



2023

ANNUAL REPORT



ROGERS FIRE DEPARTMENT

Table of Contents

<u>Chief's Message</u>	04
<u>About the Rogers Fire Department</u>	05
<u>Accreditation Status</u>	06
<u>Commission on Professional Credentialling</u>	07
<u>Human Resource Summary</u>	08
<u>Fire Station Location & Front Line Fleet</u>	09
<u>Emergency Response Activity</u>	10-11
<u>Incident Breakdown</u>	12-13
<u>Fire Response</u>	14
<u>EMS Response</u>	15
<u>Training Division</u>	16
<u>Risk Reduction Division</u>	17





Chief's Message

It is my honor to present the Rogers Fire Department's annual report for 2023. The year was highlighted by significant growth in building infrastructure and increased responses to emergency incidents. Within this report you will experience some of our team in action and the data that informs us for the decisions we make.



William Hyde - Fire Chief

The staff of the department has grown to 158 highly talented, and capable, individuals. We are proud of the work we do to keep the citizens and visitors to the City of Rogers safe and respond to provide outstanding service to them when things do not go according to their plan. When we are called for service, we experience many people's worst day, and we strive to help them through it quickly and safely.

While this report focuses on what occurred in 2023, I can assure you that 2024 is already shaping up to be another tremendous year for the City, and the Rogers Fire Department. Every division of the RFD strives for excellence and the proof is in the amount of preparation and planning we put into our people. As you are able to read through the annual report, I must thank the staff for collecting all of the information presented and the ease of digesting the content. A job very well-done, team!



About the Rogers Fire Department

The Rogers Fire Department (RFD) was formed in 1888 as the Rogers Hose Company Number 1. Over the past 135 years the department has exhibited excellence and professionalism to the city and surrounding area of Northwest Arkansas. Today, the department is a career, full-time, fire department serving through eight fire stations and a training center. The RFD operates as a department within the City of Rogers and is accountable to the Mayor and City Council.

We serve those who live, work, and travel through our city from eight fire stations, which are all staffed 24 hours a day by professionally trained firefighters and paramedics. Although the department continues to evolve with the needs of the community, the Rogers Fire Department remains committed to helping people and protecting our first-class city.

Mission:

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

Vision:

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

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.



Accreditation Status



The Rogers Fire Department continues to maintain accredited status with the Center for Public Safety Excellence and the Commission on Accreditation of Ambulance Services.

Deputy Chief Jeremy Hoyer serves as the Accreditation Manager for the department. Chief Hoyer is responsible for providing adequate documentation to maintain our accredited status each year.

In addition, Fire Chief William Hyde and Captain Omar Carrillo serve as Peer Assessors for the Center for Public Safety Excellence to evaluate other agencies to review their accreditation status.



Commission on Professional Credentialing (CPC)

Commission on Professional Credentialing is a professional designation model that recognizes career excellence. In 2023, the Rogers Fire Department proudly had three members receive designations from CPC.



**Deputy Chief
Hoyer**



Battalion Chief Chapell



Captain Carrillo



Human Resource Summary

Sworn Members:

Fire Chief - 1
Deputy Fire Chief - 3
Battalion Chiefs - 4
Captains - 35
Fire Equipment Operators - 30
Master Paramedics - 18
Firefighter Paramedics - 27
Firefighter / EMTs - 24

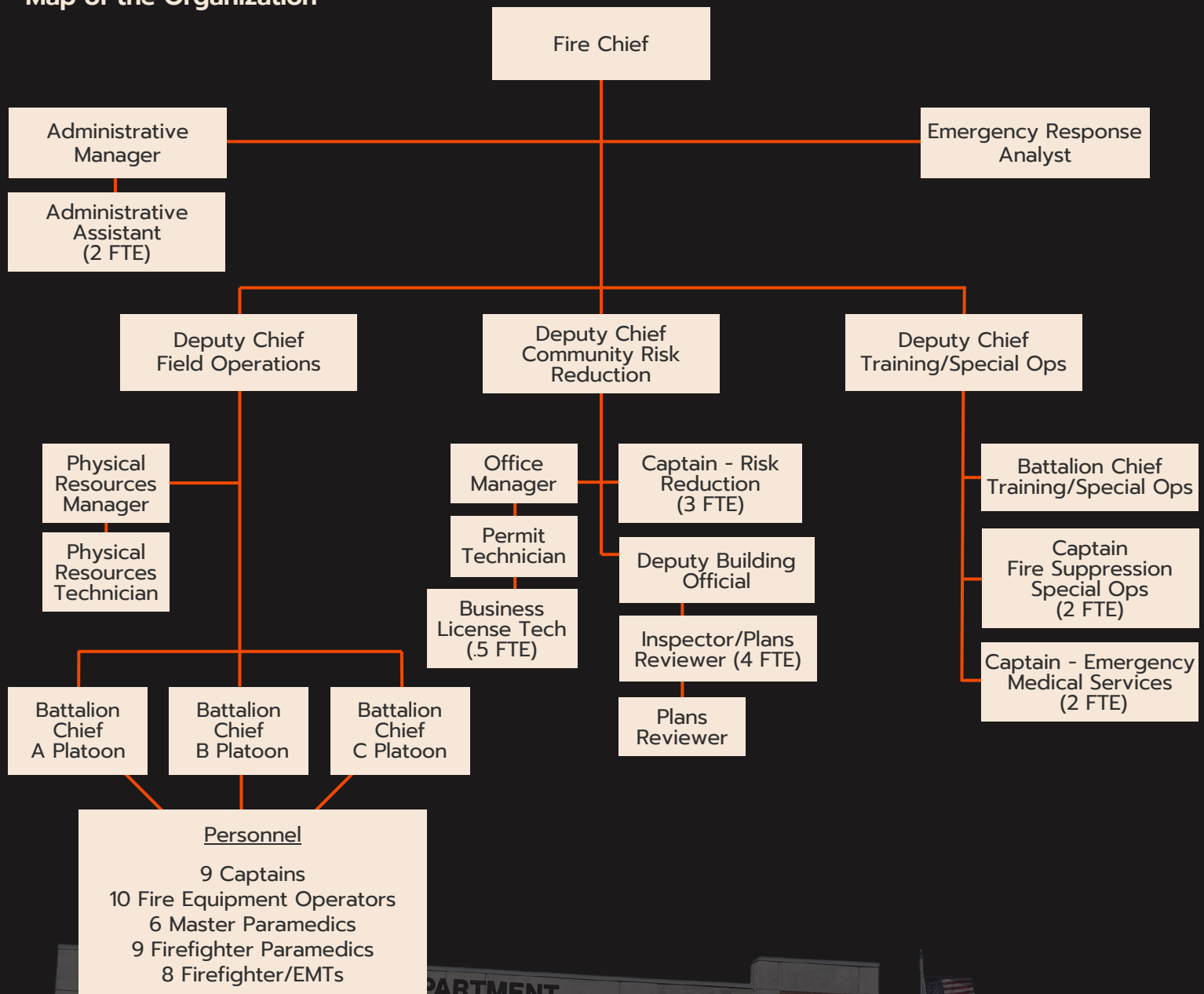
Non-Sworn Members: *Administration*

Administrative Manager - 1
Administrative Assistant - 2
Emergency Response Analyst - 1

Non-Sworn Members: *Risk Reduction Division*

Deputy Building Official - 1
Inspector/Plans Review - 6
Office Manager - 1
Permit Technician - 2

Map of the Organization

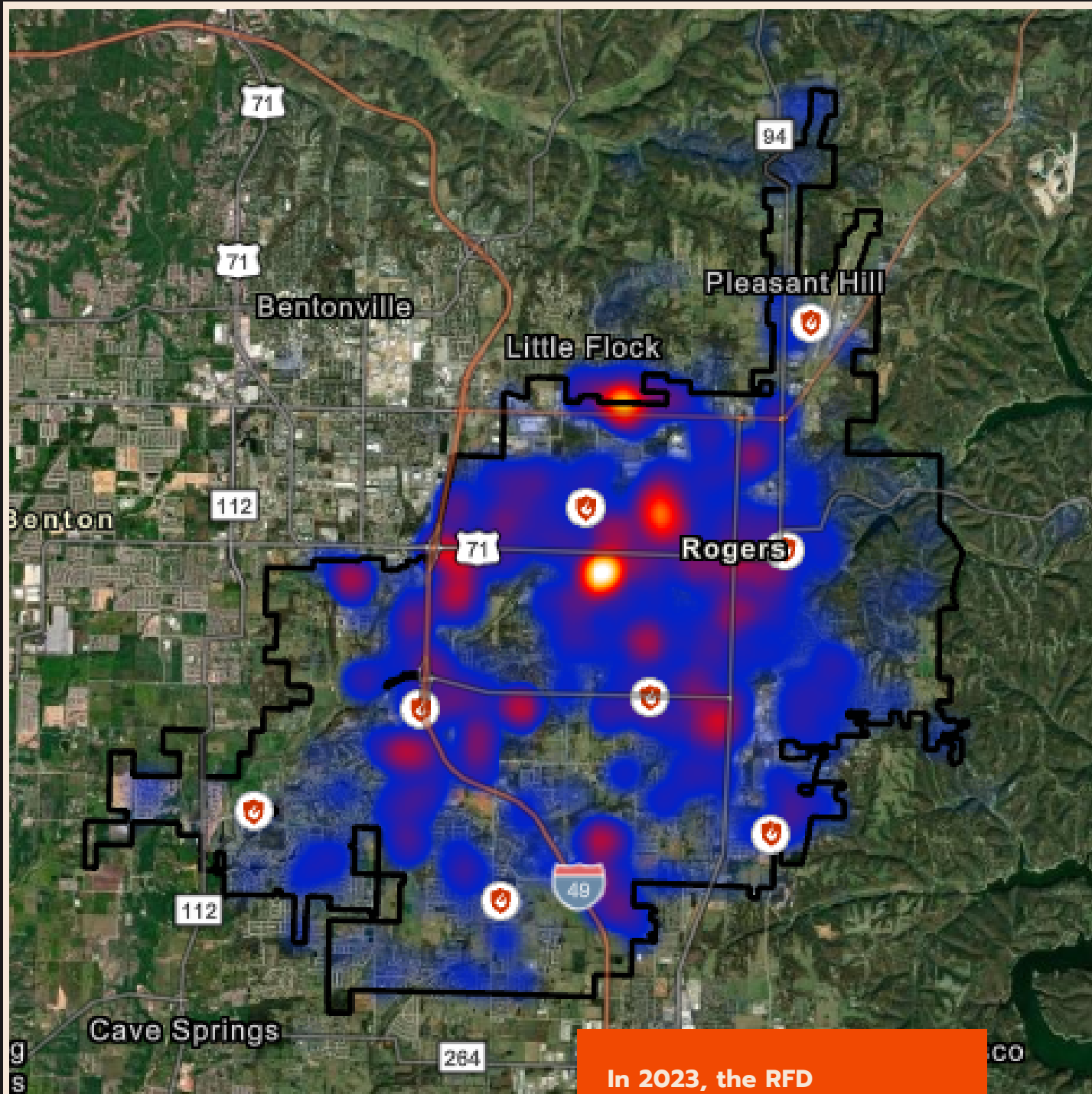


Fire Station Locations & Front Line Fleet

Fire Station 1 - Fire Admin 301 N. 1st St.	Battalion 1 Ladder 1 Medic 1 ATV 1 Rescue Boat 1 Collapse Rescue 1 Collapse Rescue 2
Fire Station 2 1800 W. New Hope Rd.	Engine 2 Medic 2 Rescue 2
Fire Station 3 1 W. Etris Dr.	Engine 3 Brush 3 ARFF 3
Fire Station 4 2424 W. Olive St.	Engine 4 Medic 4 ATV 4
Fire Station 5 2525 S. Pinnacle Hills Pkwy.	Ladder 5 Medic 5 Rescue Boat 5
Fire Station 6 5701 S. Bellview Rd.	Engine 6 Brush 6
Fire Station 7 3400 S. 1st. St	Engine 7
Fire Station 8 7001 W. Pleasant Grove Rd.	Engine 8 Brush 8 Hazmat 8
Training Center	3003 W. Oak St.
Community Risk Reduction	113 N. 4th St.

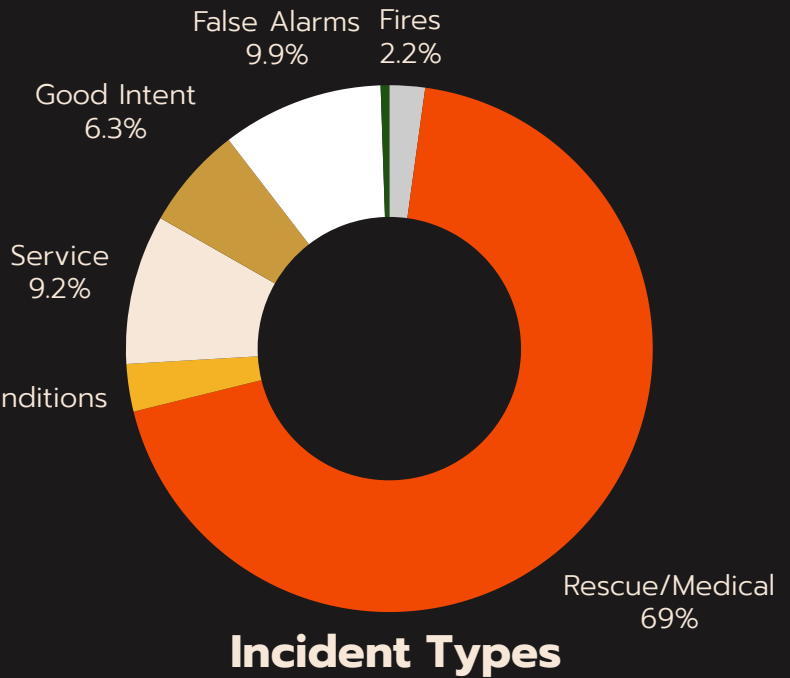
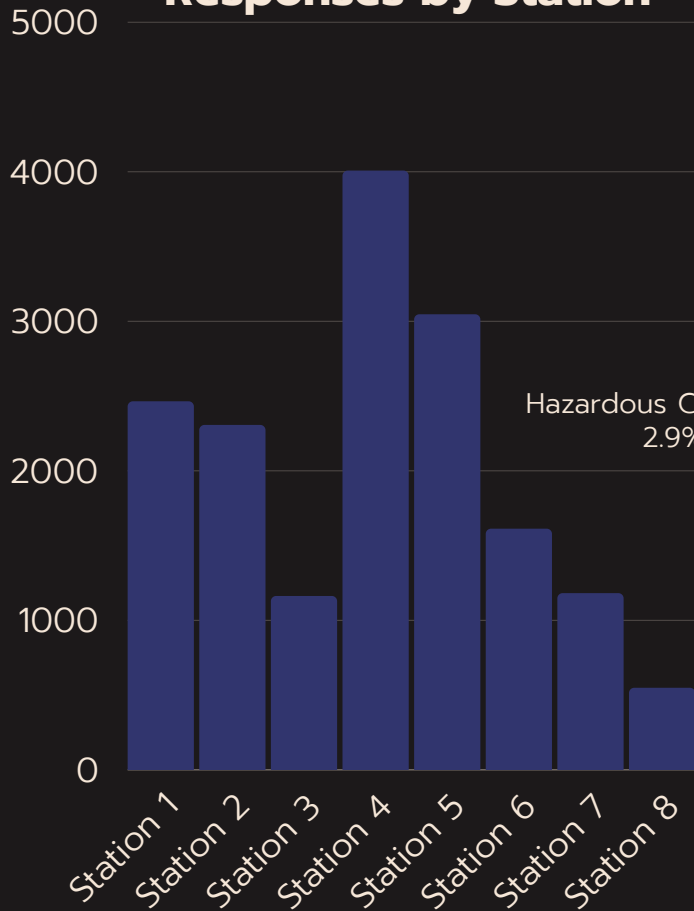


Emergency Response Activity

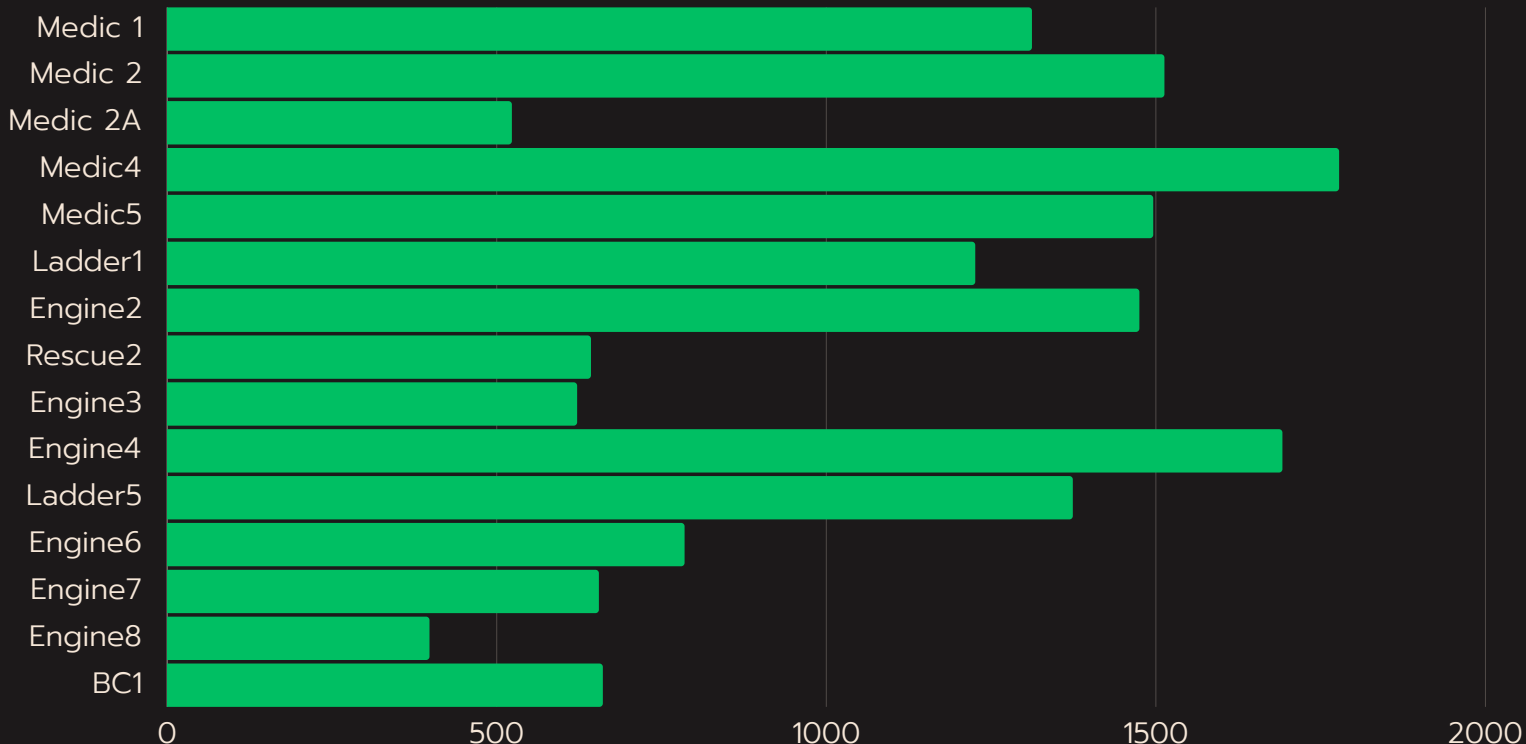


Emergency Response Activity

Responses by Station



Responses by Apparatus



Incident Breakdown



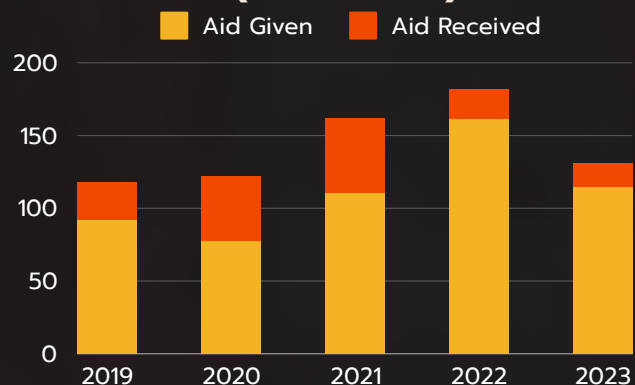
**2pm-3pm
Tuesday
July**

busiest hour, day of week, and month for emergencies in 2023.

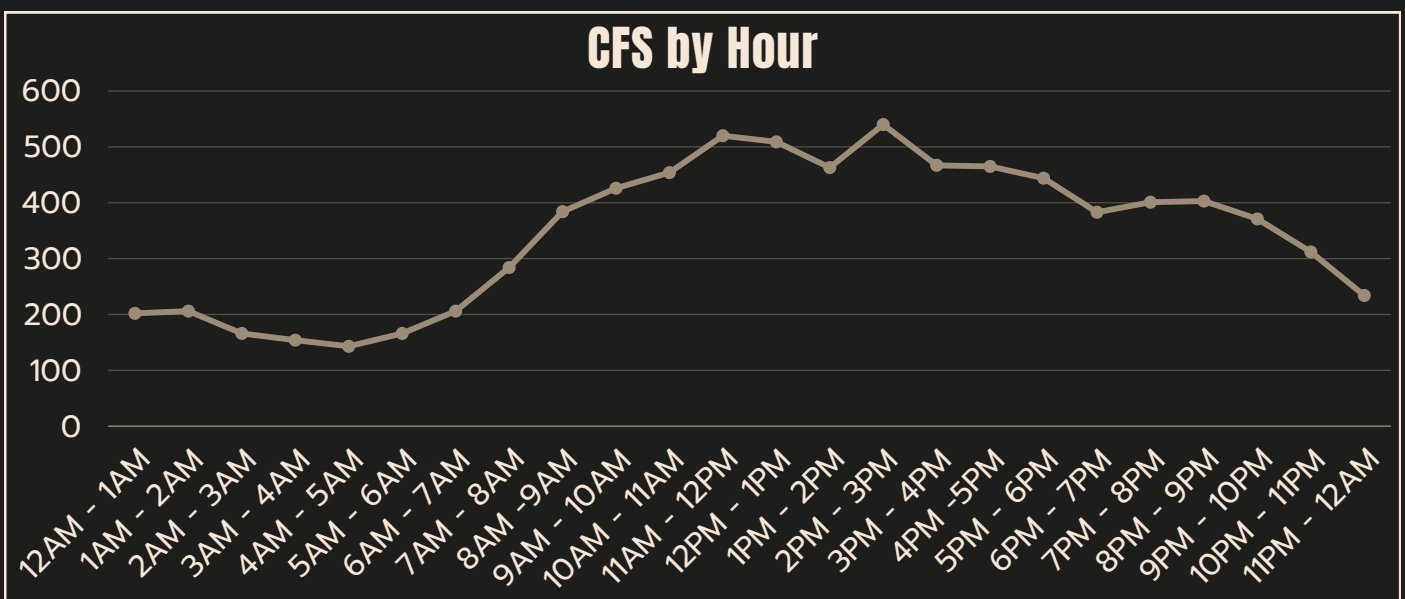
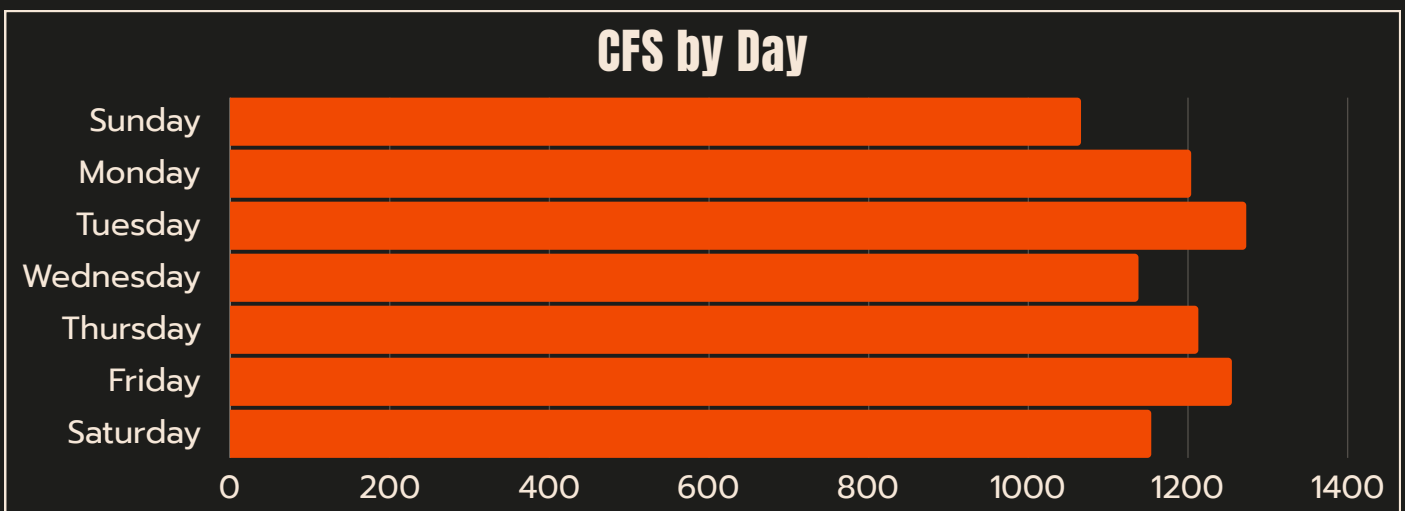
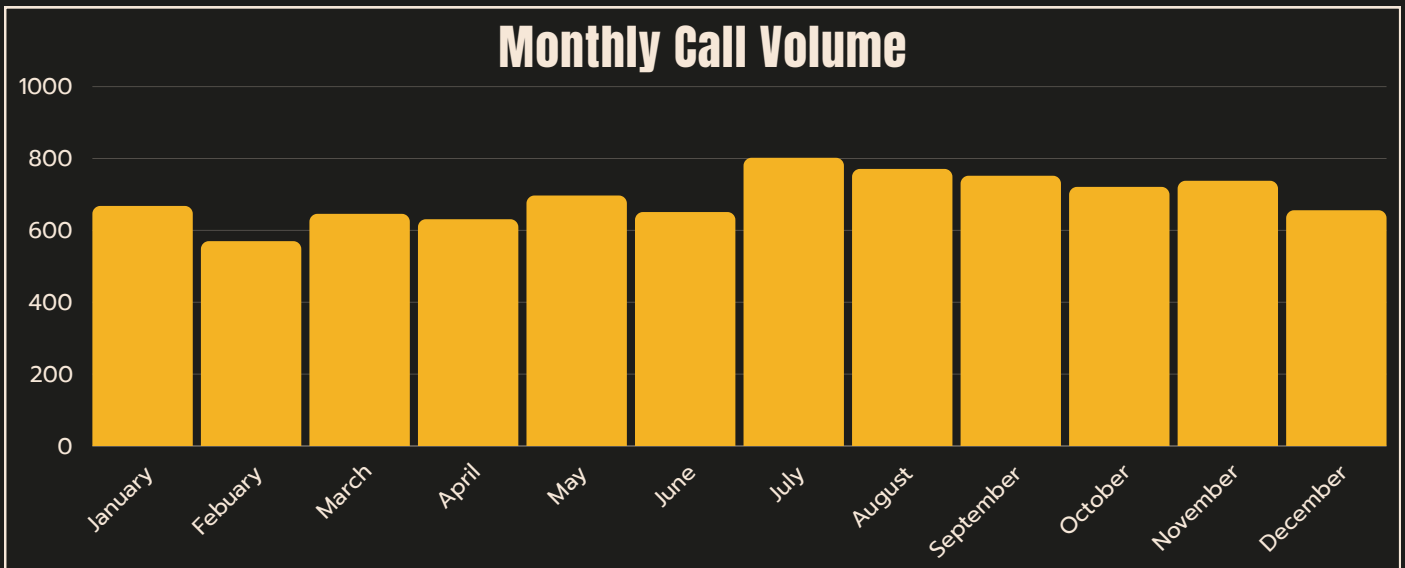
The Rogers Fire Department responded to a total of 8,303 incidents in 2023.



Mutual Aid Responses (2019-2023)



Incident Breakdown



Fire Response

90th Percentile
Baseline
Performance
High Risk Fire
Suppression

Alarm
Handling
2:41

Turnout
Time
0:32

1st Unit
Travel
Time
5:24

ERF
Travel
Time
13:36

1st Unit
Total
Response
7:12

ERF Total
Response
15:48



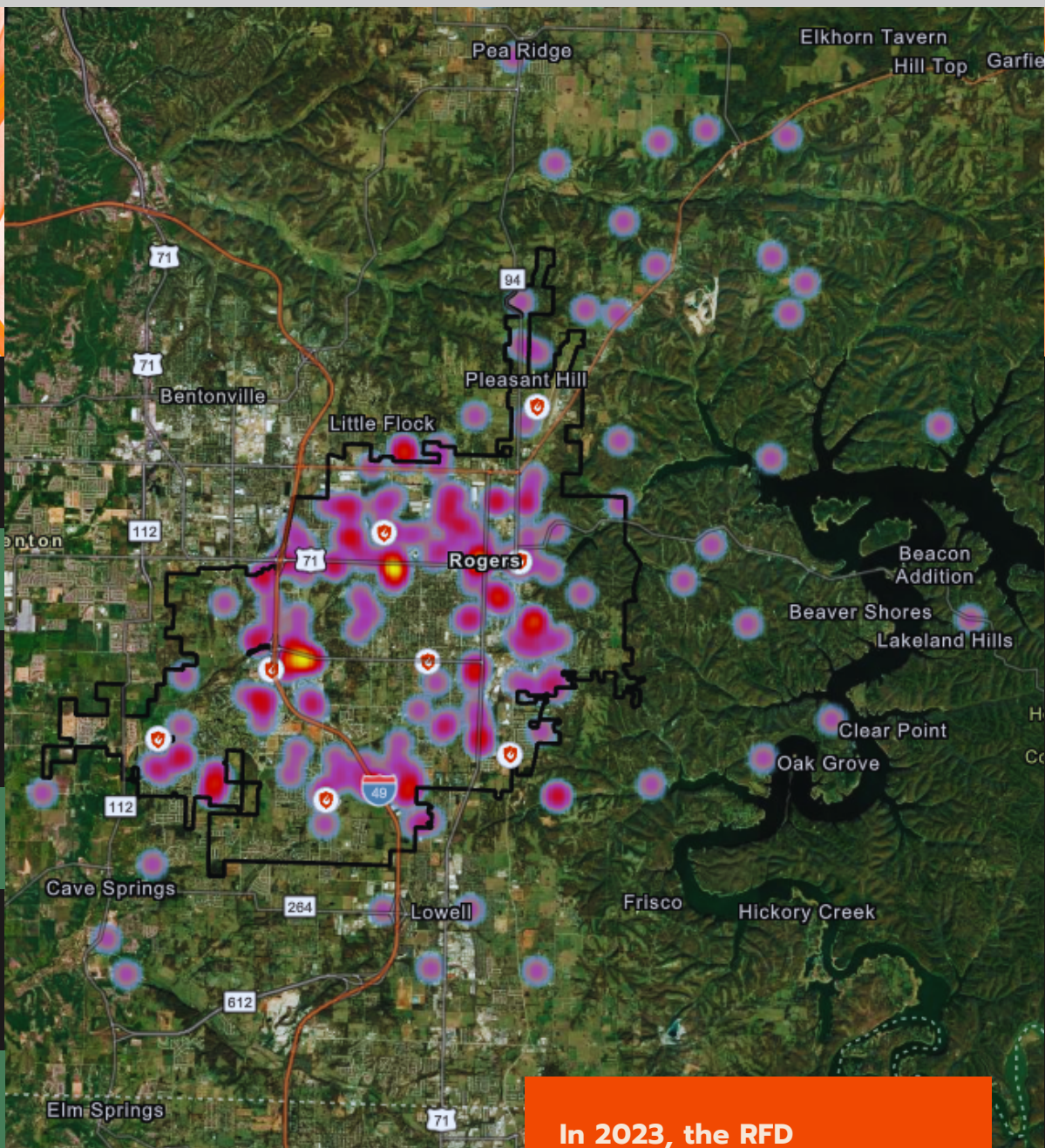
House Fires:
78



Vehicle Fires:
25



Brush Fires:
41



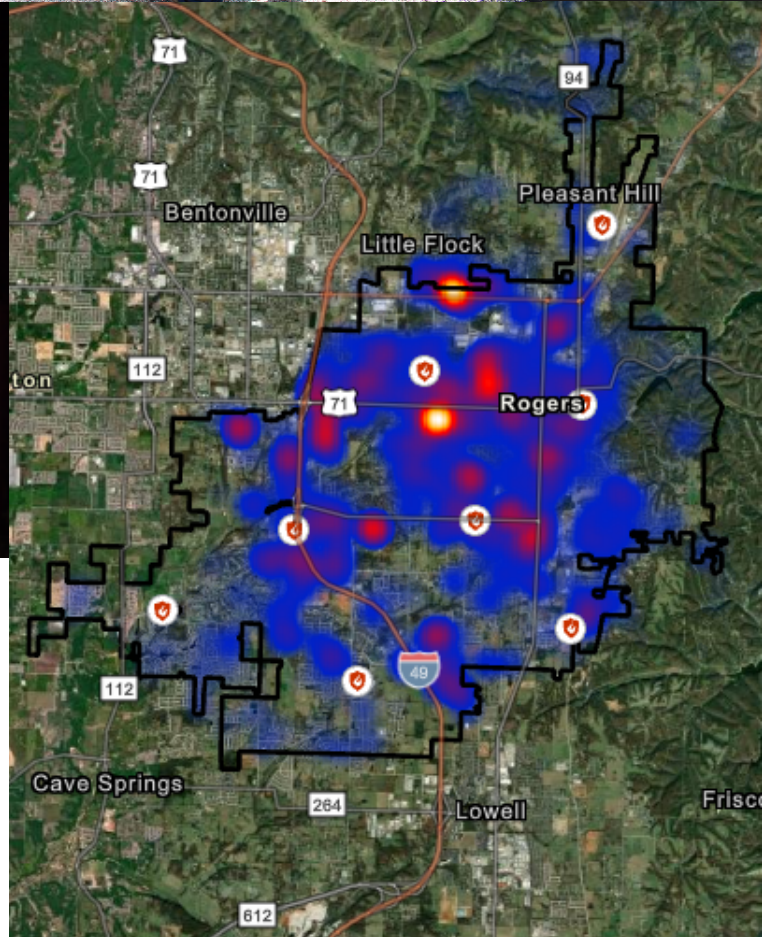
In 2023, the RFD
responded to 181 fire calls.



EMS Responses



In 2023, RFD saw a 6% increase in EMS incidents from the previous year.



Total EMS Incidents
5,726



90th Percentile
Baseline
Performance
High Risk EMS

Alarm
Handling
2:24

Turnout
Time
0:57

1st Unit
Travel
Time
4:48

ERF
Travel
Time
6:42

1st Unit
Total
Response
7:06

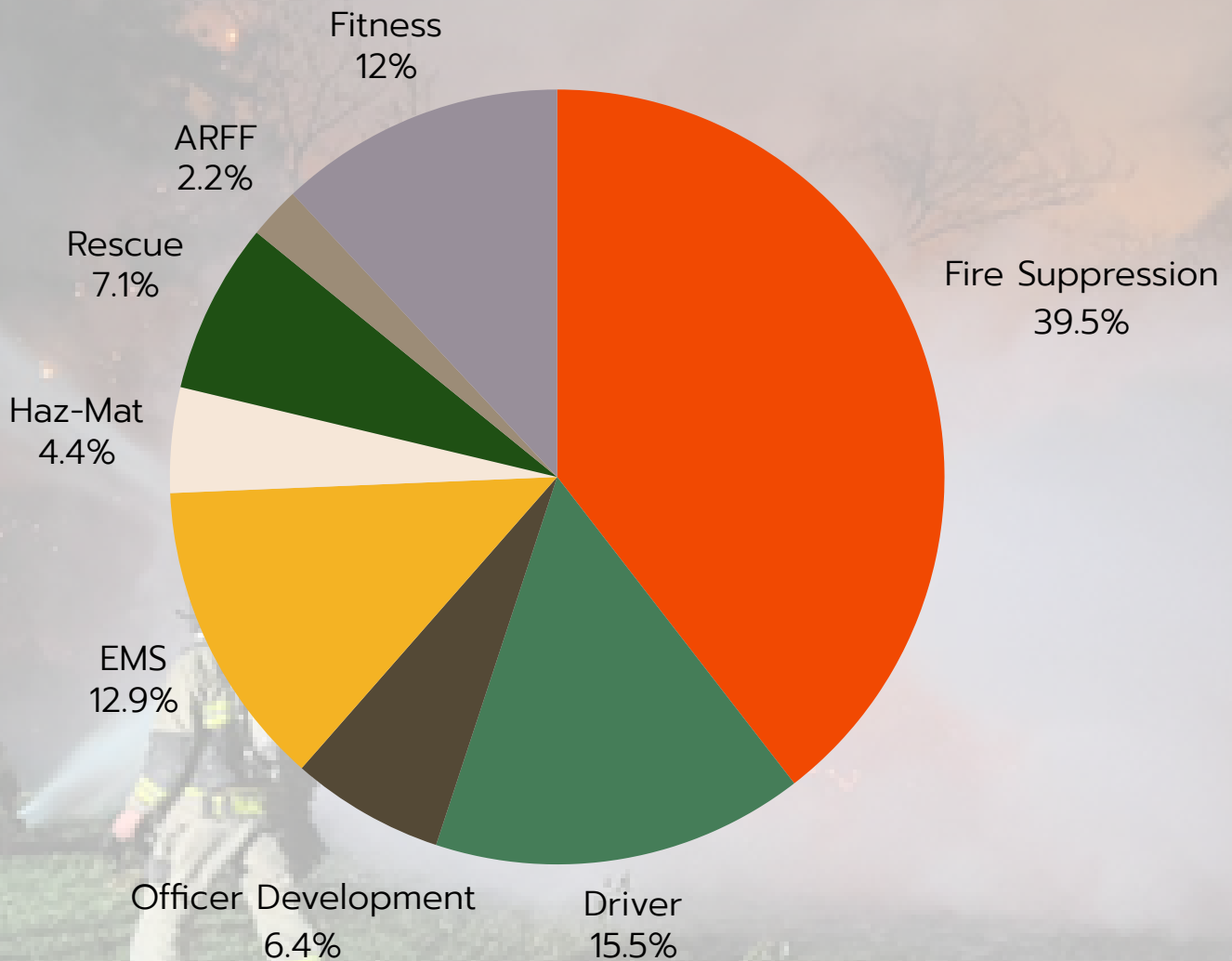
ERF Total
Response
9:00



Rogers Fire Department
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Training Division

Total Training Hours - 83,374



Risk Reduction Division



Building construction valuation
for 2023: **\$553,253,902.**



Property Loss Due to Fire: **\$1,517,900.00**
Property Saved: **\$41,435,150.00**

Percent
Loss: 4%



Number of smoke alarms
installed in 2023:

93



Number of fire inspections
completed in 2023:

2,543



New business licenses issued
in 2023:

514



Number of plan reviews
completed in 2023:

283



Number of Certificate of
Occupancies issued in 2023:

388



