiple opportunities that help us navigate these uncharted waters. We are actively working with City management to maintain competitive wages and looking at all possibilities for recruitment programs. One such program involves recruiting military personnel ready to transition to civilian life. The program looks at ways to fulfill some of our hiring requirements and meet the standards required for the state, OEMS and physical capabilities.

The demand for our standard service delivery is steadily increasing as well as the demand for medical service delivery. Building construction and development have increased the workload of our fire inspectors, who also have duties of plan reviews, fire investigations and community risk reduction.

These needs must be met by our operations staff through overtime to meet service delivery and to maintain daily effective response. We seek solutions that will benefit our employees' well-being, morale and daily workforce environment needs.

RECOGNIZED NATIONALLY



The High Point Fire Department ranks among the best agencies in the nation. From administration and planning to training and public engagement, HPFD works diligently to provide the best services to our community.

- HPFD is one of 117 US fire departments that is both accredited and ISO Class 1 rated.
- HPFD annually participates in Legislative Day to advocate for fire service issues.
- HPFD service delivery response times meets or exceeds national expectations for response times.
- HPFD's Training Division maintains national and state-mandated hours and certifications and operates as a delivery agency.

COMMAND STAFF



STAFFING & TRAINING

Training begins upon employment and continues throughout one's career. These divisions strive to prevent loss of life, injury and property damage through code enforcement, fire prevention education and fire investigations and educate and train all personnel throughout their career with the High Point Fire Department.

Please know that they are available to meet the public's needs and provide resources to all.

89,673 TRAINING HOURS

373.63 AVERAGE HOURS PER EMPLOYEE

PERSONNEL

216 Operations/
Suppression
24 Administration
240 Department
Employees

CITY OF HIGH POINT POPULATION

114,124
0.52 Firefighters per
1,000 Community
Members



FIRE STATIONS

14 Stations
5 Average Personnel
Per Fire Station

TRAINING

89,673 Total Hours
373.63 Average Hours
269 Large-Scale Classes

HPFD SERVICE AREA

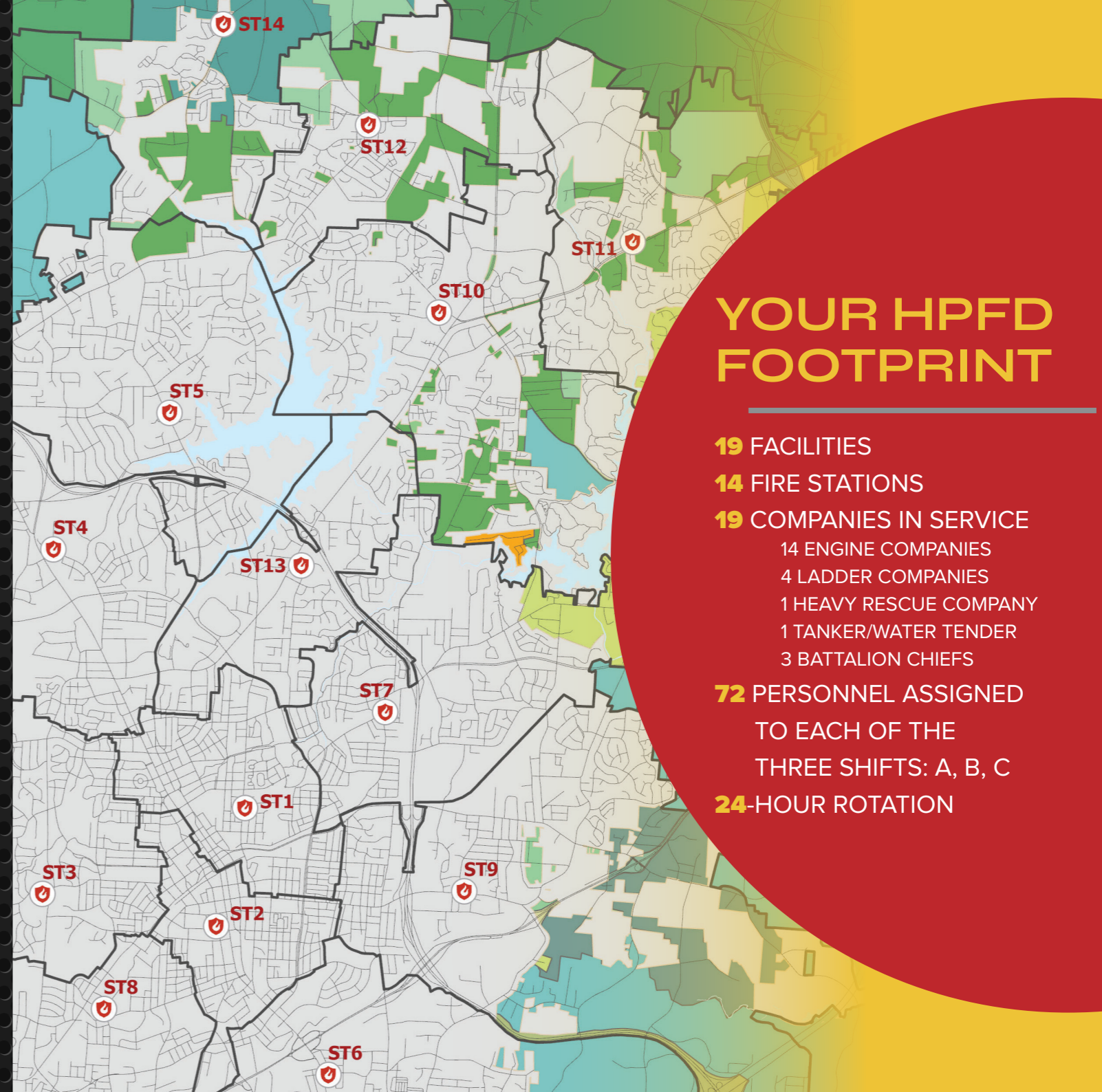
City Limits Covered: 58 Square Miles

Contract Areas Covered: 14 Square Miles (Population: 20,000)

Primary Response Area: 71 Square Miles

YEAR	POPULATION	CALL VOLUME	FIREFIIGHTERS
2005	95,630	10,755	202
2010	104,371	11,029	201
2011	105,843	11,209	201
2012	107,157	11,719	201
2013	108,285	12,189	201
2014	109,270	12,406	201
2015	110,638	12,403	210
2016	111,967	13,662	211
2017	112,201	14,957	211
2018	113,125	15,569	211
2019	114,183	16,035	211
2020	115,526	14,006**	211
2021	115,900	14,877**	211
2022	116,966	16,471**	216
2023	116,065	16,255	216
2024	120,751	16,515	216*
2029	126,050	17,000	?
2034	131,144	17,500	?

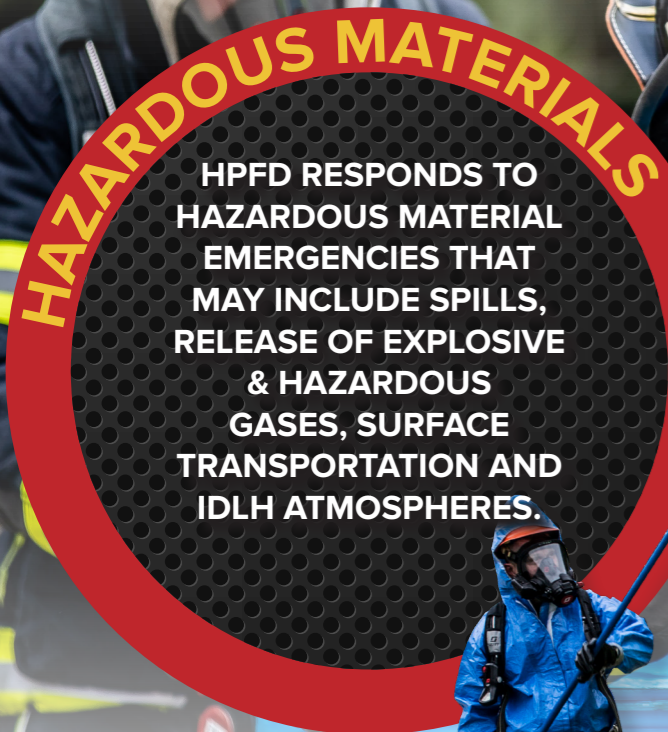
*needed request for budget consideration (ladder & station staffing serving new growth areas)
 **reduced service based on safety precautions on medical responses (COVID-19)



YOUR HPFD FOOTPRINT

- 19** FACILITIES
- 14** FIRE STATIONS
- 19** COMPANIES IN SERVICE
 - 14 ENGINE COMPANIES
 - 4 LADDER COMPANIES
 - 1 HEAVY RESCUE COMPANY
 - 1 TANKER/WATER TENDER
 - 3 BATTALION CHIEFS
- 72** PERSONNEL ASSIGNED TO EACH OF THE THREE SHIFTS: A, B, C
- 24**-HOUR ROTATION

SPECIALTY TEAMS



HAZARDOUS MATERIALS

HPFD RESPONDS TO HAZARDOUS MATERIAL EMERGENCIES THAT MAY INCLUDE SPILLS, RELEASE OF EXPLOSIVE & HAZARDOUS GASES, SURFACE TRANSPORTATION AND IDLH ATMOSPHERES.



TECHNICAL RESCUE

TECHNICAL RESCUE MAY INVOLVE HIGH-ANGLE ROPE, TRENCH OR CONFINED-SPACE INCIDENTS IN ORDER TO RESCUE INDIVIDUALS.



BIKE TEAM

- FURNITURE MARKET
- COLTRANE FESTIVAL
- UNCLE SAM JAM
- GO FAR ROAD RACE
- SPECIAL EVENTS
- PARADES



DIVE TEAM

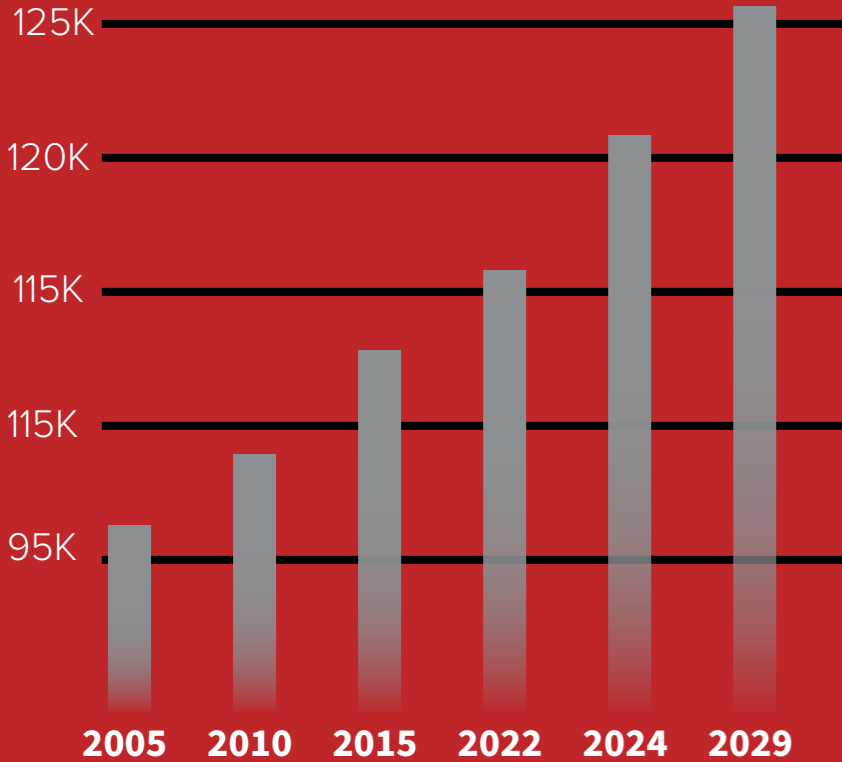
SEARCH AND RECOVERY INVOLVING WATER INCIDENTS

CALL VOLUME



CALL VOLUME | PROJECTIONS

10,755 11,029 12,403 16,471 16,515 17,000



POPULATION ESTIMATES

STATION	2016	2017	2018	2019	2020*	2021*	2022*	2023
1 (ENG1/BAT2/HAZ1)	3924	4125	4546	4668	4211	4343	5060	5304
2 (ENG2/TRK2)	2751	4052	4346	4456	4292	4271	4898	4973
3 (ENG3/HAZ3)	1249	1285	1382	1368	1127	1222	1526	1403
4 (ENG4/TRK4/TECH4)	1884	2464	2585	2740	2487	2586	2784	2747
5 (ENG5/BOAT5)	952	1018	1088	1108	1053	1040	1229	1204
6 (ENG6/TECH6)	1301	1612	1771	1761	1547	1630	1686	1730
7 (ENG7/TRK7)	2089	2667	2972	3254	2961	2868	3310	3572
8 (ENG8)	1261	1410	1488	1569 1	342	1409	1630	1705
9 (ENG9)	1516	1588	1729	1727	1580	1741	1838	1777
10 (ENG10/BOAT10)	1175	1205	1290	1375	1118	1241	1455	1451
11 (ENG11)	706	734	816	880	724	792	1003	894
12 (ENG12/TRK12/BAT3/TANK12,AIR1)	925	1337	1676	2066	3218	4124	4238	2455
13 (ENG13/RESC1/BAT1)	4588	4589	4988	5058	4630	4791	5598	5544
14 (ENG14)	579	691	708	694	601	280	677	641
TOTAL RESPONSES	24900	28777	31317	33143	31214	32999	37314	35400

INCIDENT TYPES

INCIDENT TYPES	SERIES	2023	2022*	2021*	2020*	2019	2018	2017	2016	2015
FIRES	100	518	534	618	454	513	546	571	527	2,710
NON-FIRE EXPLOSION	200	22	30	33	31	27	27	22	24	130
MEDICAL & RESCUE	300	9,726	10,558	9,989	9,352	11,002	10,648	10,726	9,715	8,853
HAZMAT	400	438	514	422	432	552	555	453	458	2,468
SERVICE	500	1,633	1,330	1,127	834	908	848	686	619	3,700
GOOD INTENT	600	1,623	1,272	1,059	1,106	1,170	1,039	935	733	4,535
FALSE ALARM	700	2,118	2,212	1,612	1,772	1,852	1,870	1,597	1,581	8,500
WEATHER	800	1	9	6	23	22	52	2	10	100
SPECIAL	900	143	5	6	9	4	6	6	8	36
STRUCTURE FIRES	111,112,120,121,123	119	128	134	87	129	125	124	137	163
NARCAN USE		160	158	183	176	179	159	172	88	52

*Reduced service based on safety precautions on medical responses (COVID-19)



RESPONSE TIMES

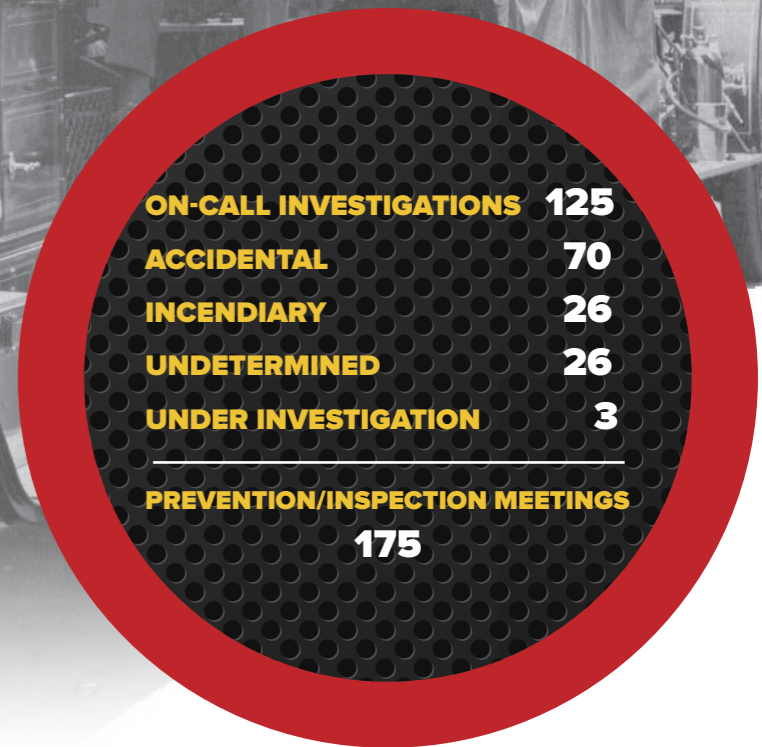
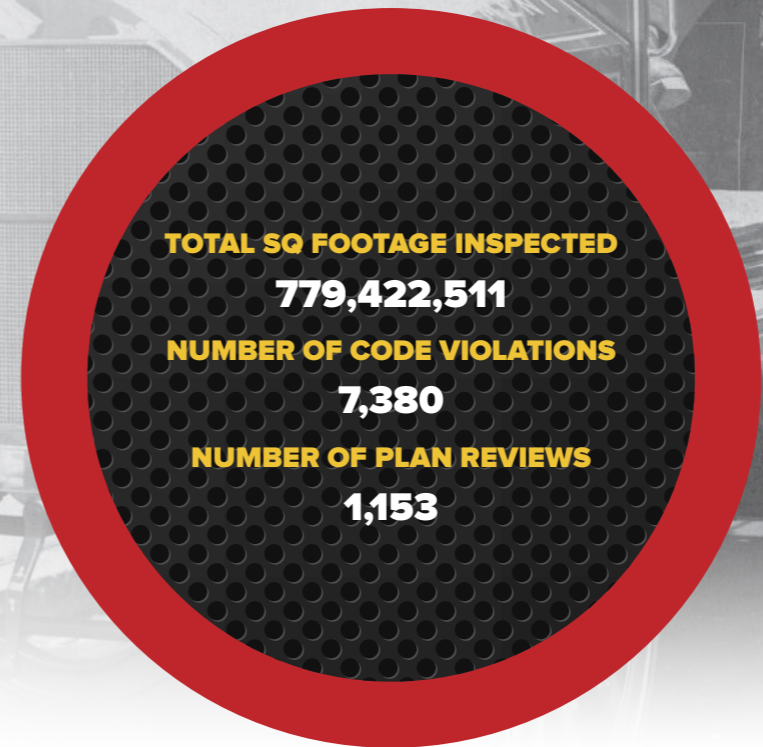
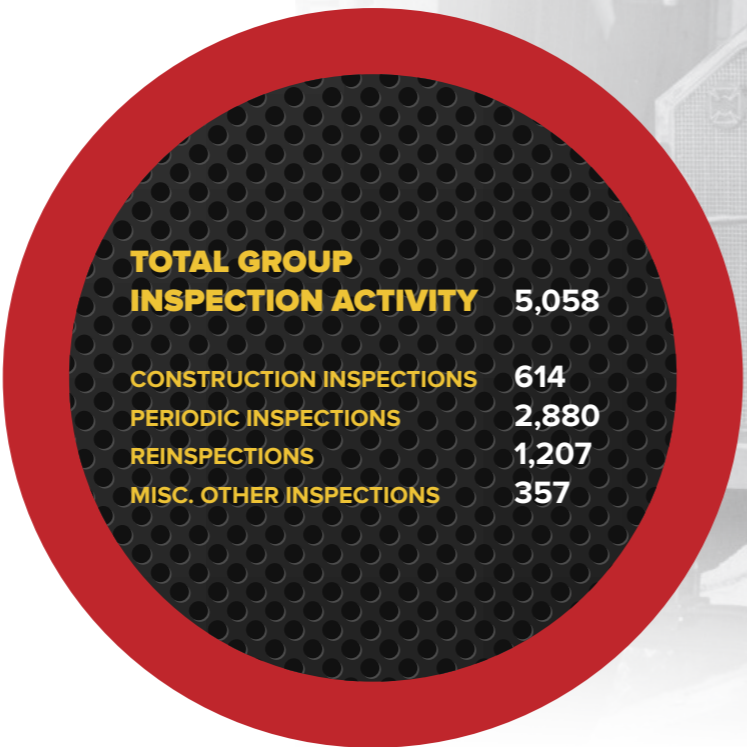
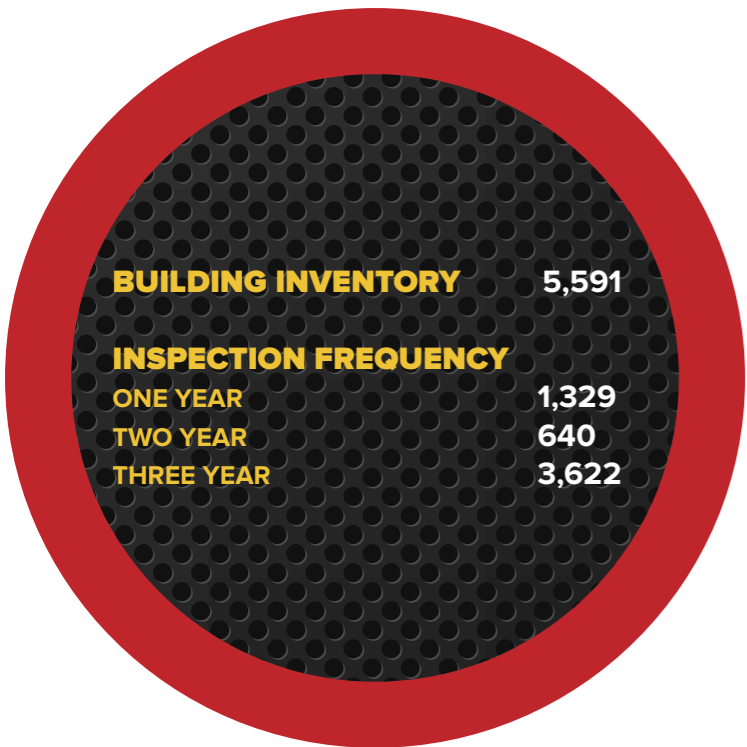
(90TH PERCENTILE)

	YTD	BASELINE	2023	2022	2021	2020	2019	2018	2017	2016	2015
FIRES											
PROCESSING											
CALL TO DISPATCH	:33	:40	:44	:41	:41	:43	:45	:36	:36	:37	:39
TURNOUT											
FIRST UNIT	:55	1:38	1:33	1:21	1:34	1:17	1:41	1:35	1:34	1:40	1:34
TRAVEL											
FIRST ARRIVING	3:39	4:00	3:21	3:41	3:59	3:41	3:41	3:49	3:44	4:07	3:39
ERF	7:04	8:04	6:35	7:01	7:38	7:15	7:16	7:56	7:13	8:09	8:41
RESPONSE											
FIRST UNIT	3:39	5:28	4:46	4:53	5:18	5:15	5:08	5:15	5:19	5:32	5:27
ERF (9:20)	8:41	10:05	8:12	8:53	10:52	10:09	9:16	10:36	9:17	9:54	11:11
TURNOUT	:80										
TRAVEL	3:20										
FIRST ARRIVAL	5:20										
ERF RESPONSE	9:20										



INSPECTIONS

Community Risk Reduction conducts fire investigations, code enforcement and fire life safety education programs to minimize the threat of fire for the City of High Point through the community risk reduction program. North Carolina mandates programs like the State Fire Code, NFPA standards, the Insurance Services Office (ISO) and the High Point Fire Department's general orders. The City adopted the fire code in 1958, with the adoption being updated through various years.





THE HIGH POINT FIRE DEPARTMENT

434 S. ELM ST., HIGH POINT, N.C., 27260

For more information, visit HighPointNC.gov/Fire

Contact us: **336.883.3358**

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