



TRAVIS COUNTY EMERGENCY  
SERVICES DISTRICT NO. 2

# ANNUAL REPORT

2023



TOTAL CALLS

**13,029**



**FIRES**

**332**

BUILDING FIRES

52

COOKING FIRES CONFINED TO A CONTAINER

24

OUTDOOR/BRUSH FIRES

161

VEHICLE FIRES

42



**MEDICAL EMERGENCIES**

**10,553**



# MEET OUR COMMISSIONERS

Our Board of Commissioners are hardworking residents who represent our district. They work behind the scenes to help us maintain the highest level of service. They were appointed by the elected Travis County Commissioners Court because of their deep community roots and their understanding of local government.



**Rico Reyes**  
President



**April Griffin**  
Vice President



**Mike Howe**  
Treasurer



**Robert Turner**  
Assistant Treasurer



**Randall Reese**  
Secretary

## A MESSAGE FROM FIRE CHIEF NICK PERKINS

As we reflect on 2023, I'm proud to say we continue to successfully navigate the demands of a rapidly growing community. For example, we opened Fire Station 6 on Weiss Lane, improving response times to the growing neighborhoods east of SH130. I'm also pleased to say that, despite record inflation, for the third year in a row we were able to lower your property tax rates again.

However, we also faced challenges, including the escalating costs of fire trucks and a nationwide shortage of qualified staff. Through it all, I'm impressed with how our team developed solutions to these hurdles without sacrificing quality.

For the year ahead, we continue to remain dedicated to the safety of our vibrant and growing community. Remember: when you need us, we'll be there.

Sincerely,

**Nick Perkins, Fire Chief**







## OUR TEAM



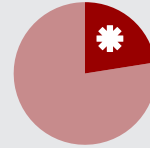
**240**

**FIREFIGHTERS**



**50**

**CADETS IN TRAINING**



**29%**

**PARAMEDICS**



**52**

**PARAMEDIC  
GRADUATES TO DATE**



**10.3%**

**WOMEN FIREFIGHTERS  
(MORE THAN DOUBLE  
THE NATIONAL AVERAGE)**



**12**

**PFISD HS FIRE  
ACADEMY GRADUATES  
WE'VE EMPLOYED**



**14%**

**EMPLOYEES WITH  
MILITARY EXPERIENCE**



**33**

**AVERAGE AGE OF  
EMPLOYEE**

## SERVING OUR COMMUNITY

Our firefighters work a 24/48 shift meaning they work for 24 hours straight and then have 48 hours off. Because of this, we have 3 shifts (A, B, and C) to ensure we have adequate staffing and are prepared to respond to emergencies 24 hours a day, 365 days a year.





# 2023 HIGHLIGHTS

## FIRE STATION 6 GRAND OPENING



Opening Fire Station 6 in the fall of 2023 was a significant milestone for community safety. Here are four reasons we're so excited about this new station.

### 1. QUICK AND EASY ACCESS

Fire Station 6 on Weiss Lane is positioned for easy access to major thoroughfares heading north, south, and to SH 130. This location helps ensure rapid response to emergencies.

### 2. HELP WHERE IT'S NEEDED MOST

We don't just guess where to put stations. We are strategic and use data to determine the best placement. The addition of Station 6 has alleviated strain and enhanced response times for neighboring stations, notably Stations 1, 3, 7, and 8.

### 3. FASTER TIME TO THE TRUCK

Pathways from the dorms to the bays were designed to reduce the time it takes a firefighter to get to the truck, and ultimately an emergency.

### 4. PUTTING SCIENCE AND TECHNOLOGY TO GOOD USE

Specially designed lighting and alarm systems help firefighters wake up calmer and less-disoriented so they're ready to go faster.



# 2023 HIGHLIGHTS

## OUR YEAR IN NUMBERS



**TOTAL SERVICE CALLS**

**13,029**



### TOTAL FIRES

**332**

BUILDING FIRES	52
COOKING FIRES CONFINED TO A CONTAINER	24
OUTDOOR/BRUSH FIRES	161
VEHICLE FIRES	42



### MEDICAL EMERGENCIES

**10,553**

MEDICAL CALLS IN THE CITY OF PFLUGERVILLE	5,148
MOTOR VEHICLE ACCIDENTS	2,682
CARDIAC RELATED EMERGENCIES	895
STROKES	247
49% OF ALL MEDICAL CALLS WERE WITHIN THE CITY OF PFLUGERVILLE	



**1,572**

**FIRE AND  
LIFE SAFETY  
INSPECTIONS**



**100%**

**SUCCESS RATE IN  
FIRE SPRINKLER  
STRUCTURE SAVES**



**648**

**NEW DEVELOPMENT  
PLAN REVIEWS  
CONDUCTED**



**2,336**

**FIRE ALARM AND  
SPRINKLER SYSTEM  
CHECKS CONDUCTED**





# TRAINING DIVISION

Qualified firefighters, EMTs, and paramedics are in short supply all across the country. But staying fully staffed at each station is so important as it's the only way to ensure we're there when you need us. Here's how we stay staffed:



## CADET ACADEMY

Do you want to become a firefighter and EMT, but have no prior training or experience? In our Cadet Academy, we teach and train firefighting, EMS skills and help our cadets get state-certified for a career as a firefighter. Since we re-launched the program in 2022, we have hired 69 graduates.

## HIGH SCHOOL PROGRAM

It's important for teens to leave high school with real-world job skills, and that's exactly what we teach the students enrolled in our class offered through Pflugerville ISD. Students in this program have the opportunity to graduate high school with EMT and firefighter certifications. To date, 100 students have completed the program and we're proud to have offered full-time employment to 12 of these graduates.



## PARAMEDIC PROGRAM

All of our firefighters are EMTs, but paramedics are trained in more advanced life-saving techniques. To encourage cross-training, we offer our own paramedic training program. As a part of this program, enrollees complete 1,486 hours of class, labs, clinical rotations and field experience, including 240 hours in an ambulance.

## HEALTH AND WELLNESS PROGRAM

Physical fitness is a major asset in firefighting. So how do we get and keep our team fit for the job? Through our cadet prep fitness classes and year-round exercise and wellness programs.

All new hires are required to take, and pass, fitness tests to make sure they're effective when they go out in the field. But it doesn't stop there. Current firefighters work out on shift and complete four fitness benchmarks per year. We also make sure our firefighters' overall health is good by conducting annual physicals that are tailored specifically to firefighters' needs.





# OUR STATIONS

If you live in Pflugerville, Wells Branch, or Northeast Austin, then you're in our Emergency Services District. Can you find which station is nearest to you?

We've opened four new stations in the last three years. This helps us get to you quickly, no matter which neighborhood you're in.



## STATION 1

203 E Pecan St,  
Pflugerville, TX



## STATION 2

15300 Bratton Ln,  
Austin, TX



## STATION 3

2301 Kelly Ln,  
Pflugerville, TX



## STATION 4

911 Pflugerville Pkwy,  
Pflugerville, TX



## STATION 5

1541 Pflugerville Loop,  
Pflugerville, TX



## STATION 6

17221 Weiss Ln,  
Pflugerville, TX



## STATION 7

TEMPORARY FACILITY  
18412 Cameron Rd,  
Manor, TX



## STATION 8

TEMPORARY FACILITY  
2101 Crystal Bend Dr,  
Pflugerville, TX



**TO SCHEDULE A STATION TOUR  
SCAN THIS QR CODE OR VISIT  
[PFLUGERVILLEFIRE.ORG/SCHEDULEAVISIT](https://pflugervillefire.org/scheduleavisit)**



# OUR VEHICLES

Our fleet got a boost in 2023 with the addition of 12 emergency vehicles.

Keeping a full fleet helps us get to you when you need us. Unfortunately, wait times to order new emergency vehicles have doubled and the cost for new trucks and ambulances have increased dramatically. To help with this problem, we now use a mix of new and refurbished vehicles in our fleet.



## QUINTS

Also known as the ladder truck, quints have five types of equipment on one truck: pump, water tank, hose, ground ladders and a large ladder on top for rescue and flowing water.



## FIRE TRUCKS

Commonly known as fire engines, these trucks carry firefighters, water, and standard rescue equipment such as ladders, hoses and medical supplies.



## BRUSH TRUCKS

Brush trucks can handle rugged terrain. Since they're easier to drive up to outdoor fires, they're often used to fight wildfires.



## SQUADS

Squads are specially designed to carry tools and equipment for minor medical incidents and can also support larger incidents.



## AMBULANCES

Always ready to transport patients to hospitals, ambulances are fully equipped to administer advanced life support.



## COMMAND STAFF VEHICLES

Command staff vehicles are driven by officers to respond to emergencies. They are equipped with lights, sirens and more.





# BUDGET AND FINANCE

## OUR FUNDING

### PROPERTY TAX RATES

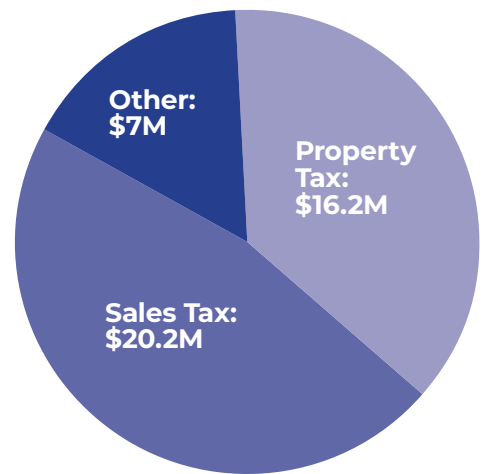
Our property tax rate in 2023 was .08 cents per \$100 dollars of property value. We are one of the lowest cost departments per capita when compared to other fire departments in the region.

### HOW DO WE KEEP OUR RATES SO LOW?

With the help of sales tax. A portion of the sales tax collected within our district is allocated to us, to help fund emergency services.

### HOW DOES THIS BENEFIT YOU?

Sales tax revenue means a fully-funded, top rated fire department and lower property taxes for you and your family. Without the sales tax, your property taxes would be higher and we'd have to cut services to the community.



### 2023 Budget In Review

EMERGENCY OPERATIONS	\$22.2M	Firefighter salaries and benefits, equipment and supplies for emergency responses.
ADMINISTRATION	\$7.2M	Salaries and benefits for non-emergency support staff, contracted services, station and facility expenses.
TRAINING	\$4.4M	New recruit training and staff, paramedic training, practice drills, and continuing education.
RISK REDUCTION AND PREVENTION	\$1M	Building inspection, code enforcement, smoke alarm installations and staff.
DEBT PAYMENTS	\$1.7M	Principal and interest payments on loans.
CAPITAL PROJECTS	\$3.2M	New fire station construction, new fire trucks and ambulances.



# LEARNING CPR SAVES LIVES

Matt Nader had it all. In 2006, he was a 17-year-old star football player for Westlake and was offered a scholarship to play for the UT Longhorns. But one hot day, in the middle of a football game, his heart stopped.

Luckily for him, some of the parents in the stands happened to be doctors and were able to rush to administer CPR to him while they waited for a defibrillator. Matt's life was saved.

Once he was diagnosed with a heart condition, Matt's football career was over. But he had a new mission: advocating for as many people as possible to learn CPR.

As fate would have it, Matt yet again proved the life-saving value of knowing CPR, right here in Pflugerville, 17 years later. As he was leaving a football game at The Pfield, Matt came upon a man lying unconscious in the parking lot. He administered CPR and ordered a friend to call 9-1-1. That's where we came in. Our crew showed up to relieve Matt, use a defibrillator and finally get a pulse.

Matt Nader's life experiences are an important reminder that learning CPR can save lives. In fact, CPR saves over 100,000 lives each year.



## Feeling inspired to learn CPR?

Here are several options where you can learn this life saving skill:

Available CPR Classes	
PFLUGERVILLE FIREFIGHTERS ASSOCIATION	Free and taught by your local firefighters. Available monthly. Not for professional certification.
RED CROSS	Online and hybrid classes offered. Professional certifications available.
KARDIAC LIFESAVERS	Local classes. Professional certifications available.



SCAN TO  
LEARN MORE



# SMOKE ALARMS SAVE LIVES



Our top goal is to prevent deaths and injuries caused by fires. In many cases where deaths and/or injuries occur, there was not a working smoke alarm on the premises at the time of the fire.

To help ensure every resident in our district has a working smoke alarm, we have applied for and received grant funding from the Federal Emergency Management Agency for multiple years. We use this funding to install smoke alarms throughout the community and use census data and our local call data to help target areas of need within our district. Since September 2019, we have installed over 5,300 smoke alarms throughout the community and will be able to continue to do so through August of 2025 because of this grant.

## JUST BECAUSE YOU HAVE SMOKE ALARMS MOUNTED IN YOUR HOME DOES NOT MEAN THEY ARE WORKING.

**Here are some tips to keep your alarms in working order:**

- Press the test button on your smoke alarms monthly.
- Replace batteries every year.
- Replace the whole alarm every 10 years.



If you have questions about your smoke alarms, please call our non-emergency smoke and carbon monoxide alarm hotline. **512-989-4516**





# JOIN OUR MAIL LIST STAY IN TOUCH

**SIGN UP FOR OUR MONTHLY EMAIL LIST. YOU'LL GET:**

- SEASONAL SAFETY TIPS
- INVITATIONS TO FIRE STATION OPEN HOUSES AND SPECIAL EVENTS
- SMOKE ALARM BATTERY CHECK REMINDERS



**SCAN THIS QR CODE TO  
READ THE FULL REPORT:**

