LAKE HAVASU CITY
FIRE DEPARTMENT

2021 ANNUAL REPORT

Contact Information

Emergency
9-1-1

Non-Emergency
(928) 855-4111

Administration
(928)855-1141

Email
lhcfire@lhcaz.gov

Website
LHCAZ.GOV

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Message from the Fire Chief

Peter J. Pilafas
LHCFD Fire Chief

I am pleased to present Lake Havasu City Fire Department's 2021 Annual Report. This report is a summary of our accomplishments and activities. The information in the report is to provide an overview of our efforts to the community in maintaining the highest level of fire, rescue, and emergency medical services.

The fire department's motto is "**Proudly Serving Our Community**." As our city grows and the environment changes, our commitment to providing the absolute highest level of care remains constant. Each of our members' efforts reaffirms our commitment to providing exceptional service.

This report represents the culmination of each organization member's efforts, abilities, commitment, and dedication. The department remains committed to providing high-quality service as we work to meet the community's changing expectations and demands. It is an honor and privilege to serve as the Fire Chief.

2021 was a very active and accomplished year, despite the ongoing pandemic, a changing workforce, economic development, and increased demand for service. Our department and city have adapted to new and upcoming challenges in numerous ways. I am proud of our member's ability to adjust daily to what appears to be constant change.

One of the most notable efforts of the year was the partnership with Lake Havasu Unified School District High School for the Fire Department to coordinate the Career and Technical Education (CTE) Fire Service Program. Programs like this are essential for recruiting a future workforce and illustrate our commitment to the community we serve. We hope to inspire students and change how they prepare for a career in the fire service.

Additionally, we were honored to receive approval to conduct an analysis of the overall operations of the Fire Department and the feasibility of expanding the emergency medical service delivery model to include advanced life support 9-1-1 transport. We also received approval to implement our vehicle replacement and refurbishment program, including ordering one (1) new Pierce Velocity and refurbing one (1) Pierce Velocity E-6.

I am grateful for the support our organization receives from the residents, Mayor, City Councilmembers, City Manager, and City employees as we all strive to provide the highest level of service.

We will continue to move forward as one team and look forward to more accomplishments in 2022. If you have any questions or comments related to the report, please feel free to give us a call or email us at lhcfire@lhcaz.gov.

Peter J. Pilafas
Fire Chief

Lake Havasu City Council 2021

Cal Sheehy	**Mayor**
Jeni Coke	**Vice Mayor**
Jim Dolan	**Councilmember**
Nancy Campbell	**Councilmember**
Michele Lin	**Councilmember**
Cameron Moses	**Councilmember**
David Lane	**Councilmember**

Mission

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

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.

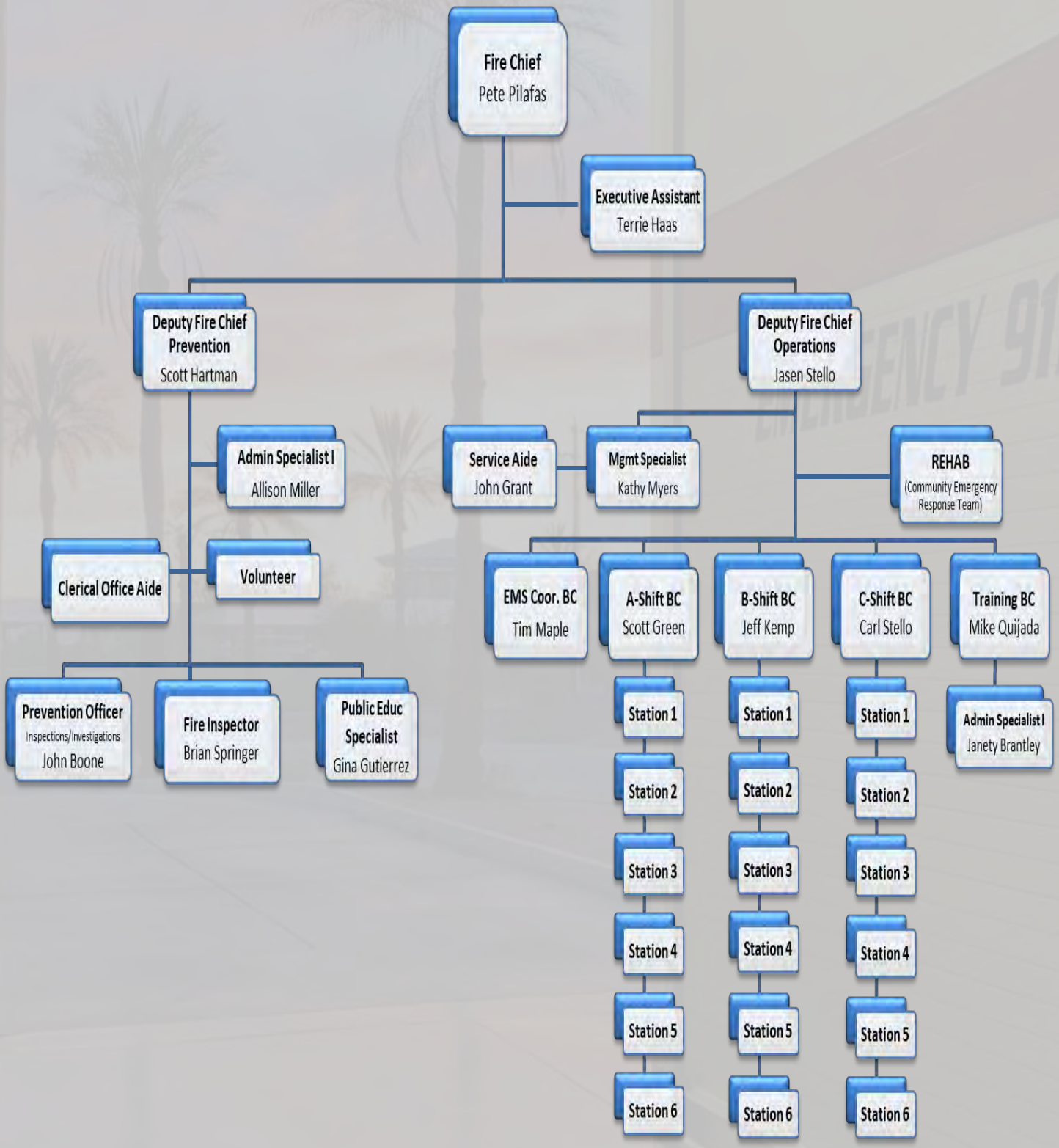
2021 Department Highlights

- City Council approved a Memorandum of Understanding with the Lake Havasu Unified School District for the Fire Department to coordinate the Career & Technical Education (CTE) Fire Service Program at the high school.
- Received approval to conduct an analysis of the overall operations of the Fire Department and the feasibility of expanding the emergency medical service delivery model to include advanced life support 9-1-1 transport.
- Implemented a Plan and Vision for CY 2021 – Hosted 1st State of the Department.
- Developing a Property Condition Assessment Plan for all Fire Stations.
- Intergovernmental Agreement approved with Desert Hills Fire District to service Self -Contained Breathing Apparatus.
- Changed Fire Department's hiring requirements to reach a larger pool of candidates.
- Maintaining Fire Command and Firefighter Association meetings.
- Conducted Captain & Engineer promotional process to establish a three-year eligibility list.
  - Provided Direct Feedback Sessions & Training Opportunities.
- Implemented Battalion Chief Rotation Program to foster development at the Command Level.
- Review and updating Fire Department Policies & Procedures.
- Implemented Badge Pinning Ceremony & Retirement Walk-Out.
- Continuously monitoring data to improve operations and reduce firefighter risks through data driven decisions.
- Awarded multiple grants for CY 2021- Total amount of $537,300.
  - Arizona Department of Homeland Security Grant-Hazardous Material Equipment.
  - Assistance to Firefighter Grant - eleven (11) Thermal Imaging Cameras.
  - State Improvement Lake Funds - New Fireboat & replacement of boat lift.
  - Western Arizona Council of Emergency Medical Service Grant.
- Assisted with Annual Household Hazardous Waste Day at Fire Station 2.
- Improved FD's Budget Tracker & Purchasing Process.
- Purchased and placed in service all new Draeger Safety Gas Monitors.
- Delivery of one (1) new Fire Command Vehicle & CERT Rehab Vehicle.
- Completed Live CAD monitors at all Fire Stations to improve the turn-out times (Dispatch to en route time) for frontline apparatus.
- Updated response districts for all Fire Stations & Apparatus.
- Created an Emergency Staffing Plan for Minimum Staffing Levels.
- Develop a plan to Inventory all equipment in the Fire Department.

2021 Department Highlights

- Implemented 1st year Vehicle Refurbishment & Replacement Program.
  - New Engine ordered and Refurb of Engine 6 starts in January of 2022.
  - Ordered one (1) Fire Command Vehicle & one (1) Fire Support Vehicle.
- Promoted New Deputy Chief of Operations, Battalion Chief, Captains, Fire Engineers, and hired eight (8) Firefighter/ Paramedics & Firefighter/Paramedic Trainees.
- Implemented a Drone Program to assist with Fire, Rescue, TRT, and Hazardous Material Incidents.
- Battalion Chief assigned to manage FD's Vehicle Maintenance issues and data.
- Continuing to implement electronic fire inspection and pre-planning software.
- Fire Codes Updated to the 2018 edition-International Fire Codes.
  - Updated amendment for sprinklers in Single-Family Dwelling.
- Scheduled Annual Inspections-Customer Service Oriented – Education vs. Enforcement.
- Hired Inspector with DCS and transferred LPG inspections.
- Assisted with Special Events City-Wide Handbook & Permit Process.
- Managing the Fire Service CTE program.
- Maintaining Community Outreach Programs, Residential Knox Program, and Smoke Detector Program.
- Completed Leadership Development Program for 40 members of the FD.
- Total of six (6) members attended State Fire School for Fire Instructor I and II.
- ARFF unit was inspected & needed repairs completed.
- Developing NFPA Fire Officer I Program for future Captains.
- New Battalion Chief in Training & Administrative Assistant.
- Maintaining Blue Card Training for all line staff.
- Implemented Annual Replacement Program for Cardiac Monitors.
- Continue to manage the COVID-19 Pandemic with PPE and safety precautions.
- Created reporting system to track EMS service delivery and transports.
- Inventory for medic units completed and power-load system installed & maintenance.
- Placed in-service two (2) Medic Units.
- Implementing Rebuilding Plan for the Hazardous Material Team.
- Maintaining and responsible for the Carbon Monoxide System in the Channel.
- Hazardous Material Technician Training class -starts in January of 2022.
- New equipment ordered and completed equipment inventory owned by the Fire Department.
- Conducting monthly training drills & completed Annual Confined Space training.
- Developing Partnership with MCSO Search & Rescue Team.
- Completed equipment inventory and developing a Replacement Program for outdated equipment.
- Continue to send three (3) members to ARFF training.
- Developing an Emergency Operations Plan & Procedures for Airport.

Department Overview



Fire Department Members

Fire Chief - Peter Pilafas
Administration - Terrie Haas
Deputy Fire Chief-Prevention - Scott Hartman
Fire Prevention Officer - John Boone
Fire Inspector - Brian Springer
Public Education - Gina Gutierrez
Prevention-Administration - Allison Miller

Act. Deputy Fire Chief-Operations - Jasen Stello
Support Services - Kathy Myers
Support Services Aide - John Grant
Training - BC Mike Quijada
EMS Coordinator - BC Tim Maple
Training-Administration - Janet Brantley

A Shift

Battalion Commander
Act. BC Scott Green

Station 1
Capt. Mike Blomenkamp
Eng. Joe Tobin
FF Lonnie Pope
FF Justin Madsen
FF Samuel Grosmick

Station 2
Capt. Aaron Bracamonte
Eng. Jon Irula
FF Morgan Best

Station 3
Capt. Nic Jones
Eng. Corky Coiner
FF Casey Parenti
FF Brandon Livermore

Station 4
Capt. Jason Lawson
Eng. Tyler Zink
FF Dale LaLande

Station 5
Capt. Mickey Scharbrough
Eng. David Muira
FF Matt Duthie
FF Thomas Platton

Station 6
Capt. Jay Sylvester
Eng. Mike Connelly
FF Preston Alexus

B Shift

Battalion Commander
BC Jeff Kemp

Station 1
Capt. Marty Port
Eng. Scott Jump
FF Rick Kelm
FF Ryan Smith
FF Sean Crampton
FF Eddie Miller

Station 2
Act. Capt. Nathan Adler
Eng. Jeff Lockwood
FF Jacob Azar

Station 3
Capt. Clay Bishop
Eng. Matt Maloney
FF Troy Mosley
FF Michael Friesz

Station 4
Capt. John Kowalski
Act. Eng. Nic Hovdal
FF Chase Trevett

Station 5
Capt. Kevin Shuck
Act. Eng. David Meraz
FF Prentice Taylor
FF Timothy Nelson

Station 6
Capt. Rich Schulenberg
Eng. Clint Nelson
FF Mike Carlson

C Shift

Battalion Commander
BC Carl Stello

Station 1
Capt. Chris Bracamonte
Eng. Kevin Tiedeman
FF Tyler Brophy
FF Kamrin Dooley
FF William Little

Station 2
Capt. Jason Macklem
Eng. Luther Smith
FF Bill Sherman

Station 3
Capt. Tony Rivello
Eng. Lee Jankowski
FF Daniel Clark
FF Chris Stansbury

Station 4
Capt. Earl Saucier
Eng. Terry Gloeckner
FF Aric Lynen

Station 5
Capt. Ryan Felish
Eng. Mark Terriquez
FF Mike Kemp
FF Rickey Beach

Station 6
Act. Capt. Scott Jacobs
Eng. Sean Mulligan
FF Taylor McCarthy

As of December 31, 2021

Lake Havasu City Fire Department
Retirees

Richard Williams, Fire Captain
August 2, 2002 to August 11, 2021

Joseph Blanchard, Firefighter
August 2, 2002 to October 10, 2021

Jeffry Harran, Deputy Fire Chief
April 27, 2013 to October 29, 2021

Tony Rivello, Fire Captain
April 9, 1990 to December 15, 2021

Lake Havasu City Fire Department
Promotions

Tim Maple, Battalion Chief-EMS
January 23, 2021

Nathan Adler, Fire Captain
July 10, 2021

Kevin Tiedeman, Fire Engineer
July 10, 2021

Marty Port, Fire Captain/Paramedic
August 7, 2021

David Miura, Fire Engineer/Paramedic
November 27, 2021

Lake Havasu City Fire Department

New Hires

William Little
Firefighter/Paramedic Trainee
June 1, 2021

Janet Brantley
Administrative Specialist I
September 4, 2021

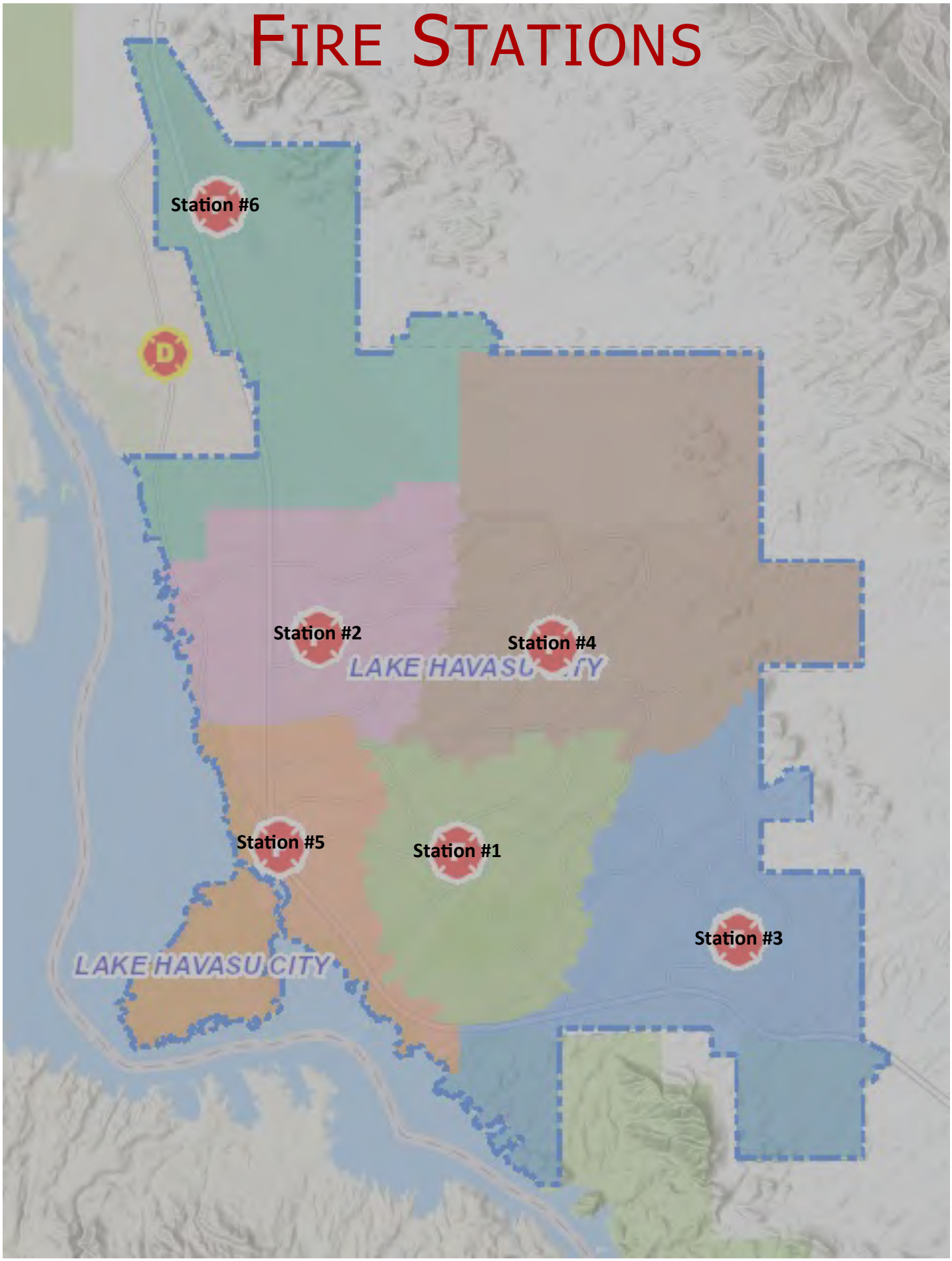
Ricky Beach
Firefighter/Paramedic Trainee
September 18, 2021

Timothy Nelson
Firefighter/Paramedic Trainee
September 18, 2021

Thomas Platton
Firefighter/Paramedic
September 18, 2021

Michael Friesz
Firefighter/Paramedic Trainee
November 6, 2021

Fire Stations



Fire Stations

Station 1 | **96 Acoma Blvd. S.**
2,127 calls

Station 2 | **2065 Kiowa Blvd. N.**
1,388 calls

Station 3 | **3620 Buena Vista Ave.**
2,271 calls

Station 4 | **3270 Palo Verde Blvd. S.**
1,616 calls

Station 5 | **145 N. Lake Havasu Ave.**
2,036 calls

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

EMERGENCY SERVICES

- 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, Hazardous Materials Response Team, Aircraft Rescue Firefighting)

FIRE OPERATIONS

Jasen Stello
Deputy Fire Chief - Operations

2021 was a very busy year with a significant increase in annual 9-1-1 call volume. The Fire Department had many position changes via promotion or acting assignments to meet the community response needs. In the Operations Division this included 1 Deputy Fire Chief, 1 Battalion Chief, 4 Captains, 5 Engineers, and 8 Firefighters.

In addition, Lake Havasu City Fire Department modified the deployment model on our Medic Unit to allow for better coverage of community transport needs in emergent situations where private sector units were delayed or not available. We reinstated our Aircraft Rescue and Fire Fighting (ARFF), Hazmat Team, Technical Rescue Team (TRT) training programs and developed a training plan for employee development to aid the organization in planning for attrition.

Lastly, we secured a State Lake Improvement Fund (SLIF) grant in coordination with LHCPD to allow both agencies to purchase new emergency response Fire and Police boats to replace existing equipment that is well over 15 years old. LHCFD continues to work on a plan to overcome operational challenges related to employee retention, call volume increases, as well as community growth.

Jasen Stello
Deputy Fire Chief - Operations

EMERGENCY SERVICES
MEDICAL

2021 has come and gone; however, we have continued to see different strains of COVID-19 that have continually challenged Lake Havasu City Fire Department's abilities to maintain staffing levels and respond to emergencies. This is due to an increase in call volume over the year and a continued challenge of hiring / training new employees. We have continued to find ways to purchase PPE needed to protect employees, as well as spraying our stations to try and limit the spread of viruses.

- 2020 Calls: **8,724**
- 2021 Calls: **9,578**
- Difference of **854** Calls
- Approximate increase of 2-3 calls per day, roughly an average of 71 calls per month difference.

Through all of the adjustments with a relatively new report management system (ImageTrend Elite), increased call volume, and employees out –sick or injured, we were able to continue to improve our response times and patient care. These improvements are a result of our continued involvement in programs like HRMC (Chest Pain Committee, Trauma Committee), CAD status monitors, and WACEMS (Western Arizona Council of Emergency Medical Services). Lake Havasu City Fire Department's direct involvement with HRMC's Chest Pain Committee, we developed and implemented a process of transmitting 12-Lead EKG's (directly to a on call cardiologist & ED physicians from our LifePak 15 defibrillators) when someone is having a heart attack (STEMI). This process has decreased a patients time from EMS contact to stent or reperfusion by 45 minutes (this was implemented system wide by LHCFD, AMR, and DHFD). When time equals muscle this is a great achievement that is directly associated with LHCFD's Paramedics correctly identifying and treating patients in the field that are having a heart attack.

EMS education is in a revolving 2-year cycle – in which we completed another year of continuing education for 45 Paramedics and 34 EMTs. This ranges from bi-monthly in-class experiences to monthly online required meetings as an approved training agency for our continuing education through Arizona Department of Health Services (AZDHS). LHCFD has continued to maintain our status as a Premier reporting agency with AZDHS.

In 2021, we were able to expand our fleet of Medic Units (transport capable units) to 3 with the addition of two 2011 F450 – Wheeled Coach ambulance units. These new medic units were fully outfitted with EMS gear, powered cots, stair chairs, and suppression applicable equipment to allow these units to respond to a variety of calls for service. Medic 1 is located at Station 1 and in service 24/7. The other medic units – Medic 5, Medic 3 – can be used for special events, holiday staffing in the Channel, or in other areas during high call volume events.

2021 Highlights:

- Addition of two (2) F450 – Transport Capable Medic Units – fully outfitted with EMS Equipment
  - 3 Power Pro Cots
  - 2 performance load systems - vehicle #7126 and #7127
  - 1 Power Load System – installed in vehicle #7122
- Purchase of two (2) – LIFEPAK 15 Cardiac Monitor / Defibrillators through replacement program – (13 LIFEPAKs' varying in age - dating back to 2013)
  - Service life 10 yrs. – Replacement program essential to having reliable and up to date equipment.

- WACEMS Grant for a Rad-57 Monitor - $4,300 – added to Carbon Monoxide monitoring capabilities.
  - Monitoring carbon monoxide levels on FF's during REHAB on fire scenes, as well as people in their homes or on the lake when associated with symptoms of carbon monoxide poisoning.
- Hired / training – 4 Paramedics, 2 EMTs.
- Started process for RFID technology for EMS disposables.
  - Fire Station 1 - main supply station – reduce waste and improve tracking.

Lake Havasu City Fire Departments EMS Division looks forward to the growth and development of the services we provide to the community and the people of our organization.

Monthly Call Volume over Year

	2021	2021	2020	2020		
Month Name	**Grand Total - Current**	**% of Total Incidents - Current**	**Grand Total - Previous**	**% of Total Incidents - Previous**	**YTD % Change**	**Call diff**
January	882	9.21%	757	8.68%	14.17%	125
February	637	6.65%	725	8.31%	-13.81%	-88
March	811	8.47%	723	8.29%	10.85%	88
April	790	8.25%	616	7.06%	22.03%	174
May	785	8.20%	763	8.75%	2.80%	22
June	800	8.35%	746	8.55%	6.75%	54
July	910	9.50%	769	8.81%	15.49%	141
August	854	8.92%	697	7.99%	18.38%	157
September	703	7.34%	672	7.70%	4.41%	31
October	782	8.16%	734	8.41%	6.14%	48
November	723	7.55%	652	7.47%	9.82%	71
December	901	9.41%	870	9.97%	3.44%	31
Grand Total	**9578**	**100.00%**	**8724**	**100.00%**	**9.79%**	**71**

Monthly Call Avg.		Monthly Call Avg.		
798		727		
			Monthly Calls Avg. Increase	71
Daily Call Avg.		Daily Call Avg.		
26.24109589	Daily Change in calls	23.90136986		
	2.339726027			

Lake Havasu City Fire Department

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 annul 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.

Mike Quijada
Battalion Chief - Training

2021 TRAINING HOURS

Emergency Medical Services
4,915.75

Instructor
329.75

Hazardous Materials
237.55

Aircraft / ARFF
140.50

Fire Prevention
553

Fire-fighting
2,892.60

Fire Officer
2,562.50

Confined Space
577

City of Lake Havasu
962.75

Specialty Training
578.08

Fire Apparatus Driver/Operator
2,324.50

Employee Wellness
1,903.20

* - COVID

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.

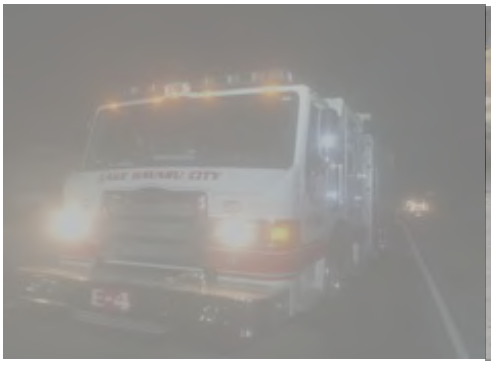
The UAV has thermal imaging and can do live video feed back to our handheld control unit. There are many uses for the UAV: structure fires, thermal imaging, and location of someone on one of our many hiking trails but are unable to identify their location.

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.



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.

Division of Fire Prevention

- Management of Fire Inspections
- Management of Commercial/ Residential Inspections
- Management of Plan Reviews - Commercial and Residential
- Management of Community Safety and Education

Division of Fire Prevention

Scott Hartman

Deputy Fire Chief/Fire Marshal

2021 was a busy year for the Fire Prevention/ Community Risk Reduction Bureau.

Development did not slow down, despite the pandemic. We saw an increase in new construction in both residential and commercial building. Residential plan submittals (single family/ multifamily) were up almost 25% from 2020. Development continues to remain strong in the various subdivisions around town. Construction began at the Riviera development and new sections of the Foothills development are building as well. Tiny homes continue to be popular and 2020 saw multiple projects take shape around town.

Occupant, business license, and new construction inspections continue to keep us busy. We finished the year with over 2,600 inspections.

Community Risk Reduction/Public Education also had a very busy 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 department also worked with the Lake Havasu Unified School District to implement a Career and Technical Education (CTE) program on "**Introduction to the Fire Service**." The Public Education Specialist will be implementing this class in January of 2022.

Scott Hartman

Deputy Fire Chief

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.

2021 Prevention Statistics

ACTIVITY	2021*	2020*	2019
Plan Reviews	589	491	325
Total Inspections	2,648	2,734	2,699
Violations	3,296	3,170	3,339
Public Educ. Classes	213	170	474
Public Educ. Students	5,684	3,295	10,153
Permits Issued	1,490	1,055	1,012
Permit Revenue	$139,053	$108,379	$82,884
Fire Investigations - Opened	18	20	24
Fire Investigations - Closed	28	18	24
Env./HazMat Investigation - Opened	0	0	0
Env./HazMat Investigation - Closed	0	0	0
Arsons	7	1	0

* COVID-19

2021 Prevention Statistics

Total number of inspections

3,296

Public Assembly: 18	Garage/Carport/Sheds: 2
Office/Service Business: 324	L.P.G.: 686
Education/Preschool: 46	Tanks - New/Removed: 9
Factory/Industrial: 123	Construction: 63
Hazardous: 1	Fire Systems: 890
Hospital/Nursing Care: 10	Complaints: 22
Retail Business: 59	Special Inspections: 132
Hotel/Apartment: 7	Special Events: 69
Residential: 16	Knox Box Install/Removal: 233
Storage Occupancies: 176	
Pub Ed Classes: 213	Pub Ed Class Participants: 5,684

Community Safety and 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
- Introduction to Fire Service
- 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
- Youth Firesetter Intervention Program
- Fire Station Tours
- Water Safety

Administrative and 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

Community Emergency Response Teams

During 2021, the Community Emergency Response Team (C.E.R.T.) celebrated its 16th year of service to the Fire Department and the Community. 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 the early part of the year, with the advent of the COVID-19 event, C.E.R.T. took on another role in staffing testing stations and Vaccination Pod's to support both medical and military personnel at these locations.

The staffing of the Rehab Division accounted for 405 volunteer hours, while responding to 18 structure fires, 1 major gas leak, and 1 airplane crash while supporting the firefighters.

Working on a weekly schedule, an average of 15 Knox Boxes were installed, removed, and refurbished each month, totaling 218 volunteer hours by the two members responsible for the program.

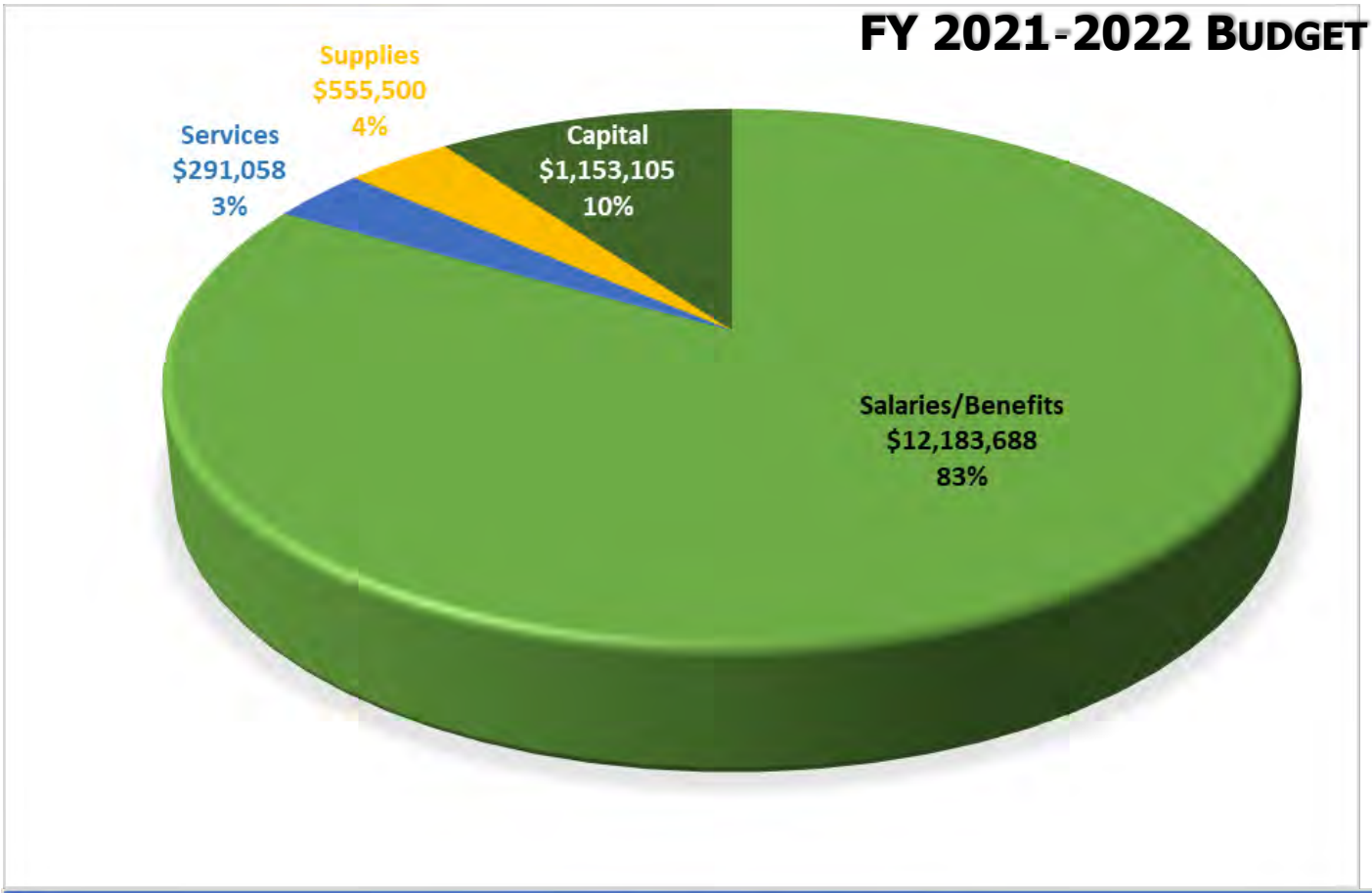
Staffing First Aid Stations, pods, and other events such as "HazMat" Collection day resulted in 1,227 volunteer hours. These 3 Operations totaled 2,270 volunteer hours for 30 members of the team.

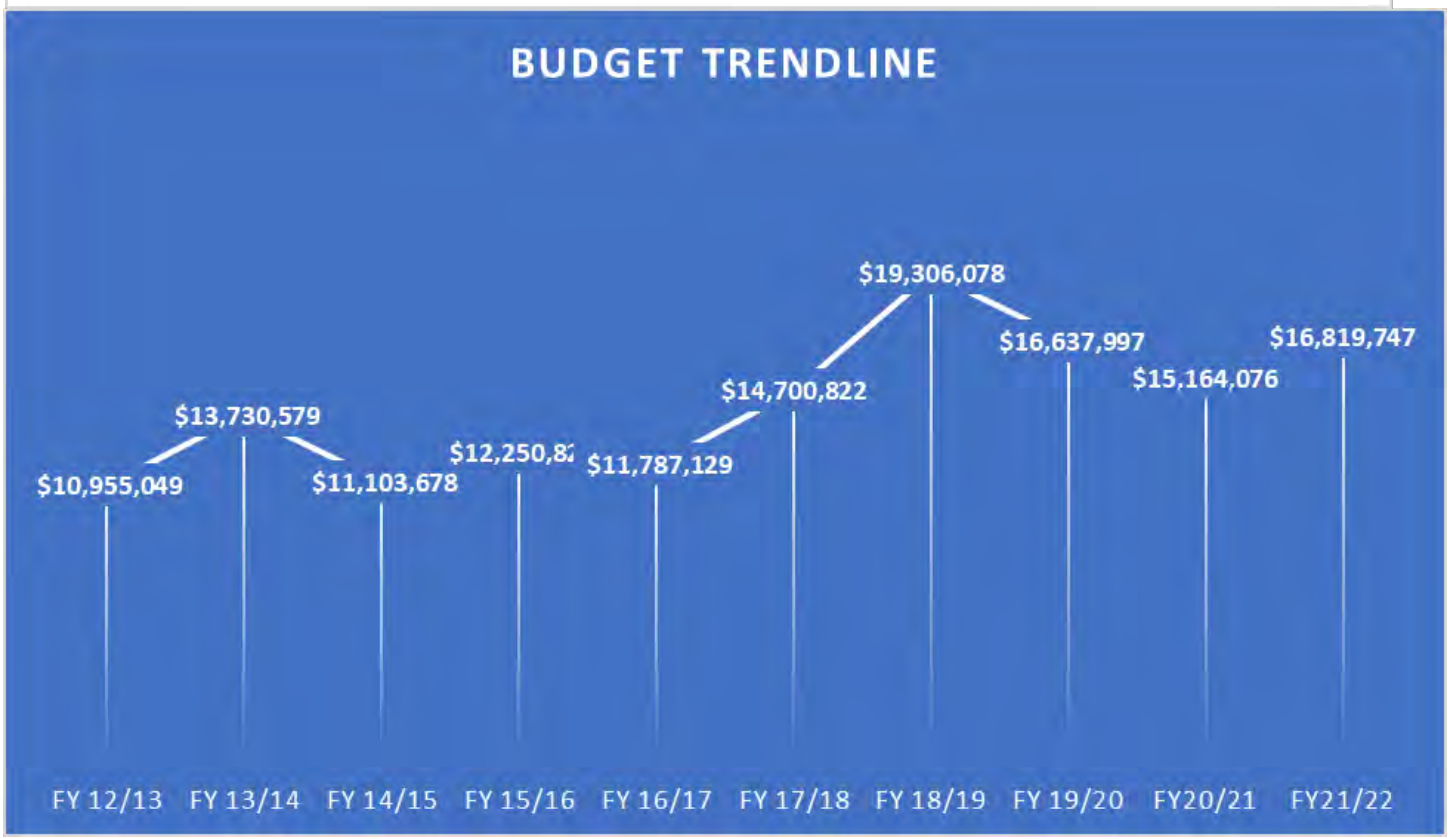
The high point of the year for C.E.R.T. members was on December 5, 2021, when after 2 years of planning and design, a brand new 2021 Ford Step Van was placed in service as the new Rehab Apparatus. This vehicle was designed to transport the items needed to support firefighters at the scene of a major incident. It replaces a 20+ year old van that was experiencing numerous mechanical problems and was unreliable for emergency services. It was part of a 2020 budget package approved by the City Council.

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

Bob Mac Millan
Team Leader

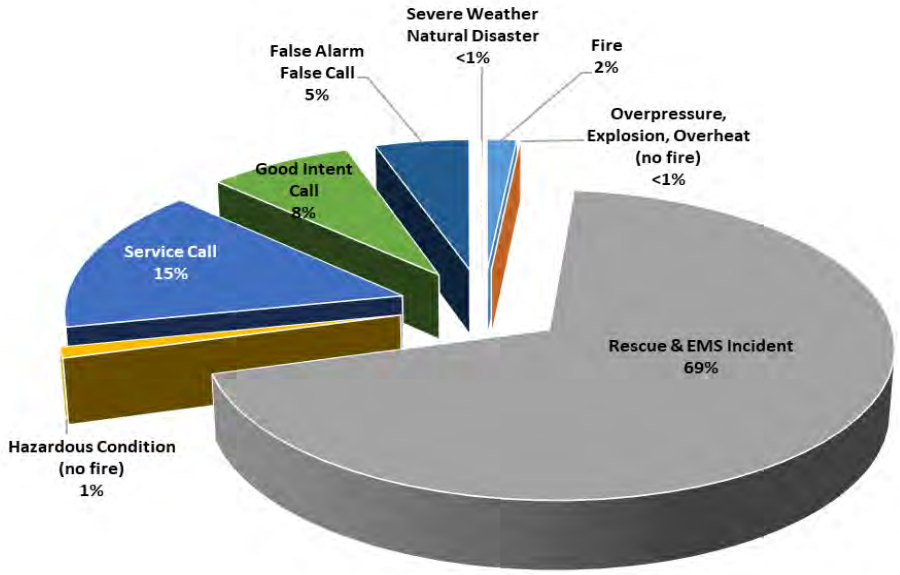
BUDGET BREAKDOWN





2021 STATISTICS

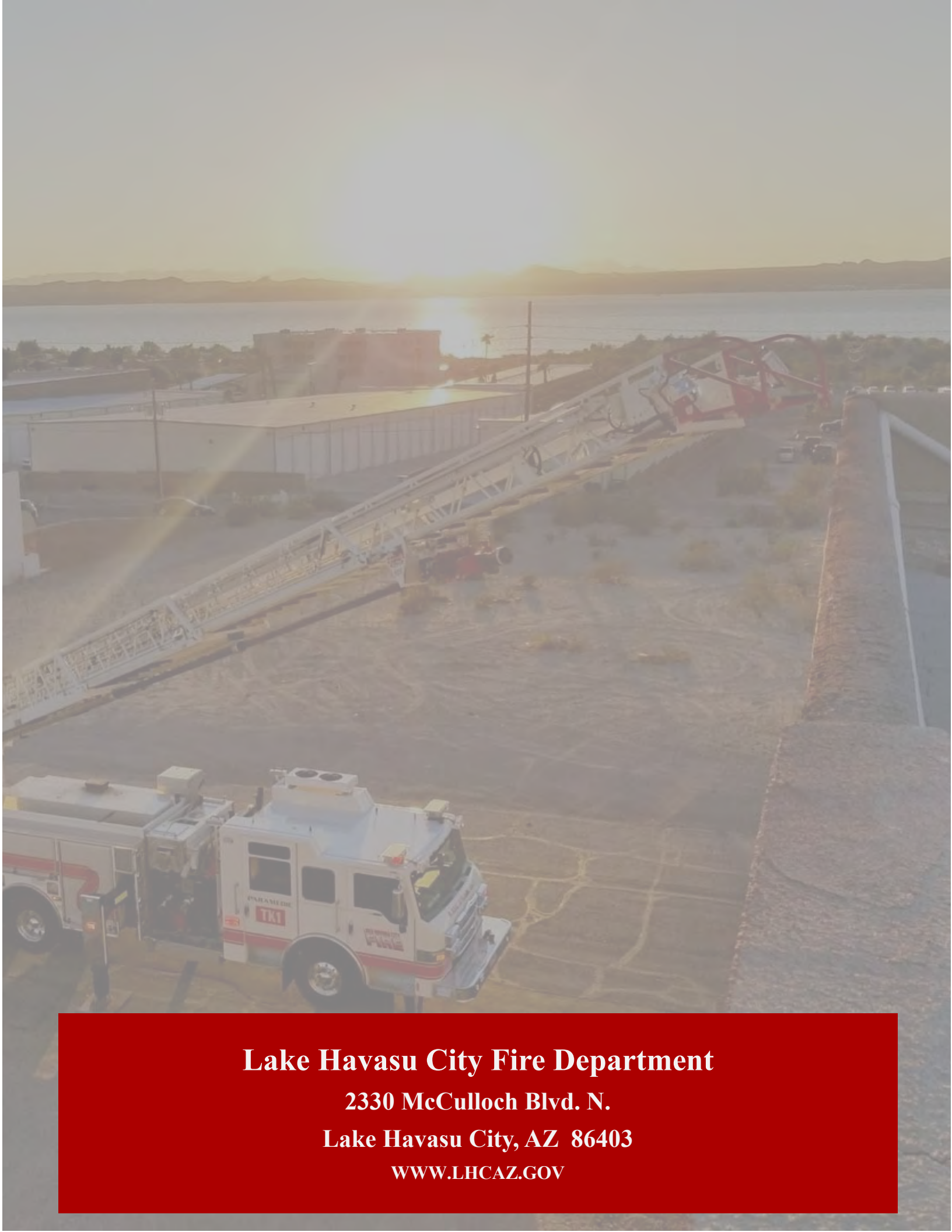
RESPONSE TYPES BY CATEGORY



INCIDENT RESPONSE DATA

Type of Response	2021	2020	2019
Fire	152	193	150
Overpressure Rupture, Explosion, Overheat (no fire)	1	6	10
Rescue & Emergency Medical Service (EMS) Incident	6,578	5,839	5,288
Hazardous Condition (no fire)	108	144	125
Service Call	1,493	1,296	1,481
Good Intent Call	726	797	825
False Alarm & False Call	511	449	437
Severe Weather & Natural Disaster	9	0	3
Special Incident Type	0	2	2
TOTAL	**9,578***	**8,726**	**8,321**

**** Highest Incident Responses in LHCFD History***



Lake Havasu City Fire Department

2330 McCulloch Blvd. N.

Lake Havasu City, AZ 86403

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