

City University Presentation

New Braunfels Fire
Department

2025



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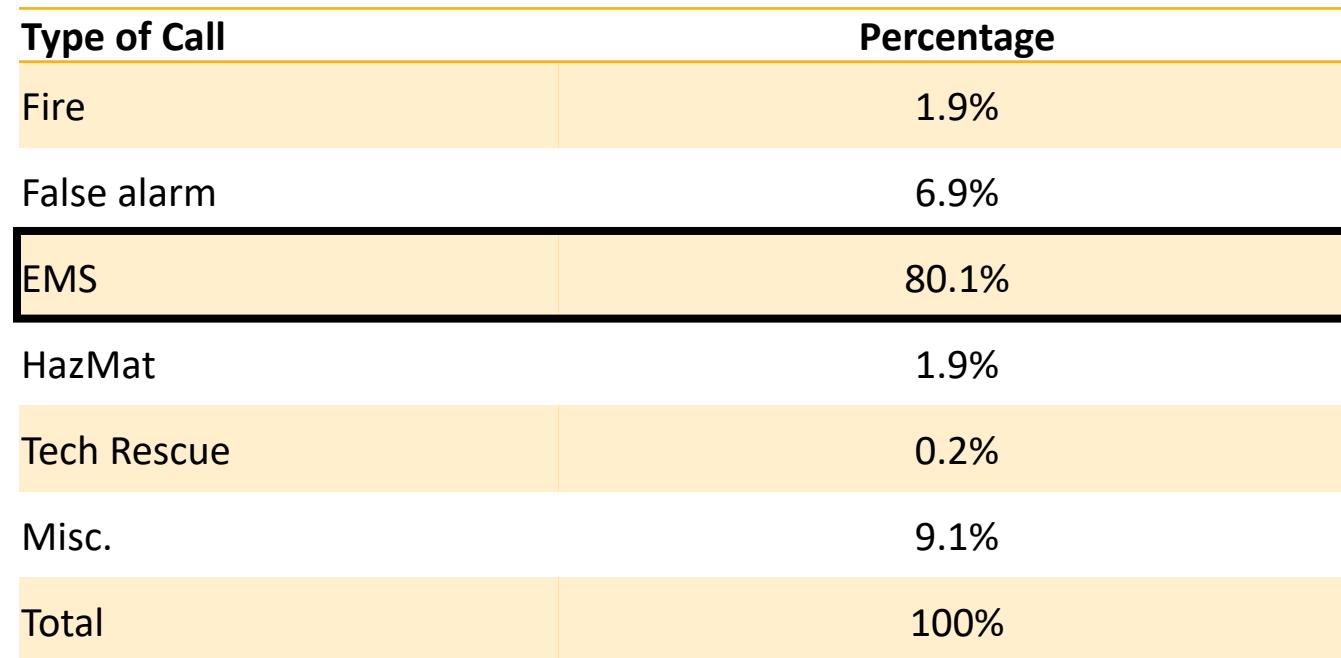
2025





Calls for Service

- ▲ NBFD responded to 13,283 calls for service in 2024



- Emergency Medical Service calls the highest call volume
- Second highest identifiable calls were False Alarms

Mobile Integrated Health Program



Actionable response by administration



Mobile Integrated Health (MIH)

- ▲ A study in the Annals of Emergency Medicine defines super utilizers as “Individuals visiting an emergency department four or more times per year.”
- ▲ In 2023, NBFD responded to 179 “Super Utilizers” that accounted for 1,341 calls (10%)



Actionable response by administration



► Calendar year 2023 NBFD responded to **192 super-utilizer patients** accounting for **1,341 calls**

- Top 25 accounted for 424 calls
- This will be our initial target for MIH
- Included in those top 25:
 - 3 patients called 37 times in 2023



Actionable response by administration



- ▲ Call Volume
 - FY23: 13,277
 - FY24: 13,283
- ▲ Despite the City's Growth and growth in the contracted areas of the ESD7- call volume in the City of New Braunfels has essentially flattened because of MIH
- ▲ Averaging the last 6 month of calls in FY23 compared to the last 6 month of FY24. MIH has avoided 300 calls for service.
- ▲ Cost savings of app \$129,000 (average \$430/call)



New Braunfels Fire Department LAFS program



- ▲ Life and Fire Safety aka “LAFS” is dedicated to teaching the youth of our community how to live safely, free from the effects of uncontrolled fires and accidental injuries.
- ▲ Our Firefighter have attended conferences to learn the techniques needed to produce a professional quality program as a clown.



New Braunfels Fire Department LAFS program



- ▶ Hoffmann Elementary
- ▶ Voss Farms Elementary
- ▶ Walnut Springs Elementary
- ▶ Oak Creek Elementary
- ▶ Clear Spring Elementary
- ▶ Calvary Baptist Academy
- ▶ Klein Road Elementary
- ▶ Veramendi Elementary



New Braunfels Fire Department Pipes and Drums



- A Nonprofit who buy their own equipment and uniforms through sales of T-shirts at ST. Paty's Day Pub Crawl

Questions?

