

# Rogers Fire Department 2021 Annual Report



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## Message from Fire Chief Tom Jenkins

This Yearly Activity Report summarizes the efforts and energy of the Rogers Fire Department during the last year. 2021 proved to be a yet another challenging year. As we continued to navigate in the COVID-19 pandemic, the Rogers Fire Department carried on a commitment of excellence that has existed for the last 133 years.

Despite the ongoing COVID-19 pandemic, the Rogers Fire Department successfully, and safely, completed several key initiatives. Most notably was becoming reaccredited with both the Center for Public Safety Excellence and the Commission on Accreditation of Ambulance Services..

The year saw significant improvements to our apparatus fleet through the arrival of a new brush truck, one new ambulance, a new rescue boat, a new ATV, and a new tour commander vehicle.

I hope you enjoy this report and appreciate the hard work of the women and men of the Rogers Fire Department. Their commitment, along with the unwavering support of Mayor Greg Hines and the Rogers City Council continues to make Rogers a city where possible lives!



**Tom Jenkins - Fire Chief**  
2009 - Present





## Vision Statement

It is the vision of the Rogers Fire Department to be an established authority, nationally recognized in every risk-related discipline.

## Mission Statement

It is the mission of the Rogers Fire Department to provide exceptional risk-related services to our customers.

Our members are our most valuable resource.

Relationships with internal and external agencies are integral to our success.

Reducing risk to all of our customers and members is paramount.

We embrace character, integrity, and ethical behavior.



## Service

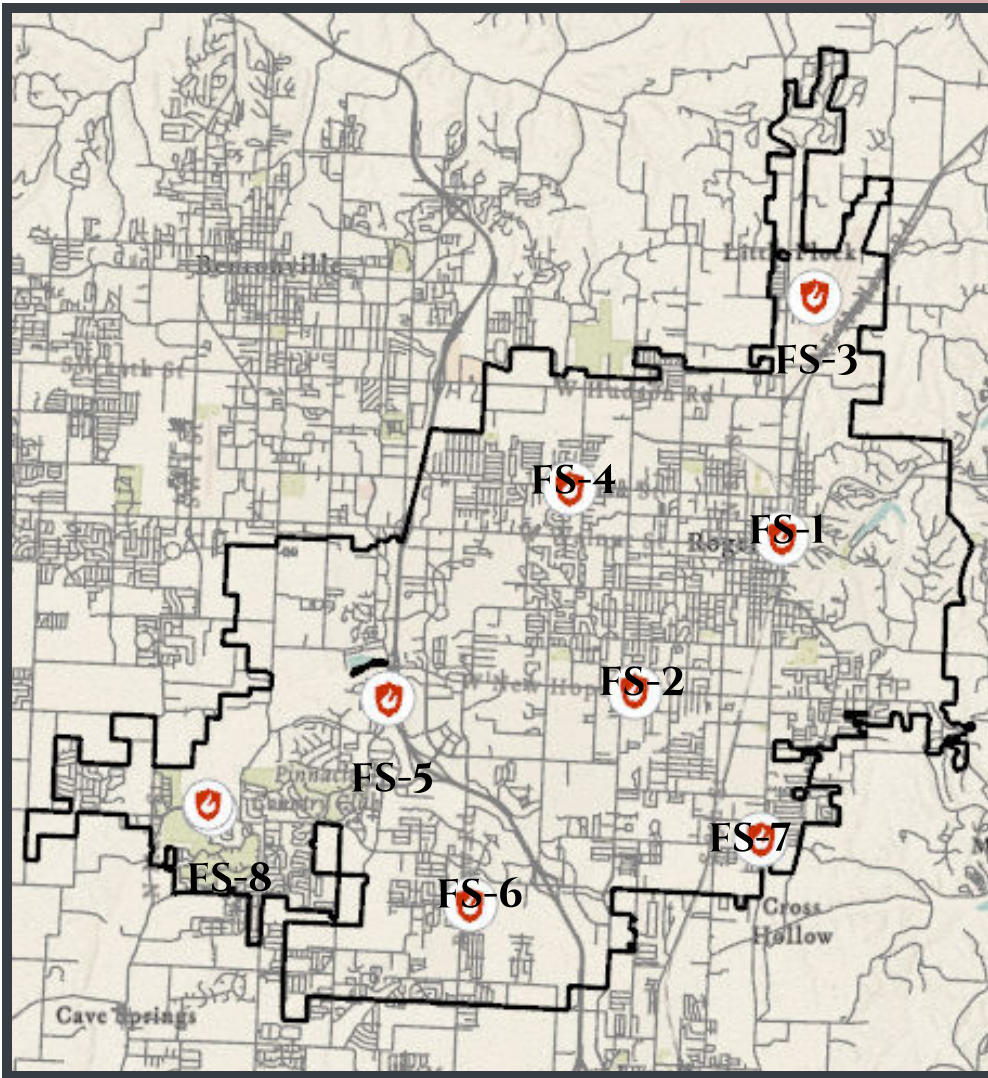
- **40** square miles protected
- **71,770** residential population served
- **100,000+** daytime population
- **10** years of CFAI accreditation status
- **9** years CAAS accreditation status







# Fire Stations



## 8 Stations

- 6 - Engines
- 5 - Ambulances
- 2 - Ladders
- 3 - Brush Trucks
- 1 - Rescue
- 1 - HazMat
- 2 - Collapse Rescues
- 3 - ATVs
- 3 - Rescue Boats
- 1 - ARFF
- 1 - Air&Light Unit



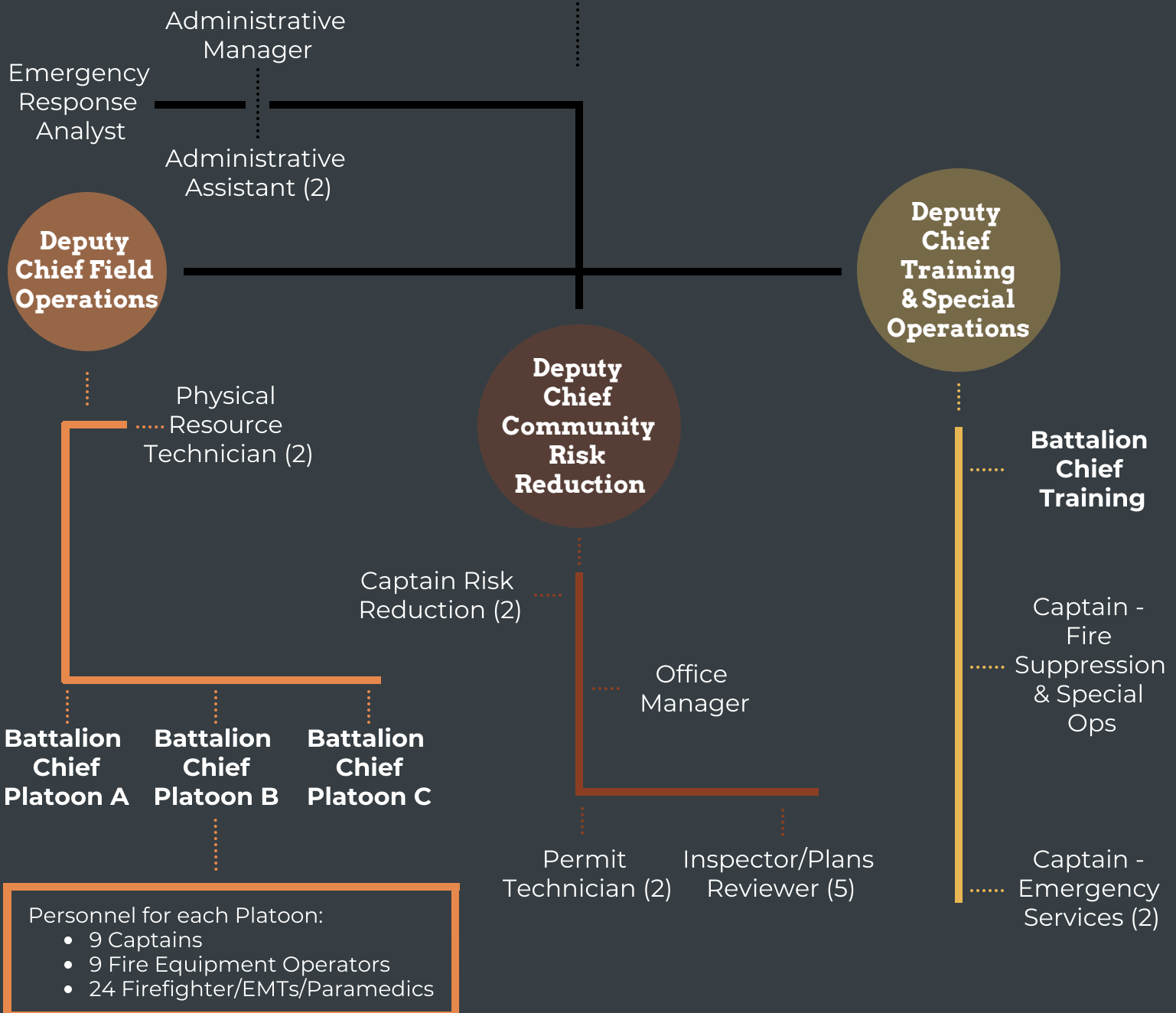
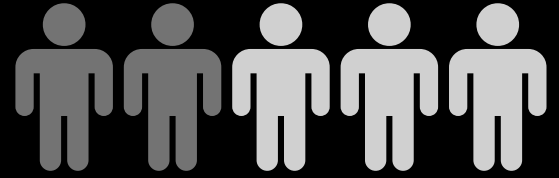
The reserve fleet includes an additional 3 Engines, 3 Ambulances, and 2 Ladders.





# Department Organizational Chart

**FIRE  
CHIEF**





# Accreditation

Accreditation involves the continued assessment of the department's programs and services, in conjunction with the measurement of performance. The Rogers Fire Department continues to maintain accredited status with the Center for Public Safety Excellence and the Commission on Accreditation of Ambulance Services. These combined accredited statuses place Rogers in an elite list of just a few departments nationwide to achieve such a standard.

The Rogers Fire Department first received accredited status from the Center for Public Safety Excellence (CPSE) during the 2011 Fire Rescue International Conference in Atlanta, Georgia. In 2012, the department also received accreditation from the Commission on Accreditation of Ambulance Services (CAAS). In 2021, the department successfully completed reaccreditation by CAAS and from CPSE.

This pattern of success, as evidenced by the reaccreditation of the agency, requires careful data collection and a constant assessment of the department's management. Accreditation is not a status symbol, rather it is an on-going process that holds us accountable to ensure the department continues to improve and adheres to industry best-practices.

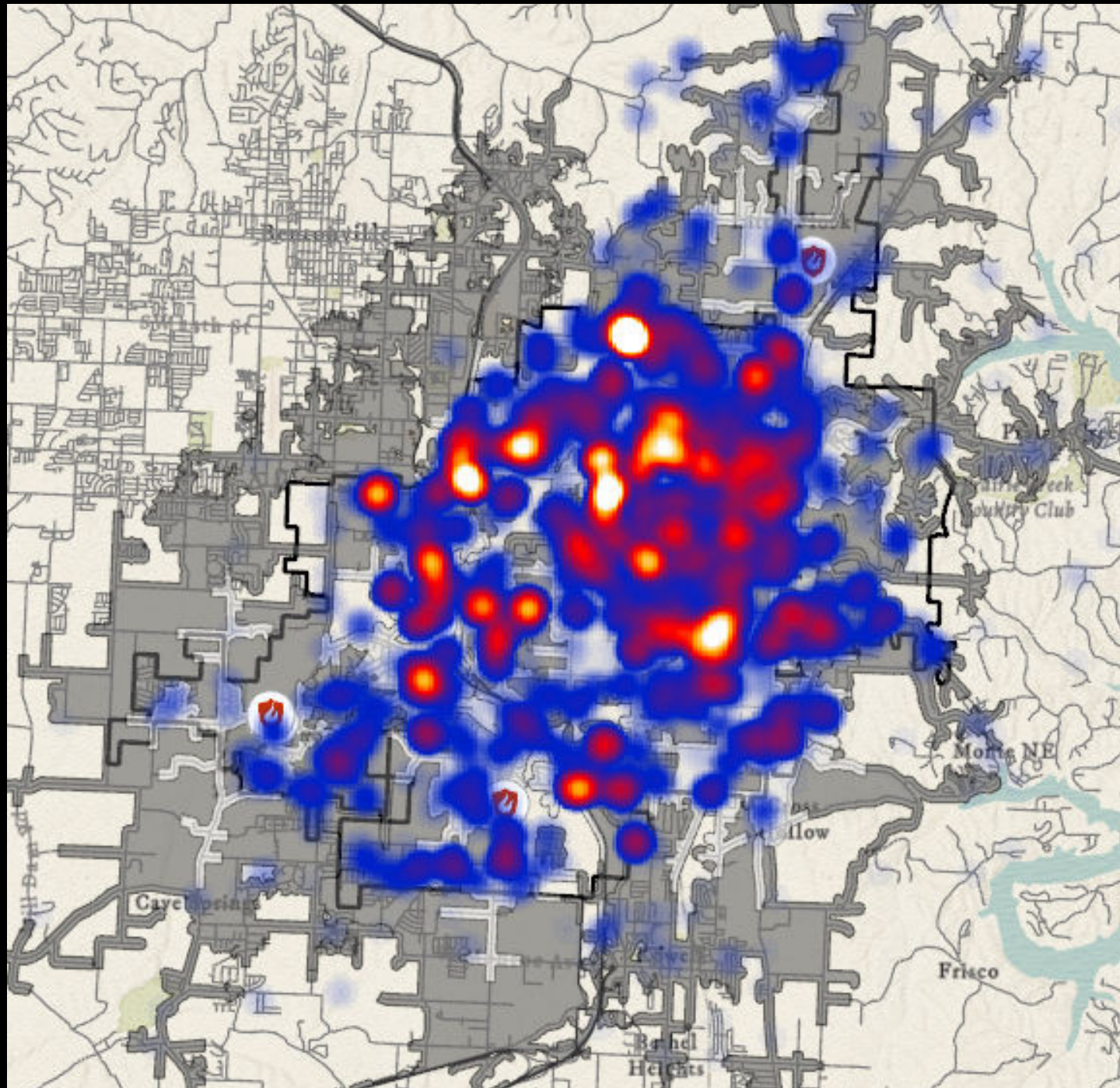
Battalion Chief Jeremy Hoyer is currently serving as the Accreditation Manager for the department and continues to lead the department's efforts towards excellence. He is supported by an accreditation team that includes the department's command staff and Emergency Response Analyst.







## Emergency Response Activity



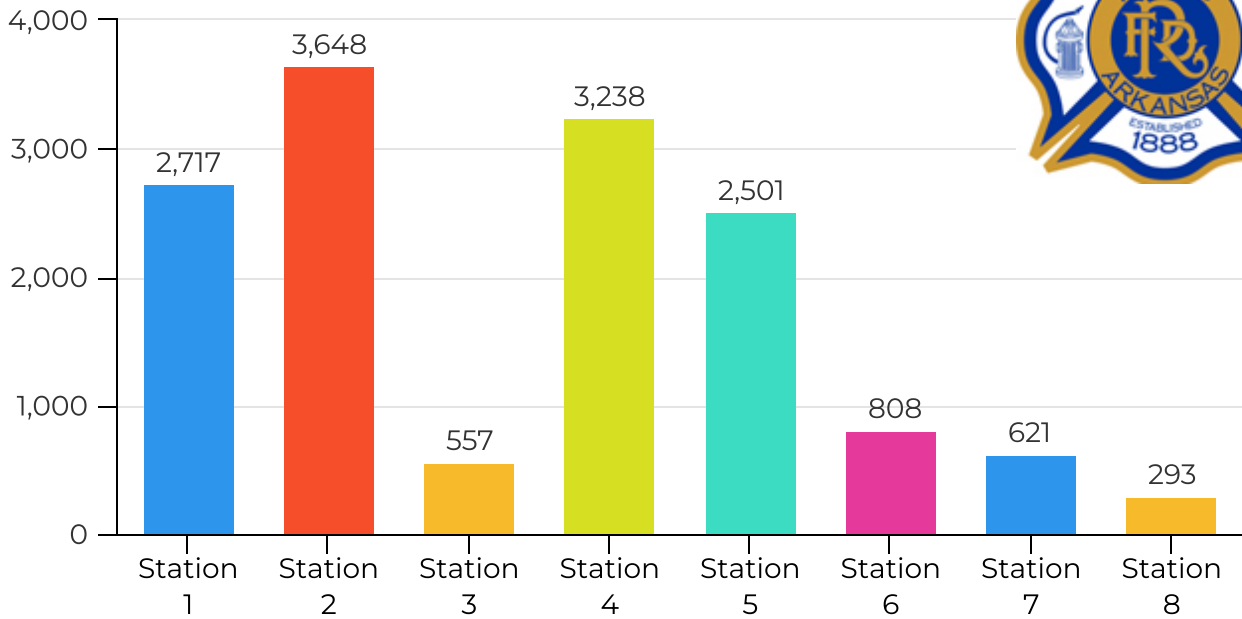
**This heat map shows the locations of the 8,219 incidents that RFD responded to in 2021.**



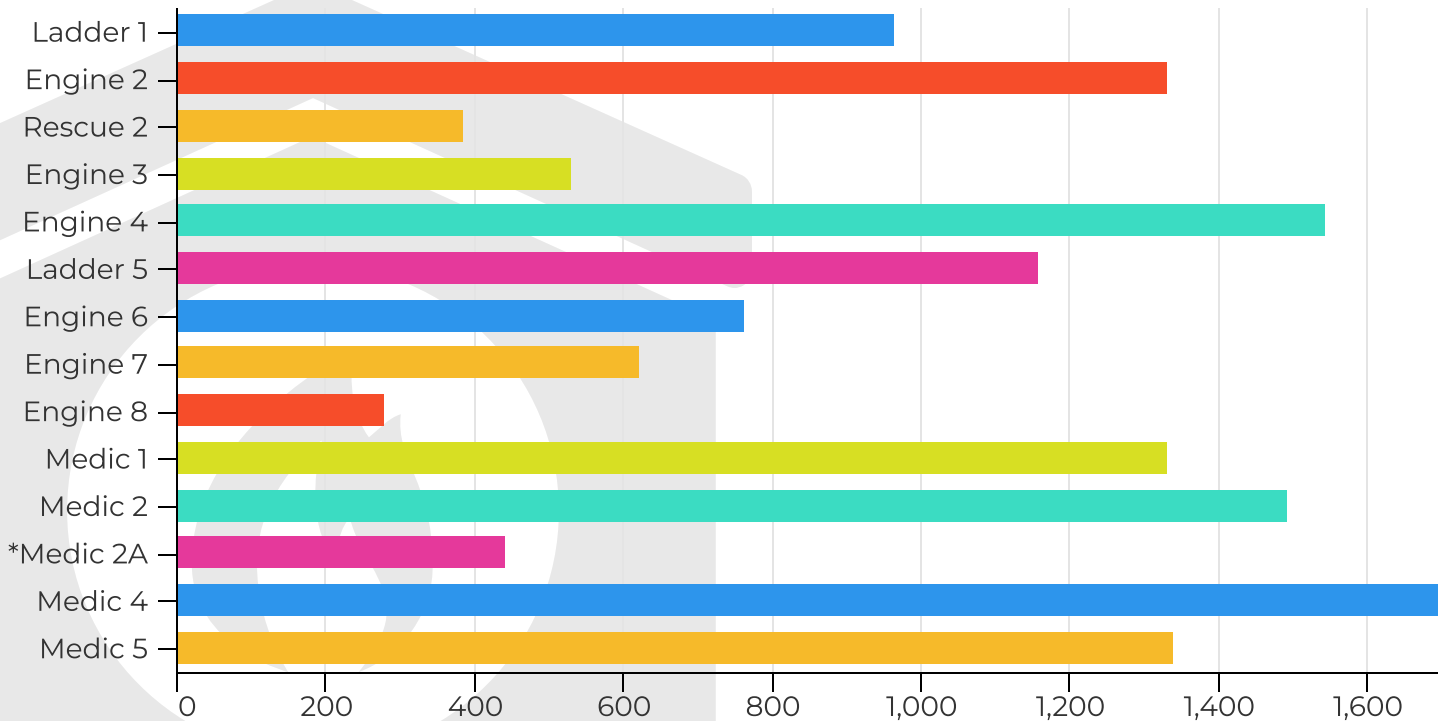


# Emergency Response Activity

## 2021 Station Responses



## 2021 Responses by Apparatus/Company



\*Medic 2A is a Peak Volume ambulance that is staffed Monday - Friday 9am-8pm.



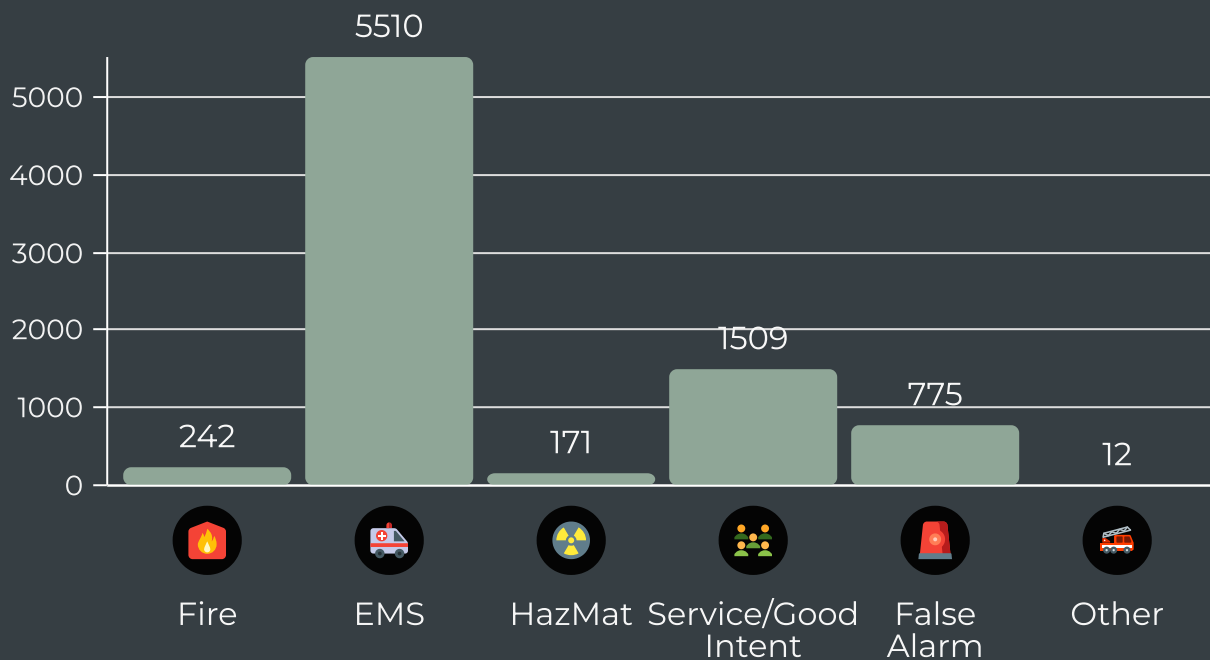




# Emergency Response Activity

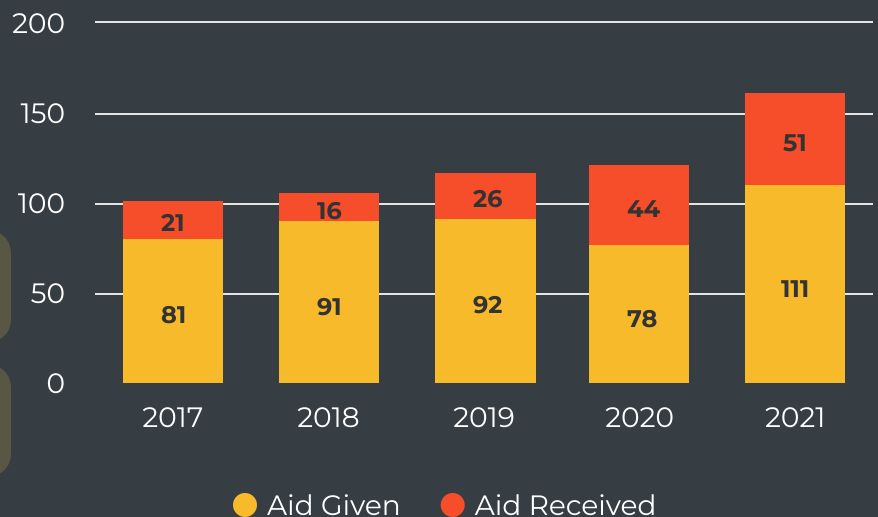
RFD responded to a total of **8,219** incidents in 2021. This is a **14%** increase in incidents from the previous year.

## 2021 Incident Types



**2pm-3pm  
Friday  
July**  
busiest hour, day  
of week, and  
month for  
emergencies in  
2021.

## Mutual Aid Responses (2017-2021)





# Fire Response

90th  
Percentile  
Baseline  
Performance  
High Risk Fire  
Suppression

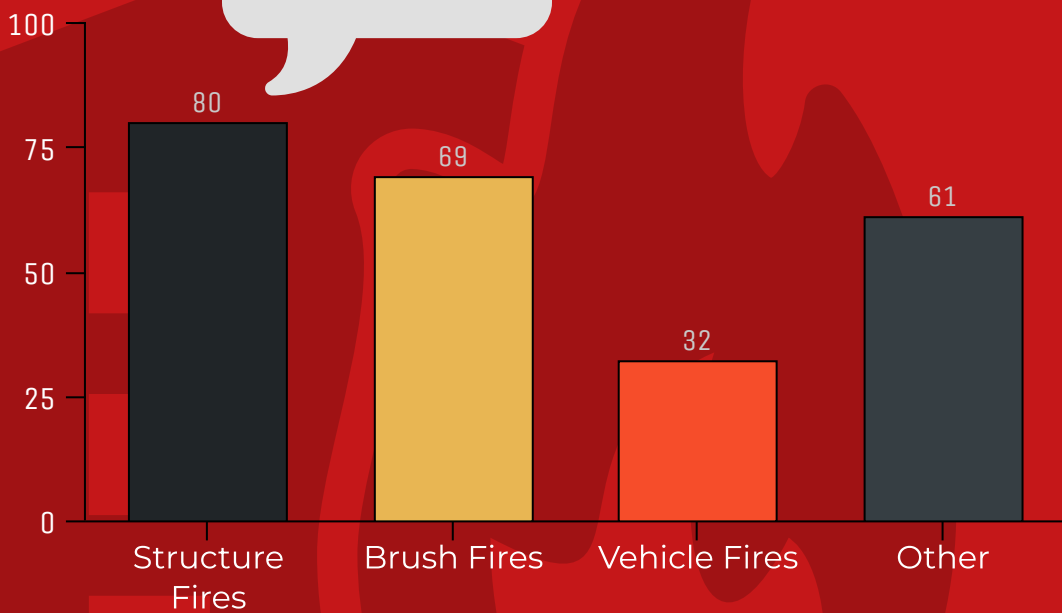
Alarm Handling  
**1:41**

Turnout Time  
**1:16**

1st Unit  
Travel Time  
**4:49**  
ERF  
Travel Time  
**12:08**

1st Unit  
Total Response  
**6:54**  
ERF  
Total Response  
**13:31**

11% of Structure  
Fires were  
upgraded to a 2nd  
alarm fire.



In 2021 the RFD responded to a total of 242 fires. This was a **21%** increase from the previous year.

**Total Fires - 242**

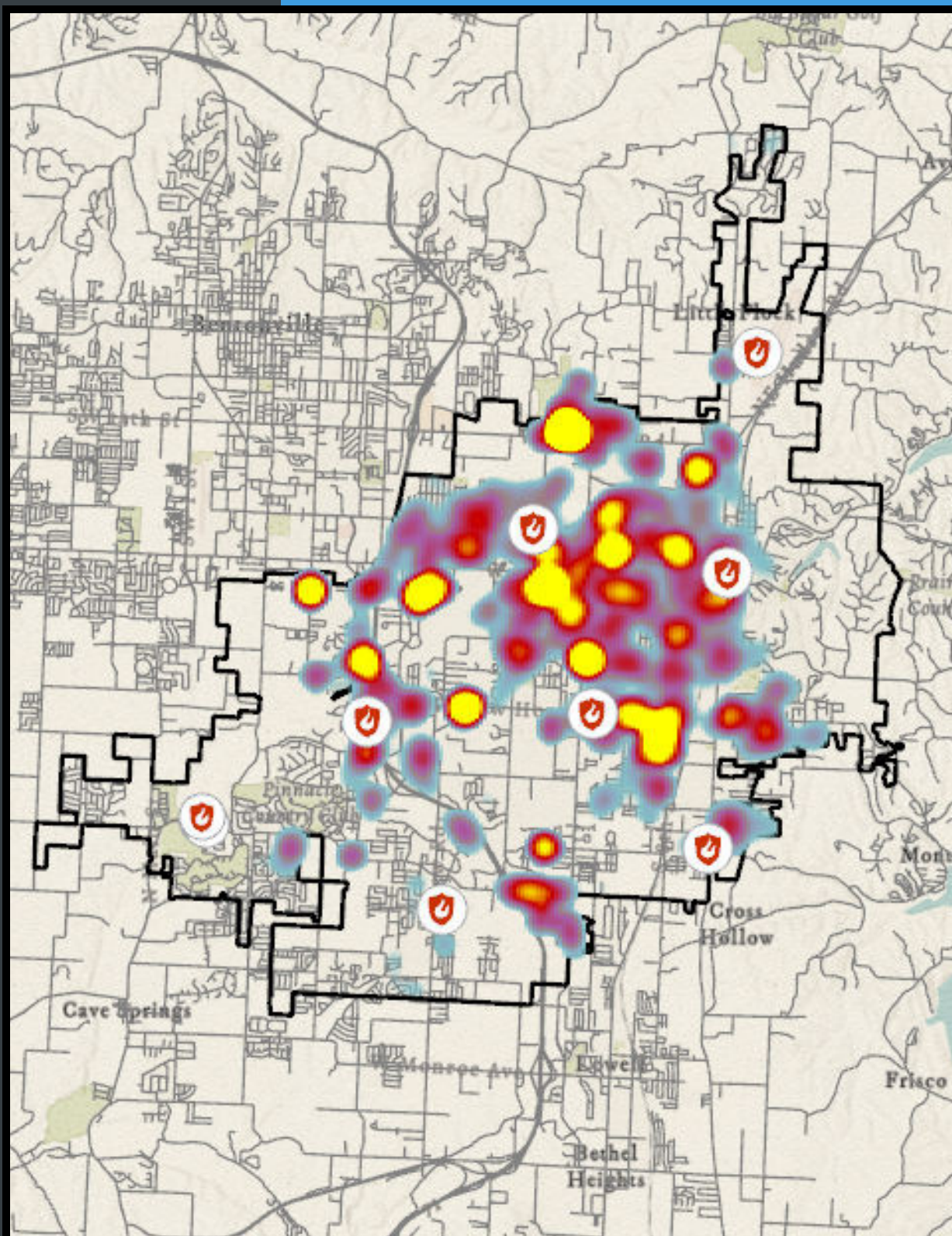




## EMS Incidents



2021

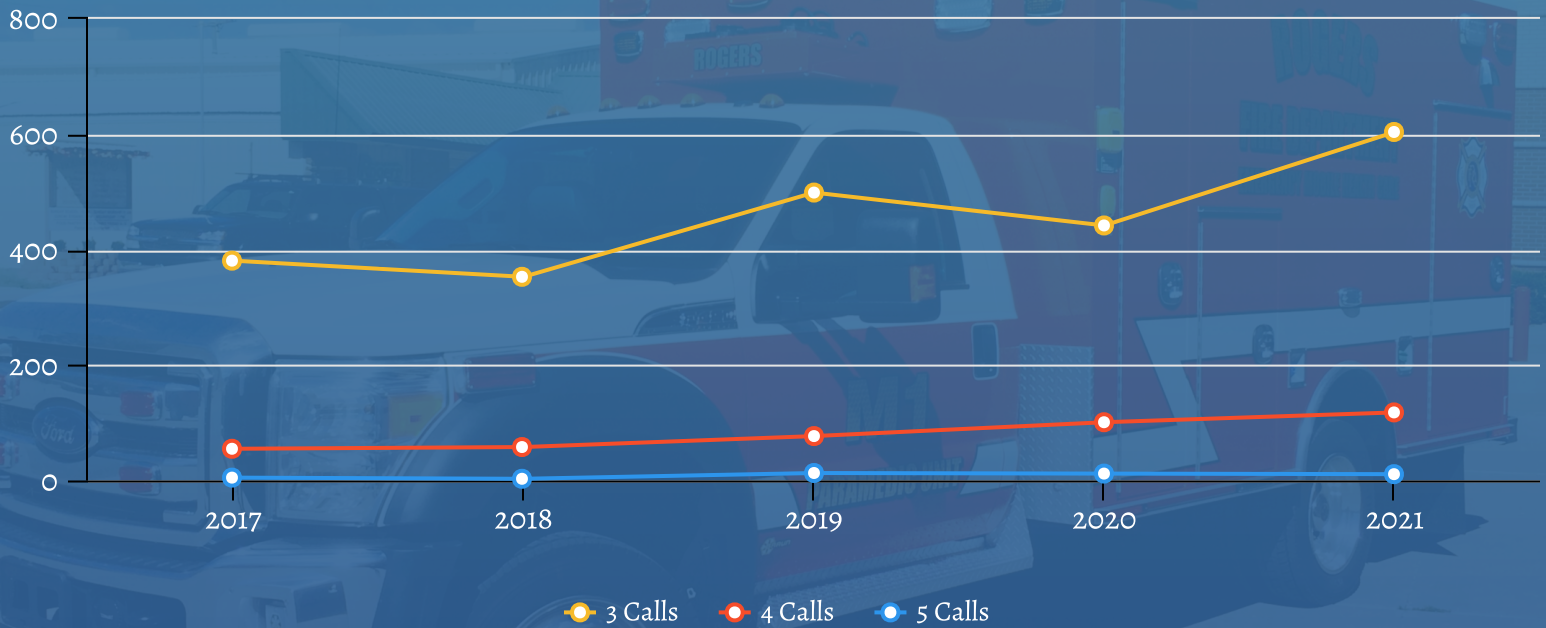






## EMS Response

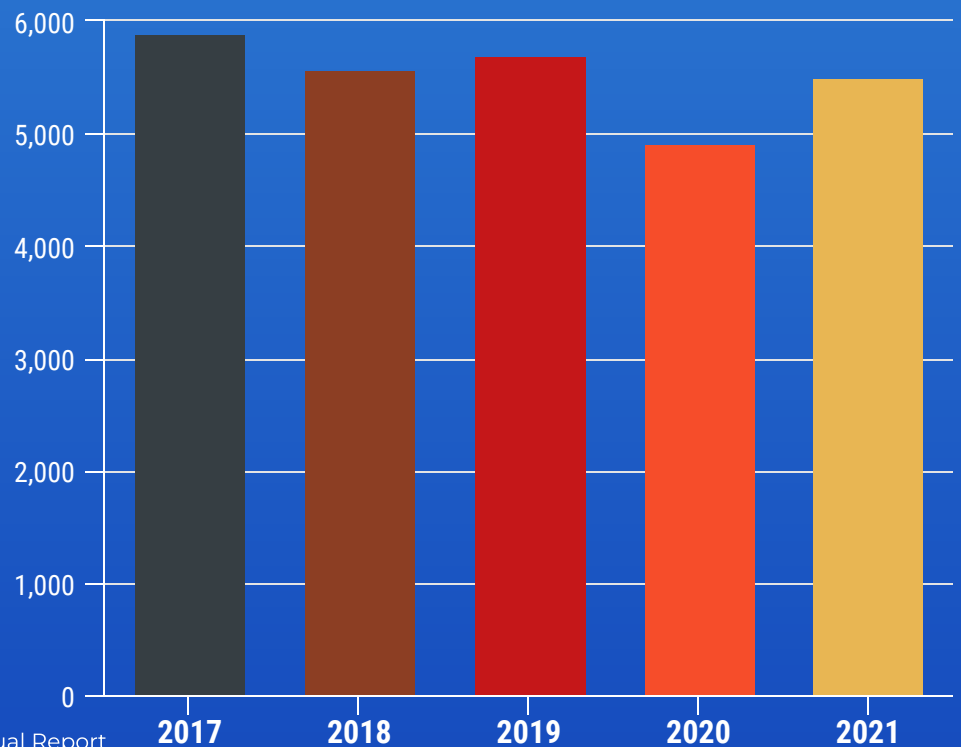
Simultaneous EMS Calls (2017-2021)



In 2021, RFD saw a 12% increase in EMS incidents from the previous year.



EMS Incidents (2017-2021)

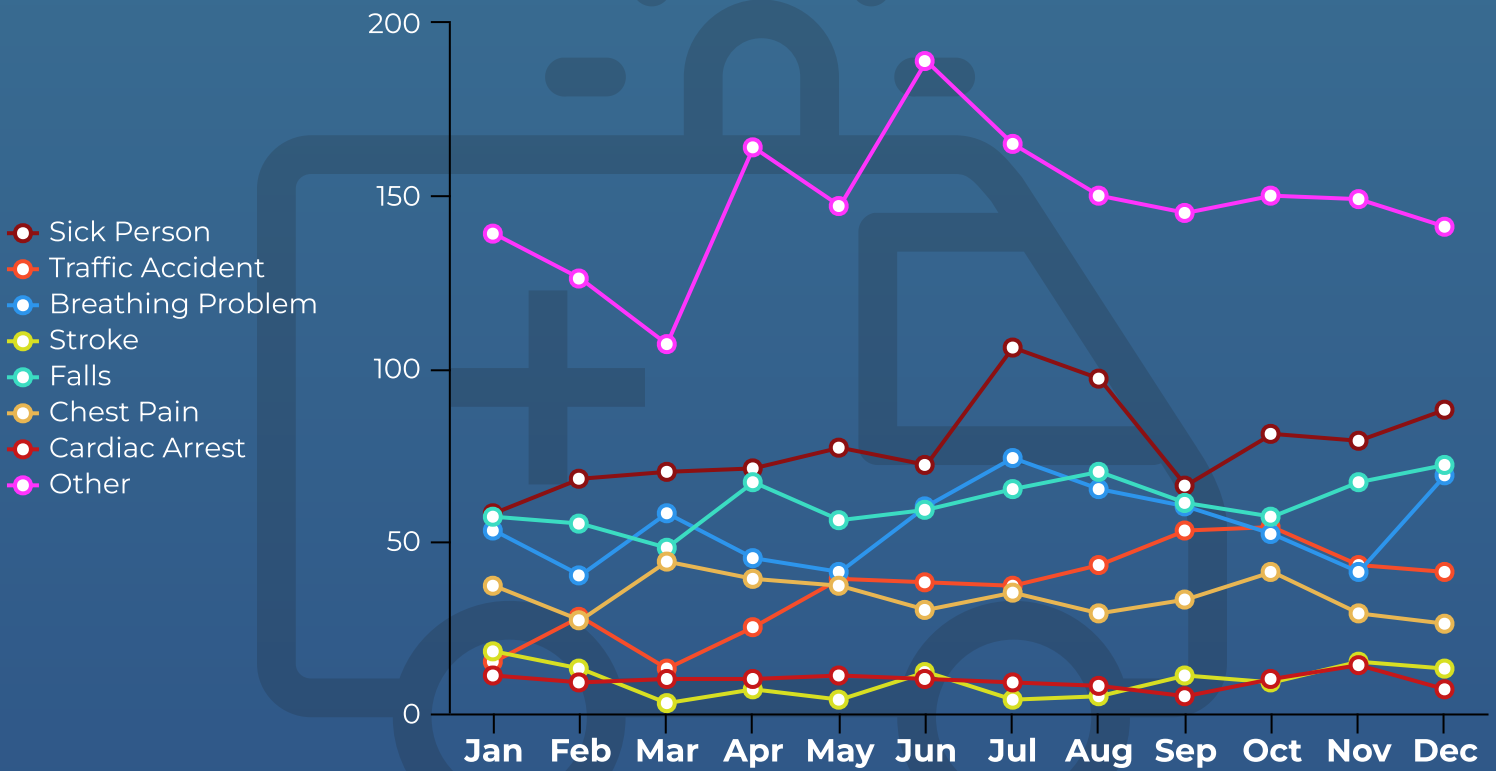






# EMS Response

Chief Complaint by Month



**90th Percentile  
Baseline  
Performance  
High Risk EMS**

**Alarm Handling  
2:00**

**Turnout Time  
1:24**

**1st Unit  
Travel Time  
5:07  
ERF  
Travel Time  
8:05**

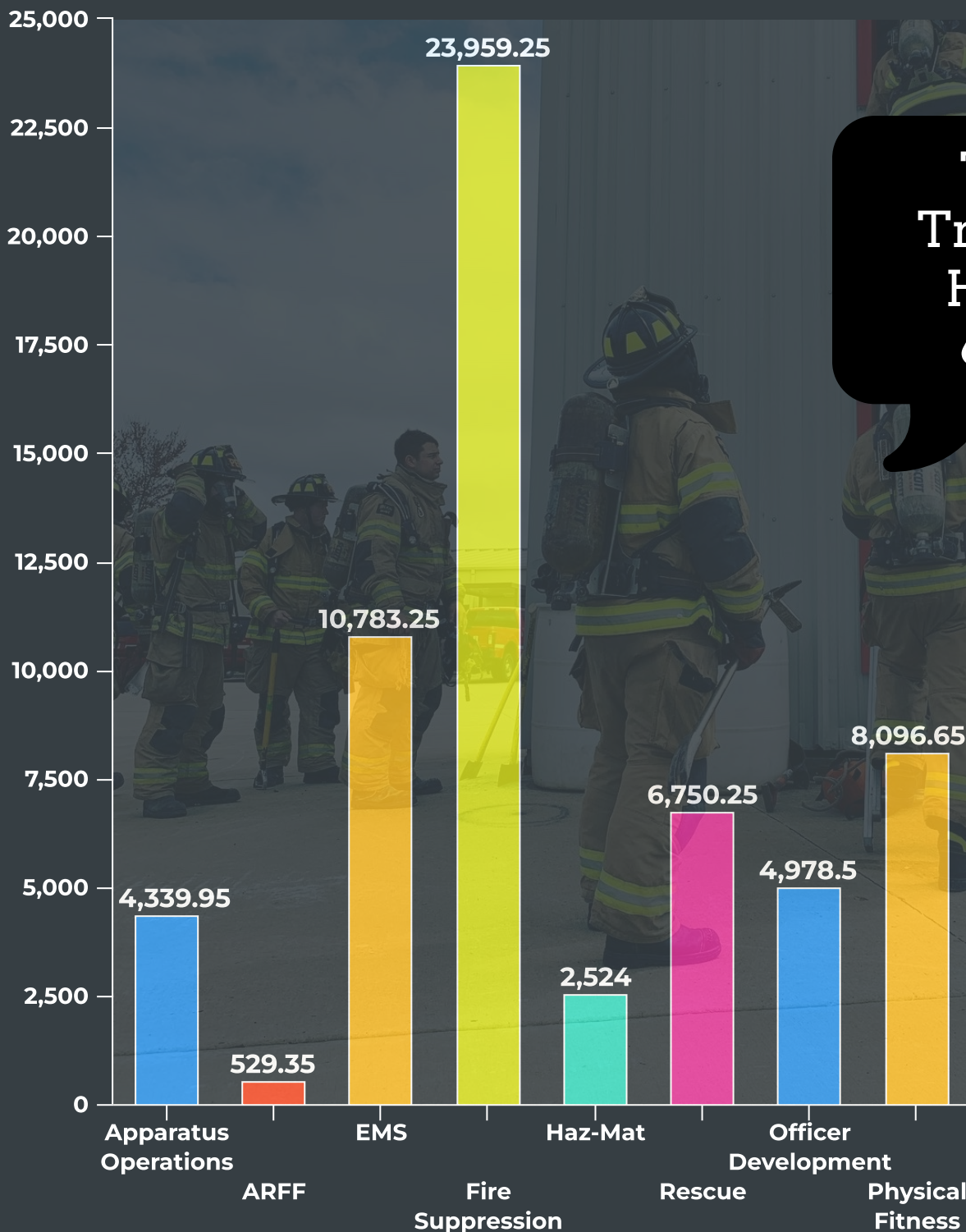
**1st Unit  
Total Response  
6:12  
ERF  
Total Response  
8:48**

**Total High Risk EMS Incidents - 4,800**  
**Total EMS Incidents - 5,510**



# Training Division

## Training Hours







## Risk Reduction Division



**Total Dollar Loss** \$2,581,650  
**Total Dollar Saved** \$13,071,700



**100** Smoke Alarms Installed



**1,775** Fire Inspections



**377** of certificate of occupancy



**410** new business licenses



**1,184** Plan Reviews







## LOCATIONS

**Station 1 - Fire Admin**  
301 North 1st Street

**Station 2**  
1800 West New Hope Road

**Station 3**  
1 West Etris Drive

**Station 4**  
2424 West Olive Street

**Station 5**  
2525 South Pinnacle Hills Parkway

**Station 6**  
5701 South Bellview Road

**Station 7**  
3400 South 1st Street

**Station 8**  
7001 West Pleasant Grove Road

**Training Center**  
3003 West Oak Street

**Community Risk Reduction  
Division**  
113 North 4th Street

