




2024 ANNUAL REPORT

Village Fire Department



www.villagefire.org 

901 Corbindale Road 
Houston, TX 77024

Letter From Fire Chief Miller

FORGING FORWARD

Former Fire Chief Anthony Calagna once told me, “If you aren’t going forward, you’re going backward.” This sentiment perfectly captures 2024—a year of growth, improvement, and resilience for the Village Fire Department. In February, I was honored to be named the permanent Fire Chief, a responsibility I approach with great pride and dedication.

STAFFING & LEADERSHIP

This year, we increased shift staffing from 14 to 15, adding three new employees to reduce overtime, minimize fatigue, and better manage benefit time. We also brought in part-time dispatchers to provide better coverage during leave and emergencies.

In October, we welcomed Amy Buckert as our new Administrator/Finance Director. Her expertise has already made a significant impact, and I am optimistic about the department’s financial future under her guidance.



MAJOR DISASTERS & RESPONSE

Derecho Windstorm (May 16, 2024):

This unprecedented storm struck the Memorial Villages with the intensity of a Category 4 hurricane, causing widespread destruction in just 30 minutes. Our team responded to 177 calls over eight days, focusing on stabilizing incidents, protecting lives and property, and restoring critical services like electricity and internet.

The community's response was inspiring—mayors, council members, and residents united to support cleanup efforts. Their generosity, including food and gift cards for first responders, demonstrated the strength of our villages. FEMA reimbursed \$10,816.18 of the \$14,421.57 in storm-related expenses, helping us offset costs.

Hurricane Beryl (July 7-8, 2024):

With Hurricane Beryl, we had time to prepare. Activating the Emergency Operations Center and adding 12 extra personnel allowed for a smoother response. However, power outages remained a significant challenge, with some residents without electricity or internet for over a week.

Lessons from the Derecho—like improving our communication systems with cellular hotspots and satellite backups—proved invaluable. FEMA reimbursed \$21,695.25 of the \$28,927.00 in hurricane-related expenses.

KEY ACCOMPLISHMENTS IN 2024

- **Community Engagement:** Expanded CPR classes and hosted employee appreciation events, recognizing life-saving efforts and years of service.
- **Facility Improvements:** Completed roof repairs on the annex building, drill tower, and main building.
- **Enhanced Communication:** Installed FirstNet Hotspot and Starlink Satellite as communication backups.
- **Operational Progress:** Updated department policies, standard operating procedures (SOPs), and the Mayor's Emergency Management Guide.
- **Staff Development:** Managed retirements, promotions, and increased shift staffing.
- **Emergency Readiness:** Conducted hydrant testing, inspections, and pre-fire planning with local businesses.

LOOKING AHEAD TO 2025

We plan to continue advancing our services by purchasing a new Deputy Chief's vehicle and ordering a new engine and ladder truck.

CLOSING REMARKS

The Village Fire Department remains dedicated to advancing our services and ensuring the safety of our citizens. I am deeply proud of our team's hard work, the support from the Board of Fire Commissioners, and the collaborative spirit of our residents. Together, we continue to build a safer and stronger future for the Memorial Villages for years to come.

Sincerely,



Howard E. Miller, Jr.
Fire Chief

Our Mission

Our mission is to save lives, protect property, and serve our community with courage, commitment, and compassion.



Who We Serve

Village Fire Department proudly serves all six Memorial Villages: Bunker Hill, Hedwig, Hilshire, Hunters Creek, Piney Point, & Spring Valley. The department provides both fire and emergency medical services to a coverage area of over 9 square miles, with a residential population of over 20,000 people and a growing daytime population.

ISO Rating

The Insurance Service Office (ISO) rating is a classification of public fire protection services. This has a direct effect on insurance rates for residents and businesses in the community. Village Fire Department holds an ISO Class 1 rating, which is the best rating possible. VFD continues to evaluate all fire protection services to maintain the ISO Class 1 rating.



Highlights & Accomplishments



Training

- Live burn training completed
- Rescue boat training completed
- Additional TCFP specialized certifications
- Higher TCFP certification levels
- Fire & EMS continuous training

Staff

- Increased to 15 per shift
- Deputy Chief Will Wyatt retired
- Tommy DePaul promoted to Deputy Chief

Community Risk Reduction

- 30 community CPR classes
 - 207 CPR certifications
- School visits
- Station tours

Upcoming Highlights

- Accident/Injury Prevention Program
- Software Implementation
 - Fire Inspections
 - Financial Software
- Increase administrative efficiency
- New Vehicle Purchases
 - Deputy Chief Vehicle
 - Aerial
 - Pumper



Organization Chart

Board of Commissioners

Fire Chief

Admin

**Operations
A, B, & C Shift**

Prevention

Administrator

1 Deputy Chief per shift

Fire Marshal

**Administrative
Specialist**

2 Captains per shift

Communications

3 Operators per shift

4 FT, 2 PT Dispatchers

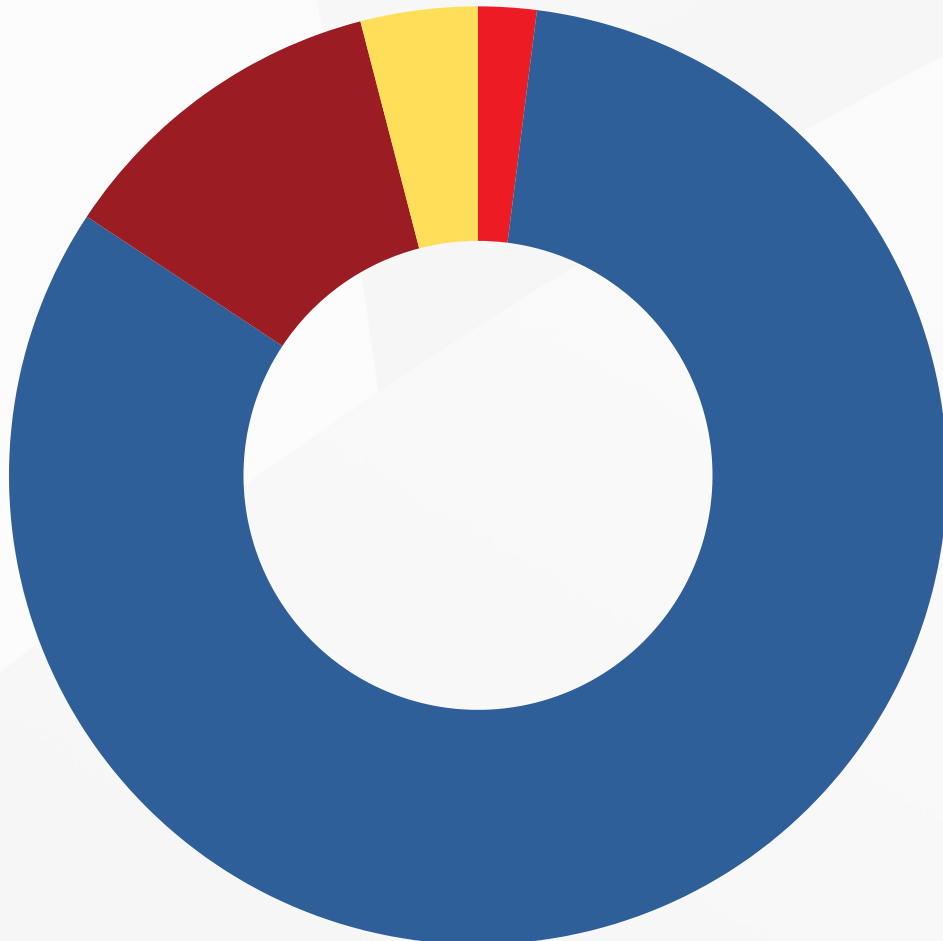
**Mix of 9 Firemedics &
Firefighters per shift**

**Total VFD
Positions: 53**

2024 Budget

2024 Amended Budget (Amendment 2024-01)

- Capital Expenditures \$ 199,033
- Personnel Expenditures \$ 8,158,132
- Operational Expenditures \$ 1,156,322
- Capital Replacement \$ 400,000



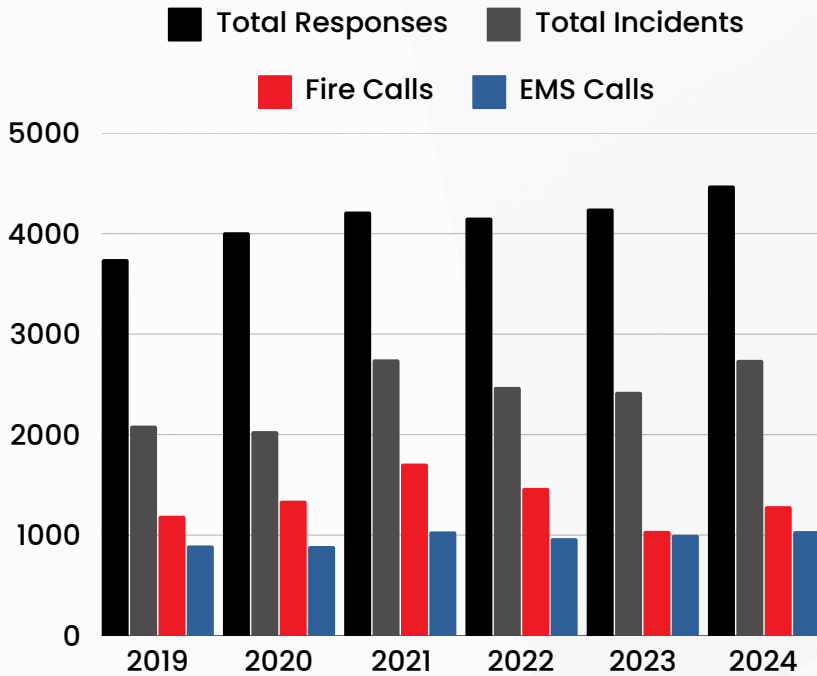
Financial Highlights

- 3% Salary Adjustment for most employees
- Major Purchases
 - Bunker Gear for new hires
 - Routine replacement of/upgrade of IT equipment
 - Routine replacement of protective gear
 - Routine replacement of EMS equipment
 - Misc. equipment to preserve ISO Class 1 rating

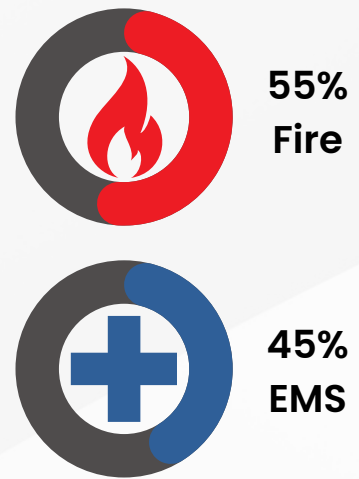


Responses & Incidents

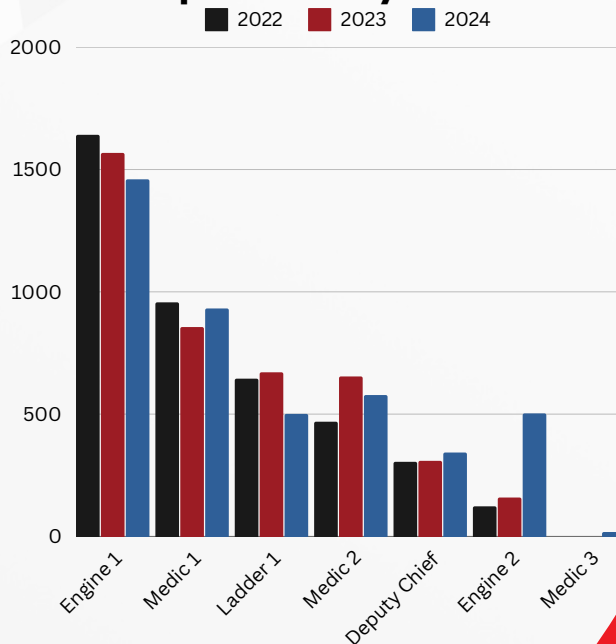
Responses, Incidents, & Call Type



2024 Call Types: Fire vs. EMS



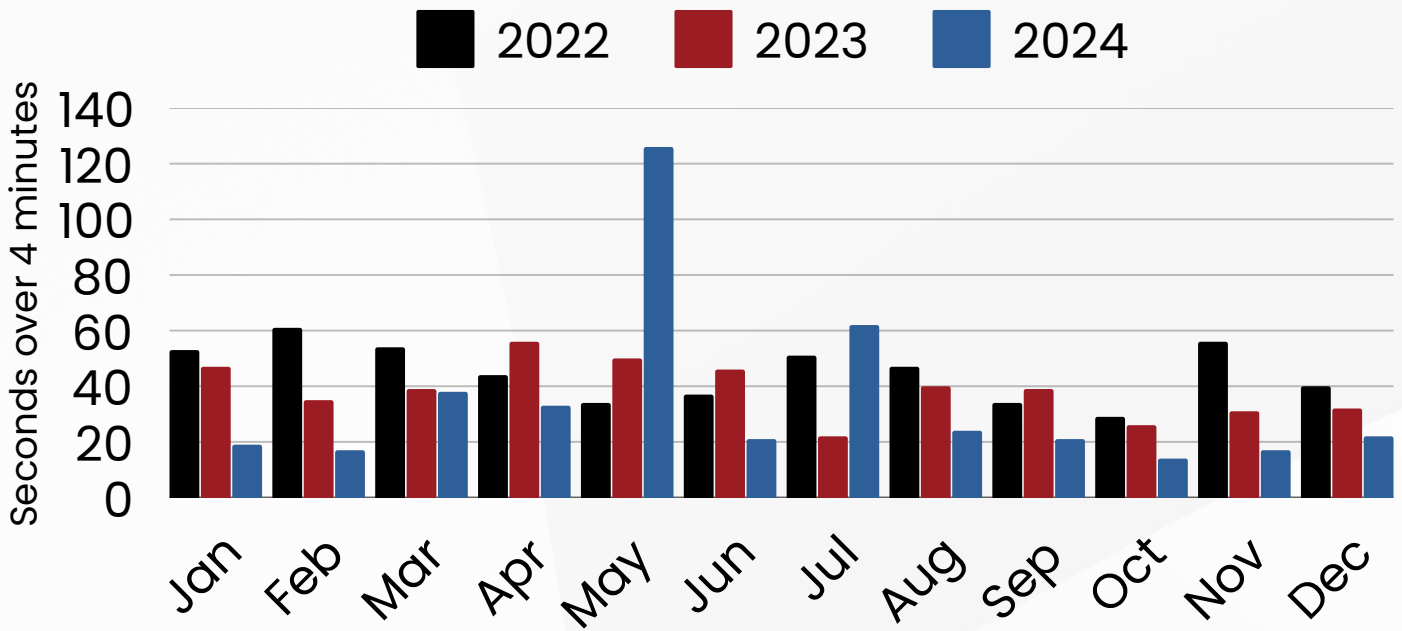
Responses by Truck



Total call volume for 2024 was 2,744 **incidents** resulting in 4,479 **responses**.

An **incident** is one call. A **response** is counted each time a truck is sent to respond to a call. One incident may require two or more trucks resulting in more than one response per incident.

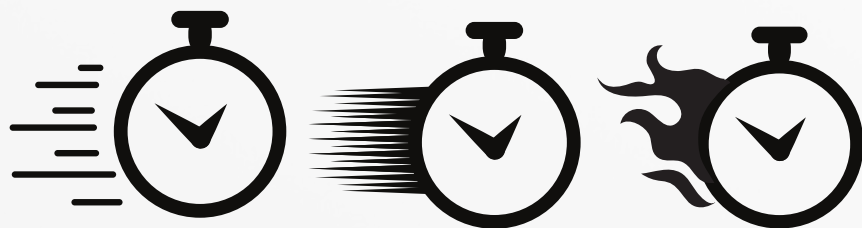
Average Response Time



2022 Average: 4 minutes, 45 seconds

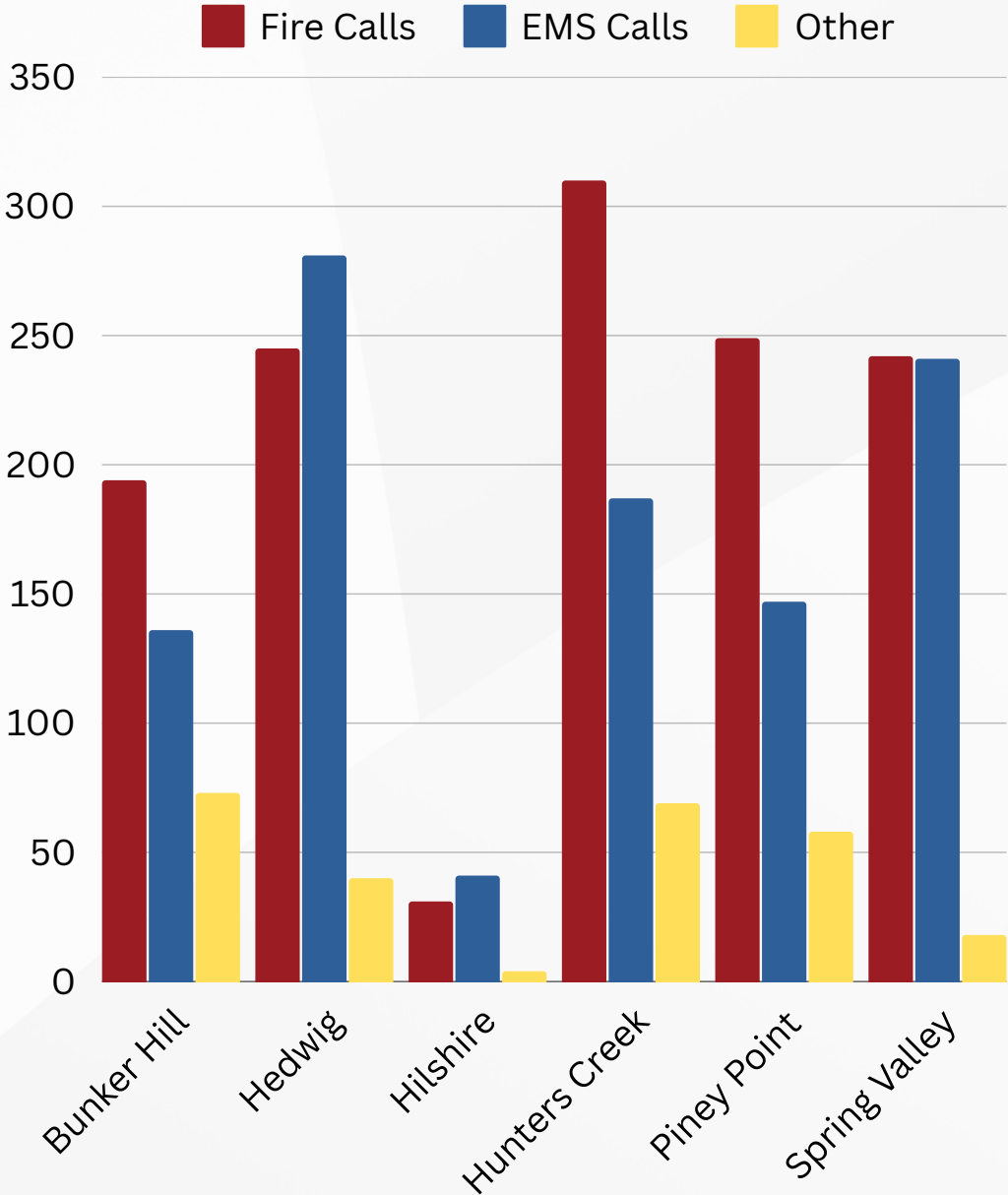
2023 Average: 4 minutes, 38 seconds

2024 Average: 4 minutes, 42 seconds



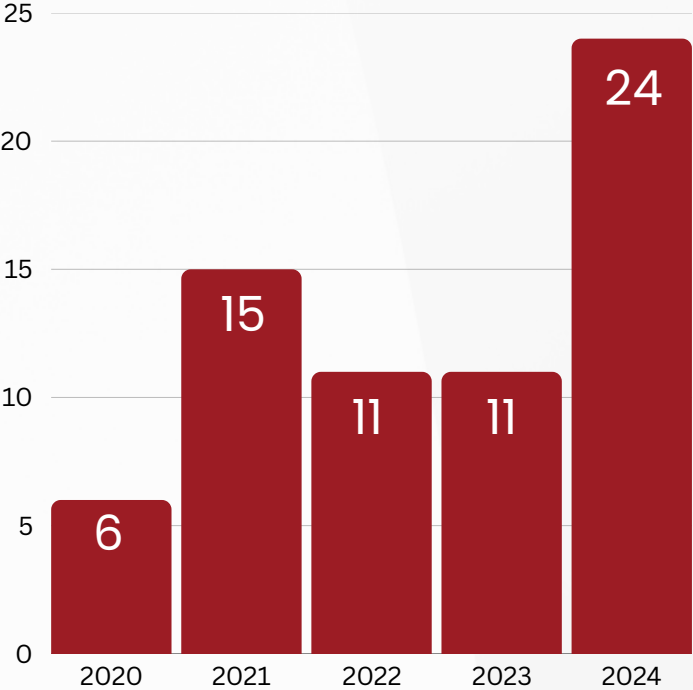
Call Types By Location

2024 Call Types by Location



Fire

Memorial Villages Structure Fires



- House
- Apartment
- Building



EMS

**Average response time to
EMS calls:**

**4 minutes,
24 seconds**

**...that's 32% FASTER than
the standard/base!**

Note: standard/base is
6 minutes, 30 seconds



Most Common Calls in 2024

Fire Type Calls

425 Fire Alarm Residence	19 Vehicle Fire
246 Motor Vehicle Collision	13 Check for Fire
136 Powerlines Down Arcing/Burning	10 Elevator Rescue
72 Fire Alarm Church or School	7 Child Locked in Vehicle Engine Off
65 Fire Alarm Business	7 Electrical Fire
60 CO Detector No Symptoms	6 Motor Vehicle Collision with Entrapment
60 Check for the Smell of Natural Gas	6 Smoke in Residence
45 Gas Leak	5 Check a Noxious Odor
30 Transformer Fire	5 Oven/Appliance Fire
25 Check for the Smell of Smoke	5 Wash Down
21 House Fire	4 Grass Fire

EMS Type Calls

190 Sick Call	24 Hemorrhage/Laceration
134 Fall Victim	23 Abdominal Pain
124 Unconscious Party/Syncope	18 Overdose/Poisoning
88 Difficulty Breathing	17 Allergic Reaction
59 Heart Problems	10 Heat/Cold Exposure
56 Medical Alarm	10 Traumatic Injury
42 Unknown Medical Emergency	9 Diabetic Emergency
39 Injured Party	8 Back Pain
39 Seizures	8 Cardiac/Respiratory Arrest
35 Chest Pain	7 Assault
33 Stroke	7 Carbon Monoxide Alarm w/ Symptoms
28 Psychiatric Emergency	7 Possible D.O.S.

Other Type Calls

165 Service Call Non-emergency
99 Object Down in Roadway

END OF REPORT

