

ANNUAL REPORT TO THE COMMUNITY

2020

**TRAVIS COUNTY
EMERGENCY SERVICES DISTRICT NO. 2**



CORE
VALUES



DIVERSITY

PERFORMANCE
EXCELLENCE PARTICIPATION

WORKFORCE
SAFETY

FORWARD
THINKING

TRAVIS COUNTY ESD NO.2

HONESTY AND ETHICS CUSTOMER SERVICE TEAM WORK
INTEGRITY AND ETHICS CUSTOMER SERVICE TEAM WORK

BECAUSE WE CARE

BECAUSE WE CARE

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WHO WE ARE

We serve and protect health and safety and strive to enhance the quality of life. We are recognized as the Fire Department that goes above and beyond, providing superior levels of traditional and innovative service.

OUR MISSION

We are committed to the preservation of life and property in that order. We will meet those needs by being a high performing fire department that educates the community, administers the fire code, prepares for and responds to incidents involving Emergency Medical Services, Fire, Hazardous Materials, Water Rescues, Trench Rescues, Confined Space Rescues, High and Low Angle Rescues, Building Collapses, Transportation Accidents, Unsafe Conditions, and Public Assistance.



BOARD OF COMMISSIONERS



Mike Bessner

Commissioner, President
Appointment Expires 12/31/2021



Rico Reyes

Commissioner, Vice President
Appointment Expires 12/31/2022



Robert Turner

Commissioner, Secretary
Appointment Expires 12/31/2021



Mike Howe

Commissioner, Treasurer
Appointment Expires 12/31/2021



April Griffin

Commissioner, Assistant Treasurer
Appointment Expires 12/31/2022

THE CHIEF



THE ASSISTANT CHIEF



The year 2020 was certainly a historic year for the world and especially emergency services. The threat of COVID-19 brought the world to a standstill. However, this was not the case for the District. Our firefighters and paramedics went into overtime preparing and combating the virus, providing direct care and ambulance transportation for those infected with COVID-19. We were on the frontline of the pandemic from the very beginning and we remained there through the entire year.

The District has grown significantly from our humble beginnings, as an all volunteer fire department chartered in 1955, and one of the first organized community services in the Pflugerville area. Having organized before the City of Pflugerville, we are now a career emergency medical service (EMS) and ISO Class 1 Fire Department serving a population of approximately 140,000 residents across 77 square miles in northeast Travis County.

As an Emergency Services District (ESD) our taxing authority is constitutionally limited. We face the challenge of meeting the emergency service needs, including EMS ambulance transport services, of a large urban/suburban population with limited funding. Even with the addition of sales tax in 2015, we provide these services with a third of the budget of an average municipal service. In 2020, additional tax growth limits were enacted by Senate Bill 2, the Texas Property Tax Reform Bill. This legislation, that exempts community colleges and health districts, limits the District's ability to fully support the growth of the community.

The growth that has occurred, and continues, creates greater needs for EMS and fire services. We have updated our strategic plan with input from both internal and external stakeholders in order to plan for the near and long term financial impacts. The strategic plan includes a clear and concise overview of the District's goals and objectives, budgetary constraints, mission, values and organizational priorities. The Board of Commissioners is faced with a significant financial problem under the current tax structure. The main issue is the continuation of funding EMS ambulance transport service within a limited budget that is meant for fire protection. EMS provided by firefighters is one of the most cost efficient ways as it takes advantage of career firefighters who are emergency medical technicians, many paramedics. However, the current funding for the District can not meet the growing demand for both services. A special subcommittee was appointed to work within the community on this very problem to find solutions for how to adequately fund both EMS and fire services.

One solution is a voter created EMS overlay taxing District that provides funding for EMS ambulance transport services. Over 4,700 residents in the District signed a petition to vote on this issue. The petition was accepted by the Travis County Commissioners Court and the creation of an EMS district is on the May 2021 ballot for portions of the District that have consented to participate. The City of Pflugerville chose not to participate in the election, and also made this decision for its extra territorial jurisdiction residents. We look forward to learning how the City of Pflugerville plans to fund and provide ambulance services. We remain committed to serving all residents of the District to the best of our ability while remaining within our legal and financial limits.

It is with much gratitude and pride for our District that we express our sincerest thanks to the community we serve for your ongoing support. We are privileged to have the opportunity to work with an amazing team of talented professionals who ensure that the District's rich history of service and the embodiment of our motto continues, "Because We Care."

Ronald G. Moellenberg
Fire Chief

Nick Perkins
Assistant Fire Chief

“In 2020, our District received the highest Insurance Services Office Class 1 rating.

There are more than 39,000 Fire Departments in the country and only 1% have the highest rating.

This has a positive impact on the insurance rates for the people we serve. This is all due to the dedication of the ESD No. 2 Team.”

Travis County ESD No. 2 has just experienced one of the most challenging years due to the Pandemic. However, due to the efforts of Fire Chief Moellenberg, Assistant Chief Perkins, and all of our brave men and women Firefighter/EMTs, our services never slipped. Our Staff Directors and administrative staff transitioned to work from home and maintained the continuity to support our Mission to serve the constituents of ESD No. 2 and the City of Pflugerville. Our past strategic planning efforts allowed the District to perform our duties without disruption, whether it was the Pandemic, bad weather, or financial challenges.

In 2020, our District received the highest Insurance Services Office Class 1 rating. There are more than 39,000 Fire Departments in the country and only 1% have the highest rating. This has a positive impact on the insurance rates for the people we serve. This is all due to the dedication of the ESD No. 2 Team. This District is a leader in the Community and will continue to meet all challenges brought before us. We will provide the best services possible as our motto states, “Because We Care.”

I want to thank our Board of Commissioners for all their time and efforts this past year and we look forward to meeting expectations of the Community we serve.

Mike Bessner

President, Board of Commissioners

**PRESIDENT,
BOARD OF COMMISSIONERS**



THE DISTRICT'S HISTORY (1955 - 2020)

1950's - Due to a historic drought, concerned citizens canvassed their neighbors for donations to purchase a fire truck. **The Pflugerville Volunteer Fire Department (PVFD)** was formally chartered and a fire truck purchased for \$4,000 in the summer of 1955. Later that year, PVFD was deeded the six acres at Railroad Avenue and Pecan Street by the members of the Pflugerville Schuetzen and Kegel Verein. In 1956, PVFD was 280 associate members and 33 firemen strong and had constructed a 1,400 square foot fire hall using timbers from the old club building.

1960's to 1980's- A structure fire on Main Street in 1971 burned and destroyed an entire block of Pflugerville compounded by an inadequate water supply. The results caused PVFD to realize it did not have adequate equipment and began initiatives to improve its capability. The first Class A fire apparatus was placed into service in 1982. The mid-80s saw bunker gear issued to each firefighter for the first time. In 1985, the firefighters led an effort to form a rural fire prevention district (RFPD) to address increased service demands due to rapid growth and development. RFPD No. 3 was approved by the voters in August 1985 and supported a 3-cent tax limit on each \$100 of appraised property value. The first career firefighter, the Fire Chief, was hired in 1986. Station #2 on Thermal Drive in Wells Branch was opened in 1987 and later relocated to Bratton Lane around 1999.



1990's – Continued growth demanded increased services. The citizens of the District called for a vote to convert the RFPD to an Emergency Services District (ESD) in 1991. The voters approved and Travis County ESD No. 2 was chartered in January 1992 giving the District a new tax limit of 10-cents per \$100 of appraised property value. The PVFD turned over its assets to the ESD which acquired additional fire apparatus and placed the first career firefighters on a 24-hour shift in 1996. Station #3 opened in October 1996 and Station #4 in November 1999.

2000's and 2010's – The ESD continued to experience tremendous growth throughout this timeframe. This growth translated to increased service need and demands from the community for services, so the ESD acquired its first Quint fire engine in 2003, reconstructed Central Fire Station #1, and in 2008 added an Administration building and Conference Education Center. The next pressing demand for the community was the need for its own dedicated advanced life support service. Voters approved an increase in sales tax allocation to the ESD in 2014 which allowed the District to begin implementing a plan to provide these services. The ESD rolled out its first full-time ambulance in 2017 and ended the year with four total ambulances in service. Due to the continued increase in demand for firefighters/EMTs, the ESD partnered with the Pflugerville Independent School District (PfISD) in 2018 to host fire and EMS academies which give high school seniors access to the training needed to be certified and ultimately operate as firefighters in their hometown.

2020's - Historic growth continued through 2020 so the ESD constructed a 5th fire station and added a 5th ambulance. Fire Station #5 was put into service in April 2020. Property for a 6th station was provided by PfISD at Weiss Lane and Wolf Pack Drive and planning is underway for construction. Authorized firefighter staffing was increased to 163. A second frontline Quint fire engine was also purchased and placed into service in October 2020.



◀ *Photos over leaf.
From top to bottom*

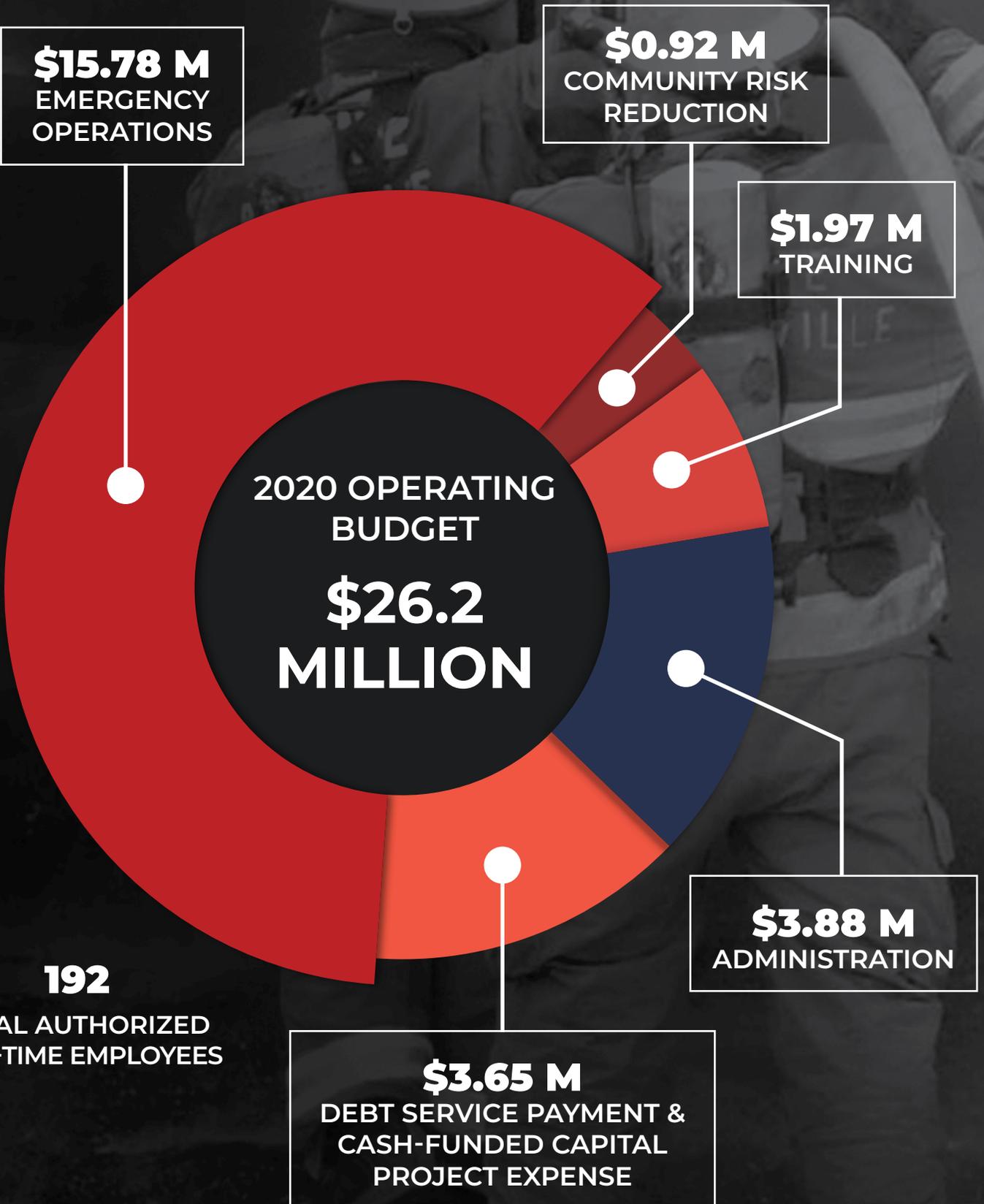
- Top Left: Pflugerville Schuetzen Halle Shooting & Bowling Club 1955
- Top Middle: Pflugerville Volunteer Fire Department 1955
- Top Right: PVFD First Class A Apparatus 1967 International
- Bottom Left: PVFD Unit No. 1 1955 1-Ton Chevrolet
- Bottom Middle: Main Street Pflugerville Fire July 21, 1971
- Bottom Right: Station #2 Ribbon Cutting Thermal Drive Wells Branch 1987

▲ *Photos from top to bottom*

- Top Left: Station #4 1999 Construction on Pflugerville Parkway
- Top Right: First Quint Placed into Service 2003
- Middle Left: Administration Building 2008
- Middle Right: Medic 211 Advanced Life Support Placed into Service 2017
- Bottom: PfISD Fire & EMS Academies 2018

District Fiscal Year 2020

THE
BUDGET



192
TOTAL AUTHORIZED
FULL-TIME EMPLOYEES

EMERGENCY
RESPONSE
DATA FOR
2020

A Year of Emergency Response



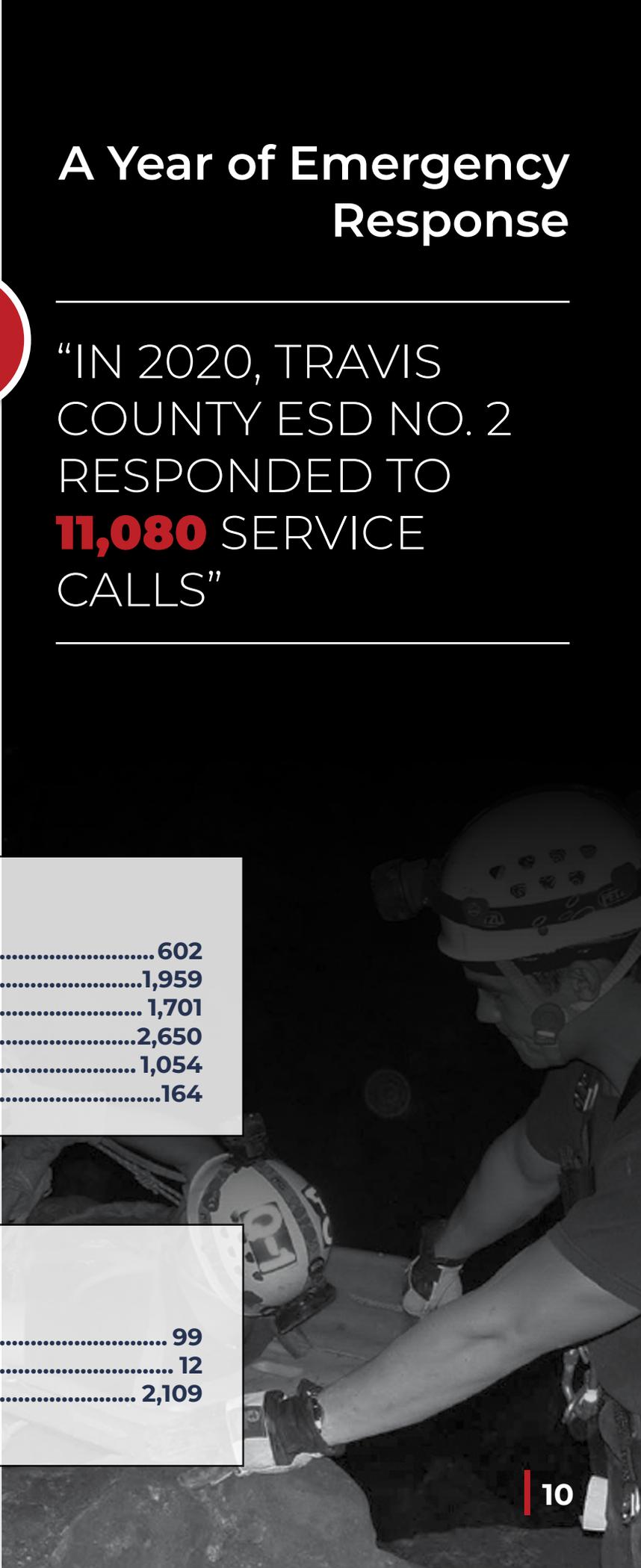
“IN 2020, TRAVIS COUNTY ESD NO. 2 RESPONDED TO **11,080** SERVICE CALLS”



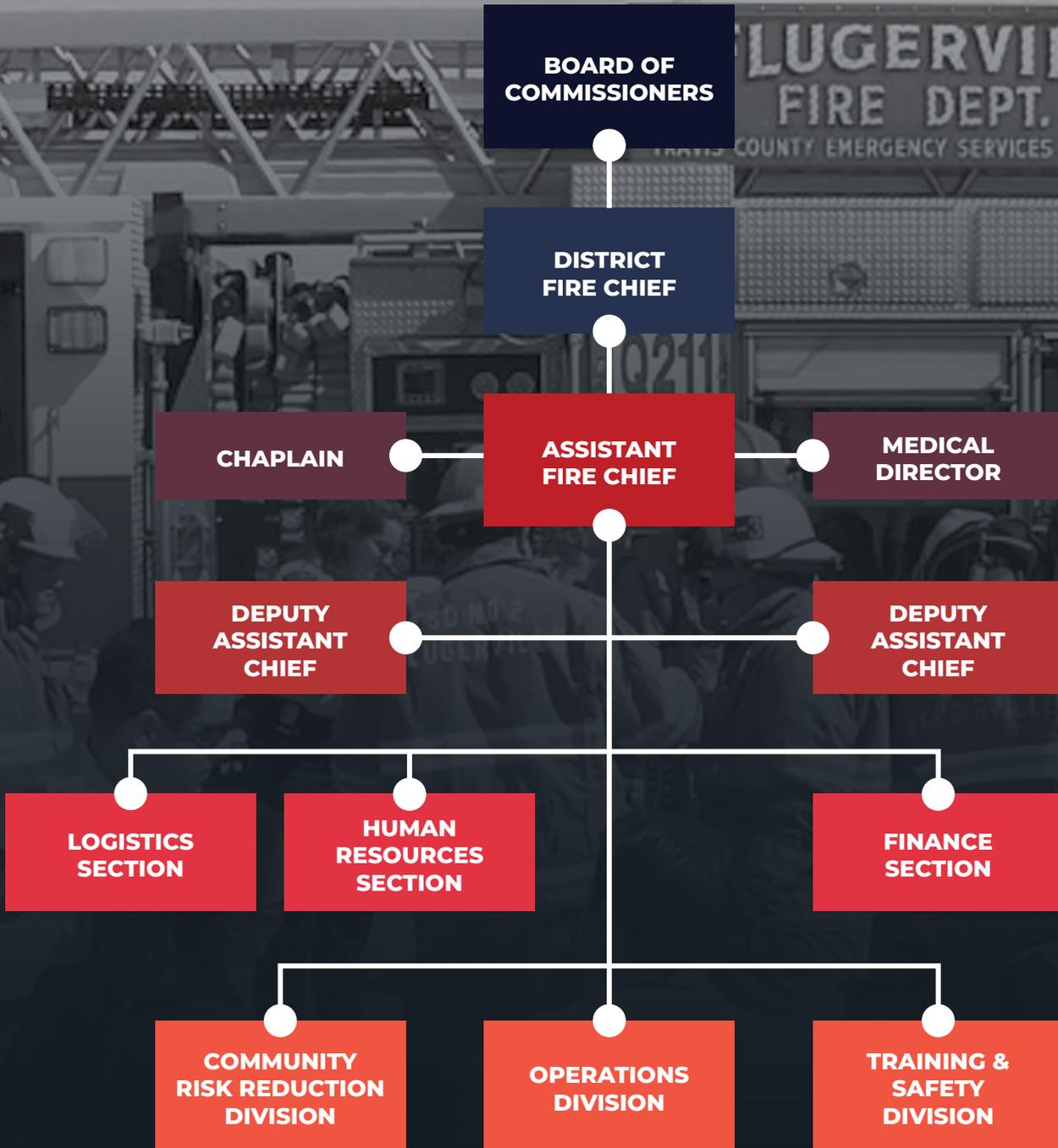
Medical Priority 1	602
Medical Priority 2	1,959
Medical Priority 3	1,701
Medical Priority 4	2,650
Medical Priority 5+	1,054
Miscellaneous	164



Hazmat/Hazardous	99
Rescues	12
Other	2,109



**ORGANIZATION
CHART**



Emergency Response

In 2020, the District marked 65 years of service to the community. While the original mission of the fire department and its motto remain, “Because We Care,” several notable accomplishments underscore the significant changes and advancements the District has undergone since its inception in 1955.

After nearly ten years of strategic planning and execution, the District re-applied to the Insurance Services Organization (ISO) for consideration of an improved rating. After a months long submission and auditing process, the District was awarded the highest rating, Class 1 designation. The rating is based on several factors including the number of firefighters, fire stations, apparatus, and response times; the community’s water system is also a large part of the calculation. This rating can reduce insurance premiums for most commercial business properties and for many homeowners. The new rating goes into effect April 1, 2021 and we encourage all property owners to contact their insurance providers to update their policies.

In addition to the never-ending challenge of keeping up with service demand and our growing community, 2020 was dominated by COVID-19. Just like our community, COVID-19 touched every part of our organization. Operating in a declared disaster state, the District had to alter nearly every part of our organization including: PPE use, increased planning activities, policy updates, remote work implementation, workforce shortages due to sick and quarantined employees, and increased costs as a result. While the District was deeply affected by the virus, no service reduction to the community ever occurred as a result, and we look forward to the end of the pandemic as over 70% of our workforce has been vaccinated. Combating the public health crisis further reaffirms the need and importance of the District’s emergency medical mission and service in the community.



Training & Safety

OPERATIONS

Firefighters are required to prepare for all types of hazards. Established at the federal and state level, training requirements ensure the District firefighters' skills and knowledge are continually strengthened.

Training enables all members of the District to accomplish the mission of the District in a competent and professional manner. Members know and understand what to do, how to do it, and why we do it. Led by a Battalion Chief, the Training & Safety Division is comprised of two fire training officers, a High School fire academy coordinator, a health & fitness coordinator, an EMS education coordinator, and an EMS quality assurance coordinator. The Division utilizes a 15-acre training facility including a multi-story burn building, propane props, physical ability training course, and rescue props.

2020 Accomplishments

Firefighters Trained	151
Hours of Training	47,497
New Paramedics Certified	8
Incident Command Classes	3
Wildland Certification Courses	1
Hours New Recruit Training	4,320
High School Students Trained Over 2 Semesters	27 Fire
	22 EMT
TCFP Certification Courses	5

Community Risk Reduction

Formerly known as Prevention, the Community Risk Reduction Division is focused on public awareness, education, and the application of codes and standards for all publically accessible locations across the District. As a result, the Division has a direct impact on the safety of each citizen living, working, and visiting in the District. Led by a manager, the division is staffed by a risk reduction fire officer, 4 fire inspectors and 2 public educators. Together they directly support the District’s commitment to the proactive preservation of life and property.



3 MINUTES TO LIVE 
FIRE MOVES FAST!

2020 Accomplishments

Total Inspections	1,072
Total Violations Identified & Repaired	1,542
Apartment & Hotel Inspections	210
Apartment & Hotel Violations Identified & Repaired	488
Smoke/CO Alarms Installed	2,030 in 647 Homes Impacting 2,579 People
Life Safety Systems Repaired	249 of 1,640 Inspected
Plan Reviews	720 New Projects & Systems Reviewed

Finance Human Resources Logistics

In the year 2020, the Administrative Sections, which include Finance, Human Resources (HR), and Logistics, saw a dramatic change in the manner in which they perform their mission in support of the Emergency Response Section in light of the COVID-19 pandemic. Each Section evaluated the staff needed to support emergency operations resulting in a furlough of two employees. Starting the third week of March, all administrative employees, except for a limited few, were placed into remote work status. Logistics employees mainly operated from District offices, with appropriate distance and protection. Due to the length of the pandemic and its unpredictable end, furloughed employees were laid-off eleven months after they were initially furloughed.

The Finance Section staff worked remotely for most of 2020 and had to convert all of their work flows and processes to a digital format. Thanks to support from the Logistics staff working in person at the Administration Building, Finance has been able to perform all of their tasks working from home including accounting, accounts payable, accounts receivable, grants management and budget.

The HR Section operated the Incident Command System Administration Section of the District in response to the COVID-19 pandemic. The activity of the Section included the usual roles of HR, benefits, compensation and payroll functions, and further expanded to daily tracking personnel, administration of quarantine management and support systems, and employee medical support. HR also increased focus on and strengthened family assistance, support, and communication. In September, Recruit Class 28 with fifteen candidates, was hired to fill operational vacancies.

The Logistics Section began the year with a new Central Supply facility that opened in December 2019. The Logistics staff worked to relocate, equip, and make functional the facility and its related equipment. New processes were developed and implemented to order, receive, and transfer material from the new facility to the rest of the District. In response to the COVID-19 pandemic, the majority of the Logistics staff was deemed essential and continued their duties on site.



New duties were added in support of the Finance and HR Sections which were working remotely. In April, Station #5 was completed and opened for service. Other projects throughout the year included a new roof at Station #1, bathroom remodels at Station #1, and sidewalk and drainage improvements at Pfluger Hall. The Logistics Section also implemented several ESRI ArcGIS dashboards, which report District performance metrics and call volumes. Work also began to design and build Station #6, and that project is well underway with a completion date slated for July 2022.

Station #1	203 E Pecan Street Pflugerville	Fire Engine Ambulance Medic Squad Brush Truck Command Vehicles Reserve Ambulance	
Station #2	15300 Bratton Lane Austin	Fire Engine Ambulance Brush Truck Reserve Engine	
Station #3	2301 Kelly Lane Pflugerville	Fire Engine Ambulance Brush Truck	
Station #4	911 W Pflugerville Parkway Pflugerville	Fire Engine Ambulance Medic Squad Brush Truck Safety Vehicle Reserve Ambulance Air-Light Trailer	
Station #5	1541 W Pflugerville Loop Pflugerville	Quint Ambulance Reserve Squad	
Station #6	Weiss Lane & Wolf Pack Drive Pflugerville	UNDER CONSTRUCTION	

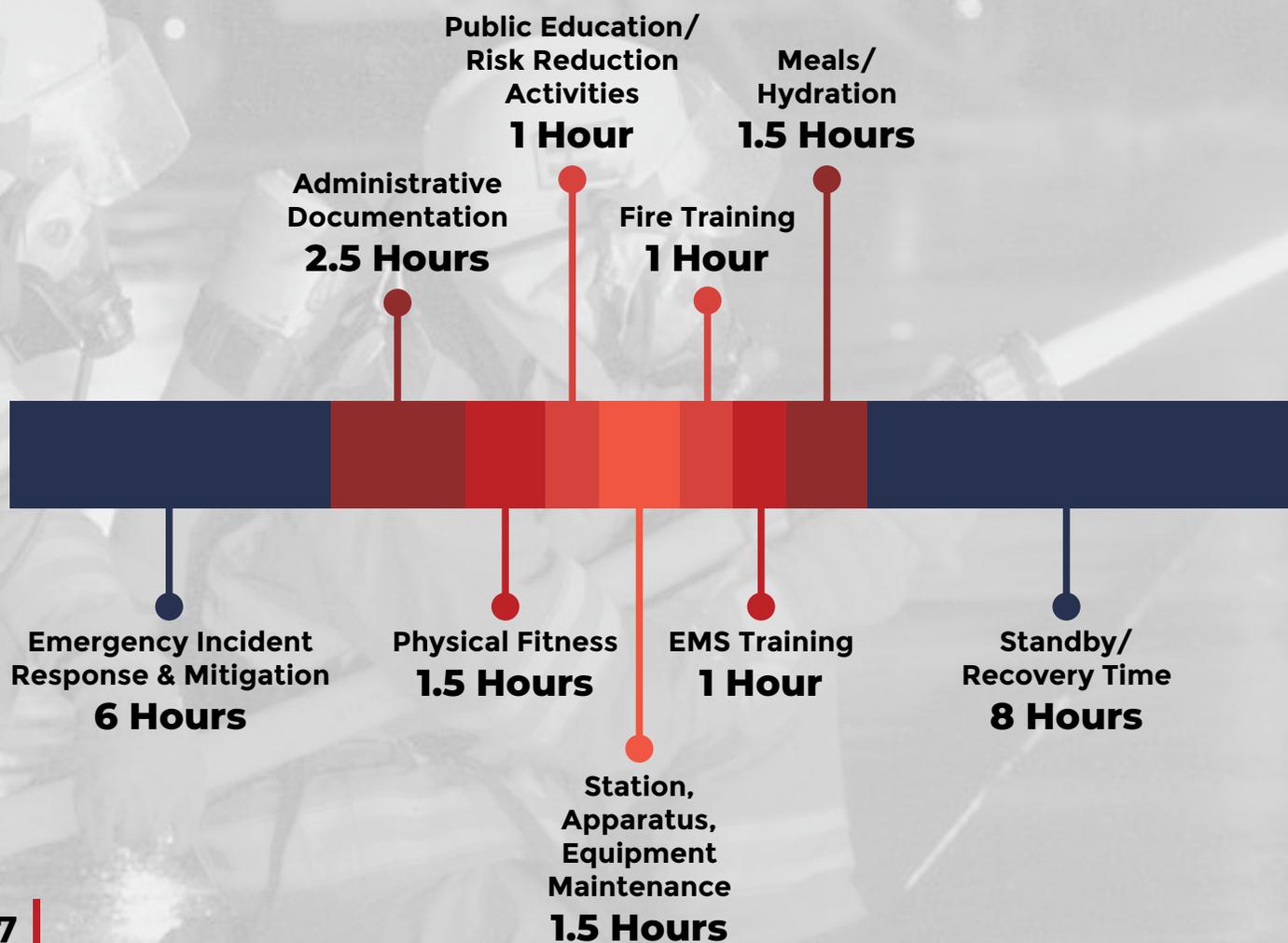
ADMIN FACILITIES & LOCATIONS

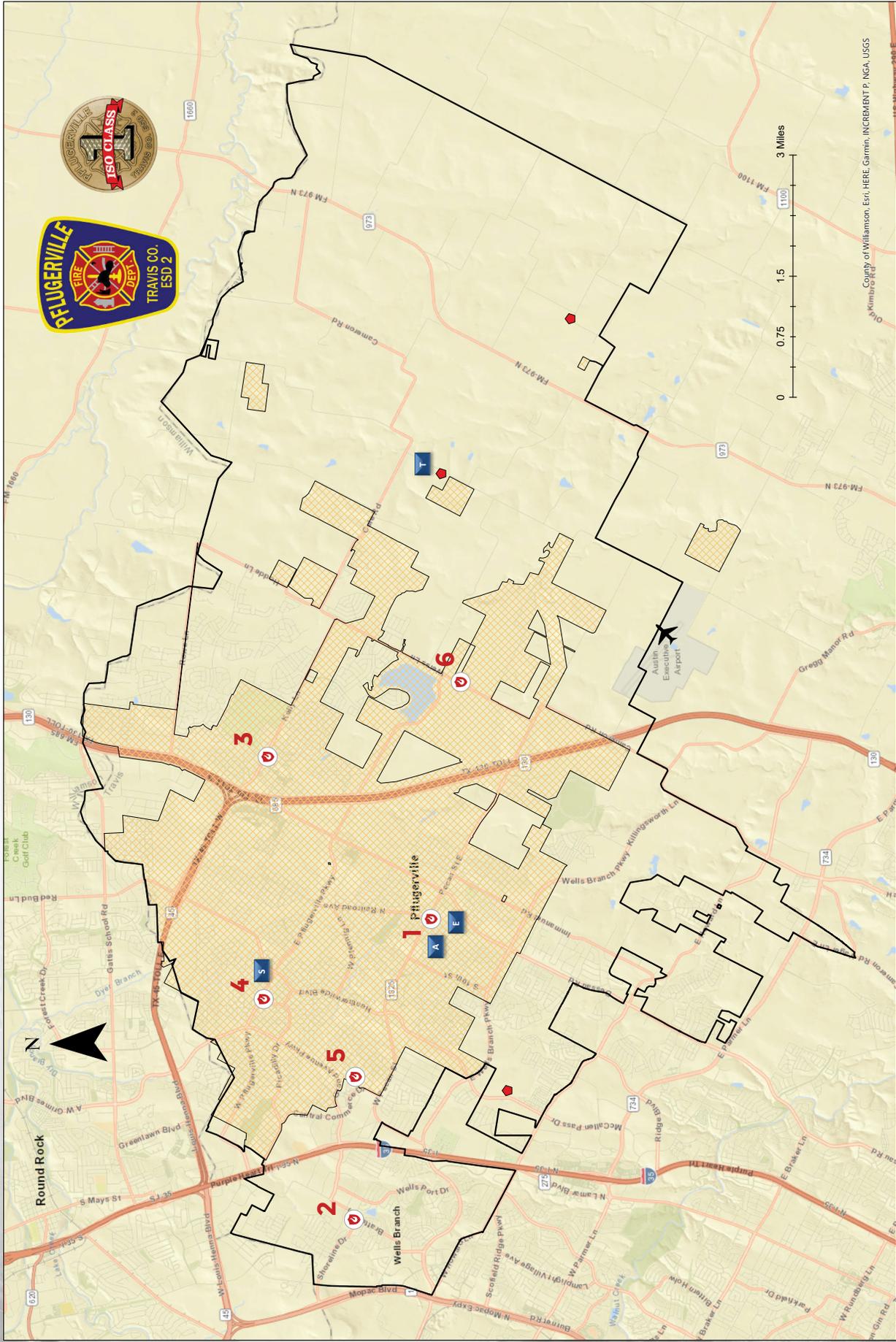
ADMINISTRATION	201 E Pecan Street, Pflugerville
CONFERENCE & EDUCATION CENTER	201B E Pecan Street, Pflugerville
CENTRAL SUPPLY	911 Bldg 2 W Pflugerville Parkway, Pflugerville
PFLUGER HALL	203B E Pecan Street, Pflugerville
TRAINING FIELD	18412 Cameron Road, Manor



A DAY IN THE LIFE OF A FIRE FIGHTER

Each day, on average, firefighters perform the following duties in a 24 hour shift:





- Travis County ESD No. 2 District Boundary
- Stations
- Future Sites
- Pflugerville City Limits
- Administration
- Education
- Training Facility
- Central Supply
- Austin Executive Airport

Area Served
77 Sq. Miles

Population Served
140,000 Citizens

**TRAVIS COUNTY
EMERGENCY SERVICES
DISTRICT NO. 2**



(512) 251-2801

WWW.PFLUGERVILLEFIRE.ORG

203 E PECAN ST, PFLUGERVILLE, TX 78660

LinkedIn | Youtube: Travis County Emergency Services District No. 2
Facebook: @PflugervilleFire