



2024 ANNUAL REPORT





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MESSAGE FROM THE FIRE CHIEF

I am proud to present the 2024 Annual Report of the Lake Havasu City Fire Department. As we reflect on the achievements and activities of the past year, I am excited to highlight a significant milestone in our community's emergency response capabilities which is the implementation of the 911 ground ambulance transport program for Lake Havasu City.

For years, our dedicated first responders have provided exceptional service, ensuring the safety and well-being of our residents. However, the introduction of the 911 ground ambulance transport program marks a transformative step in our commitment to enhancing emergency medical care. Effective in June of 2024, this initiative has fundamentally changed the dynamics of our response system, allowing us to deliver timely and efficient medical assistance when it matters most.



This implementation was the culmination of an extensive planning and collaboration process involving city officials, fire department members, and community stakeholders. Our goal was not only to improve response times but also to provide a higher level of patient care through our partnership with River Medical Inc. With this service, we now have additional resources to meet the demand of emergencies, ensuring that every resident can receive immediate attention in their time of need.

We understand that the 911 ground ambulance transport program's success hinges on our community's ongoing support and active engagement. Your trust and dedication to our fire department are vital for us to deliver the highest quality emergency services. Together, we create a safer environment where every life saved makes a difference.

This year, we also focused on professional development. We launched an array of training programs, including our Fire Apparatus Pump Academy, Fire Officer I Program, Driver Operator Requalification Program, and the School of EMS Paramedic Program, while also restructuring the onboarding process for new hires. Our enhanced ongoing training initiatives ensure that every member of our department has access to the best resources available.

As we look ahead to 2025, we will remain committed to strategic investments in personnel, equipment and facilities. We have embarked on initiatives to continue to upgrade our fleet with more efficient apparatus and enhanced firefighting technology. These improvements will not only enhance our operational capabilities but also ensure that our personnel are equipped with the best tools to keep you safe.

I would like to extend my sincere appreciation to our firefighters, dedicated administrative staff, and our supportive local government and community partners. Your hard work and collaboration make our fire department a pillar of safety and trust in our community. I encourage each of you to continue being vigilant and proactive in fire safety, and please reach out to us with any questions or concerns. Together, we are making a lasting difference in the safety and well-being of Lake Havasu City.

Be Safe,

Peter J. Pilafas

Fire Chief

LAKE HAVASU CITY COUNCIL

2024



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

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

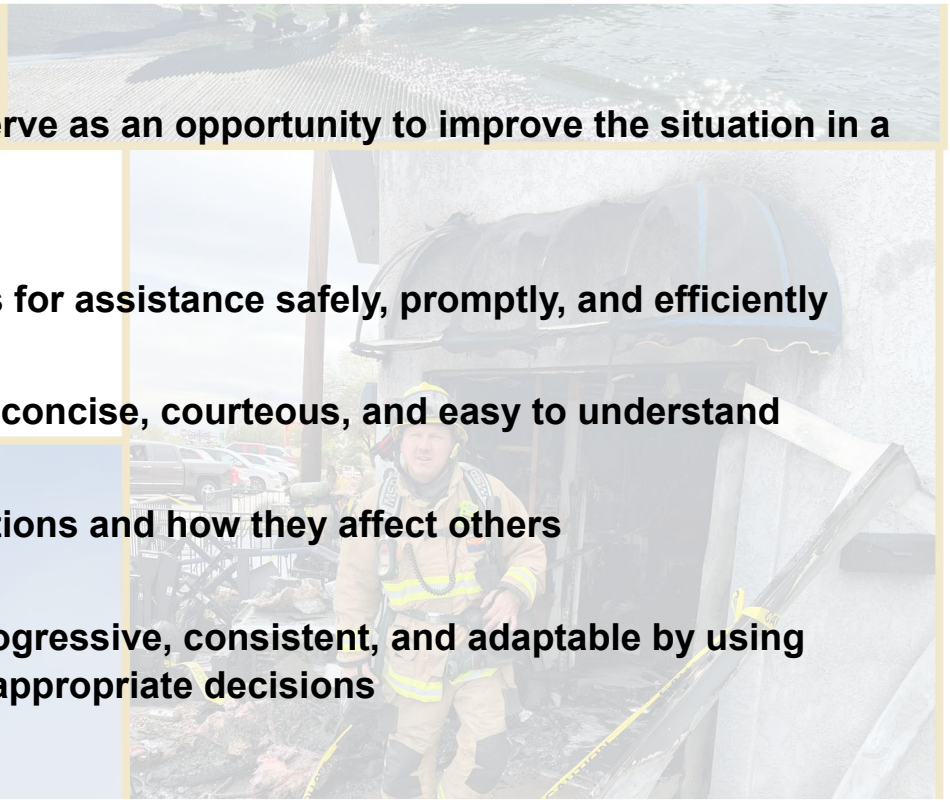
- Communications will be clear, concise, courteous, and easy to understand

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



2024 DEPARTMENT HIGHLIGHTS

FIRE ADMINISTRATION

- Certificate of Necessity (CON 159) was awarded to Lake Havasu City on June 11, 2024, for 911 Ground Ambulance Transport Service.
- Perlman was selected to design the New Fire Station 7 at Sloop Dr and McCulloch Blvd.
- Grants Awarded from Governor's Office of Highway Safety & Arizona Department of Homeland Security-State Homeland Security Grant Program for Extrication Tools and HazMat Identifier: Total Funding \$63,252.00
- Implemented Changes to the 2024 Memorandum of Understanding (MOU) between the Lake Havasu Professional Firefighters Association and Lake Havasu City.
- Host Annual State of the Department after the approval of the adopted budget.
- Selected and Implemented Ambulance Billing for the 911 Ground Ambulance Transport Program.
- Successfully hosted the inaugural Recruitment Open House at Fire Station 2, attracting over 40 participants interested in exploring career pathways in Fire and EMS.
- Established a Firefighter/Paramedic Apprenticeship Program designed to offer valuable on-the-job training and education for individuals interested in pursuing a career in Fire and Emergency Medical Services. The program is anticipated to be implemented in 2025, subject to budget approval.
- Developed a new Emergency Medical Service Program within the high school's Career Technical Education (CTE). This program consists of two instructional courses specifically crafted for high school students aspiring to pursue a career in pre-hospital emergency medicine. The program is scheduled to commence in July 2025.

FIRE OPERATIONS

- Hired 9 Firefighter/ Paramedic positions due to resignations and retirement. The following FD positions filled:
- Deputy Fire Chief of Administration
- Administrative Specialist II – Fire Prevention
- Fire/ EMS Training Coordinator
- Fire Inspector
- Service Aide
- 3 Firefighter/Paramedic graduated Mohave Community College Paramedic Program.
- 15 in the PSPRS Drop Program as of December of 2024.
- New Fire Boat was put in service and boat lift installation completed.
- New Fire Engine, Command Vehicle and Refurbishment Engine delivered.
- Continue to update FD policies and procedures in Lexipol.

FIRE PREVENTION / COMMUNITY RISK REDUCTION

- Continue to maintain 7g part-time program for Fire Inspections and Fire Hydrant Testing.
- Implementation of the Land Management Software (Fire Applications) with Development Customer Services Department.
- Maintaining Community Outreach Programs Residential Knox Box Program and Fire Safety Education Program at the Schools.
- Public Education Specialist-Continues to manage the Fire Service CTE Program.
- 2730 Total Inspections completed.
- 1736 Fire Code Violations noted.
- 343 Plan Reviews conducted.

FIRE TRAINING

- 6 Members attended Arizona State Fire School.
- Continue to Support Blue Card Incident Command Training for all line staff.
- 2 Members Graduated from the Lake Havasu City Supervisor Excellence Academy through MCC.
- Implementation of Driver/Pump Training Academy and Requalification Program for all Engineers and Qualified Drivers.
- Continue to improve the Training Division expectations in Career Development, Company Level Training, Revised/Updated Job Performance Requirements and Outside Training Opportunities.
- Hosted Fire Officer I Program for Future Company Officers

EMERGENCY MEDICAL SERVICES

- Implementation of the Certificate of Necessity CON 159
- 9 Firefighter/Paramedic Trainees enrolled in Paramedic Program.
- 3 New Ambulances Delivered and Placed In-Service.
- Developed Partnership with School of EMS to host Paramedic Program at Fire Station 2.
- Developed New CTE-EMS Program for high school students.
- Established City-Wide CPR Program for City Employees.
- Continue to improve reporting system to track EMS service delivery and transports.
- Submitted Assistance to Firefighters Grant (AFG) Application for 4 Automatic Chest Compression Devices.

SPECIAL OPERATIONS

Hazardous Material Team

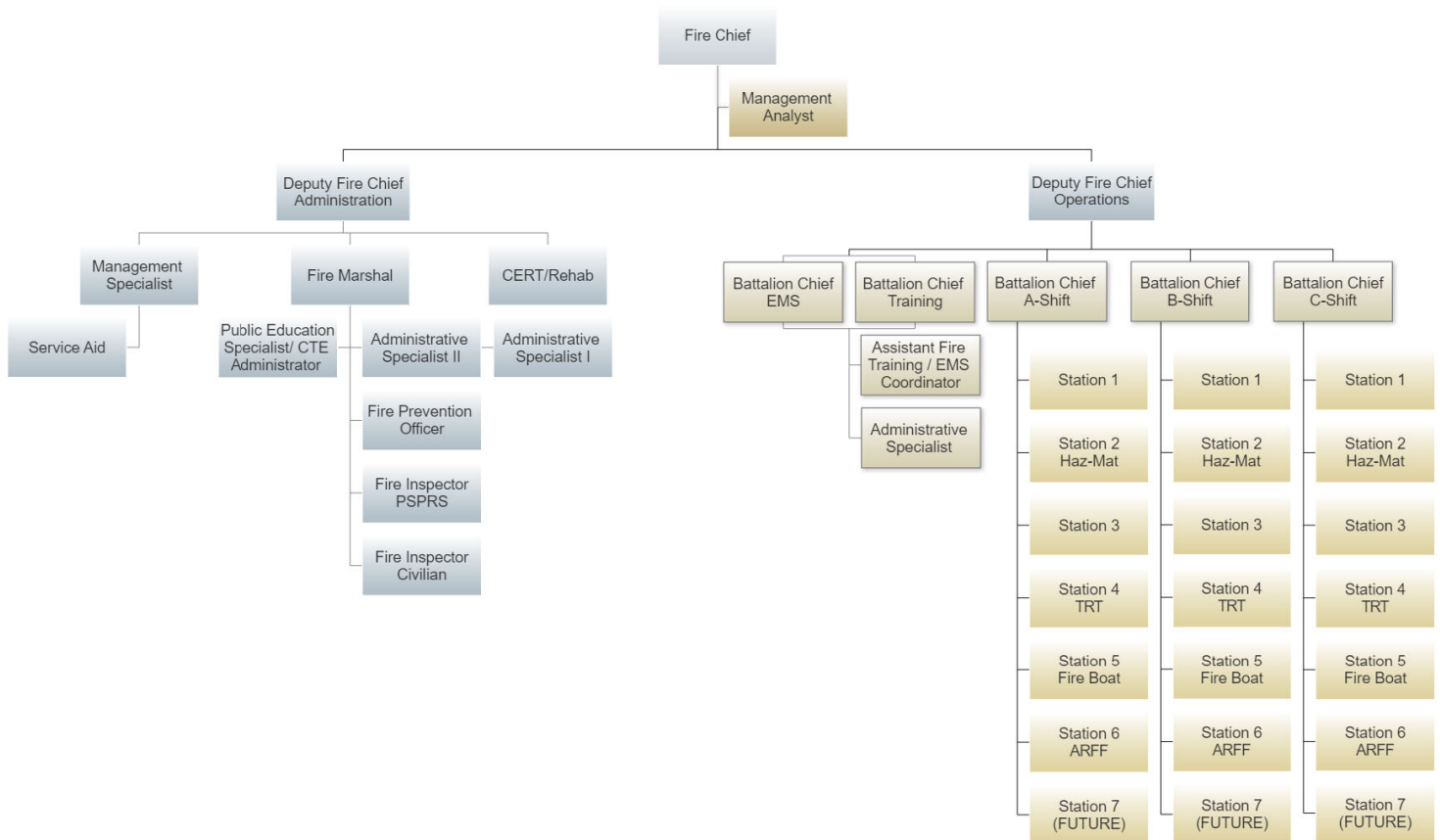
- Maintain Monthly Training Drills
- Maintained and Responsible for the Carbon Monoxide System in the Channel.
- Completed Training and Placed In Service new Chemical Identifier.

Technical Rescue Team

- Conducting Training Drills & Completed Annual Confined Space Training
- Maintain TRT equipment and Partnership with MCSO Search & Rescue team
- Update Communication Equipment



DEPARTMENT OVERVIEW



FIRE DEPARTMENT MEMBERS

| | |
|--|--|
| Fire Chief - Peter Pilafas | Deputy Chief-Operations - Jasen Stello |
| Deputy Chief-Administration - Garrett Roberts | Fire Marshal - Nathan Adler |
| Special Assignment - Acting Deputy Chief - Jeff Kemp | Fire Prevention Officer - John Boone |
| Management Analyst - Karyn Howe | Fire Inspector/Investigator - Bill Sherman |
| Management Specialist - Kathy Myers | Fire Inspector - Taylor McCarthy |
| Public Education Specialist - Gina Gutierrez | Battalion Chief Training - Jason Macklem |
| Training-Admin Specialist I - Janet Brantley | Battalion Chief EMS Coordinator - Tim Maple |
| Prevention-Admin Specialist II - Jennifer Lee | Fire & EMS Training Coordinator - Corky Coiner |
| Prevention-Admin Specialist I - Lindsay Browning | Support Services Aide - Steve Wilford |

A SHIFT

Battalion Chief - Scott Green

B SHIFT

Battalion Chief - Carl Stello

C SHIFT

Acting Battalion Chief - Ryan Felish

Captain Clay Bishop
 Captain Mike Blomenkamp
 Captain Aaron Bracamonte
 Captain Chris Bracamonte
 Captain Jonathan Irula
 Captain Scott Jacobs

Captain Nic Jones
 Captain Scott Jump
 Captain John Kowalski
 Captain Jason Lawson
 Captain Matt Maloney
 Captain Martin Port

Captain Earl Saucier
 Captain Rich Schulenberg
 Captain Kevin Shuck
 Captain Luther Smith
 Captain Jay Sylvester

Engineer Michael Carlson
 Engineer Mike Connelly
 Engineer Sean Crampton
 Engineer Terry Gloeckner
 Engineer Lee Jankowski
 Engineer Brandon Livermore

Engineer Jeff Lockwood
 Engineer David Meraz
 Engineer David Miura
 Engineer Sean Mulligan
 Engineer Clint Nelson
 Engineer Mick Scharbrough

Engineer Mark Terriquez
 Engineer Kevin Tiedeman
 Engineer Joe Tobin
 Engineer Tyler Zink

Firefighter Arman Abedini
 Firefighter Preston Alexis
 Firefighter Jorge Alvarez
 Firefighter Ivan Avalos
 Firefighter Jacob Azar
 Firefighter Jacob Azar, Jr.*
 Firefighter Ronald Baldwin, Jr.*
 Firefighter Morgan Best
 Firefighter Kamrin Dooley
 Firefighter Matthew Duthie
 Firefighter Chad Ertz
 Firefighter Conner Finken
 Firefighter Michael Friesz
 Firefighter Spencer Gunn
 Firefighter Nicholas Hovdal
 Firefighter Reid Jaracz *

Firefighter Rick Kelm
 Firefighter Michael Kemp
 Firefighter Dale LaLande
 Firefighter Brandon Lamacki *
 Firefighter William Little
 Firefighter Aric Lynen
 Firefighter Justin Madsen
 Firefighter Bryce Martens
 Firefighter Edwin Miller
 Firefighter Justin Mooney *
 Firefighter Tyler Morgan *
 Firefighter Colton Morris *
 Firefighter Tim Nelson
 Firefighter Kyle Niquette
 Firefighter Joseph Palme
 Firefighter RJ Payne

Firefighter Lonnie Pope
 Firefighter Brandon Quinn
 Firefighter Bryan Semmens
 Firefighter Cody Smith *
 Firefighter Ryan Smith
 Firefighter Evan Smith *
 Firefighter Jeff Spencer *
 Firefighter Chris Stansbury
 Firefighter Brandon Stephens
 Firefighter Prentice Taylor
 Firefighter Ray Taylor *
 Firefighter Chase Trevett
 Firefighter Cameron Whitt
 Firefighter Kane Wijngaarden

RETIREE



Ronald "Kevin" Shuck

Fire Captain

March 21, 1998 to December 19, 2024



2024 EMS Award



Western - Tim Maple - Lake Havasu Fire Department

Tim Maple, Battalion Chief, Lake Havasu Fire Department has over 20 years of service. Throughout his service, Chief Maple has ensured the safety and well-being of Lake Havasu City residents through his leadership, compassion, and dedication to EMS system improvement. One of Battalion Chief Maple's most notable achievements is his instrumental role in navigating Lake Havasu City through the ADHS Certificate Of Necessity process to implement a medical transport program that will significantly enhance the efficiency and effectiveness of EMS service delivery for the community. Under his leadership, response times to emergency calls have dramatically decreased, allowing residents in need to receive prompt medical assistance.

Over Battalion Chief Maple's 20 years of service, he has implemented comprehensive training programs for Havasu City Fire Department personnel, ensuring they have the latest knowledge and skills to handle even the most critical situations. Battalion Chief Maple's commitment to community outreach and education has also made him a cherished figure among Lake Havasu City's residents, including initiatives to empower residents with lifesaving skills that decrease mortality rates from cardiac arrests and other medical emergencies. Battalion Chief Maple's leading-by-example and exceptional program management skills have fostered a positive work environment, including unwavering support of his colleagues and their professional growth, and creating a solid and unified team resulting in consistent service delivery to the community.

Supervisory Graduates



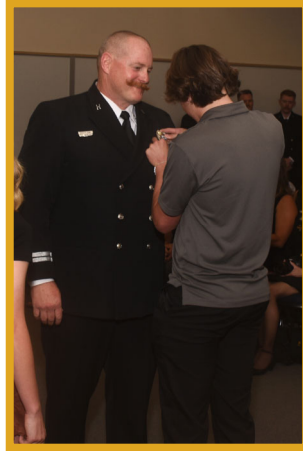
Pictured (from left to right): Battalion Chief, Carl Stello / Fire Chief, Peter J. Pilafas / Battalion Chief, Jason Macklem

Two of Lake Havasu City Fire Department's Battalion Chiefs attended the Supervisory Academy in 2024. This program is aimed to coach those in supervisory positions providing them with additional skills and knowledge to support and enhance their leadership qualities.

Badge Pinning



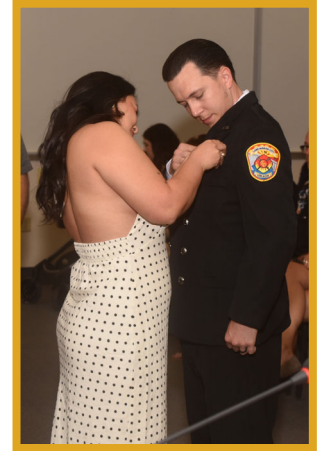
Fire Captain
John Irula,
Probation Complete



Fire Captain
Scott Jump,
Probation Complete



Firefighter/Paramedic
Spencer Gunn,
Probation Complete



Firefighter/Paramedic
Robert Payne,
Probation Complete



Firefighter/Paramedic
Brandon Quinn,
Probation Complete



Firefighter/Paramedic
Bryan Semmens,
Probation Complete



Firefighter/Paramedic
Cameron Whitt,
Probation Complete



Firefighter/Paramedic
Joseph Palme,
Probation Complete



Firefighter/Paramedic
Kane Wijngaarden,
Probation Complete



Deputy Fire Chief
Garrett Roberts,
Probation Complete

2024 Graduates



Alvarez, Jorge
Firefighter/Paramedic



Payne, RJ
Firefighter/Paramedic



Semmens, Bryan
Firefighter/Paramedic

**Congratulations to our Mohave Community College
Paramedic School Graduates**

Jorge Alvarez
RJ Payne
Bryan Semmens

FIRE DEPT. RECRUITMENT OPEN HOUSE



In October of 2024, Lake Havasu City Fire Department opened its doors and held its first recruitment open house at their Station #2 Training Facility. The open house was intended to provide the community with an opportunity to learn about a career in firefighting along with a pathway to obtain education and training to become an eligible candidate and recruit.

Fire Chief, Peter J. Pilafas presented,

along with a guest speaker, Jacob Azar, Jr. who shared his pathway to becoming a Firefighter/Paramedic Trainee after attending the Lake Havasu High School CTE/WAVE Fire Program. The Fire Chief Provided a background of the Fire Department and all of its divisions, specialties and possible career ladder for motivated individuals. With the CTE program at the high school, alliances with paramedic programs and fire academies, the Fire Chief focuses on offering a pathway for a rewarding career in firefighting with Lake Havasu City Fire Department.



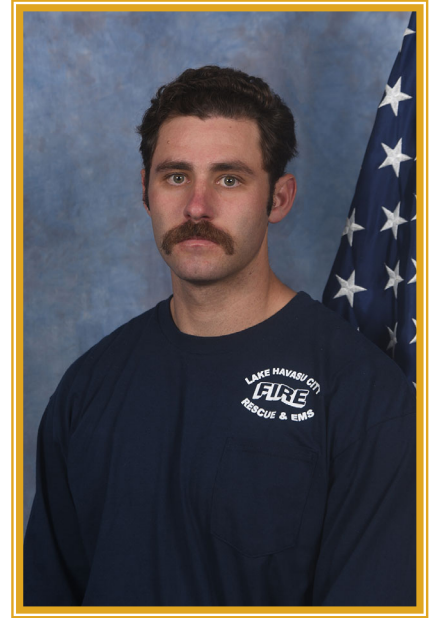
NEW HIRES



Firefighter/Paramedic
Jeff Spencer
(Trainee)



Firefighter/Paramedic
Chad Ertz



Firefighter/Paramedic
Colton Morris
(Trainee)



Firefighter/Paramedic
Ivan Avalos



Firefighter/Paramedic
Conner Finken



Firefighter/Paramedic
Bryce Martens

NEW HIRES



Firefighter/Paramedic
Tyler Morgan
(Trainee)



Firefighter/Paramedic
Ronald Baldwin, Jr
(Trainee)



Firefighter/Paramedic
Evan Smith

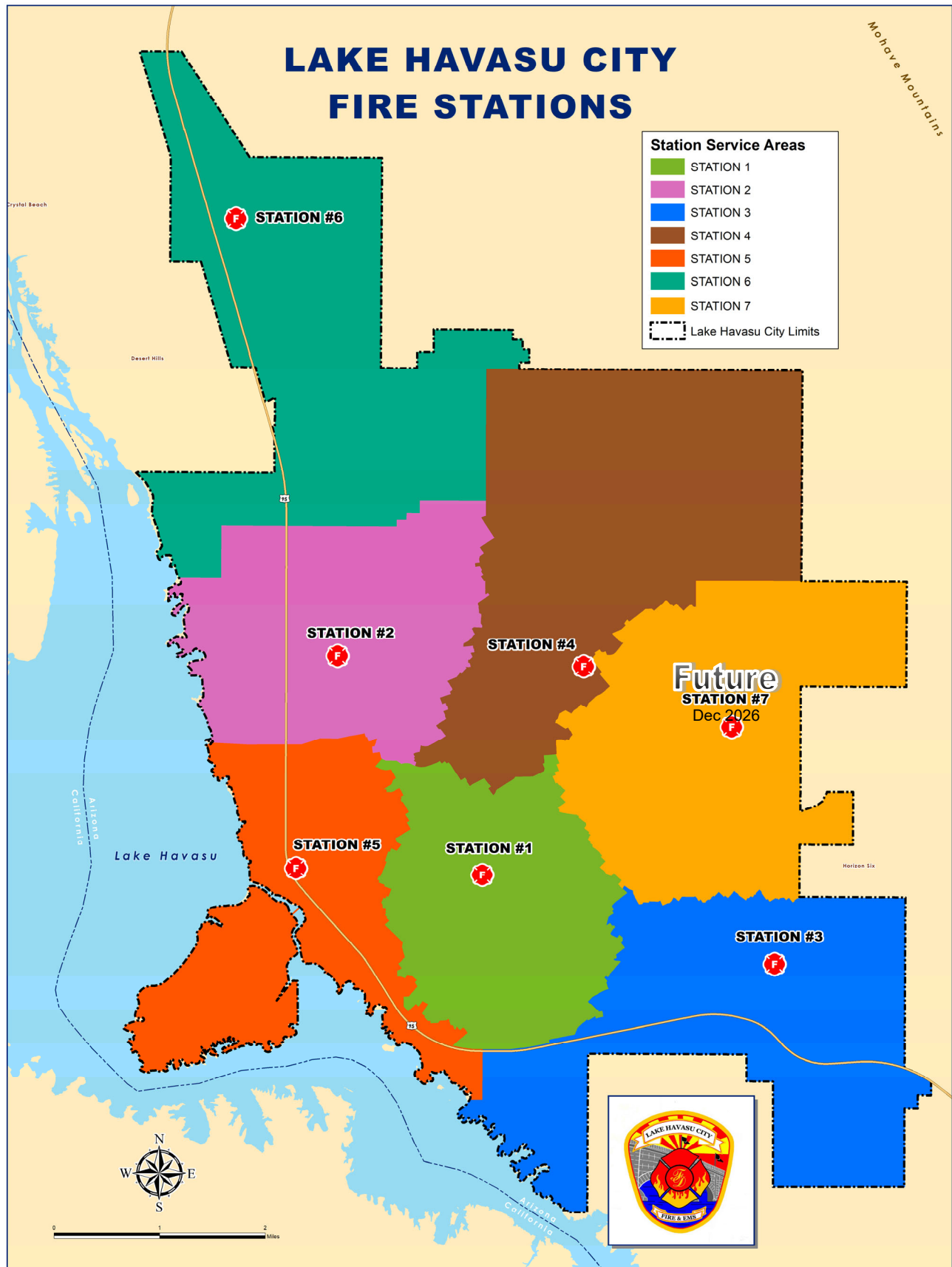


Administrative Specialist II
Jennifer Lee

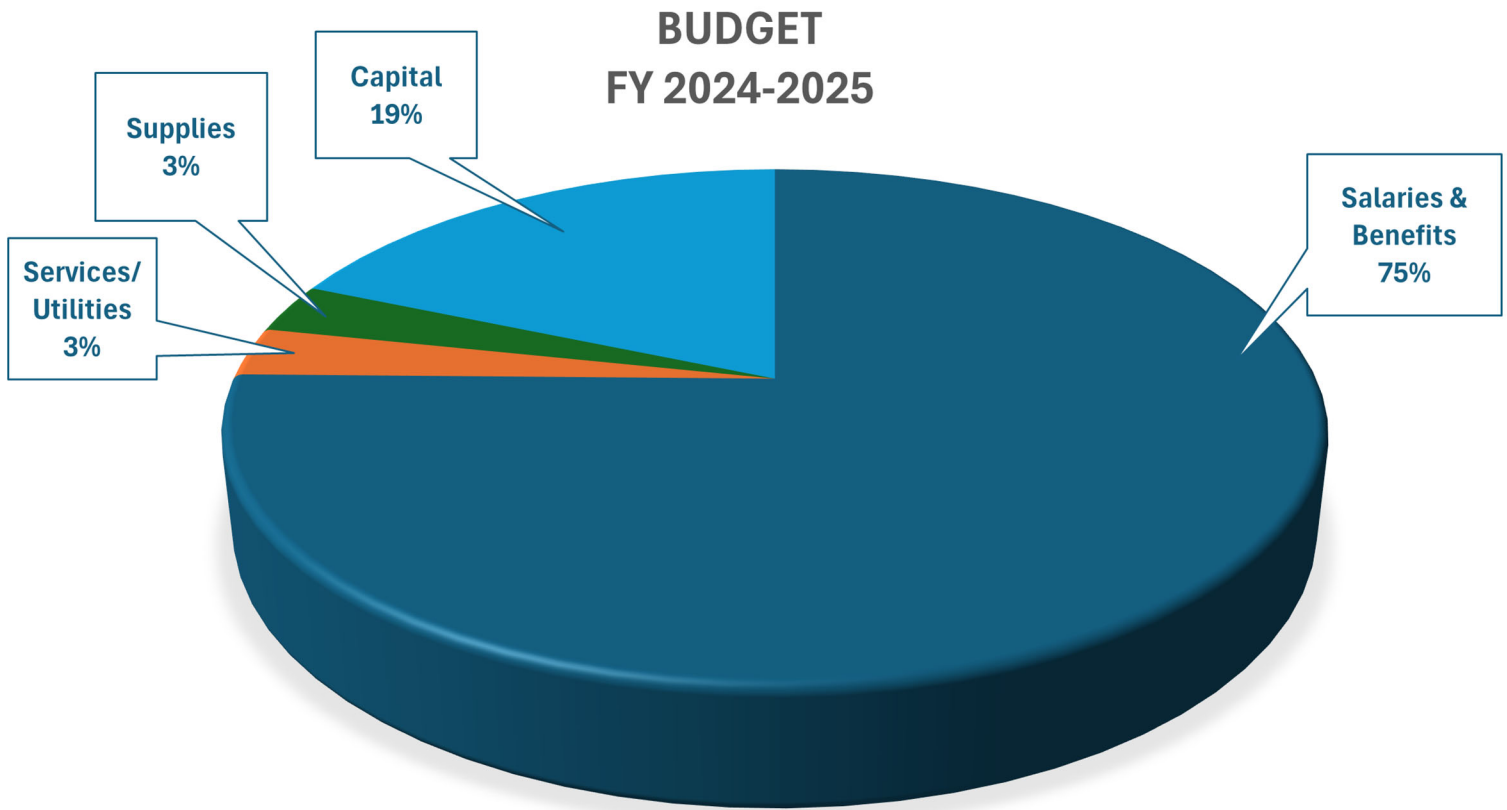


Service Aide
Steve Wilford

SERVICE AREAS



BUDGET BREAKDOWN



Grant Funds

2024/25 Western Arizona Council of Emergency Medical Service Scholarship

- CEP Scholarship award – School of EMS - \$ 5,000

2024 100 Club Grant

- Safety Vests \$8,684.61

2024 Governor Highway Safety Grant

- Extrication Tool \$18,815.00

2024 Arizona Department of Homeland Security (SHSGP)

- Hazmat Equipment (Chemical Identifier) \$44,437.00

2024 Arizona Department of Environmental Quality (ADEQ) and (HMEP)

- HazMat Education and Training \$4,800

FIRE STATIONS



Station 1 | **96 Acoma Blvd. S.**
2,308 calls



Station 2 | **2065 Kiowa Blvd. N.**
1,412 calls



Station 3 | **3620 Buena Vista Ave.**
2,149 calls



Station 4 | **3270 Palo Verde Blvd. S.**
1,674 calls



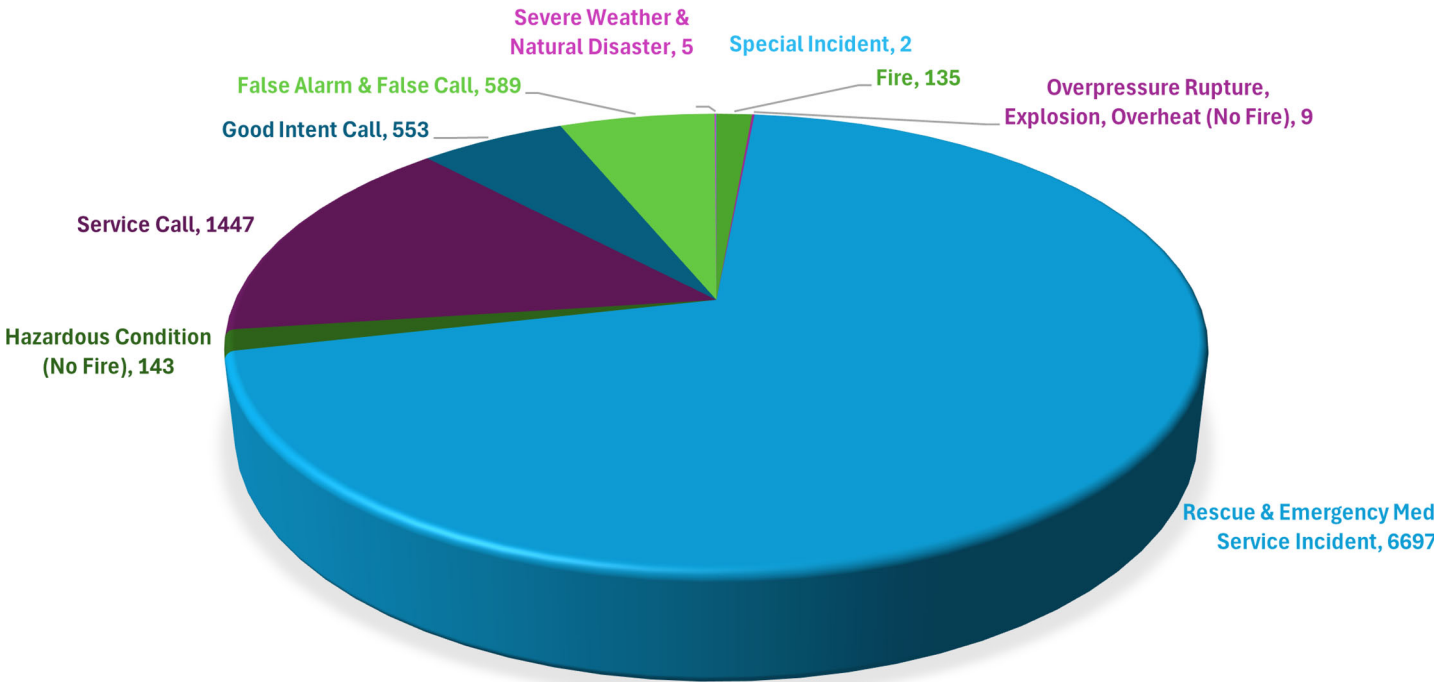
Station 5 | **145 N. Lake Havasu Ave.**
1,827 calls



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

STATISTICS

RESPONSE TYPES BY CATEGORY



TOTAL INCIDENTS

INCIDENT RESPONSE DATA

| INCIDENT TYPE | 2024 | 2023 | 2022 |
|---|-------|-------|---------|
| Fire | 135 | 170 | 155 |
| Overpressure Rupture, Explosion, Overheat-No Fire | 9 | 5 | 11 |
| EMS Incidents | 6697 | 6643 | 6839 |
| Hazardous Condition (No Fires) | 143 | 140 | 133 |
| Service Call | 1447 | 1504 | 1669 |
| Good Intent Call | 553 | 627 | 690 |
| False Alarms/False Call | 589 | 549 | 541 |
| Severe Weather/Natural Disaster | 5 | 2 | 8 |
| Special Incident Type | 2 | 1 | 2 |
| TOTAL | 9,580 | 9,641 | *10,048 |

* Highest Incident Responses in LHCFD History

| Basic Incident Type Code And Description | Total Incidents | Total Incidents Percent of Incidents |
|--|-----------------|--------------------------------------|
| Incident Type Category (FD1.21): 1 - Fire | | |
| 111 - Building fire | 23 | 0.24% |
| 112 - Fires in structure other than in a building | 1 | 0.01% |
| 113 - Cooking fire, confined to container | 13 | 0.14% |
| 116 - Fuel burner/boiler malfunction, fire confined | 1 | 0.01% |
| 118 - Trash or rubbish fire, contained | 9 | 0.09% |
| 122 - Fire in motor home, camper, recreational vehicle | 1 | 0.01% |
| 131 - Passenger vehicle fire | 18 | 0.19% |
| 132 - Road freight or transport vehicle fire | 3 | 0.03% |
| 134 - Water vehicle fire | 5 | 0.05% |
| 137 - Camper or recreational vehicle (RV) fire | 6 | 0.06% |
| 140 - Natural vegetation fire, other | 4 | 0.04% |
| 141 - Forest, woods or wildland fire | 1 | 0.01% |
| 142 - Brush or brush-and-grass mixture fire | 18 | 0.19% |
| 151 - Outside rubbish, trash or waste fire | 15 | 0.16% |
| 152 - Garbage dump or sanitary landfill fire | 2 | 0.02% |
| 154 - Dumpster or other outside trash receptacle fire | 4 | 0.04% |
| 160 - Special outside fire, other | 1 | 0.01% |
| 161 - Outside storage fire | 1 | 0.01% |
| 162 - Outside equipment fire | 7 | 0.07% |
| 173 - Cultivated trees or nursery stock fire | 2 | 0.02% |
| | Total: 135 | Total: 1.41% |
| Incident Type Category (FD1.21): 2 - Overpressure Rupture, Explosion, Overheat (No Fire) | | |
| 200 - Overpressure rupture, explosion, overheat, other | 2 | 0.02% |
| 251 - Excessive heat, scorch burns with no ignition | 7 | 0.07% |
| | Total: 9 | Total: 0.09% |
| Incident Type Category (FD1.21): 3 - Rescue & Emergency Medical Service Incident | | |
| 300 - Rescue, EMS incident, other | 1 | 0.01% |
| 311 - Medical assist, assist EMS crew | 576 | 6.01% |
| 321 - EMS call, excluding vehicle accident with injury | 5,789 | 60.43% |
| 322 - Motor vehicle accident with injuries | 149 | 1.56% |
| 323 - Motor vehicle/pedestrian accident (MV Ped) | 13 | 0.14% |
| 324 - Motor vehicle accident with no injuries. | 135 | 1.41% |
| 341 - Search for person on land | 11 | 0.11% |
| 342 - Search for person in water | 2 | 0.02% |
| 353 - Removal of victim(s) from stalled elevator | 11 | 0.11% |
| 361 - Swimming/recreational water areas rescue | 3 | 0.03% |
| 365 - Watercraft rescue | 4 | 0.04% |
| 381 - Rescue or EMS standby | 3 | 0.03% |
| | Total: 6,697 | Total: 69.91% |
| Incident Type Category (FD1.21): 4 - Hazardous Condition (No Fire) | | |
| 400 - Hazardous condition, other | 1 | 0.01% |
| 411 - Gasoline or other flammable liquid spill | 10 | 0.10% |
| 412 - Gas leak (natural gas or LPG) | 33 | 0.34% |
| 421 - Chemical hazard (no spill or leak) | 7 | 0.07% |
| 422 - Chemical spill or leak | 4 | 0.04% |
| 424 - Carbon monoxide incident | 5 | 0.05% |
| 440 - Electrical wiring/equipment problem, other | 7 | 0.07% |
| 441 - Heat from short circuit (wiring), defective/worn | 6 | 0.06% |
| 442 - Overheated motor | 11 | 0.11% |
| 444 - Power line down | 21 | 0.22% |
| 445 - Arcing, shorted electrical equipment | 23 | 0.24% |
| 461 - Building or structure weakened or collapsed | 1 | 0.01% |
| 462 - Aircraft standby | 11 | 0.11% |
| 463 - Vehicle accident, general cleanup | 2 | 0.02% |
| 481 - Attempt to burn | 1 | 0.01% |

| Basic Incident Type Code And Description | Total Incidents | Total Incidents Percent of Incidents |
|--|-----------------|--------------------------------------|
| | Total: 143 | Total: 1.49% |
| Incident Type Category (FD1.21): 5 - Service Call | | |
| 510 - Person in distress, other | 2 | 0.02% |
| 511 - Lock-out | 5 | 0.05% |
| 512 - Ring or jewelry removal | 3 | 0.03% |
| 522 - Water or steam leak | 8 | 0.08% |
| 531 - Smoke or odor removal | 9 | 0.09% |
| 541 - Animal problem | 4 | 0.04% |
| 550 - Public service assistance, other | 5 | 0.05% |
| 551 - Assist police or other governmental agency | 20 | 0.21% |
| 552 - Police matter | 9 | 0.09% |
| 553 - Public service | 50 | 0.52% |
| 5536 - Smoke Detector Service | 103 | 1.08% |
| 554 - Assist invalid | 1,208 | 12.61% |
| 555 - Defective elevator, no occupants | 2 | 0.02% |
| 561 - Unauthorized burning | 19 | 0.20% |
| | Total: 1,447 | Total: 15.10% |
| Incident Type Category (FD1.21): 6 - Good Intent Call | | |
| 600 - Good intent call, other | 1 | 0.01% |
| 611 - Dispatched and cancelled en route | 231 | 2.41% |
| 622 - No incident found on arrival at dispatch address | 252 | 2.63% |
| 631 - Authorized controlled burning | 13 | 0.14% |
| 651 - Smoke scare, odor of smoke | 37 | 0.39% |
| 652 - Steam, vapor, fog or dust thought to be smoke | 1 | 0.01% |
| 653 - Smoke from barbecue, tar kettle | 2 | 0.02% |
| 661 - EMS call, party transported by non-fire agency | 5 | 0.05% |
| 671 - HazMat release investigation w/no HazMat | 11 | 0.11% |
| | Total: 553 | Total: 5.77% |
| Incident Type Category (FD1.21): 7 - False Alarm & False Call | | |
| 700 - False alarm or false call, other | 4 | 0.04% |
| 710 - Malicious, mischievous false call, other | 1 | 0.01% |
| 715 - Local alarm system, malicious false alarm | 5 | 0.05% |
| 721 - Bomb scare - no bomb | 1 | 0.01% |
| 730 - System malfunction, other | 1 | 0.01% |
| 731 - Sprinkler activation due to malfunction | 2 | 0.02% |
| 732 - Extinguishing system activation due to malfunction | 1 | 0.01% |
| 733 - Smoke detector activation due to malfunction | 52 | 0.54% |
| 734 - Heat detector activation due to malfunction | 2 | 0.02% |
| 735 - Alarm system sounded due to malfunction | 67 | 0.70% |
| 736 - CO detector activation due to malfunction | 11 | 0.11% |
| 740 - Unintentional transmission of alarm, other | 7 | 0.07% |
| 741 - Sprinkler activation, no fire - unintentional | 2 | 0.02% |
| 743 - Smoke detector activation, no fire - unintentional | 162 | 1.69% |
| 744 - Detector activation, no fire - unintentional | 37 | 0.39% |
| 745 - Alarm system activation, no fire - unintentional | 229 | 2.39% |
| 746 - Carbon monoxide detector activation, no CO | 5 | 0.05% |
| | Total: 589 | Total: 6.15% |
| Incident Type Category (FD1.21): 8 - Severe Weather & Natural Disaster | | |
| 813 - Wind storm, tornado/hurricane assessment | 5 | 0.05% |
| | Total: 5 | Total: 0.05% |
| Incident Type Category (FD1.21): 9 - Special Incident Type | | |
| 911 - Citizen complaint | 2 | 0.02% |
| | Total: 2 | Total: 0.02% |
| | Total: 9,580 | Total: 100.00% |

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, responds to both ALS and BLS emergency medical service (EMS) calls.



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.



NEW Fire Engine

In 2024, Lake Havasu City Fire Department received its New Pierce - Velocity Pumper.



Push-In Ceremony



NEW Ambulances





REFURBISHED **Fire Engine**



NEW Command Vehicle



NEW Boat Lift



LHCFD working together with LHCPD and secured State Lake Improvement Funding (SLIF) to replace boats, the fire boat lift and other needed equipment. The State Lake Improvement Fund (SLIF) provides funds from Arizona State Parks & Trails for projects on waterways where gasoline powered boats are permitted to enhance recreational boating and fishing including water way emergency response and or safety equipment.



REFURBISHED **Support Vehicle**



NEW Extraction Tool

Lake Havasu City was awarded the Governor's Office of Highway Safety 2025 Grant in the fall of 2024. This grant provided Lake Havasu City Fire Department \$18,815 to purchase the Holmatro Pentheon PCT 50, battery operated Extraction Tool. This new equipment will make a tangible difference in our response efforts, ultimately saving lives and property.



NEW HazMat Identifier

In 2024, Lake Havasu City was awarded funds through the Arizona's State Homeland Security Grant Program (SHSGP). These grant funds provided Lake Havasu City Fire Department \$44,437 to purchase the RedWave ThreatID-GLS Hazmat Identifier. Using FTIR spectroscopy the ThreatID-GLS allows first responders to quickly detect, locate and identify hazardous gases.



DIVISION OF OPERATIONS



CY 2024 was a very busy year with new hires, promotions, training, and the start of the ambulance transport Certificate of Necessity (CON). 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. From an operational perspective, a customer is the end user receiving service from the members of our organization. The community is our main external customer but the members of the organization (internal customers) are who I provide service to daily and are my main customer.

At times it seems like the Deputy Chief of Operations may need to let things slide and ease up a bit on organizational expectations. I can't stress enough that the future of this organization and the professional service delivery we provide hinges on the hard work we will put forward in the next 36 months. The upcoming attrition that began in 2024 will prove to be very challenging with recruitment and promotions. Those of you that have worked with me for a long time, know I'm not one to settle for mediocrity and minimum performance. Our organization must continue to progress, get better, evolve and be accountable to department and community expectations.

Upon receiving our CON, LHCFD began transporting patients within 30 minutes and has continued to do so without any major issues improving transport availability within the City limits. In CY 2024, LHCFD saw the promotion of a new Administrative Deputy Chief and one new Fire and EMS Training Coordinator. Due to attrition, we identified the need to promote Captains, Engineers and a Battalion Chief and are currently working on those promotional processes along with multiple new hires to fill vacancies.

Additionally, we placed the following new apparatus in service:

- 1 New Engine - Type 1 Pumper
- 1 Replacement Fireboat to replace a 19-year old boat
- 2 Replacement Command Vehicles
- 1 Replacement Can-Am Desert Rescue to replace an 18-year old unit
- 3 New Ambulances to meet CON requirements

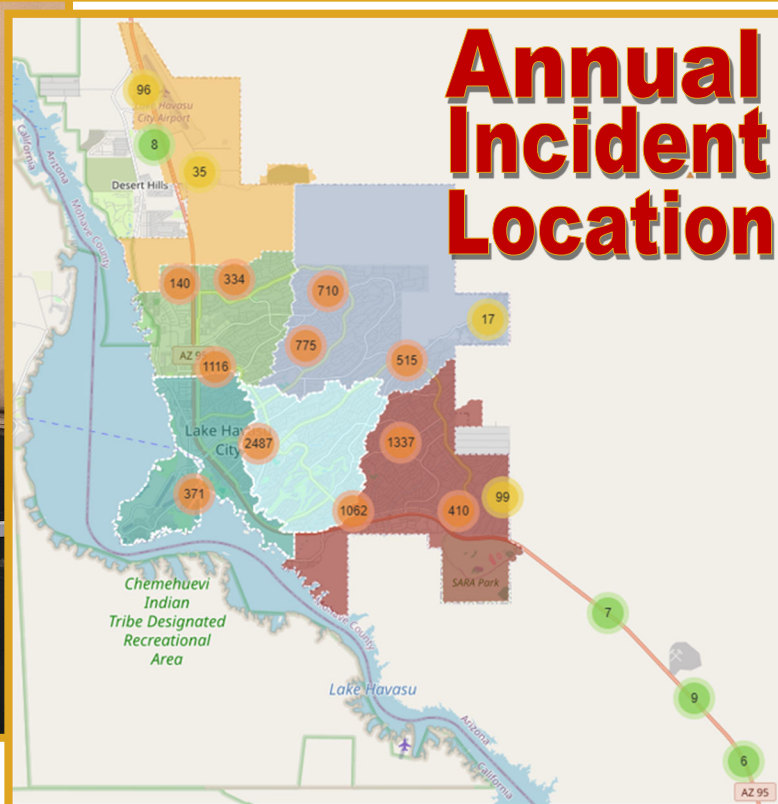
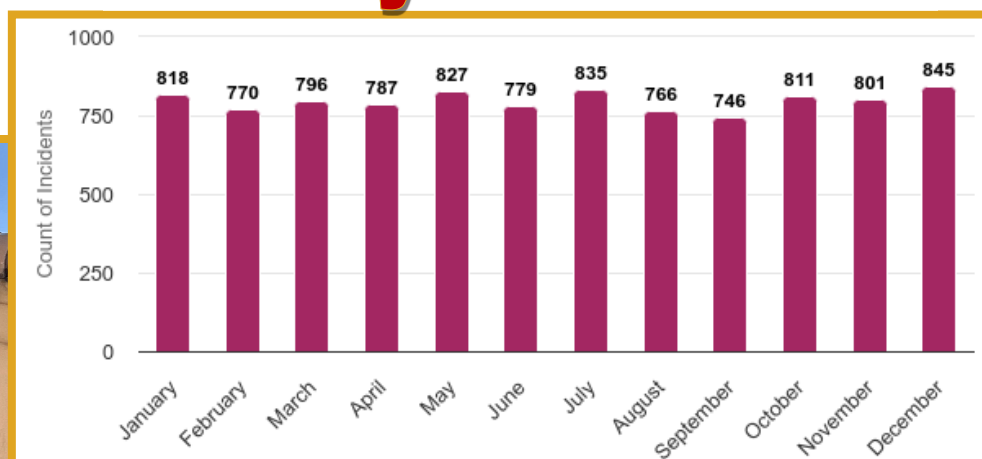
Although in the short-term change is difficult, we all need and want change to allow our members to grow and help move the organization forward from within.

The next 3 years will be very busy as we focus on filling upcoming retirement vacancies. Lastly, I want to thank all members that have worked in acting positions throughout CY 2024 to meet deployment needs and allow us the opportunity to organize promotional testing for the needed CY 2024 promotions. Remember, it takes both formal and informal leadership with all of us working together to be a successful organization. We all have the opportunity to impact someone in a positive manner each day. In order to ensure sustained success, it is imperative that we continue to move forward together and make necessary preparations for the future. Our ability to adapt to changing circumstances and capitalize on new opportunities will be paramount in achieving our goals. As we enter 2025 please assist me through hard work, training, education and accountability in "Proudly Serving Our Community". If you are leaving our organization in 2025, please consider the knowledge you will take with you and share it with others leaving LHCFD better than you found it.

Jasen Stello

Deputy Fire Chief - Operations

Monthly Call Volume



DEPUTY CHIEF OF **Administration**



The Deputy Fire Chief of Administration position has been busy with continued work in many areas. The department started ambulance transport as of June 2024. As part of that project, we received 3 brand new ambulances in the Fall. A lot of work needed to be done to completely outfit the ambulances to meet the State of Arizona requirements and outfit them for service as an emergency vehicle. While this may sound simple, it is actually a very time-consuming process that requires a lot of thought, planning, and purchasing of all equipment needed to place them into service. This process is the same whether it is for an ambulance or even a Fire Pumper and this all starts sometimes years prior to receiving a vehicle.

As a continuation of our apparatus replacement program, we were also excited to receive a Brand New Pierce Velocity Pumper which has been placed into service as Engine 3. We continue to work on replacing our older fire apparatus and we currently have 2 additional Pierce Pumpers that are on order. These were actually ordered during different budget years, but due to the amount of time it takes to manufacture an apparatus, we are not receiving the apparatus for two to three years after they are ordered, so this is the first of the 2 apparatus actually ordered 2 years ago.

We are always looking at ways to be fiscally conservative, so we do not always ask to buy new fire apparatus. Our apparatus refurbishment program is a cost-effective way to extend the life of our current Fire Apparatus at a much lower cost than purchasing new. This year we received a completely refurbished 2006 E-One Pumper that was placed into service as Engine 5, and we expect to get at least 10 more years of service from this apparatus for less than half the cost of a new apparatus. We have already sent the next apparatus away to get refurbished, which is a 2001 E-One Quint. This is the first aerial apparatus that we will have refurbished.

Other major projects that started this year and are in still in progress are the building of Fire Station #7 and the build out of a completely new Computer Aided Dispatch software program from Motorola called Flex CAD. Along with the new CAD program, we hope to be able to completely modernize our Fire Station Alerting Systems with a state-of-the-art system from US Digital Designs in the 2025/2026 budget year. This will coincide with the new CAD program which will allow computer generated initial dispatching for Fire and EMS calls. This will be automated and should streamline how calls are dispatched and received at the Fire Stations with the overall goal being to reduce our Dispatching times along with our Fire and EMS response times.

These projects are always exciting to work on and are all positive changes that will contribute to the safety and well-being of our community.

Jeff Kemp

Interim Deputy Fire Chief - Administration

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 employees 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 medial to include news releases, brochures and other internal/eternal 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**

DIVISION OF FIRE PREVENTION



Community challenges are at an elevated and sustained level in our Fire Prevention Division. But, this past year, there is continued hope and improvement in delivery of our public safety mission to the community.

I want to specifically call attention to our part-time program which has seen wholehearted energy thrown at it from our fire suppression members.

Our First Responder Inspector Program last year saw approximately 450 inspections completed by 7 suppression personnel above their normal work schedule! The majority of which have been in low-risk Business occupancies, with a few being found to have NOT had a fire safety inspection in nearly 20 years.

Early in 2024, we expanded this program to include testing of our public fire hydrants in partnership with the Water Department. We have about 3,100 hydrants in our system, of which 1,815 were tested last year, that is nearly 57% of total inventory. All from a handful of dedicated shift folks (~20) that are putting in extra time each week to see it get done. This is a vast improvement over the previous 10 years.

As we gear up for 2025, we are continuing to look for ways to address challenges and concerns with our commercial facilities utilizing this program. This will include looking closely at our commercial Knox box and fixed fire protection system inventory. If we don't help maintain it, how will we know it will work when we need it to at 2 AM during an emergency?

If you are reading this and interested, please reach out! We even have a city volunteer contact page if you have a background in emergency services.

We continue to invest in our personnel and professional training to meet the needs of the community. I'm happy to share the following team updates from 2024:

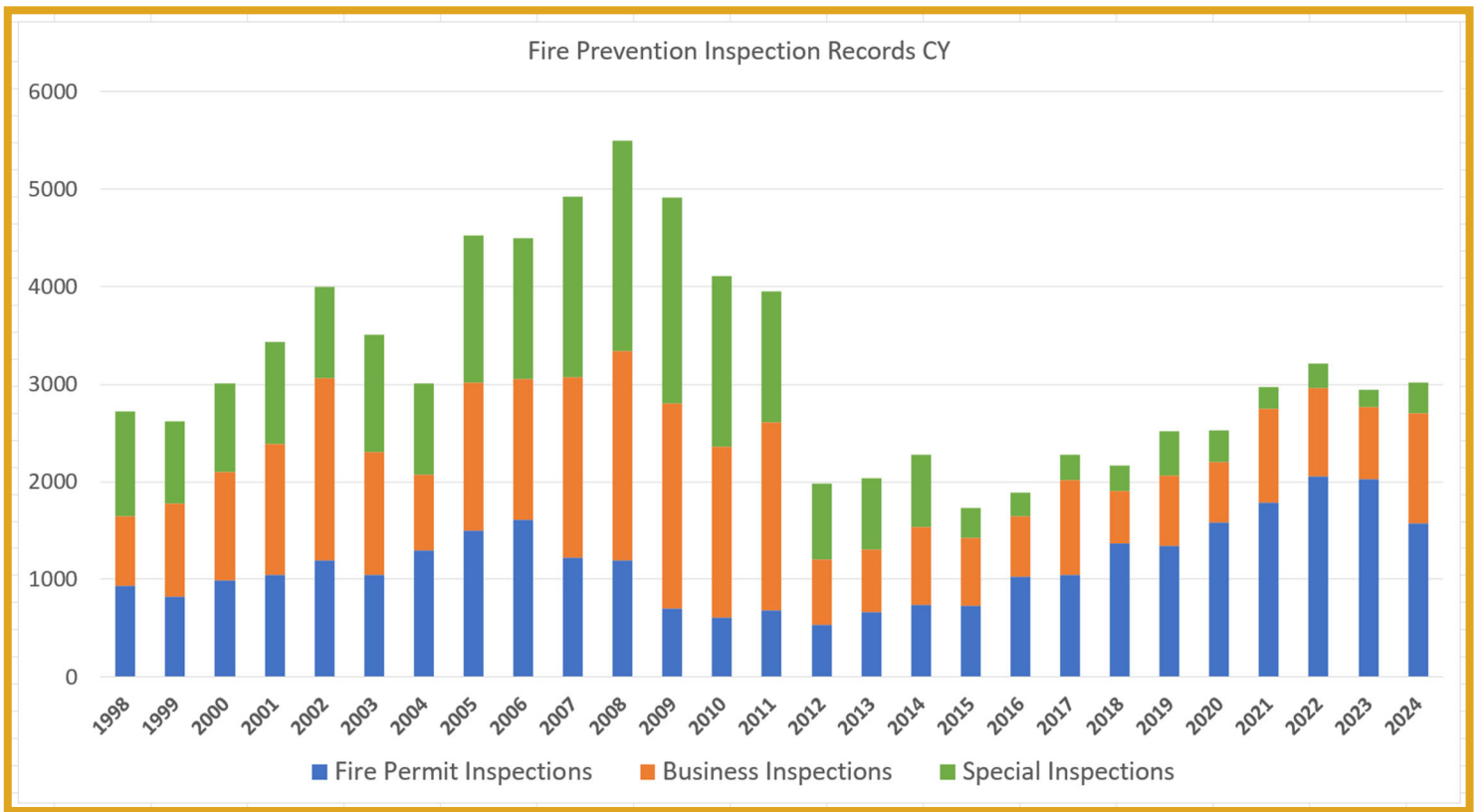
Bill Sherman, who was working on special assignment to our division, accepted a position as a full-time Fire Inspector/ Investigator. He completed 598 occupancy fire safety inspections last year!

Firefighter Taylor McCarthy who was working in our part-time program, filled a special assignment position, and is now a full-time Fire Inspector with us. Welcome aboard!

We also want to welcome a new member to our Administrative Team, Jennifer Lee, who is helping us manage the medium to long term goals and tasks of the division.

A solid foundation to our division is Fire Prevention Officer John Boone, who regularly completes complex and intricate inspections. Last year, he completed 1,275 permit-based fire inspections. Job well done.

We couldn't serve the community with such effectiveness, efficiency, and passion for customer service, if it wasn't for the people we work alongside. I want to thank each of them and let them know that myself, the Fire Department, and our community appreciates them.



One of our goals this year is to dive into our backlog and look for those locations that have not seen community risk reduction activity in a while. Out of approximately 1,800 unique locations, we have right around 502 properties (or an estimated 1,345 out of 4,027 occupancies) that are overdue for a fire safety inspection. We will be prioritizing high to medium risk locations based on their occupancy type and last known fire inspection date. We'll be seeing them soon!

In closing, please be sure to thank a fire prevention member next time you see them! Their dedication to the safety of our town deserves recognition!

Nathan Adler
Fire Marshal



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.

2024 PREVENTION STATISTICS

| Activity | 2024 | 2023 | 2022 |
|-----------------------------|------|------|------|
| Plan Reviews | 343 | 478 | 493 |
| Total Inspections | 2730 | 2064 | 2405 |
| Fire Code Violations | 1736 | 1759 | 3169 |
| Public Education Classes | 356 | 411 | 325 |
| Public Education Students | 7504 | 7578 | 5605 |
| Business Licenses Processed | 896 | 755 | 268 |
| Fire Permits Issued | 344 | 343 | 434 |





2024 PREVENTION STATISTICS

Total Number of Inspections

2730

| | |
|-----------------------------|----------------------------|
| Public Assembly 61 | Storage Occupancies 46 |
| Office/Service 749 | Garage/Carport/Sheds 1 |
| Education/Preschool 60 | Food Trucks 69 |
| Factory/Industrial 31 | Tanks - New/Removed 316 |
| Hazardous 0 | Construction 1283 |
| Hospital/Nursing Care 13 | Fire Permits 285 |
| Retail Business 80 | Complaints 11 |
| Hotel/Apartment 22 | Special Inspections 30 |
| Residential 28 | Special Events 73 |
| Pub Ed Classes 356 | Knox Box 262 |
| Pub Ed Participants 7504 | |

EMERGENCY MEDICAL SERVICES



2024 brought exciting new services to Lake Havasu City with a historic event on June 11, 2024.

| Summary of EMS CALLS | 2022 | 2023 | 2024 |
|----------------------|-------|-------|-------|
| | 6,839 | 6,643 | 6,697 |

Arizona Department of Health Services issued Lake Havasu City (Fire Department) Certificate of Necessity (CON) 159 after a 16-month application process. This allows Lake Havasu City Fire department to operate 2 ambulances 24/7 with the ability to place an in-demand ambulance when needed to provide treatment and transportation services to the community of Lake Havasu. Lake Havasu City's Ambulance transport program will ensure the availability of ambulances in our community and reduce ambulance response times while working in conjunction with American Medical Response (AMR.) With the addition of the CON, we were able to secure, purchase, and receive three (3) new ambulances in October of 2024, which will greatly affect our ability to provide quality and a safe service to our community.

2024 Emergency Medical Services (EMS) Call Summary:

- 6697 Total EMS Calls
- 1715 Transports by LHCFD
- 1106 Refused Treatment or No Transport
- 576 Total Invalid Assist

We have expanded our Training and EMS Division with the addition of a Fire & EMS Training Coordinator, Corky Coiner. With the addition of the CON and our continued training needs on the Fire and EMS side this position will allow for some redundancy in the Training and EMS Divisions and allow us to expand our service internally and externally. We have also become a training site for American Heart Association to assist in delivery of our Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), and Basic Life Support (BLS) to our members, as well as Heart Saver First Aid, CPR, AED to our city staff (more to come on this in 2025).

As we continue to expand our emergency medical services the demand for Paramedics and qualified employees continues to grow. In 2024 we had four (4) Firefighter / Paramedic Trainees successfully pass their national registry and obtain their Paramedic license. We also have aggressively pursued Paramedic class options by enrolling (6) students in Paramedic class locally through Mohave Community College (MCC) and five (5) students in a new collaborative relationship between Lake Havasu City Fire Department and an on-line Paramedic school, The School of EMS, out of Texas. This agreement allows our students to attend Paramedic school online when convenient for them and complete all of their skills, education, and clinical time locally. This new relationship has benefited many departments in Mohave and LaPaz Counties. We are looking forward to all eleven (11) students becoming Paramedics between July and August of 2025.

2025 is sure to bring challenges our way. The Lake Havasu City Fire Department's EMS Division will continue to develop and invest in our people and the services we provide to the community of Lake Havasu. Look for future developments in our CTE programs at the High School to include EMR (Emergency Medical Responder) and EMT (Emergency Medical Technician) in the August 2025/2026 school year.

Tim Maple

Battalion Chief – EMS Division



Transport Data

Lake Havasu City Fire Department & River Medical, Inc.

| Date | AMR Day | FD Transport Medic Units | FD Medic Transport with AMR | Patients Treated, Transferred to AMR | Patients Referred/ Treated/No Transport | Monthly Total EMS Transport Calls |
|----------------|---------|-----------------------------|-----------------------------------|--|---|---|
| January 2024 | 8 | 6 | 160 | 252 | 86 | 504 |
| February 2024 | 10 | 2 | 154 | 227 | 84 | 467 |
| March 2024 | 7 | 2 | 189 | 243 | 99 | 533 |
| April 2024 | 4 | 2 | 172 | 212 | 94 | 480 |
| May 2024 | 6 | 3 | 170 | 242 | 117 | 532 |
| June 2024 | 2 | 168 | 98 | 133 | 95 | 494 |
| July 2024 | 1 | 264 | 66 | 91 | 87 | 508 |
| August 2024 | 4 | 259 | 57 | 96 | 86 | 498 |
| September 2024 | 4 | 224 | 58 | 100 | 85 | 467 |
| October 2024 | 2 | 263 | 76 | 106 | 98 | 543 |
| November 2024 | 2 | 254 | 72 | 103 | 76 | 505 |
| December 2024 | 3 | 268 | 79 | 93 | 99 | 539 |
| YTD 2024 TOTAL | 53 | 1,715 | 1,351 | 1,898 | 1,106 | 6,070 |



Fire Department transports first patient by ambulance

By **TAYLOR SCHWARTZ-OLSON**
TODAY'S NEWS-HERALD

Just thirty minutes after the Lake Havasu City Fire Department received a Certificate of Necessity to operate a medical transportation service in town, the first patient was transported.

The process began two years ago and was finalized Tuesday around 4:30 p.m. after the Arizona Department of Health Services visited to inspect the department's ambulances. Shortly after, the first patient received transportation.

Fire Chief Peter Pilafas announced the news at Tuesday night's council meeting.

"It's a historical moment here in Lake Havasu City, for our city, our fire department, and our members that this program is going to be successful, because we planned



Courtesy of Karyn Howe

Three Lake Havasu City Fire Department ambulances sit lined up at Fire Station 1.

for it, and we needed it," Pilafas said.

At the meeting, Pilafas presented the framed certificate to City Manager Jess Knudson. "This is proof that 100%, if you work hard at something that you believe in, and

especially for our community being a servant leader, it's so important that when you find something that is needed, you stick with it, and you believe in it," Pilafas said.

See **FD AMBULANCE**, Page 4

FD AMBULANCE:

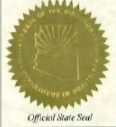
CONTINUED FROM PAGE 1

Going forward, both the fire department and River Medical will collaborate to provide emergency medical services, with dispatch able to route either provider to those in need, depending on who is closest. The fire department service will remain within city limits, and transportation will only be to the hospital, not between facilities.

The addition will also decrease the wait time for those in need, as in the past, the fire department could only respond when the wait time for transportation got too long.

The rates, which are regulated by the state, will be the same for both providers, with the only exception being the stand-by rate, which is a two-cent difference.

Once several new ambulances are delivered in July or August, the fire department will have a total of five, several of which will be reserve vehicles.

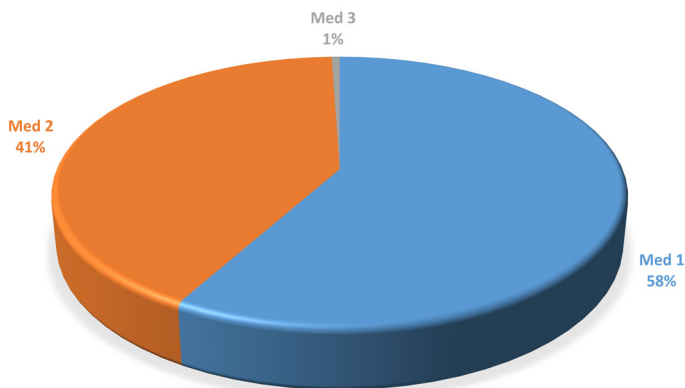
| ARIZONA DEPARTMENT OF HEALTH SERVICES | |
|--|-----------------------------|
| STATE OF ARIZONA | CERTIFICATE NO. <u>185</u> |
| County of Maricopa | DOCKET NO. <u>185S-0096</u> |
| THE ARIZONA DEPARTMENT OF HEALTH SERVICES has found, under the authority of A.R.S. 14-2032 (R.S.G.) and pursuant to Department of Health Services rules, that public necessity requires the operation of | |
| LAKE HAVASU CITY, dba LAKE HAVASU CITY FIRE RESCUE & EMS | |
| to provide <u>general ALS and BLS</u> ambulance services to the State of Arizona for the transportation of individuals who are sick, injured, ill, or otherwise transported or require within the following service area, with the following general operation details and response times: | |
| 1. Legal Address: <u>2530 McCulloch Blvd, Lake Havasu City, AZ 86403</u> | |
| 2. Type of Services: <u>Immediate Response Transportation</u> | |
| 3. Hours of Operation: <u>24 hours per day - 7 days per week</u> | |
| 4. Service Area: <u>MP 191 on Hwy 85 to MP 171 on Hwy 95 within the city limits of Lake Havasu City. Not including Desert Hills, Horizon City, or parts of Mohave County not within Lake Havasu City.</u> | |
| 5. Response Times: | |
| a) For all Code 3 responses, Code 3 is defined as lights and sirens: | |
| 1. Eight (8) minutes on average 90% percent of all ambulance calls | |
| 2. Ten (10) minutes on average 90% percent of all ambulance calls | |
| 3. Fifteen (15) minutes on average 90% percent of all ambulance calls | |
| Now, therefore, by virtue of the authority vested in the Arizona Department of Health Services, under the constitution and laws of the State of Arizona, I hereby grant this | |
| INITIAL | |
| CERTIFICATE OF NECESSITY | |
| authorizing the operation of the above-named ambulance service for a period ending <u>May 28, 2025</u> , unless for cause review is initiated, requested, received or terminated subject to the decisions and orders, and action of the Department. | |
| I hereby certify, that this certificate shall not be assigned or transferred unless authorized by the Arizona Department of Health Services. | |
|  | |
| BY THE CHIEF OF THE ARIZONA DEPARTMENT OF HEALTH SERVICES, IN WITNESS WHEREOF, I, <u>JENNIE CLINCH</u> , the Director of the Arizona Department of Health Services, have hereunto set my hand and caused the official seal of the Arizona Department of Health Services to be hereunto affixed at Phoenix, Arizona on <u>June 11, 2024</u> . | |
| <u>J. Pilafas</u> FIRE CHIEF, LAKE HAVASU CITY | |



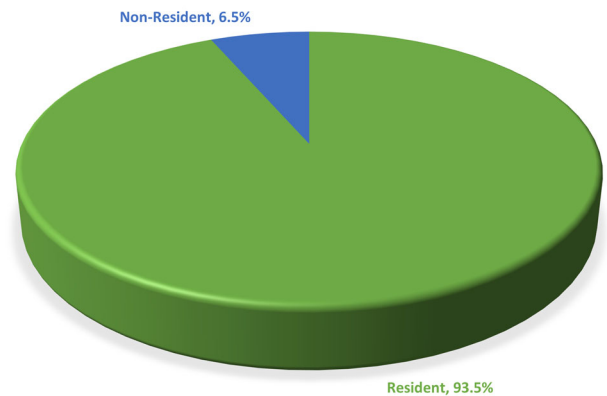
LHCFD Ambulance Transports

| Date | Med 1 | Med 2 | Med 3 | Code 2 | Code 3 | Resident | % | Non-Resident | % | Average LHCFD Transports Per Day | Total Monthly LHCFD Transport |
|----------------|-------|-------|-------|--------|--------|----------|-------|--------------|------|----------------------------------|-------------------------------|
| June 2024 | 112 | 56 | 0 | 79 | 89 | 157 | 93.5% | 11 | 6.5% | 8.84 | 168 |
| July 2024 | 153 | 109 | 2 | 128 | 136 | 240 | 90.9% | 25 | 9.5% | 8.52 | 264 |
| August 2024 | 155 | 104 | 0 | 154 | 105 | 239 | 92.3% | 16 | 6.2% | 8.35 | 259 |
| September 2024 | 127 | 96 | 1 | 127 | 97 | 205 | 91.5% | 15 | 6.7% | 7.47 | 224 |
| October 2024 | 148 | 115 | 0 | 150 | 113 | 242 | 92.0% | 15 | 5.7% | 8.48 | 263 |
| November 2024 | 149 | 105 | 0 | 128 | 126 | 245 | 96.5% | 15 | 5.9% | 8.47 | 254 |
| December 2024 | 144 | 118 | 6 | 145 | 123 | 261 | 97.4% | 14 | 5.2% | 8.65 | 268 |
| YTD 2024 TOTAL | 988 | 703 | 9 | 911 | 789 | 1,589 | 93.5% | 111 | 6.5% | 8.40 | 1,700 |

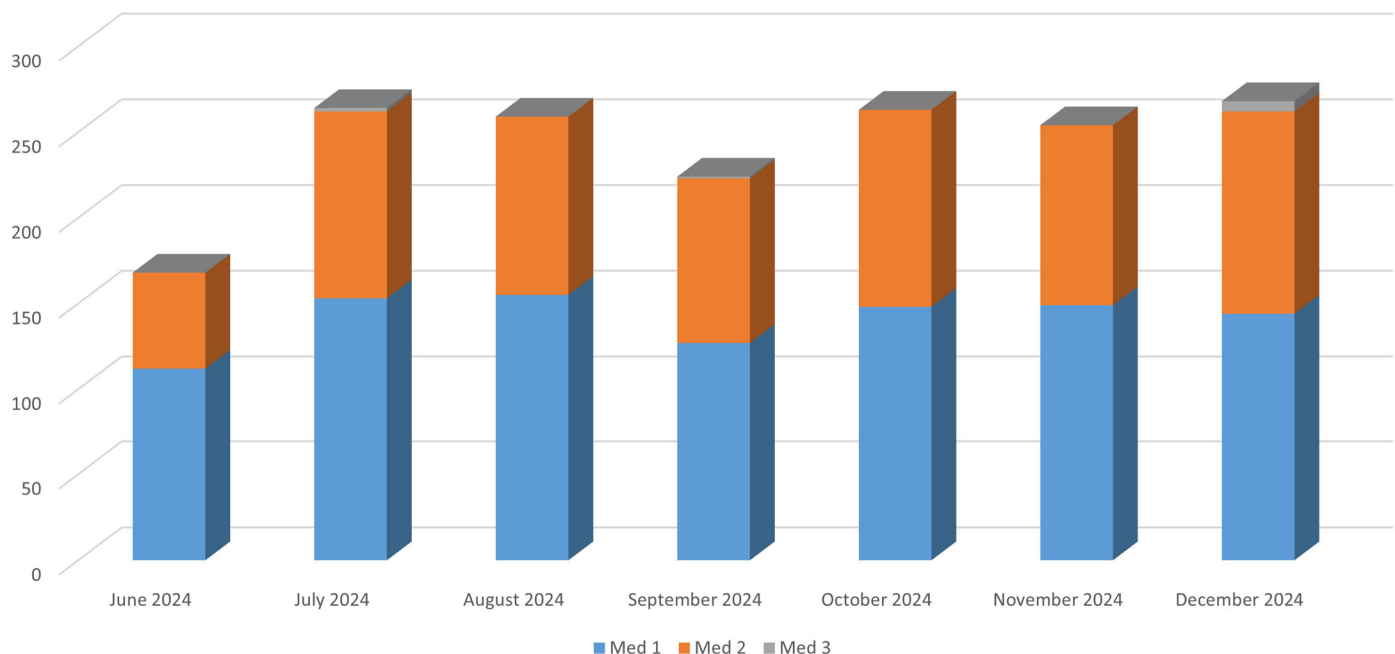
2024 AMBULANCE UTILIZATION



2024 TRANSPORT MIX



2024 Transport Total



DIVISION OF TRAINING



I am pleased to present the 2024 Fire Department Training Division Report, highlighting our activities and achievements over the past year. Throughout this period, our dedicated team invested a total of 37,163 hours in training initiatives designed to enhance the skills, leadership, and operational readiness of our firefighting personnel.

Our training programs continue to align with the standards set by the National Fire Protection Association (NFPA), Occupational Safety and Health Administration (OSHA), Emergency Medical Services (EMS), and Insurance Service Office (ISO). By adhering to these benchmarks, we ensure our members are equipped to respond safely and effectively to a wide range of emergency situations.

In 2024, the Training Division successfully conducted two Pump Operator Academies, providing a total of 12 personnel with advanced instruction in pump operations, hydraulics, and problem-solving. Additionally, we

launched the department's first formal Pump Operator Evaluation Process, which qualified 41 personnel and established a consistent benchmark for performance and operational safety across all shifts.

We also reimplemented LHCFD Company Officer Academy, delivering advanced leadership, decision-making, and incident management training tailored for firefighters and engineers seeking promotion into officer roles. As a result, 14 personnel earned their Fire Officer 1 certification through the Arizona Center for Fire Service Excellence (ACFSE), strengthening the department's leadership capacity.

Further expanding our specialized training offerings, we hosted courses in Incident Safety Officer (ISO) and Hazardous Materials First Responder Operations (FRO). These programs supported our ongoing compliance with NFPA and OSHA mandates while improving the department's capability to manage scene safety and hazardous materials incidents.

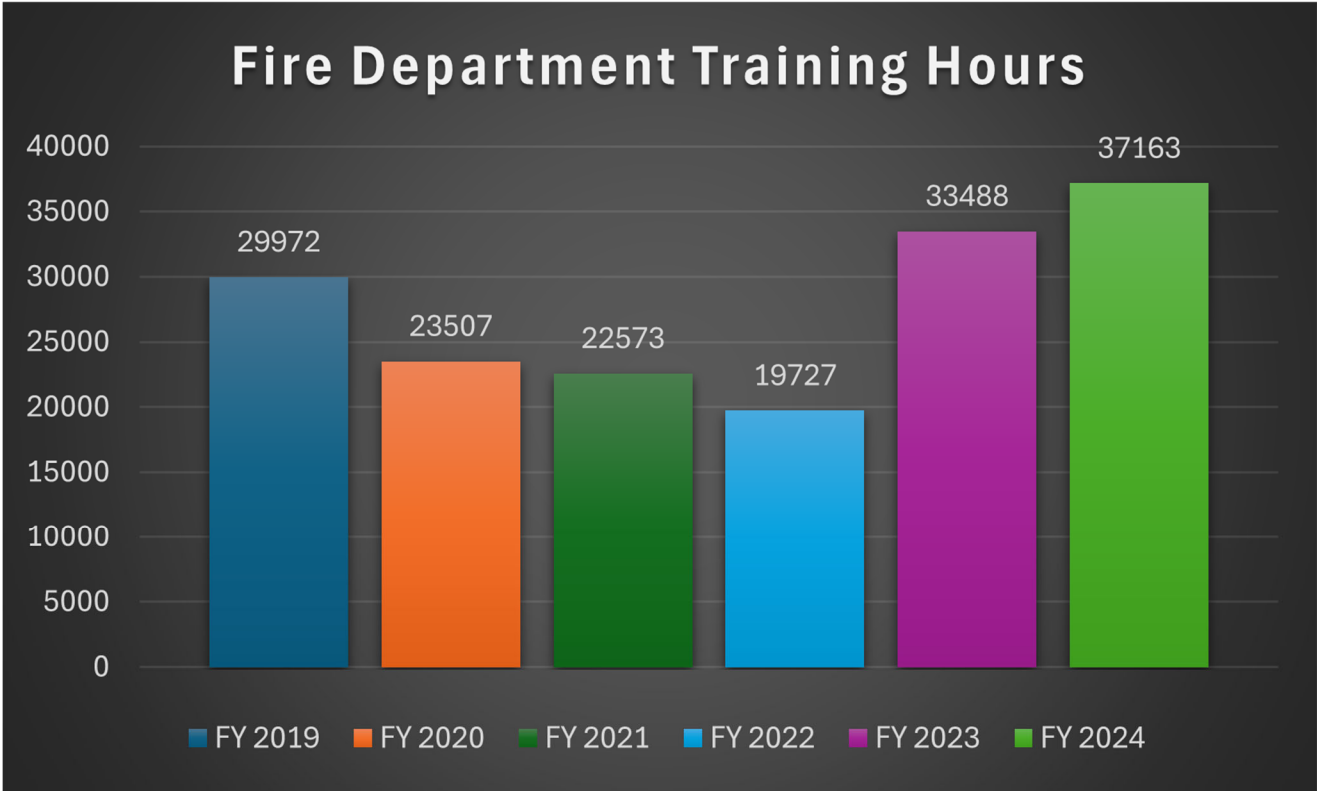
Additionally, the division conducted two Blue Card Initial Certification classes, reinforcing our commitment to standardizing command and control practices on the fireground. As part of continued Blue Card education, personnel also trained on three key building types—residential, strip mall, and commercial buildings—to further develop strategic and tactical decision-making across a variety of structural environments. These continued education modules strengthen our incident command performance and ensure a consistent, safe approach to structure fire operations.

These accomplishments represent a significant step forward in our mission to cultivate a highly trained and capable workforce. The completion of two Pump Operator Academies, the successful rollout of the Pump Operator Evaluation Process, the establishment of Fire Officer 1 certification, and the delivery of specialized programs such as ISO, FRO, and Blue Card certification all reflect the Training Division's unwavering commitment to operational excellence.



We appreciate the continued support from department leadership and remain focused on evolving our programs to meet the future needs of our personnel and the community we proudly serve.

Jason Macklem
Battalion Chief -Training



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



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.



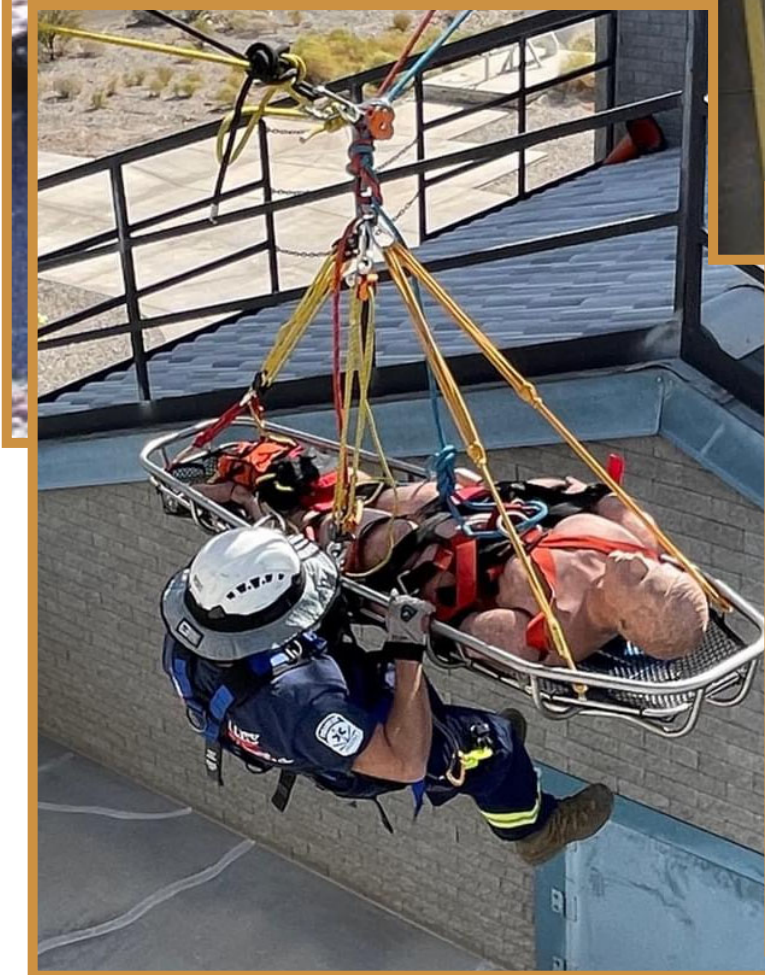
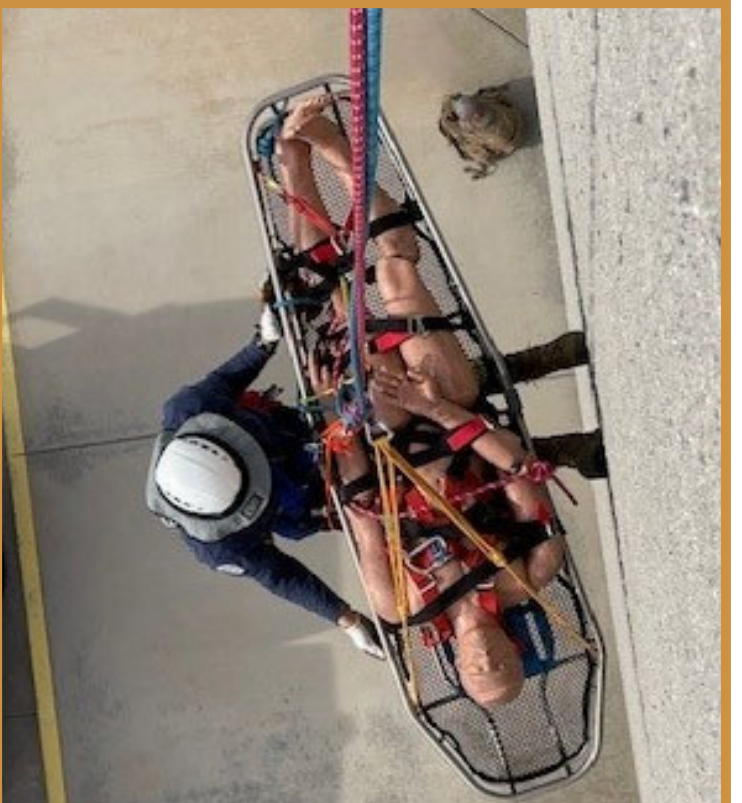
Hazardous Materials Response Team (HazMat)

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.



TECHINCAL RESCUE TRAINING



HAZARDOUS MATERIAL TRAINING



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)
- Introduction to Fire Service
- Fire Station Tours





CAREER TECHNICAL EDUCATION



Lake Havasu City Fire, Rescue and EMS has successfully completed the third year in our partnership with Lake Havasu Unified School District (LHUSD) teaching the Career and 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, firefighting services, and community fire issues. Students spent time both in the classroom and on the training grounds. Classroom lessons included the mission and structure of the fire service, communication, building construction, fire dynamics, and an introduction to hazardous materials analysis. They earned their First Aid and CPR certificates, and had hands-on training with personal protective equipment, portable fire extinguishers, ropes and knots, grounds ladders and more.



City Mayor, Cal Sheehy, pictured here with the Lake Havasu High School CTE-Fire Program students & instructors during 2024 Fire Prevention Week

In 2024 the LHHS CTE Students competed in the Regional SkillsUSA competition. LHHS Seniors, Tyler Kennedy placed 2nd and Josh Lopez placed 3rd , while the LHHS Junior, Sam Garcia placed a respectable 4th in the Region. Eleven (11) CTE students also participated in the Candidate Physical Agility Test (CPAT) which all firefighter employee candidates must pass to be hired in the state of Arizona. With an outstanding performance, Nine (9) out of eleven (11) LHHS students passed. The students also volunteered for community events such as Sledding with Santa and STEM-Amazing at Smoketree Elementary School.



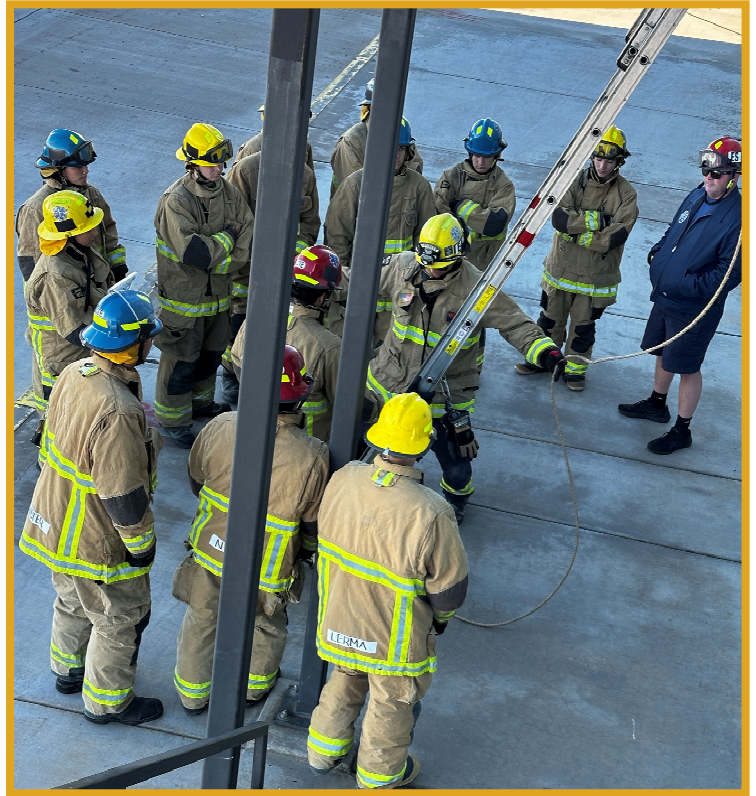
CAREER TECHNICAL EDUCATION

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.

Gina Gutierrez

Public Education Specialist





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.

We welcomed new members into the team during this year and are happy to report that a number of long-term members are still with the Team since its inception, making up a total of 31 active members on our CERT Team.

Our most important responsibility, especially during the hot Summer months, is staffing the Rehab Division at fires and other emergencies. In 2024, CERT members responded to 11 structure fires and 2 major gas leak to assist Unisource Gas workers. An average of 11 members responded to these incidents, no matter the time of day. The response we receive from firefighters on the scene of these incidents is enough reward in itself.

In the Knox Box Program, during 2024, 99 boxes were installed, 48 boxes were removed and refurbished as necessary and 32 key exchanges were made.

All of these activities totaled 1117 volunteer hours.

CERT's moto is "Working Together to Help Our Neighbors" and we continue to thank all of the members of the Fire Department for their continued support of the CERT Program.

Bob MacMillan
Team Leader



Contact Information

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9-1-1

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