



2022 ANNUAL REPORT





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MESSAGE FROM THE FIRE CHIEF

It is an honor to present the Lake Havasu City Fire Department's CY 2022 Annual Report, which summarizes the numerous accomplishments and ongoing activities we delivered to the community on behalf of our devoted, compassionate, and service-oriented members.

Despite our many successes in CY 2022, the year remained difficult for our community, businesses, and personnel due to continuous supply chain challenges, the economic implications of rising inflation, workforce shortages, and the post effects of the pandemic. Protecting the health and safety of our community stakeholders and personnel while providing the highest level of emergency and non-emergency services citywide was a top priority for the department and city.

I want to highlight a few significant milestones as a result of our team's hard work and dedication:

- ◇ Awarded a \$4,102,575.00 Staffing for Adequate Fire and Emergency Response (SAFER) Grant, administered over three years to hire 11 full-time Firefighters/Paramedics with no matching funds required from the city. The SAFER funding will support the department's increased staffing, enhancing firefighter safety and city service.
- ◇ Awarded two additional grants for CY 2022: Total amount of \$310,200.00.
 - ◆ Arizona Department of Homeland Security Grant for Additional Hazardous Material Equipment.
 - ◆ Assistance to Firefighter Grant (AFG) for Diesel Exhaust Extraction Systems for all Fire Stations.
- ◇ City Council approved an agreement for Clinical Practicum and /or Student Educational Experience with Mohave Community College to allow clinical practicum and student educational experiences through the Fire Department.
- ◇ Completed the Fire Department's Operational & Medical Transport Feasibility Study.
- ◇ 1st Engine Refurbishment Completed.
- ◇ Fire Rehab/CERT team operating under Fire Department's CERT coordinator.

While we cannot list every accomplishment from CY 2022, significant events, or challenges, this report shares many of our successes, statistics, and activities for our community to review. It is a privilege to serve our city and the members of our great department who provide essential fire, rescue, and emergency medical services. I appreciate all the support the mayor, city council, city manager, and city leadership have given the fire department so that we can accomplish our mission.

I look forward to using the Fire Department's Operational Study recommendations as a roadmap for CY 2023. We will continue to plan for the future and focus on the needs of the community based on data-driven decisions. If you have any questions or comments related to the report, please feel free to call or email us at lhcfire@lhcaz.gov.

The Operational Study can be retrieved by visiting the Fire Department website. Direct link below:

https://www.lhcaz.gov/docs/default-source/department-documents/lake-havasau-city-fd-operational-study.pdf?sfvrsn=9b93977c_0

Be Safe,

Peter J. Pilafas

Fire Chief



LAKE HAVASU CITY COUNCIL 2022



Cal Sheehy
Jeni Coke
Jim Dolan
Nancy Campbell
Michele Lin
Cameron Moses
David Lane

Mayor
Vice Mayor
Councilmember
Councilmember
Councilmember
Councilmember
Councilmember

MISSION

The Lake Havasu City Fire Department will safely protect life, property, and the environment by providing professional, efficient, and cost effective services.



MOTTO

Proudly Serving Our Community



VISION

Through innovative, on-going, and progressive training, education, and resources, we will strive to be:

- An organization driven to provide a safe, cost effective, and efficient fire department while honoring our values, mission, and professionalism to achieve our goals.
- Committed and accountable to those we serve.
- Role models in our community and leaders in our profession.

VALUES

CUSTOMER SERVICE

- Every customer contact will serve as an opportunity to improve the situation in a professional manner.

JOB PERFORMANCE

- We will respond to all requests for assistance safely, promptly, and efficiently

COMMUNICATIONS

- Communications will be clear, concise, courteous, and easy to understand.

ACCOUNTABILITY

- We are accountable for our actions and how they affect others.

LEADERSHIP

- Our leadership style will be progressive, consistent, and adaptable by using accurate information to make appropriate decisions.

2022 DEPARTMENT HIGHLIGHTS

FIRE ADMINISTRATION

- ◇ Starting the Implementation of Lexipol for all Policies and Procedures in the Fire Department.
- ◇ Continue to host the State of the Department after the approval of the adopted budget.
- ◇ Pilot Firefighter/Paramedic apprenticeship program implemented with (3) volunteers.
- ◇ Maintaining Fire Command and Firefighter Association meetings.
- ◇ Continuously monitoring the impacts of the growing population, future community developments, community risks, and demands for Fire/EMS services.
 - ◆ Data Driven Decision Making-Planning & Forecasting
 - ◆ Funding Sources & Staffing Levels
 - ◆ Realistic Goals & Objectives
- ◇ Assisted with Annual Household Hazardous Waste Day at Fire Station 2.
- ◇ Hired a Management Analyst to focus on payroll process, maintain accurate data, and improve the department's efficiency.

FIRE OPERATIONS

- ◇ Personnel
 - ◆ (7) New Firefighter/Paramedic for CY 2022 & CY 2023 we're projecting to hire up to 16 new members due to retirements or resignations.
 - ◆ (12) in the PSPRS Drop Program as December 2022
 - ◆ (2) Firefighter/Paramedic Trainees are in Paramedic School
 - ◆ Conducting Promotional Process for Battalion Chief and Captain Positions and added Staff Assessments to the process. Promotional Process Completed in early 2023.

- ◆ Council approved agreement with NFPA 1582 LLC to provide annual physical on-site and FD implemented new Wellness & Physical Fitness Policies in 2023.
- ◇ Vehicle Refurbishment & Replacement Program.
 - ◆ New Engine Delivery Date Changed to 2023
 - ◆ New Fire Boat Ordered & Delivery Expected in December of 2023
 - ◆ (1) Fire Command Vehicle & (1) Fire Support Vehicle ordered but are delayed.
 - ◆ Reevaluating the replacement program due to delays with delivers.
- ◇ Working with Vehicles Maintenance to Improve Repair Process and Training
- ◇ Developing a Fire Department Centralized Supply System.
- ◇ Continue to develop a replacement program for needed equipment and update apparatus inventory.
- ◇ Purchased (11) New Thermal Imaging Cameras and accessory equipment.
- ◇ (7) new gas detectors (Sensit) purchased and (1) calibration system.

FIRE PREVENTION/COMMUNITY RISK REDUCTION

- ◇ Continuing to implement electronic fire inspection and pre-planning software.
- ◇ 7g Part-time Inspector program implemented.
- ◇ Recruiting for Fire Inspector Position.
- ◇ Restructuring-Reorganizing Fire Prevention Division in FY 23-24.

2022 DEPARTMENT HIGHLIGHTS

- ◇ Hired Administrative Specialist I.
- ◇ Scheduled Annual Inspections-Customer Service Oriented – Education vs. Enforcement
- ◇ Managing the Fire Service CTE program-MOU expires in May of 2023.
- ◇ Maintaining Community Outreach Programs, Residential Knox Program, and Smoke Detector Program.

TRAINING

- ◇ Total of (6) members attended State Fire School.
- ◇ Maintaining Blue Card Training for all line staff.
- ◇ Assigned Acting Battalion Chief of Training.
- ◇ New expectations for Training Division: Succession Planning, Focus Hands on Training, Company & Multi-Company Job Performance Requirements, Annual or Biannual Driver Requalification Requirements.
- ◇ Updated New Hire Orientation and Standardized the Swim Test.
- ◇ Hosting Fire or EMS Training Classes in Havasu.

EMERGENCY MEDICAL SERVICES

- ◇ Working on CON (Certificate of Necessity) application for Medical Transport Program.
- ◇ Creating new budget items for pending Medical Transport Program
 - ◆ New Ambulances and Equipment
 - ◆ Additional Personnel for EMS Division
- ◇ Created RFP to retain a third-party ambulance billing company

- ◇ New Medical Director as of January 1, 2023.
- ◇ Implemented RFID inventory management system for EMS supplies.
- ◇ Maintaining reporting system to track EMS service delivery and transports.

SPECIAL OPERATIONS

Hazardous Material Team

- ◇ Hazardous Material Team is Functional and Operational Readiness.
- ◇ Maintaining and Responsible for the Carbon Monoxide System in the Channel.
- ◇ Developing Replacement Program for Equipment.
- ◇ Maintain Monthly Training Drills.

Technical Rescue Team (TRT)

- ◇ Conducting Monthly Training Drills & Completed Annual Confined Space Training.
- ◇ Maintain Partnership with MCSO Search & Rescue Team.
- ◇ Completed Equipment Inventory and Developing a Replacement Program for Outdated Equipment.
- ◇ Ordered New Desert Rescue Unit-Estimated Delivery 2023.

ARFF Program

- ◇ (3) members are signed up for ARFF training program in 2023.
- ◇ Continue to develop an Emergency Operations Plan & Procedures for Airport.
- ◇ Continue to maintain ARFF equipment.

DEPARTMENT OVERVIEW



FIRE DEPARTMENT MEMBERS

Fire Chief - Peter Pilafas

Management Analyst - Karyn Howe

Deputy Fire Chief-Prevention - Scott Hartman

Fire Prevention Officer - John Boone

Fire Inspector - Brian Springer

Public Education - Gina Gutierrez

Prevention-Admin Specialist - Heidi Hernandez

Admin Clerical Office Aide - Geryl MacConaghy

Deputy Fire Chief-Operations - Jasen Stello

Support Services - Kathy Myers

Support Services Aide - John Grant

Training - Acting BC Ryan Felish

EMS Coordinator - BC Tim Maple

Training-Administration - Janet Brantley

Admin Clerical Office Aide - Terrie Eller

A SHIFT

Battalion Commander
BC Scott Green

STATION 1

Capt. Mike Blomenkamp
Eng. David Meraz
FF Lonnie Pope
FF Kerek Hansen
FF Morgan Best

STATION 2

Capt. Nathan Adler
Eng. Lee Janowski
FF Ricky Beach

STATION 3

Capt. Mark Martz
Eng. Corky Coiner
Eng. Kevin Tiedeman
FF Chase Trevett
FF Michael Friesz

STATION 4

Capt. Jason Lawson
Eng. Terry Gloeckner
FF Dale LaLande

STATION 5

Capt. Aaron Bracamonte
Eng. Mick Scharbrough
FF Jacob Azar
FF Kyle Niquette

STATION 6

Capt. Jay Sylvester
Eng. Mike Connelly
FF Preston Alexis

B SHIFT

Battalion Commander
BC Jeff Kemp

STATION 1

Capt. Chris Bracamonte
Eng. Scott Jump
FF Brandon Livermore
FF Ryan Smith
FF Eddie Miller
FF Tyler Brophy

STATION 2

Capt. Jason Macklem
Eng. Michael Carlson
FF Tim Nelson

STATION 3

Capt. Nic Jones
Eng. Jonathan Irula
FF Rick Kelm
FF Troy Mosley

STATION 4

Capt. Earl Saucier
Eng. Jeff Lockwood
FF Bryan Semmens

STATION 5

Capt. Kevin Shuck
Eng. Nicholas Hovdal
FF Prentice Taylor
FF Brady Stephens

STATION 6

Capt. Clay Bishop
Eng. Clint Nelson
FF Chris Stansbury

C SHIFT

Battalion Commander
BC Carl Stello

STATION 1

Capt. John Kowalski
Eng. David Miura
FF Kamrin Dooley
FF Justin Madsen
FF John Clark
FF Tom Platton

STATION 2

Capt. Luther Smith
FF Bill Sherman
FF Sam Grosnick

STATION 3

Capt. Martin Port
Eng. Matthew Maloney
FF Aric Lynen
FF Arman Abedini

STATION 4

Capt. Scott Jacobs
Eng. Tyler Zink
FF Adrian Lopez

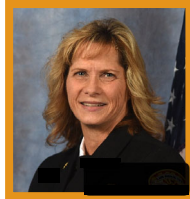
STATION 5

Capt. -VACANT-
Eng. Mark Terriquez
FF Joe Tobin
FF Michael Kemp
FF Will Little

STATION 6

Capt. Rich Schulenberg
Eng. Sean Mulligan
FF Matthew Duthie

RETIREEES



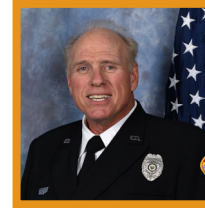
Terrie Haas, Executive Assistant
July 1, 2001 to September 1, 2022



Mike Quijada, Battalion Chief
July 6, 2002 to October 31, 2022



Brian Springer, Fire Inspector
August 11, 2018 to November 3, 2022



Mark Martz, Fire Captain
September 27, 1987 to December 7, 2022

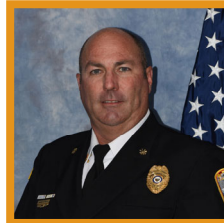
PROMOTIONS



Luther Smith Jr., Fire Captain
January 8, 2022



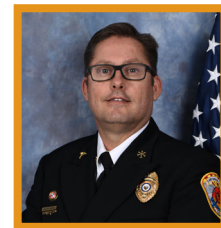
Nicholas Hovdal, Fire Engineer
January 8, 2022



Jasen Stello, Deputy Fire Chief
February 2, 2022



David Meraz, Fire Engineer
March 5, 2022



Scott Green, Battalion Chief
March 5, 2022



Scott Jacobs, Fire Captain
March 5, 2022



Michael Carlson, Fire Engineer
December 10, 2022

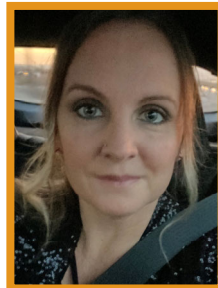
NEW HIRES



Kerek Hansen
Firefighter/Paramedic Trainee
January 7, 2022



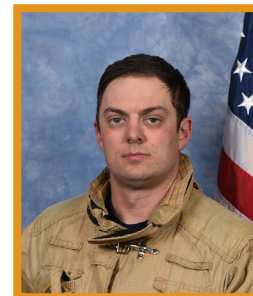
Brady Stephens
Firefighter/Paramedic Trainee
January 7, 2022



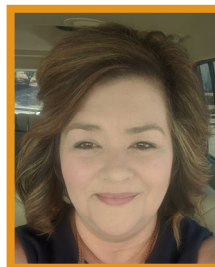
Karyn Howe
Management Analyst
August 8, 2022



Arman Abedini
Firefighter/Paramedic Trainee
June 11, 2022



Kyle Niquette
Firefighter/Paramedic Trainee
August 22, 2022



Heidi Hernandez
Administrative Specialist I
October 3, 2022

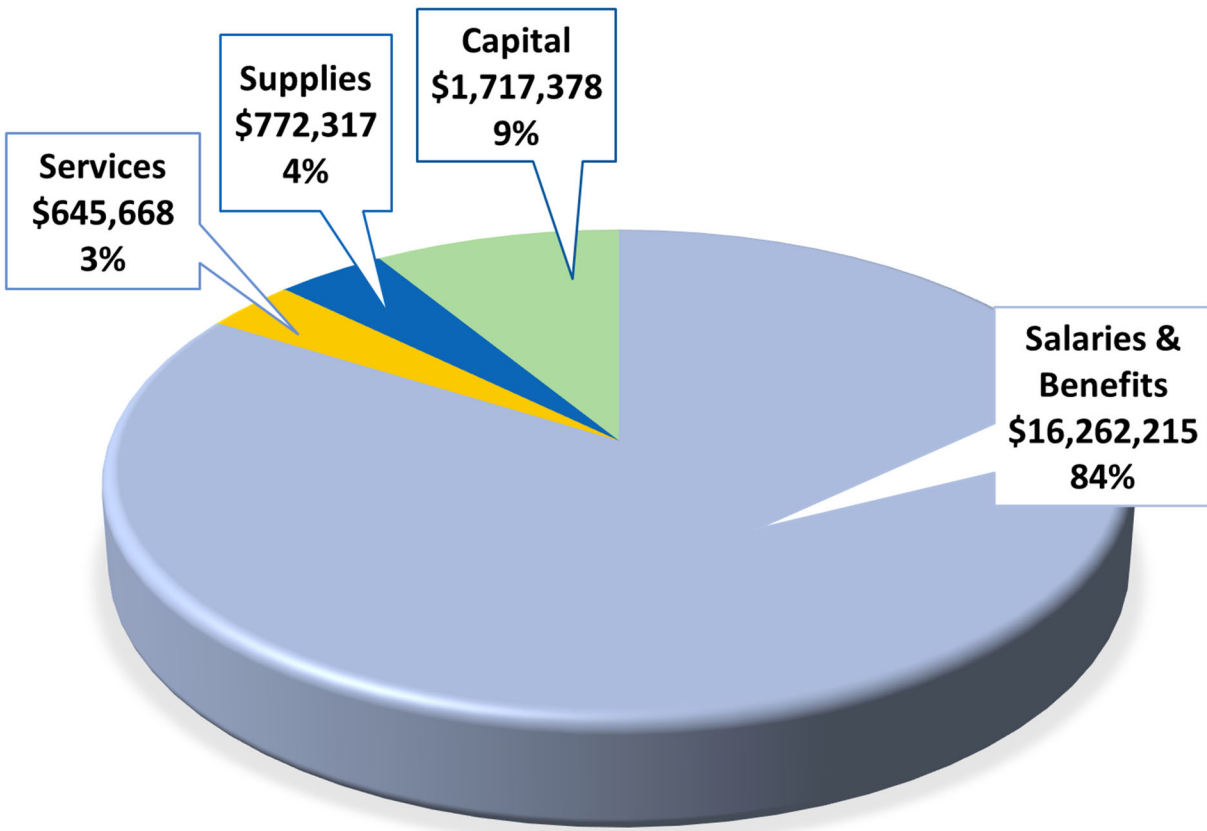


Bryan Semmens
Firefighter/Paramedic Trainee
October 17, 2022



Adrian Lopez
Firefighter/Paramedic Trainee
October 24, 2022

BUDGET BREAKDOWN



BUDGET TRENDLINE



FIRE STATIONS



Station 1 | **96 Acoma Blvd. S.**
2,507 calls



Station 2 | **2065 Kiowa Blvd. N.**
1,309 calls



Station 3 | **3620 Buena Vista Ave.**
2,406 calls



Station 4 | **3270 Palo Verde Blvd. S.**
1,691 calls



Station 5 | **145 N. Lake Havasu Ave.**
1,955 calls



Station 6 | **5600 Hwy. 95 N.**
188 calls

APPARATUS INFORMATION

Quint/Aerial Ladder Truck:

This serves a dual purpose of an engine and an aerial ladder truck. “Quintuple” refers to the five functions that a **quint** provides - pump, water tank, fire hose, aerial device, and ground ladders.



Engine:

This functions as a firefighting apparatus that transports firefighters and water to an incident, as well as carrying equipment for firefighting operations.

Special Operations Rescue Unit:

This vehicle carries necessary equipment that supports our special operations teams when they perform: technical rescues, extrication, and water rescue.



Medic Unit:

The Medic Unit, which only carries medical gear, response to low-acuity emergency medical service (EMS) calls instead of running an engine or aerial to the incident.

APPARATUS INFORMATION



Airport Rescue & Firefighting Vehicle (ARFF):

Is a type of firefighting apparatus that assists in the emergency response, mitigation, evacuation, and rescue of passengers and crew of aircraft involved in aviation accidents and incidents.

Fireboat:

This specialized watercraft is designed for fighting shoreline and boat fires. It has also assisted in transporting patients to the shoreline for hospital transport.



Battalion Chief & Command Vehicle:

Transports the Battalion Chief, who serves as the Incident Commander on the scenes of a fire and medical incidents.

Fire Prevention Vehicle:

Transports fire inspectors and fire investigators.



REFURBISHMENT **BEFORE**



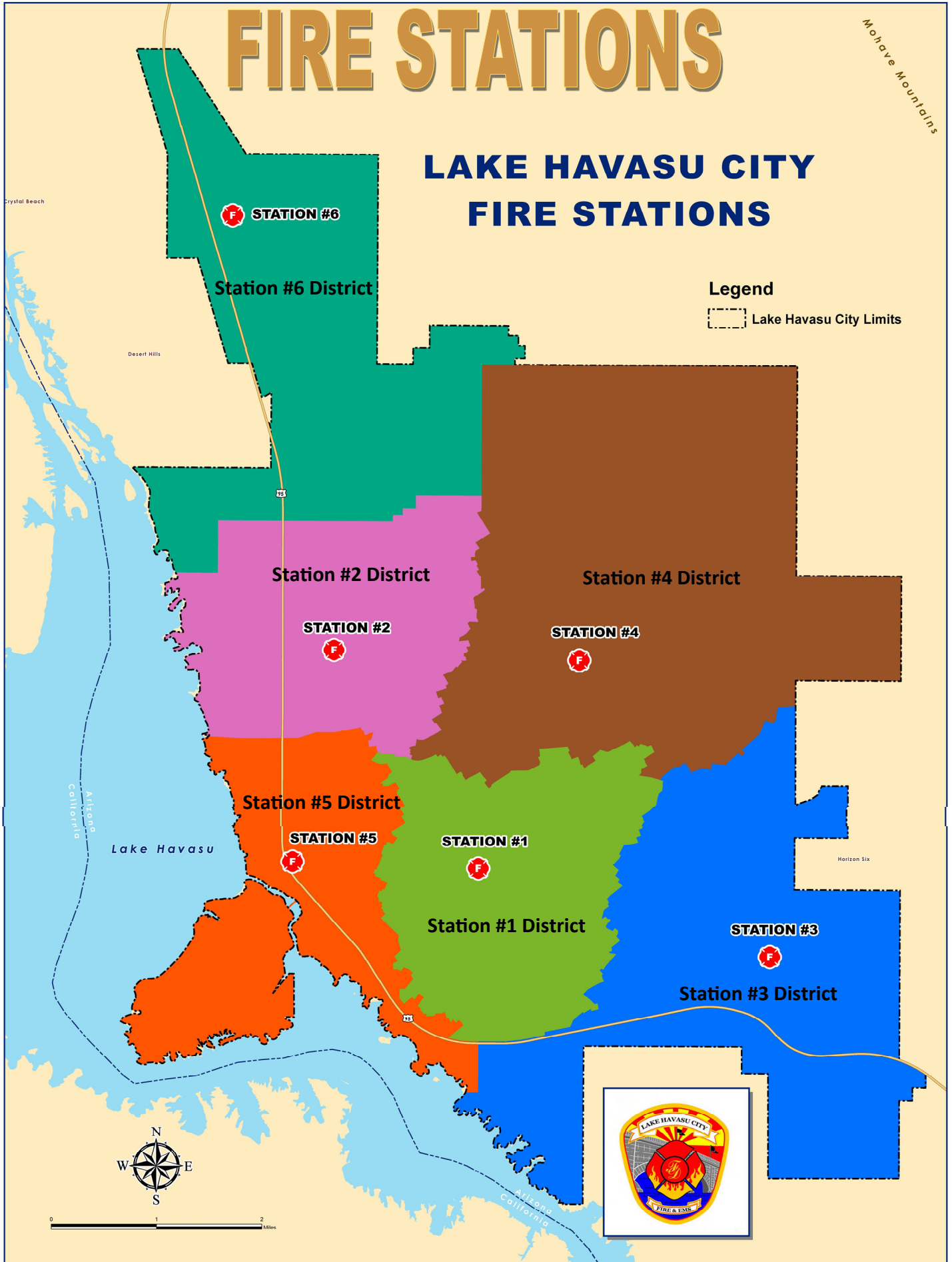
REFURBISHMENT AFTER



FIRE STATIONS

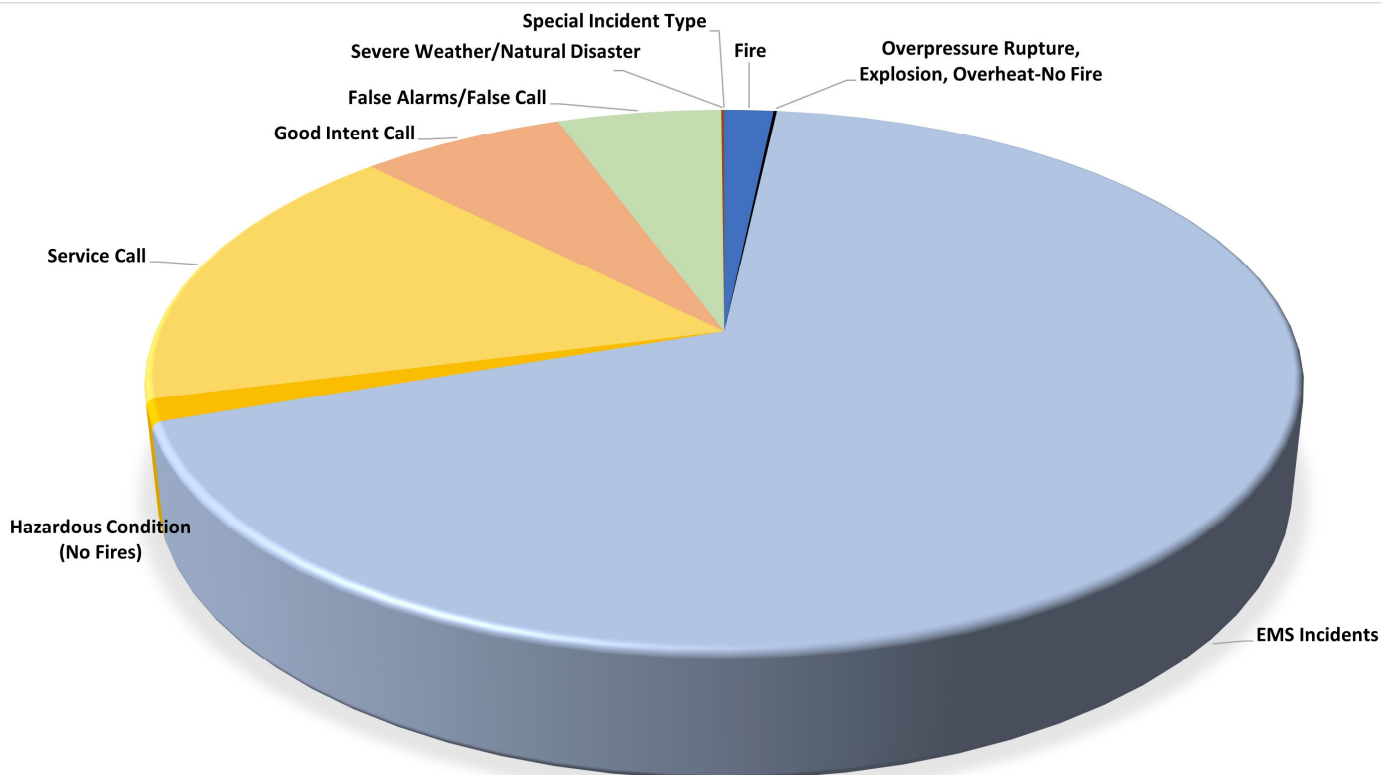
Mojave Mountains

LAKE HAVASU CITY FIRE STATIONS



2022 STATISTICS

RESPONSE TYPES BY CATEGORY



INCIDENT RESPONSE DATA

INCIDENT TYPE	2022	2021	2020
Fire	155	152	193
Overpressure Rupture, Explosion, Overheat-No Fire	11	1	6
EMS Incidents	6839	6578	5839
Hazardous Condition (No Fires)	133	108	144
Service Call	1669	1493	1296
Good Intent Call	690	726	797
False Alarms/False Call	541	511	449
Severe Weather/Natural Disaster	8	9	0
Special Incident Type	2	0	2
TOTAL	*10,048	9,578	8,726

* Highest Incident Responses in LHCDF History

Basic Incident Type Code And Description (FD1.21)	Total Incidents	Total Incidents Percent of Incidents
Incident Type Category 1 - Fire		
111 - Building fire	28	0.28%
112 - Fires in structure other than in a building	1	0.01%
113 - Cooking fire, confined to container	10	0.10%
114 - Chimney or flue fire, confined to chimney or flue	2	0.02%
118 - Trash or rubbish fire, contained	9	0.09%
121 - Fire in mobile home used as fixed residence	1	0.01%
122 - Fire in motor home, camper, recreational vehicle	1	0.01%
131 - Passenger vehicle fire	27	0.27%
134 - Water vehicle fire	8	0.08%
135 - Aircraft fire	2	0.02%
137 - Camper or recreational vehicle (RV) fire	6	0.06%
140 - Natural vegetation fire, other	3	0.03%
142 - Brush or brush-and-grass mixture fire	19	0.19%
151 - Outside rubbish, trash or waste fire	18	0.18%
152 - Garbage dump or sanitary landfill fire	1	0.01%
154 - Dumpster or other outside trash receptacle fire	10	0.10%
155 - Outside stationary compactor/compacted trash fire	1	0.01%
160 - Special outside fire, other	1	0.01%
161 - Outside storage fire	3	0.03%
162 - Outside equipment fire	3	0.03%
163 - Outside gas or vapor combustion explosion	1	0.01%
	Total: 155	Total: 1.54%
Incident Type Category 2 - Overpressure Rupture, Explosion, Overheat (No Fire)		
210 - Overpressure rupture from steam, other	1	0.01%
221 - Overpressure rupture of air or gas pipe/pipeline	1	0.01%
223 - Air or gas rupture of pressure or process vessel	2	0.02%
243 - Fireworks explosion (no fire)	1	0.01%
251 - Excessive heat, scorch burns with no ignition	6	0.06%
	Total: 11	Total: 0.11%
Incident Type Category 3 - Rescue & Emergency Medical Service Incident		
311 - Medical assist, assist EMS crew	656	6.53%
320 - Emergency medical service, other	1	0.01%
321 - EMS call, excluding vehicle accident with injury	5,854	58.26%
322 - Motor vehicle accident with injuries	148	1.47%
323 - Motor vehicle/pedestrian accident (MV Ped)	17	0.17%
324 - Motor vehicle accident with no injuries.	121	1.20%
331 - Lock-in (if lock out , use 511)	1	0.01%
341 - Search for person on land	10	0.10%
342 - Search for person in water	4	0.04%
353 - Removal of victim(s) from stalled elevator	8	0.08%
363 - Swift water rescue	2	0.02%
365 - Watercraft rescue	2	0.02%
381 - Rescue or EMS standby	15	0.15%
	Total: 6839	Total: 68.06%
Incident Type Category 4 - Hazardous Condition (No Fire)		
410 - Combustible/flammable gas/liquid condition, other	1	0.01%
411 - Gasoline or other flammable liquid spill	12	0.12%
412 - Gas leak (natural gas or LPG)	30	0.30%
413 - Oil or other combustible liquid spill	4	0.04%
420 - Toxic condition, other	1	0.01%
421 - Chemical hazard (no spill or leak)	6	0.06%
422 - Chemical spill or leak	1	0.01%
423 - Refrigeration leak	1	0.01%
424 - Carbon monoxide incident	1	0.01%
440 - Electrical wiring/equipment problem, other	6	0.06%
441 - Heat from short circuit (wiring), defective/worn	5	0.05%
442 - Overheated motor	5	0.05%
444 - Power line down	27	0.27%
445 - Arcing, shorted electrical equipment	23	0.23%
460 - Accident, potential accident, other	1	0.01%
461 - Building or structure weakened or collapsed	2	0.02%

462 - Aircraft standby	6	0.06%
481 - Attempt to bum	1	0.01%
Total:	133	Total: 1.32%
Incident Type Category 5 - Service Call		
511 - Lock-out	8	0.08%
512 - Ring or jewelry removal	2	0.02%
522 - Water or steam leak	3	0.03%
531 - Smoke or odor removal	9	0.09%
541 - Animal problem	9	0.09%
542 - Animal rescue	1	0.01%
550 - Public service assistance, other	5	0.05%
551 - Assist police or other governmental agency	28	0.28%
552 - Police matter	11	0.11%
553 - Public service	33	0.33%
5536 - Smoke Detector Service	113	1.12%
554 - Assist invalid	1,423	14.15%
561 - Unauthorized burning	22	0.22%
571 - Cover assignment, standby, move-up	2	0.02%
Total:	1,669	Total: 16.59%
Incident Type Category 6 - Good Intent Call		
600 - Good intent call, other	1	0.01%
611 - Dispatched and cancelled en route	318	3.16%
621 - Wrong location	3	0.03%
622 - No incident found on arrival at dispatch address	263	2.61%
631 - Authorized controlled burning	18	0.18%
650 - Steam, other gas mistaken for smoke, other	2	0.02%
651 - Smoke scare, odor of smoke	37	0.37%
652 - Steam, vapor, fog or dust thought to be smoke	8	0.08%
653 - Smoke from barbecue, tar kettle	4	0.04%
661 - EMS call, party transported by non-fire agency	16	0.16%
671 - HazMat release investigation w/no HazMat	19	0.19%
Total:	689	Total: 6.85%
Incident Type Category 7 - False Alarm & False Call		
700 - False alarm or false call, other	1	0.01%
711 - Municipal alarm system, malicious false alarm	2	0.02%
714 - Central station, malicious false alarm	3	0.03%
715 - Local alarm system, malicious false alarm	7	0.07%
721 - Bomb scare - no bomb	1	0.01%
730 - System malfunction, other	1	0.01%
731 - Sprinkler activation due to malfunction	4	0.04%
732 - Extinguishing system activation due to malfunction	1	0.01%
733 - Smoke detector activation due to malfunction	59	0.59%
734 - Heat detector activation due to malfunction	4	0.04%
735 - Alarm system sounded due to malfunction	91	0.90%
736 - CO detector activation due to malfunction	5	0.05%
740 - Unintentional transmission of alarm, other	1	0.01%
741 - Sprinkler activation, no fire - unintentional	2	0.02%
742 - Extinguishing system activation	1	0.01%
743 - Smoke detector activation, no fire - unintentional	131	1.30%
744 - Detector activation, no fire - unintentional	38	0.38%
745 - Alarm system activation, no fire - unintentional	185	1.84%
746 - Carbon monoxide detector activation, no CO	3	0.03%
Total:	540	Total: 5.37%
Incident Type Category 8 - Severe Weather & Natural Disaster		
813 - Wind storm, tornado/hurricane assessment	8	0.08%
Total:	8	Total: 0.08%
Incident Type Category 9 - Special Incident Type		
911 - Citizen complaint	2	0.02%
Total:	2	Total: 0.02%
Total:	10,048	Total: 100.00%

DIVISION OF OPERATIONS



- ◇ **MANAGEMENT OF FIREFIGHTING OPERATIONS (1 DEPUTY FIRE CHIEF AND 3 BATTALION CHIEFS)**
- ◇ **MANAGEMENT OF EMERGENCY MEDICAL SERVICES (1 BATTALION CHIEF)**
- ◇ **MANAGEMENT OF THE TRAINING DIVISION (1 BATTALION CHIEF)**
- ◇ **MANAGEMENT OF SPECIAL OPERATIONS (TECHNICAL RESCUE TEAM, HAZARDOUS MATERIALS RESPONSE TEAM, AIRCRAFT RESCUE FIREFIGHTING)**



DIVISION OF OPERATIONS



2022 was the busiest year in Lake Havasu City Fire Department (LHCFD) history ending the year at 10048 responses. This was an increase in annual 9-1-1 call volume up 470 responses from 2021. I want to thank every member of the department for your continued dedication and hard work to provide excellent service to Lake Havasu City residents. The Fire Department had many position changes via retirement, promotion or acting assignments to meet the community response needs. This included promoting 1 Battalion Chief, 3 Engineers, hiring 6 Firefighters, 1 Management Analyst and having 4 department members retire.

In addition, Lake Havasu City Fire Department completed a comprehensive study that operationally supports a deployment model that has initiated the CON application process with Arizona Department of Health Services (AZDHS). This continued process will provide for better coverage of the community ambulance transport needs. We continued our Aircraft Rescue and Fire Fighting (ARFF), Hazmat Team, Technical Rescue Team (TRT) training programs and developed a bi-monthly officer training plan for employee development to aid the organization in planning for attrition. LHCFD continues to work towards a plan to overcome operational challenges related to employee retention, call volume increases, as well as community growth.

Lastly, I want to thank all members that have worked in acting positions through 2022 to allow us the opportunity to complete testing for the early 2023 promotions. A special thanks goes out to Captain Paramedic Ryan Felish for stepping up in our training division to fill in with very short notice and direction. It takes both formal and informal leadership with all of us working together to be a successful organization.

Jasen Stello

Deputy Fire Chief - Operations

FIRE DEPARTMENT Admin Office

A great addition to the Lake Havasu City Fire Department Administration Office was added in 2022. Thank you to Retired Battalion Chief, Jamie Whitt, for accepting this project and delivering a beautiful piece of art for all to admire.



Take notice of the space for future growth. We continue to grow and achieve our goals and this wall art helps us all to see our ongoing positive progress.

DIVISION OF FIRE PREVENTION



The Fire Prevention Division of the Lake Havasu City Fire Department is committed to ensuring the safety of our community and firefighters through plan review for new construction, fire inspections, fire investigations, public education, and community outreach.

The best way to protect a community from fires is with a comprehensive program designed to prevent them. Our firefighters do an exceptional job to put out fires, the damage to the community begins before they even get the call. In addition to destroying vital infrastructure and taking the lives of many, fires can cause billions of dollars in damage to communities.

The Fire Prevention Division is responsible for reviewing specific plans and issuing permits for various fire-related activities and special events. Additionally, the Division inspects sites for fire lanes, responds to fire-related complaints, inspects target buildings for compliance with established fire regulations, and enforces the False Fire Alarm Ordinance. Lake Havasu City has an Insurance Services Office (ISO) rating of Class 2, putting the department in the top 10% of fire department in the nation.

CY 2022 remained a very active time for the Fire Prevention Division. The growth of the city remained strong with the development of new construction and commercial buildings. The notable developments that continue to move forward are the Foothills and Riviera. The new Havasu Riviera Marina opened in May of 2022, which provides a wide variety of lakefront amenities for visitors and residents.

Occupant, business license, and new construction inspections accounted for the majority of our workload this year. A total of 2479 inspections were conducted in CY 2022.

Community Risk Reduction/Public Education remained very active this year. The Public Education Specialist had personnel interaction with over 5,600 members of the community from school age children as well as older adults.

The Career & Technical Education (CTE) Fire Service Program at the Highschool continues to see strong enrollment and positive feedback from the community. We appreciate our partnership with the school district and allowing the students to pursue a future career in the fire service.

The best way to stop fires is through prevention & education!

Scott Hartman

Deputy Fire Chief - Prevention / Fire Marshal

◇ **MANAGEMENT OF
FIRE
INSPECTIONS**

◇ **MANAGEMENT OF
COMMERCIAL/
RESIDENTIAL
INSPECTIONS**

◇ **MANAGEMENT OF
PLAN REVIEWS -
COMMERCIAL
AND RESIDENTIAL**

◇ **MANAGEMENT OF
COMMUNITY
SAFETY AND
EDUCATION**

INSPECTIONS

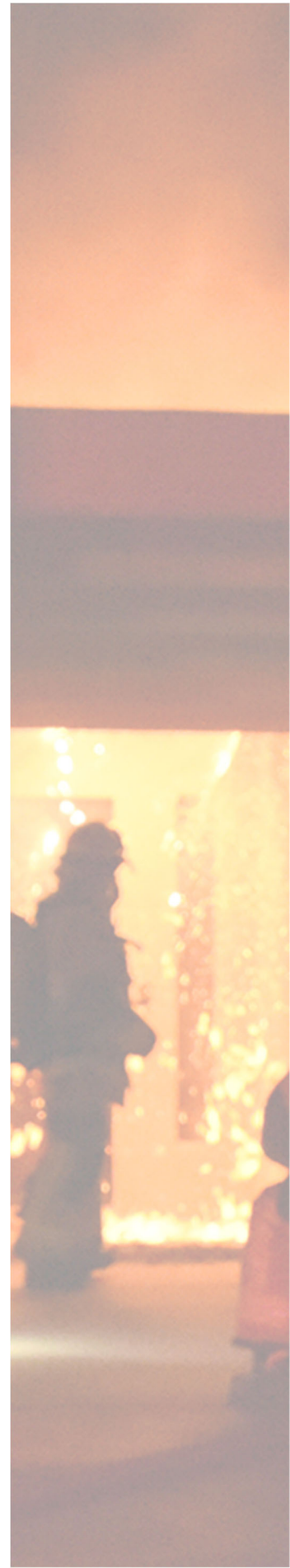
Fire Inspectors are responsible for the enforcement of the Fire Code that Lake Havasu City adopted based on the 2018 edition of the International Fire Code and the accompanying National Fire Protection Association standards. They also assist contractors and owners in obtaining the proper Fire Department permits, the plan submission process, plan review, and fire inspections as required by Lake Havasu City and the International Fire Code.

FIRE INVESTIGATIONS

Fire Investigators primary service is to determine the origin and cause of fires when requested by first responders and to conduct a criminal investigation when the cause is determined to be arson. Our investigators examine the scenes of the fire to determine the cause. They also examine the evidence present at the scene of the fire to determine if there was any criminal activity involved.

2022 PREVENTION STATISTICS

ACTIVITY	2022	2021*	2020*
Plan Reviews	493	589	491
Total Inspections	2,405	2,648	2,734
Violations	3,169	3,296	3,170
Public Educ. Classes	325	213	170
Public Educ. Students	5605	5,684	3,295
Permits Issued	434	1,490	1,055
Fire Investigations - Opened	10	18	20
Fire Investigations - Closed	19	28	18
Env./HazMat Investigation - Opened	0	0	0
Env./HazMat Investigation - Closed	1	0	0
Arsons	1	7	1



2022 PREVENTION STATISTICS

Total Number of Inspections

2405

Public Assembly	Garage/Carport/Sheds
52	3
Office/Service	L.P.G.
368	63
Education/Preschool	Tanks - New/Removed
39	15
Factory/Industrial	Construction
82	100
Hazardous	Fire Systems
0	1064
Hospital/Nursing	Complaints
10	33
Retail Business	Special Inspections
110	183
Hotel/Apartment	Special Events
5	34
Residential	Knox Box Install/Removal
12	273
Storage	Pub Ed Participants
232	5605
Pub Ed Classes	
325	

EMERGENCY MEDICAL SERVICES



In CY 2022, Lake Havasu City Fire Department responded to 6,836 Emergency Medical Service (EMS) and Rescue incidents. During these incidents, 4,867 patients were treated and transported to Havasu Regional Medical Center, and 1,142 refused treatment or required no transport. Additionally, service was provided 1,423 times for invalid or occupant assists. The EMS, Rescue, and Assist Invalid incidents resulted in 82% of our calls in CY 2022.

Lake Havasu City firefighters are licensed by the Arizona Department of Health Services as either an EMT-Basic or EMT-Paramedic, providing emergency medical care to the residents and visitors of Lake Havasu City. The department is part of the Havasu Regional Medical Center's Emergency Medical Services System. The base system ensures that paramedics are properly trained and that victims of injury or illness are assessed, treated, and transported to the Hospital Emergency Department in a timely manner.

The primary goal of EMS is to provide and promote the continued development of an optimal system of emergency medical and trauma care that gives the greatest possible patient outcome and continuously improves our community's health.

The completion of the Medical Transport Feasibility Study in December of CY 2022 was one of our noteworthy accomplishments, as was the enrollment of three (3) Firefighter/Paramedic Trainees into the Wizards and Mohave Community College Paramedic Programs. In addition to the graduation of the Firefighter/Paramedic Trainees, we anticipate implementing the study's recommendations in early CY 2023.

The demand for emergency medical services continues to increase in our growing community. We plan on increasing staffing levels and resources in order to improve our personnel's lifesaving capabilities. We are investing in future training programs, equipment updates, and technology advancements to give the highest level of care. By strengthening our emergency medical services, we can improve the safety and well-being of our community and ensure that we can efficiently respond to any incident that may arise.

As we move into 2023, I look forward to the positive changes in the EMS Division and enhancing our service delivery to the community.

Tim Maple
Battalion Chief - EMS

SUMMARY INFO

- ◇ **2021 CALLS:
9,578**
- ◇ **2022 CALLS:
10,048**
- ◇ **DIFFERENCE OF
470 CALLS**
- ◇ **APPROXIMATE
INCREASE OF 1.3
CALLS PER DAY,
ROUGHLY AN
AVERAGE OF 39
CALLS PER MONTH
DIFFERENCE.**



Fire Department Call Volume

Month	2022		2021		YTD % Change	Call Difference
	Grand Total	% of Total Incidents	Grand Total	% of Total Incidents		
January	938	9.34%	882	9.21%	6.17%	56
February	698	6.95%	637	6.65%	8.74%	61
March	862	8.58%	811	8.47%	5.92%	51
April	859	8.55%	790	8.25%	8.03%	69
May	830	8.26%	785	8.20%	5.42%	45
June	738	7.34%	800	8.35%	-8.40%	-62
July	937	9.33%	910	9.50%	2.88%	27
August	840	8.36%	854	8.92%	-1.67%	-14
September	823	8.19%	703	7.34%	15.10%	120
October	763	7.59%	782	8.16%	-2.49%	-19
November	833	8.29%	723	7.55%	13.21%	110
December	927	9.23%	901	9.41%	3.01%	26
Grand Total	10048	100%	9578	100%	4.66%	470

	2022	2021	Call Avg Increase
Monthly Call Average	837	798	39
Daily Call Average	27.6	26.2	1.3

DIVISION OF TRAINING



The City of Lake Havasu City Training Division works extremely hard to refine and augment existing incumbent training programs. The Training Division is a state certified EMS instruction agency that delivers state and national curriculum to maintain our members required EMS certifications.

The Training Division schedules, conducts, and continuously maintains annual state and national training mandates under the National Fire Protection Association's (NFPA) codes and the Occupational Safety and Health Administration (OSHA) standard for all fire service members.

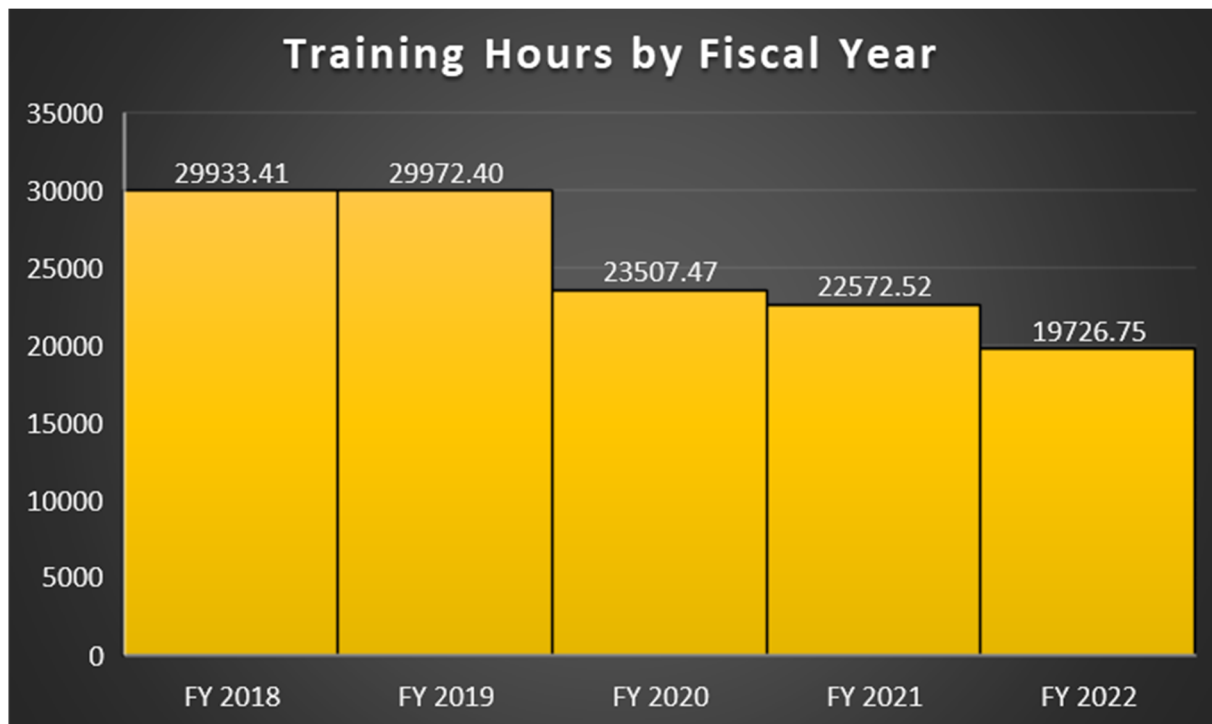
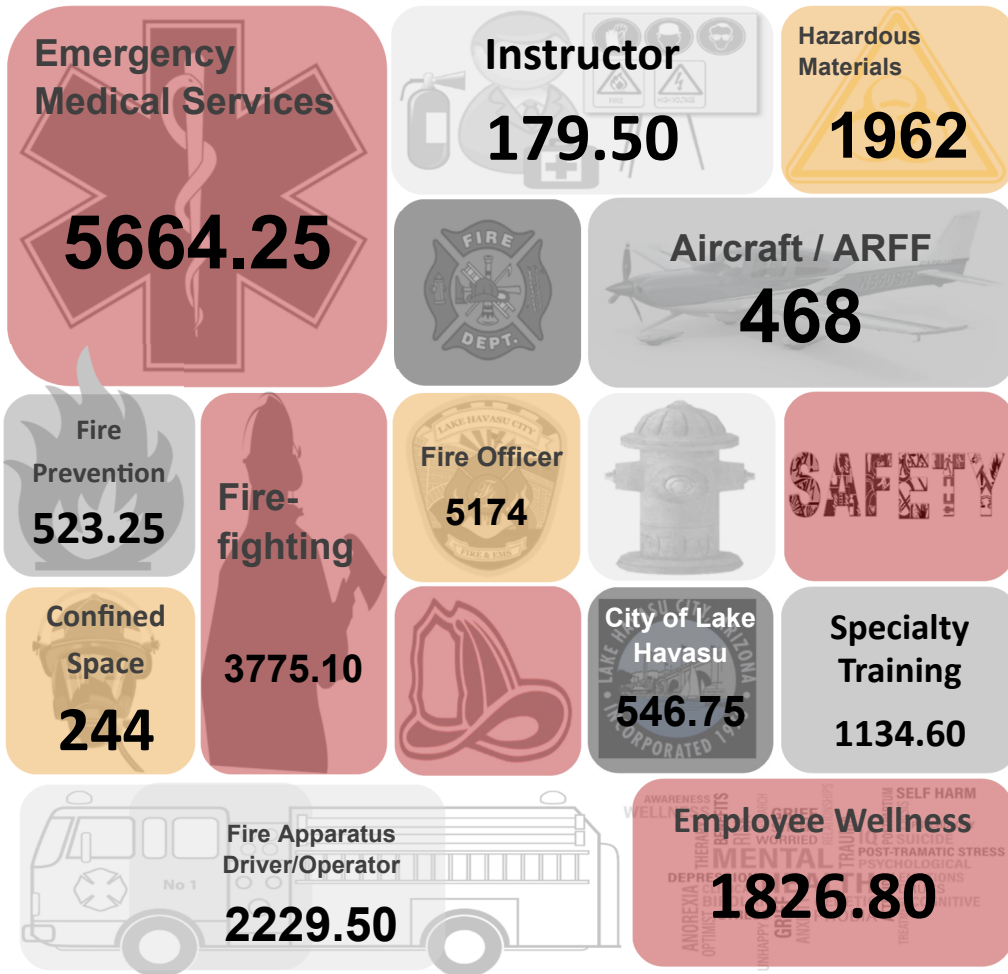
The Training Division currently operates under the Blue Card Incident Command (IC) System with five (5) certified instructors. All of the department's Captain and Acting Captains are IC certified and maintain their Blue Card Certification through ongoing CEs and hands-on scenarios.

Ryan Felish

Acting Battalion Chief - Training



2022 TRAINING HOURS



SPECIAL OPERATIONS

The Lake Havasu City Fire Department Special Operations Teams are proficient in their area of specialties. In addition to the emergency responses within Lake Havasu City, these team members also respond within Mohave County and La Paz County. The Special Operations Teams include:

Aircraft Rescue & Firefighting (ARFF)

ARFF specialized team is comprised of fire ground staffing located at Fire Station #6.

This team is required to maintain a constant state of readiness and knowledge about the workings of the Lake Havasu City Municipal Airport and the associated aircraft that are based at this facility. They are responsible for the mitigation of all events that deal with inflight emergencies and Aircraft Fire Suppression.

During an incident, the ARFF team uses a specialized truck equipped with foam and hundreds of gallons of water.



Technical Rescue Team (TRT)

The Technical Rescue Team (TRT) is responsible for responding to all technical rescue calls in the City of Lake Havasu and outlying Mohave and La Paz County. This team is highly trained in a wide variety of disciplines and can perform specialized rescues such as search and rescue, confined space rescue, water rescue, tree rescues, and trench rescue.

The Technical Rescue Team operates out of Fire Station #4.



SPECIAL OPERATIONS

UAV (Unmanned Aerial Vehicle Team)

LHCFD currently went through the process of implementing a UAV program. The fire department purchased a UAV, worked through establishing standard operating guidelines for its use, and each pilot (team member) was trained to fly the UAV and is FAA licensed.

The UAV has thermal imaging and can do live video feed back to our handheld control unit. There are many uses for the UAV: structure fires, thermal imaging, and location of someone on one of our many hiking trails but are unable to identify their location.



Hazardous Materials Response Team (HazMat)

The HazMat Team consist of trained employees, special equipment, and expertise technical information that helps protect the public and environment during hazardous materials incidents.

This team takes the lead in mitigating incidents involving industrial or transportation incidents, chemical spills, unintentional mix of chemical products, suspicious powder calls, etc.

This team operates out of Fire Station #2.



COMMUNITY SAFETY & EDUCATION

The Public Education Specialist is responsible for the coordination, development and presentation of education programs for Lake Havasu City schools and citizens. There is a wide range of fire and life safety courses for elementary age students through older adults, conducted in various meeting areas, such as schools, churches, businesses and at community events. Below are a few of the programs that are available:

- ◆ Keep the Wreath Green Program
- ◆ Fire & Life Safety education for elementary schools
- ◆ Juvenile Firesetter Intervention Program
- ◆ Buckle Up for Safety/ Distracted Driving – High School
- ◆ Fire safety in the home/business/assembly for all ages
- ◆ Remembering When- A fire and fall prevention program for older adults
- ◆ Child Safety Seat Inspections (by appointment)
- ◆ Child and Babysitting Safety course for 11-14 year olds
- ◆ Banner Health Safety Town – Injury prevention program
- ◆ Introduction to Fire Service
- ◆ Fire Station Tours
- ◆ Water Safety



SUPPORT SERVICES

The Administrative Division is under the direction of the Fire Chief. This division is responsible for serving and supporting department personnel and external customers by providing the necessary administrative infrastructure required to sustain business operations.

Support Services works behind the scene providing a wide array of services. They are committed to ensuring that the needs of all employees are addressed from date of hire to date of separation. The difference services offered vary, but all components are essential and beneficial to every employee as they carry out the mission of the department

- Personnel services: recruiting, hiring, transfers, promotions, and maintaining employee work records, etc.
- Technical services such as radio repair and maintenance, vehicle maintenance and support, etc.
- Payroll services such as record keeping, leave processing, etc.
- Personnel data maintenance, personnel records management, etc.
- Management of Records Requests relevant to the LHCFD.
- Lake Havasu City website contributions
- Development of written media to include news releases, brochures and other internal/external informational documents.
- Budget preparation and monitoring, and financial operations.

◇ **FISCAL MANAGEMENT & RESEARCH**

◇ **MANAGEMENT OF PERSONNEL SERVICES**

◇ **MANAGEMENT OF PAYROLL SERVICES**

◇ **MANAGEMENT OF PROCUREMENT**

◇ **MANAGEMENT OF ACCOUNTS RECEIVABLE AND ACCOUNTS PAYABLE**

◇ **CAPITAL IMPROVEMENTS**

CAREER TECHNICAL EDUCATION

The Lake Havasu City Fire Department (LHCFD) and Lake Havasu Union School District (LHUSD) has successfully completed a full year of the Career Technical Education (CTE) Fire Service Program at Lake Havasu High School.



The Fire Service program is designed to introduce students to careers in the fire service, by focusing on the principals, theory, and practices associated with the management of fire operations, fire-fighting services, and community fire issues. Students will spend time both in the classroom and on the training grounds. Classroom lessons will include the mission and structure of the fire service, communication, building construction, fire dynamics, and an introduction to hazardous materials analysis. They will earn their First Aid and CPR certificates, and have hands-on training with personal protective equipment, portable fire extinguishers, ropes and knots, grounds ladders and more.

We will continue working to encourage more students to move into the emergency services pathway at Mohave community college (MCC). Our goal is to develop fire service professionals who are committed to working in Lake Havasu City and are looking for preparation to help them reach that goal.





COMMUNITY EMERGENCY RESPONSE TEAM

The goal of the team continues to be staffing the Rehab Division at large emergencies, staffing First Aid Stations at a number of large events that take place within the City, and maintaining the City-wide Knox Box Program for those citizens who rely on the help of the Fire Department for emergency medical needs.

In July the authority over CERT was moved from Mohave County Emergency Management to the Lake Havasu City Fire Department. All active members signed on to the new rules governing the team. The CERT Trailer was signed over to the City as a piece of equipment.

In August, the Team Leader Bob Mac Millan was awarded the title of "National CERT Team Leader" for 2022, this award was presented by the National CERT Foundation in Texas. Being unable to go to Texas in August, a presentation of the award was made at a City Council Meeting with team members and friends being present.

In October, Team members displayed the new 2021 Rehab Vehicle in the "London Bridge Day" Parade.

Recently 6 new members of the Team attended the National CERT training program that was held here in Lake Havasu at Fire Station 2.

During the year CERT has worked at 12 events such as the Balloon Festival, Car Shows, the Triathlon and MBAA Bike Races that took place in the City, staffing First Aid Stations. In addition they assisted at the Hazardous Waste Collection Day and serving food at the City Community Christmas Diner and "Teen Break".

Working weekly with the Knox Box Program 54 boxes were installed and 34 boxes were removed and refurbished for re-use.

CERT has staffed the Rehab Division at fires 8 times to the current date.

C.E.R.T.'s moto is **"Working Together to Help Our Neighbors"**.

Bob Mac Millan

Team Leader



Contact Information

Emergency

9-1-1

Non-Emergency

(928) 855-4111

Administration

(928)855-1141



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