



2025 ANNUAL REPORT





CONTENTS

Message from the Fire Chief	4
Lake Havasu City Council	5
Mission, Motto & Vision	6
Department Values	7
2025 Department Highlights	8
Department Overview	10
Budget Breakdown	11
Fire Department Overview	12
Fire Stations	14
Apparatus Information	16
LHCFD Retirees	18
LHCFD Promotions	19
LHCFD New Hires	22
2025 Paramedic Graduates	24
Badge Pinning Ceremonies	26
Honors & Awards	33
2025 Incident & Call Volume Statistics	34
Division of Operations	44
Deputy Chief of Administration	46
Division of Fire Prevention	48
2025 Fire Prevention Statistics	50
Support Services	53
Emergency Medical Services	54
Ambulance Transport Statistics	56
Training Division	60
Training Statistics	62
Special Operations	64
Community Safety & Education	68
CTE - Fire Service Program	70
CTE - Emergency Medical Service Program	72
Community Emergency Response Team (CERT)	74
Contact Information	75

MESSAGE FROM THE FIRE CHIEF



It is an honor to present the 2025 Annual Report of the Lake Havasu City Fire Department. This year is especially meaningful for me, as it marks my fifth anniversary as Fire Chief. Over the past five years, I have had the privilege of leading an incredible team of dedicated professionals who serve our community with pride and commitment every day.

Reflecting on this milestone, I feel a deep sense of gratitude for the progress we've made together and the accomplishments we've achieved as a team. Everything we've done this past year reflects our shared commitment to serving Lake Havasu City with excellence. Again, I am proud to highlight some of the key achievements and initiatives for 2025 in this report.

This year has been remarkable for the personal and professional growth within our department. We proudly celebrate several key milestones, including retirements, promotions, paramedic graduations, and the successful completion of probation for our trainees. In addition, we have continued to invest in our personnel by providing professional development opportunities through a range of training programs, including Annual Live-Fire Training, Fire Apparatus Pump Academy, Fire Officer I Program, State Fire School, Blue Card Incident Command, and Paramedic School.

Effective July 2025, we launched a new Career Technical Education (CTE) Emergency Medical Service Program at Lake Havasu High School. This initiative is designed to provide students with the knowledge, skills, and hands-on experience necessary to pursue a career in emergency medical services. By equipping students with practical training and real-world insights, the goal of the program is to inspire the next generation of emergency responders and strengthen our career pathway for our city.

We strengthened our Aircraft Rescue and Firefighting (ARFF) standby program at the airport by acquiring a second ARFF truck and implementing dedicated staffing schedules. These enhancements ensure our team is fully equipped and available to meet the demands of rapid refueling operations for military aircraft, further improving our capacity to provide timely and effective emergency response services.

We are making steady progress on the design and construction of Fire Station 7 at 3850 McCulloch Blvd N. For this important project, we have selected Perlman Architects and Willmeng Construction as our partners. Once completed, Fire Station 7 will significantly enhance our service coverage and improve response times, further strengthening our ability to protect the community. This project is scheduled for completion in 2027.

Looking ahead to 2026, we remain dedicated to delivering exceptional service to our residents and visitors. Our priorities will center on continuous improvement, embracing innovation, and strategically planning to meet the demands of our growing city. With the continued support and engagement of the community, we are confident in our ability to adapt and excel in fulfilling our mission.

I want to personally thank everyone in the fire department and city staff for your hard work and dedication to our community. None of what we've accomplished would be possible without your support. I'm also truly grateful to the City Manager, Mayor, Vice Mayor, and Councilmembers for their trust and encouragement, and for giving me the opportunity to serve as your Fire Chief.

Peter J. Pilafas
Fire Chief

LAKE HAVASU CITY COUNCIL

2025



Cal Sheehy
Michelle 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.

2025 DEPARTMENT HIGHLIGHTS

FIRE ADMINISTRATION

- 911 Ground Ambulance Transport Program completed 1st year on June 11, 2025
- Willmeng Construction selected to start the pre-construction process for Fire Station 7 at 3850 McCulloch Blvd N
- Continued to Host Annual State of the Department after the approval of the City budget
- Completed 5-year Stop, Keep, and Start Survey for the Fire Department.
- Completed the design of the Firefighter/ Paramedic Apprenticeship Program with full implementation in January of 2026
- Launched new Emergency Medical Service Program within the Lake Havasu High School's Career Technical Education (CTE).
- Established a partnership with Mohave College Fire Program and Memorandum of Understanding to host the Spring of 2026 Fire Academy at Fire Station 2.
- Provided a Presentation on the Fire Department at the Havasu Resident Academy
- Reviewed the Completion of the 2023 Fire Department Operational Study: Short-Term Recommendations for 1-3 years

FIRE OPERATIONS

- Hired 6 Firefighter/Paramedic positions due to resignations and retirements
- The following positions filled in 2025:
 - Deputy Fire Chief of Administration
 - Administrative Specialist I – Training Department
- There are 14 in the PSPRS Drop Program (Pension) as of December of 2025
- Completed new 5-year Refurbishment/ Replacement program for Fire Apparatus
- Received approval in 2025 to Refurb 1 Fire Engine, which will start in mid-2026
- Hosted Badge Pinning Ceremony in April and October of 2025 for Promotions and Probationary Firefighter/Paramedics
- Hosted Household Hazardous Waste Events in April and December of 2025 at Fire Station 2
- Fire Station 2 Training Grounds asphalt replaced with concrete
- Fire Station 3 apparatus floor swamp coolers replaced with mini-HVAC systems
- Annual CERT-Community Emergency Response Team Appreciation Dinner

FIRE PREVENTION /

COMMUNITY RISK REDUCTION

- 7g part-time program for Fire Inspections and Fire Hydrant Testing
- Continued to improve the Land Management Software (Fire Applications) with Development Customer Services Department
- Maintained Community Outreach Programs-Residential Knox Box and Fire Safety Education

EMERGENCY MEDICAL

SERVICES

- 10 Firefighter/Paramedic Trainees graduated from a Paramedic Program
- Provided Instruction and training to 11 students wanting to pursue their Emergency Medical Responder and National Emergency Medical Technician – Basic Certifications into the new CTE-EMS Program at LHHS
- Heart Saver First Aid CPR AED: Provided essential training to 24 CERT team members and 155 city employees
- Basic Life Support (BLS): Certified 23 high school students within our CTE program,
- New Medical Technology purchased: One Scope Pro Video Laryngoscope

FIRE TRAINING

- Provided Leadership & Officer Development
- Conducted the Pump Operator Academy
- Expanded our Instructor Capacity
- Blue Card Programs - Continued reinforcement of standardized command practices
- Live Fire Training was successfully reintroduced in 2025
- All new hires completed EMSVO (Emergency Medical Services Vehicle Operator) training during orientation

SPECIAL OPERATIONS

Hazardous Material Team

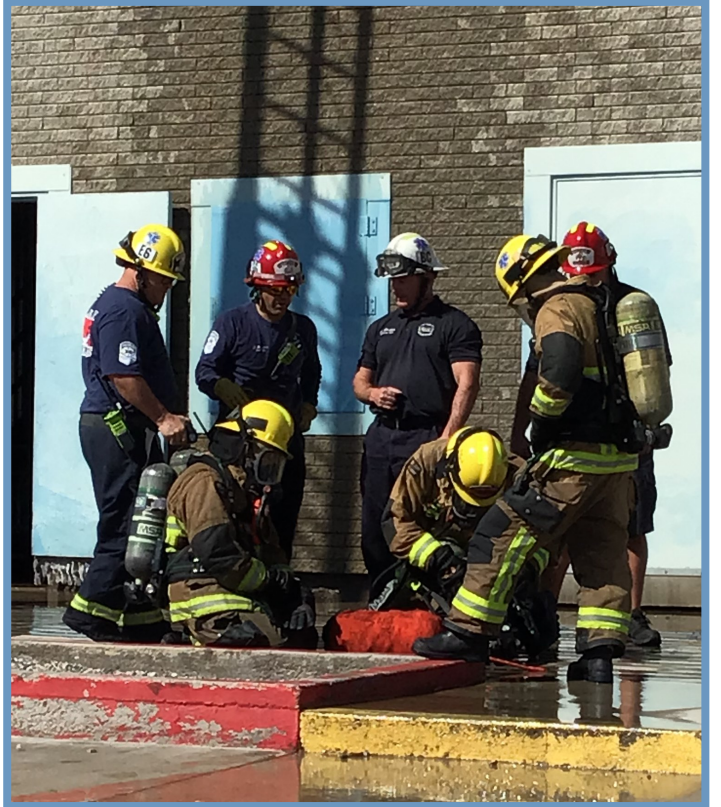
- Department-wide Hazardous Materials First Responder Operations (FRO) training completed

Technical Rescue Team

- Department-wide Confined Space training completed

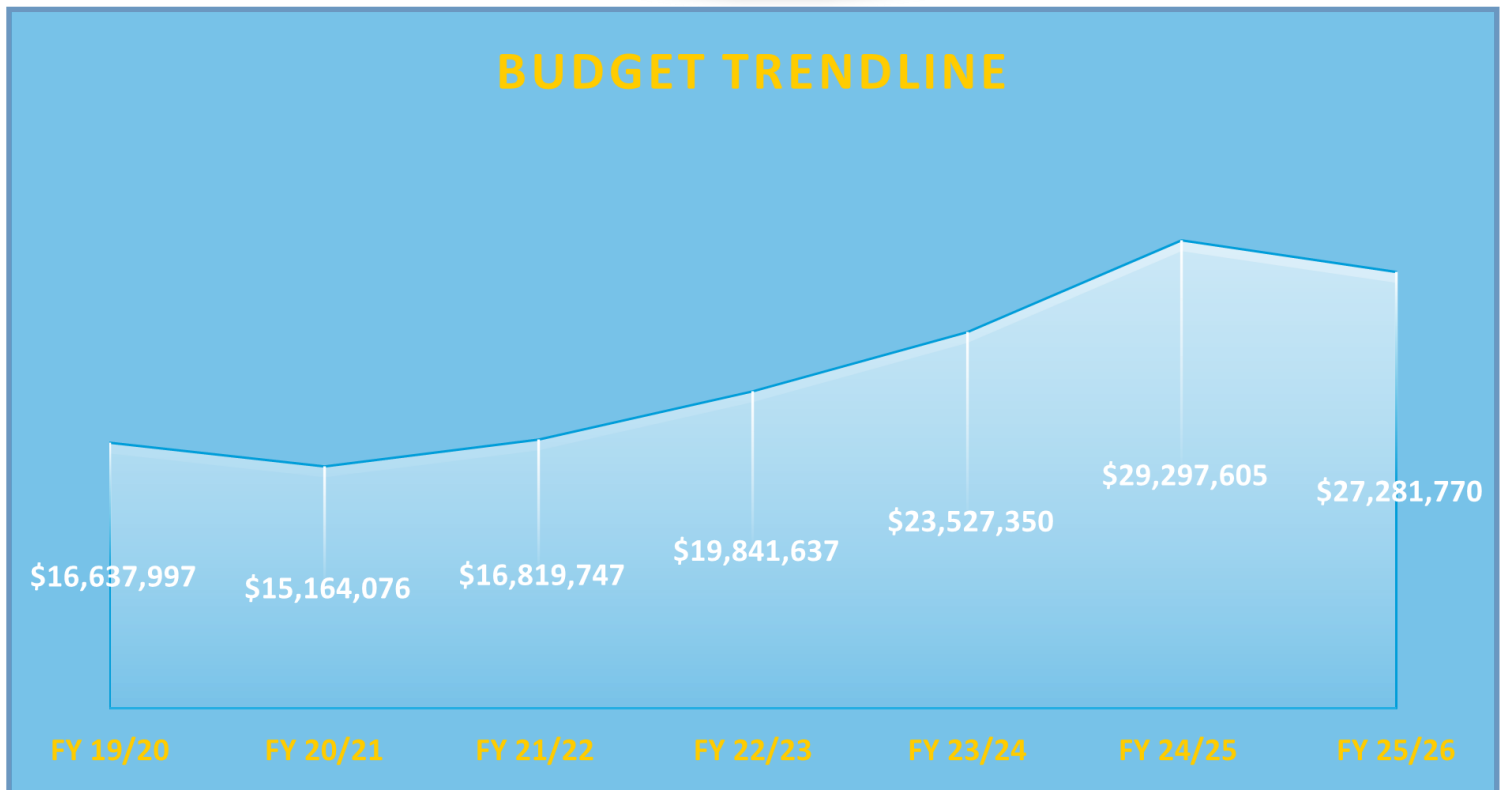
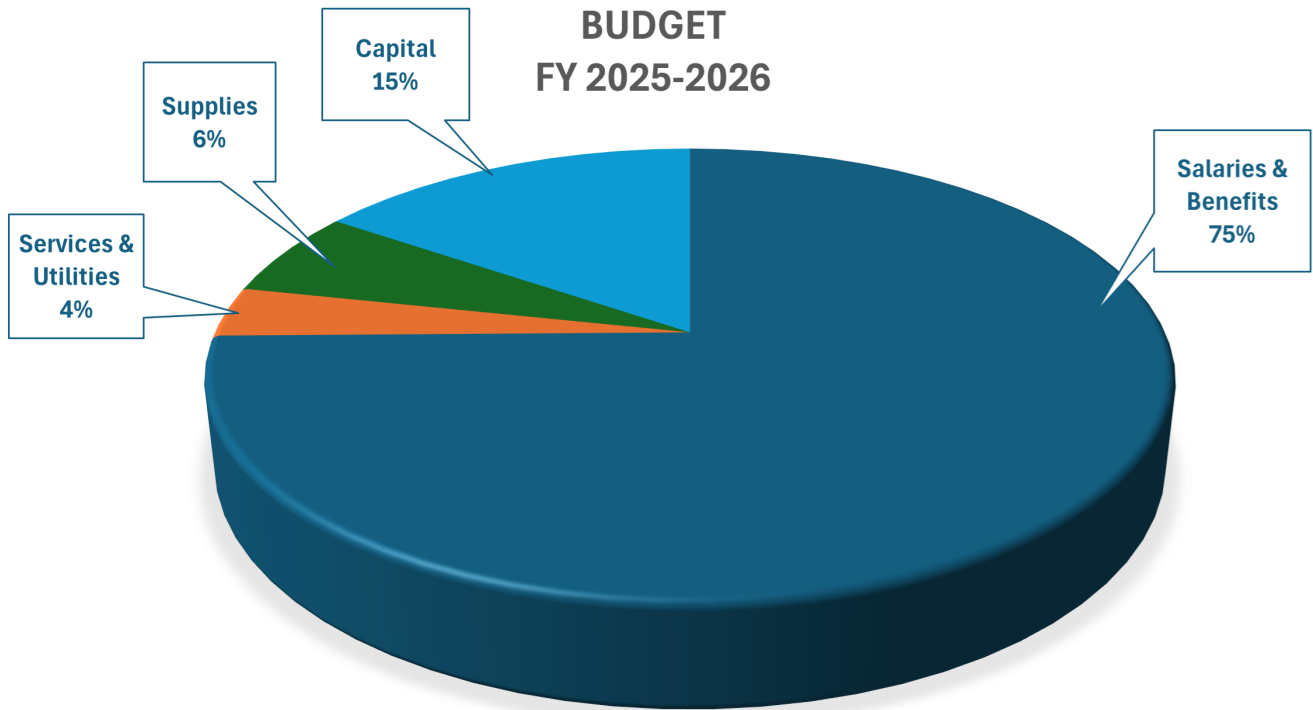
Aircraft Rescue Fire Fighter (ARFF)

- Purchased a used ARFF unit to support Rapid Refueling of Military Aircraft
- Continued to support training efforts for ARFF certifications



BUDGET

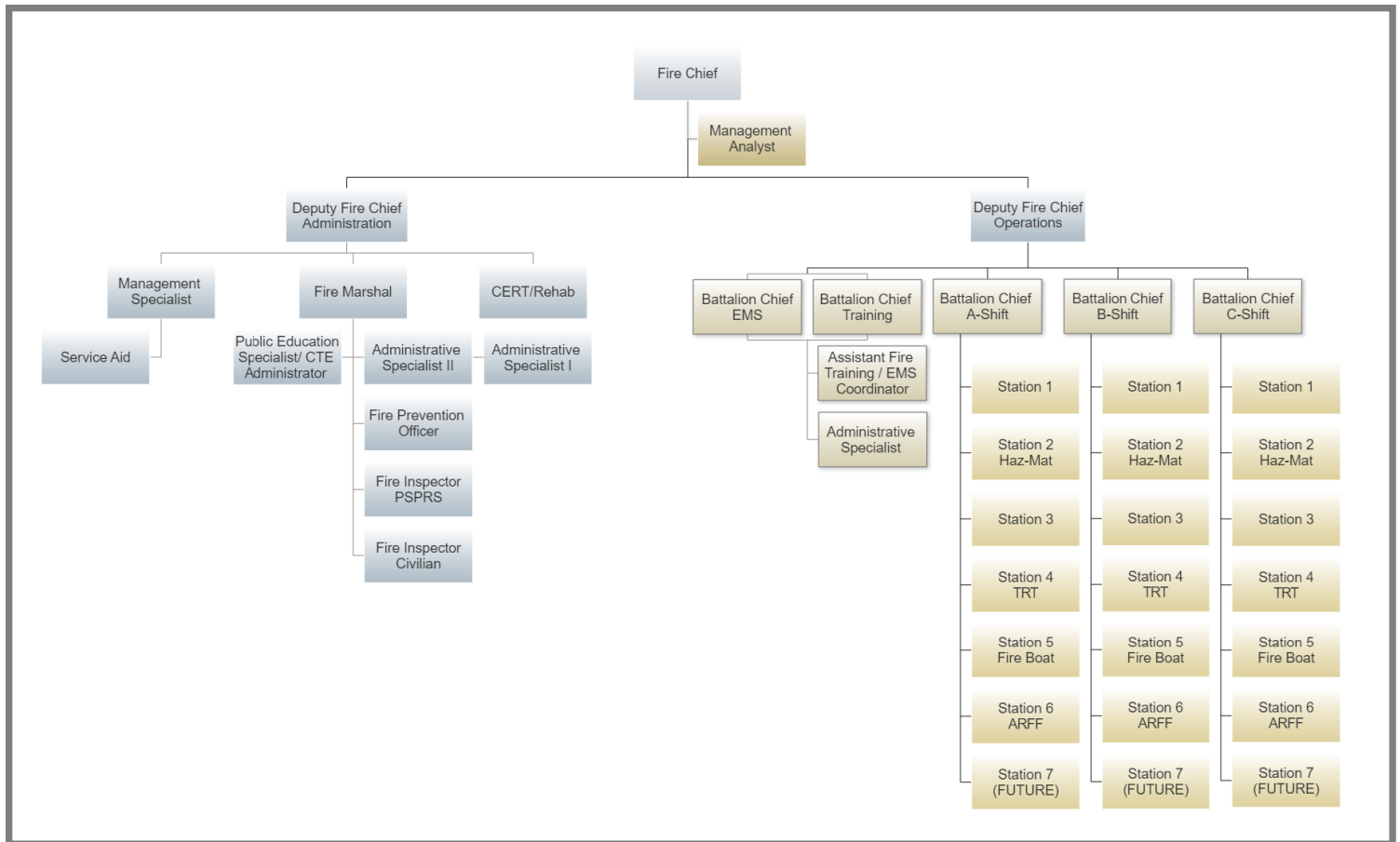
BREAKDOWN



*Budgets include Capital Outlay Carry Forwards; projects/purchases not yet completed, approved in previous years' budgets, i.e. New Apparatus, Refurbishments and Station #7.

** SAFER Grant Funding 2023-2025

DEPARTMENT OVERVIEW



Position Title	FY 25-26	FY 24-25	FY 23-24	FY 22-23	FY 21-22	FY 20-21	FY 19-20	FY 18-19	FY 17-18	FY 16-17	FY 15-16	FY 14-15	FY 13-14	FY 12-13	FY 11-12	FY 10-11	FY 9-10	FY 8-9	FY 7-8
Administrative Specialist I	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2
Administrative Specialist II	1	1												1	1	1	1	1	1
Administrative Supervisor							1			1	1	1	1	1	1	1	1	1	1
Administrative Technician								1											
Battalion Chief	5	5	5	5	5	5	4	4	4	4	4	4	4	3	3	3	3	3	3
Clerical Office Aide			0.7	0.6	0.6	0.6	0.6												
Deputy Fire Chief	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	3
Executive Assistant					1	1	1												
Fire & EMS Training Coordinator	1	1	1																
Fire Captain	5	6	6	6	6	6	7	7	6	6	7	7	8	7	9	18	18	18	18
Fire Captain/Paramedic	13	12	12	12	12	11	11	11	12	12	11	11	10	11	9				
Fire Chief	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Fire Engineer	4	3	3	5	5	6	7	8	7	7	5	6	6	3	8	18	18	18	18
Fire Engineer/Paramedic	14	15	15	13	13	12	11	10	11	11	13	12	12	15	10				
Fire Inspector/Investigator (PSPRS)	1	1	1					1							3	4	4	6	6
Fire Inspector (ASRS)	1	1		1	1	1	1												
Fire Marshal (Division Chief)	1	1	1																
Fire Prevention Officer	1	1	1	1	1	1	1	1	1	1	1	1	1	1	8	8			
Firefighter	7	9	9	15	15	16	16	19	19	19	20	20	19	18	15	33	33	39	39
Firefighter/Paramedic	23	25	25	19	19	19	20	17	17	17	16	16	17	18	12				
Firefighter/Paramedic Trainee	15	11	11	11															
Management Analyst	1	1	1	1															
Management Specialist	1	1	1	1	2	2	2	2	2	1	1	1	1						
Public Education Specialist	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	2
Service Aide	0.5	0.5	0.5	0.6	0.6	0.6	0.6												
Training Officer														1	1	1	1	1	1
Fire Dept. Total	100.5	100.5	99.2	97.2	87.2	87.2	89.2	86	85	85	85	85	85	85	86	93	85	95	95

FIRE DEPARTMENT MEMBERS

Fire Chief - Peter Pilafas	
Deputy Chief - Operations - Jasen Stello	Fire Marshal - Nathan Adler
Deputy Chief - Administration - 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
Prevention-Admin Specialist II - Jennifer Lee	Battalion Chief EMS Coordinator - Tim Maple
Prevention-Admin Specialist I - Lindsay Browning	Fire & EMS Training Coordinator - Corky Coiner
Training-Admin Specialist I - Magdalena Schmeling	Support Services Aide - Steve Wilford

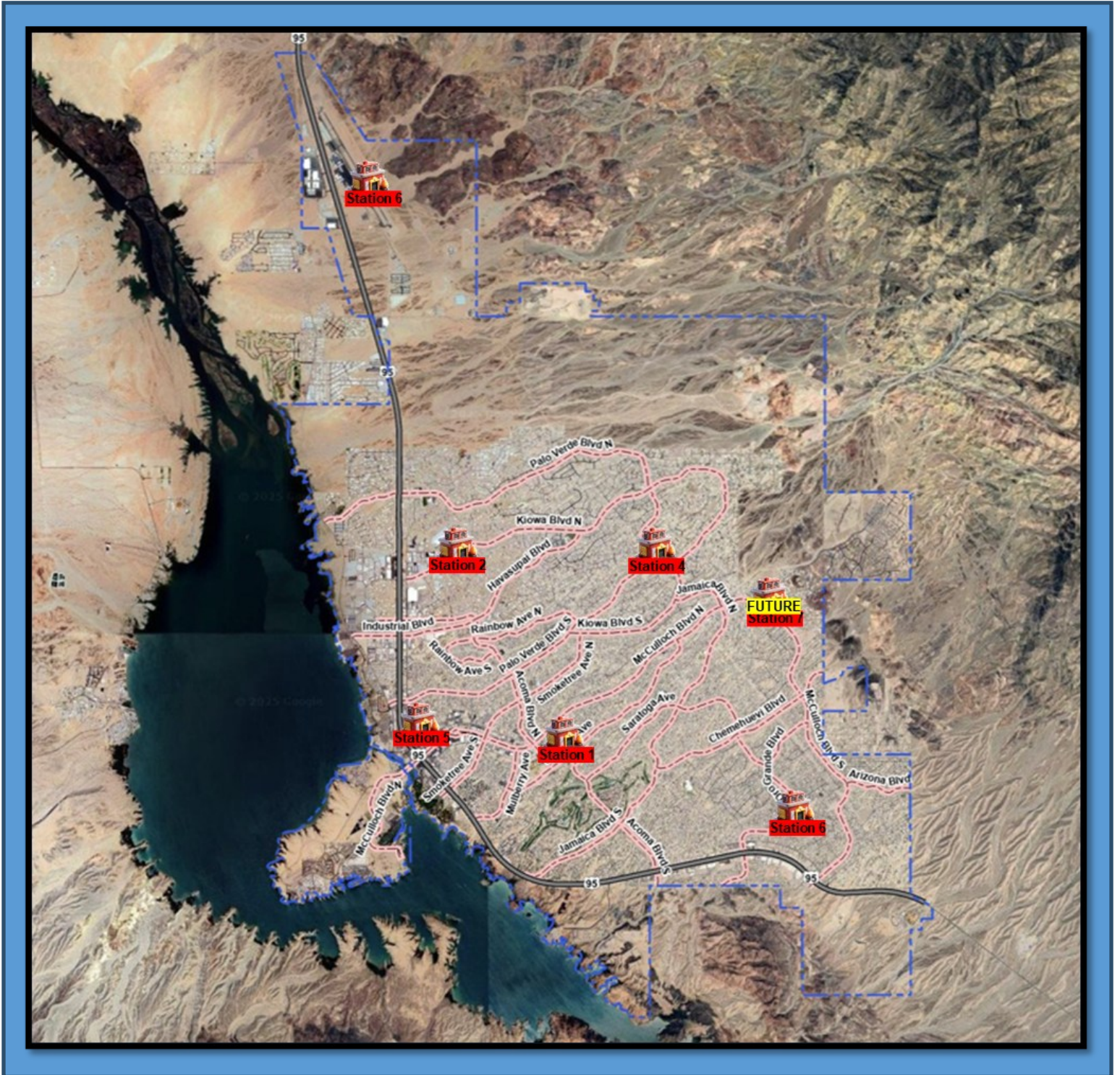
A SHIFT	B SHIFT	C SHIFT
Battalion Chief - Scott Green	Battalion Chief - Carl Stello	Battalion Chief - Ryan Felish

Captain Jacob Azar Captain Clay Bishop Captain Mike Blomenkamp Captain Aaron Bracamonte Captain Chris Bracamonte Captain Matthew Duthie Captain Jonathan Irula	Captain Scott Jacobs Captain Nicasio Jones Captain Scott Jump Captain John Kowalski Captain Jason Lawson Captain Matt Maloney Captain Martin Port	Captain Earl Saucier Captain Rich Schulenberg Captain Luther Smith Captain Jay Sylvester Captain Mark Terriquez Captain Tyler Zink
--	---	---

Engineer Preston Alexis 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 Edwin Miller Engineer David Miura Engineer Sean Mulligan	Engineer Clint Nelson Engineer Kyle Niquette Engineer Mick Scharbrough Engineer Kevin Tiedeman Engineer Joe Tobin Engineer Cameron Whitt
---	---	---

Firefighter Arman Abedini Firefighter Jorge Alvarez Firefighter Ivan Avalos Firefighter Jacob Azar, Jr. Firefighter Ronald Baldwin, Jr. * Firefighter Andrew Bare * Firefighter Morgan Best Firefighter Parker Burnett * Firefighter Kamrin Dooley Firefighter Chad Ertz Firefighter Conner Finken Firefighter Michael Friesz Firefighter Spencer Gunn Firefighter Reid Jaracz Firefighter Michael Kemp	Firefighter Kevin Kolisz * Firefighter Dale Lalande Firefighter Brandon Lamacki * Firefighter William Little Firefighter Aric Lynen Firefighter Justin Madsen Firefighter Bryce Martens Firefighter Justin Mooney Firefighter Tyler Morgan Firefighter Colton Morris * Firefighter Tim Nelson Firefighter Joseph Palme Firefighter Robert Payne Firefighter Lonnie Pope Firefighter Brandon Quinn	Firefighter Bryan Semmens Firefighter Cody Smith Firefighter Ryan Smith Firefighter Evan Smith Firefighter Jeff Spencer Firefighter Ryder Spencer * Firefighter Chris Stansbury Firefighter Brandon Stephens Firefighter Prentice Taylor Firefighter Ray Taylor * Firefighter Jeffrey Trahin * Firefighter Chase Trevett Firefighter Jakob Valentine * Firefighter Kane Wijngaarden
---	---	--

FIRE STATIONS





Station 1 96 Acoma Blvd. S.



Station 2 2065 Kiowa Blvd. N.



Station 3 3620 Buena Vista Ave.



Station 4 3270 Palo Verde Blvd. S.



Station 5 145 N. Lake Havasu Ave.



Station 6 5600 Hwy. 95 N.

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:

Medic Units are specialized emergency response vehicles equipped with Advanced Life Support (ALS) equipment. Medic units are staffed by firefighter/paramedics and respond to emergency medical service (EMS) calls to provide pre-hospital medical care and transport to the nearest hospital. They are also deployed to fire, accident and critical incident scenes for support and standby.





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.



RETIREEES

With deep gratitude, we thank you for your many years of steadfast service, leadership, and dedication. As Fire Captains, you have protected lives, mentored others, and strengthened the heart and safety of our community. May your retirements be filled with the same fulfillment and pride you have given to others throughout your remarkable careers.



Nicasio Jones
Fire Captain
Aug 4, 2001 to Jan 15, 2025



John "Clay" Bishop
Fire Captain / Paramedic
July 31, 2004 to May 22, 2025



Christopher Bracamonte
Fire Captain / Paramedic
Apr 29, 2000 to Dec 23, 2025

PROMOTIONS



Jeff Kemp
Promoted to
Deputy Chief of Administration
July 5, 2025



Ryan Felish
Promoted to
Battalion Chief
August 16, 2025



Bill Sherman
Promoted to
Fire Inspector/Fire Investigator
April 10, 2025



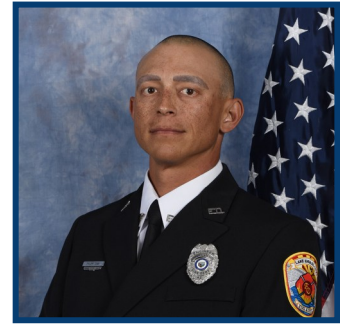
Taylor McCarthy
Promoted to
Fire Inspector
April 10, 2025

PROMOTIONS



Matthew Duthie

Promoted to Fire Captain / Paramedic
March 15, 2025



Tyler Zink

Promoted to Fire Captain / Paramedic
March 15, 2025



Jacob Azar

Promoted to Fire Captain / Paramedic
August 16, 2025



Albert "Corky" Coiner

Promoted to Fire Captain/Paramedic
May 24, 2025



Mark Terriquez

Promoted to Fire Captain / Paramedic
May 24, 2025



Cameron Whitt

Promoted to Fire Engineer/ Paramedic
May 24, 2025



Kyle Niquette

Promoted to Fire Engineer / Paramedic
May 24, 2025



Preston Alexis

Promoted to Fire Engineer
May 24, 2025



Edwin Miller

Promoted to Fire Engineer/Paramedic
May 24, 2025

PROMOTIONS



Jeff Spencer

Promoted to Firefighter/Paramedic
August 16, 2025



Tyler Morgan

Promoted to Firefighter/Paramedic
August 16, 2025



Cody Smith

Promoted to Firefighter/Paramedic
August 16, 2025



Justin Mooney

Promoted to Firefighter/Paramedic
August 16, 2025



Jacob Azar Jr.

Promoted to Firefighter/Paramedic
September 20, 2025



Reid Jaracz

Promoted to Firefighter/Paramedic
August 30, 2025

NEW HIRES

Parker Burnett, Firefighter/Paramedic Trainee	Hired 1/6/2025
Magdalena Schmeling, Administrative Specialist	Hired 2/3/2025
Jakob Valentine, Firefighter/Paramedic Trainee	Hired 2/3/2025
Andrew Bare, Firefighter/Paramedic Trainee	Hired 6/2/2025
Kevin Kolisz, Firefighter/Paramedic Trainee	Hired 6/2/2025
Ryder Spencer, Firefighter/Paramedic Trainee	Hired 9/15/2025
Jeffrey Trahin, Firefighter/Paramedic Trainee	Hired 9/15/2025



Magdalena Schmeling



Parker Burnett



Jakob Valentine



Andrew Bare



Kevin Kolisz



Ryder Spencer



Jeffrey Trahin

2025 Graduates



Mohave College Paramedic School Graduates

Tyler Morgan, Brandon Lamacki, Cody Smith, Justin Mooney, Jeff Spencer



School of EMS Paramedic School Graduates

Jacob Azar Jr., Reid Jaracz, Colton Morris, Ray Taylor, Jakob Valentine



Badge Pinning

April 2025



Corky Coiner, Promoted to Fire & EMS Training Coordinator



Bill Sherman, Promoted to Fire Inspector/ Fire Investigator



Taylor McCarthy, Promoted to Fire Inspector

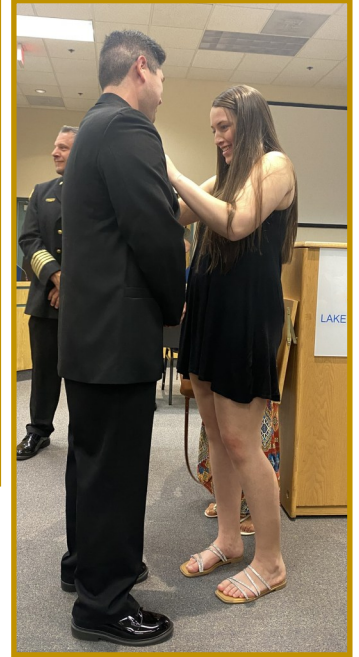




Chad Ertz,
Firefighter/Paramedic
Completed Probation



Ivan Avalos,
Firefighter/Paramedic
Completed Probation



Conner Finken,
Firefighter/Paramedic
Completed Probation



Bryce Martens,
Firefighter/Paramedic
Completed Probation

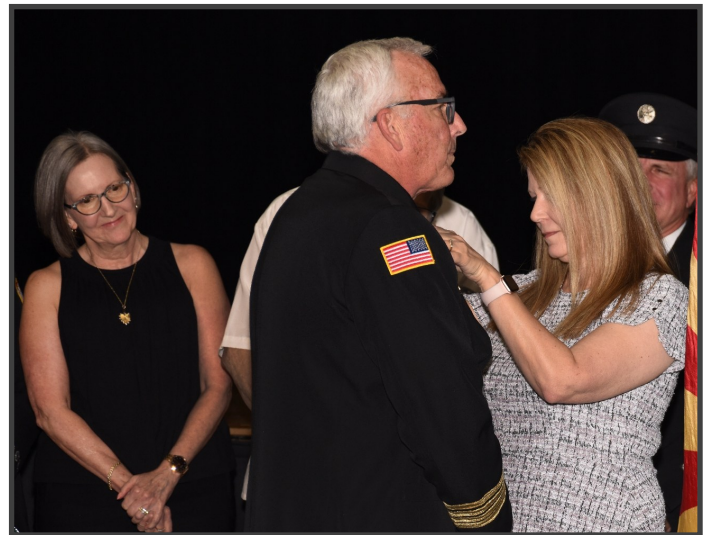


Badge Pinning

October 2025



Lake Havasu City Fire Department's Badge Pinning tradition is a ceremonial event that marks a firefighter's official entry into the profession or promotion within it. It is both symbolic and deeply personal, blending institutional pride with family and community recognition.



Jeff Kemp, Promoted to Deputy Chief of Administration



Ryan Felish, Promoted to Battalion Chief



Matthew Duthie, Promoted to Fire Captain/Paramedic



Corky Coiner, Promoted to Fire Captain/Paramedic



Tyler Zink,
Promoted to Fire Captain/Paramedic



Mark Terriquez,
Promoted to Fire Captain/Paramedic



Jacob Azar,
Promoted to Fire Captain/Paramedic



Cameron Whitt,
Promoted to Fire Engineer/Paramedic



Kyle Niquette,
Promoted to Fire Engineer/Paramedic



Preston Alexis,
Promoted to Fire Engineer



Edwin Miller,
Promoted to Fire Engineer/Paramedic



Evan Smith, Firefighter/Paramedic Completed Probation



Jeff Spencer, Paramedic Program Graduate Promoted to Firefighter/Paramedic



Tyler Morgan, Paramedic Program Graduate Promoted to Firefighter/Paramedic



Justin Mooney, Paramedic Program Graduate Promoted to Firefighter/Paramedic



Reid Jaracz, Paramedic Program Graduate Promoted to Firefighter/Paramedic



Jacob Azar Jr., Paramedic Program Graduate Promoted to Firefighter/Paramedic

Medal of Honor

Rescue from Burning Apartment Building



Fire Chief, Peter Pilafas presented the Medal of Honor to the Fire Truck Ladder Crew who rescued an occupant from a 2nd-story apartment.

Fire Captain/Paramedic, Jason Lawson

Fire Engineer, Lonnie Pope

Firefighter, Dale Lalande

Life Saving Award

Off Duty EMS Rescue



While off duty, Firefighter/Paramedic **Ryan Smith** witnessed a cardiac arrest and assisted in resuscitating the patient by performing CPR and using an AED.



Elk's Lodge Award

Law & Order Night

The Elk's Lodge #2399 Honored – Fire Engineer/Paramedic, Joe Tobin

for his commitment and dedication to the department and crew members by tutoring and mentoring the paramedic students during their paramedic programs.

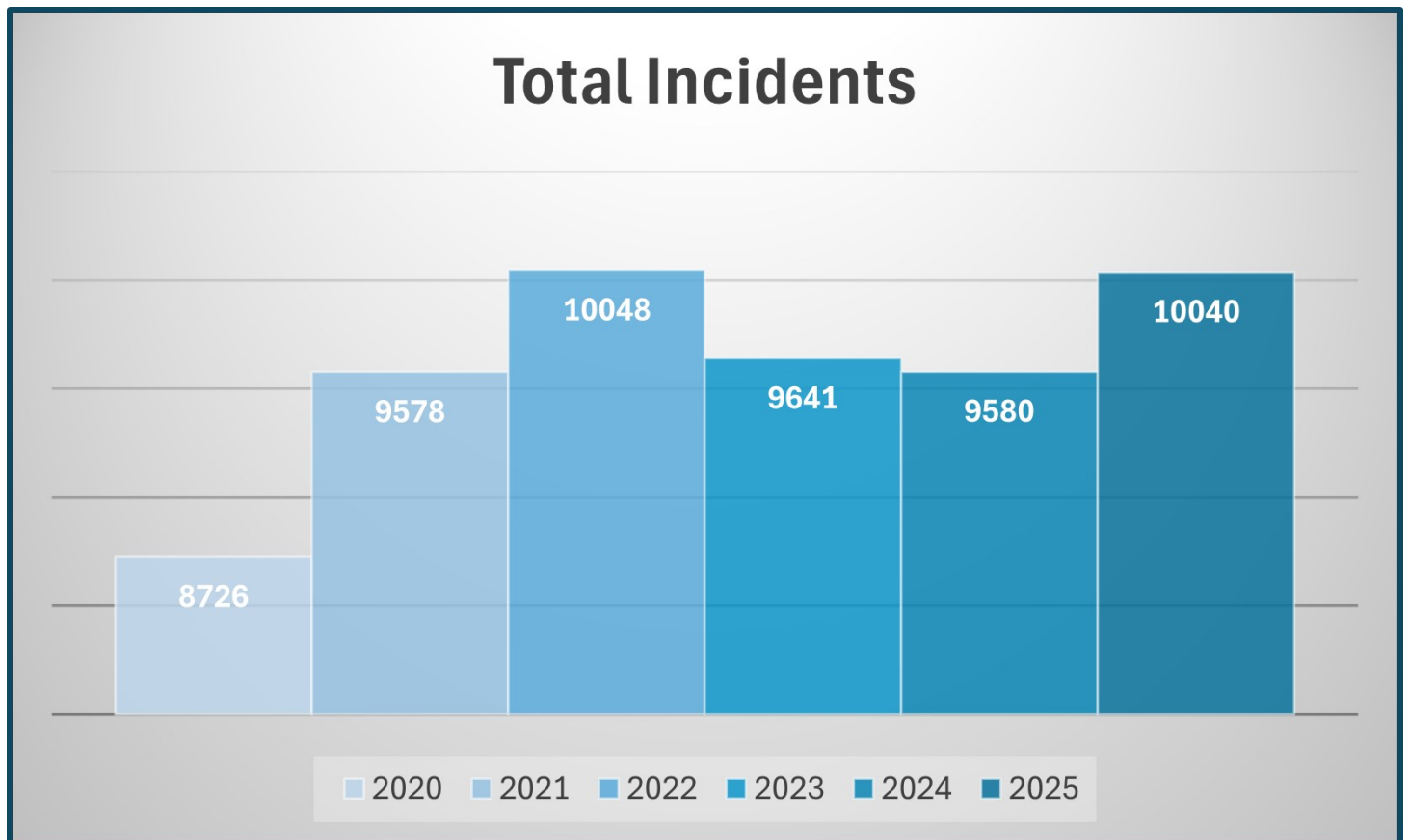


STATISTICS

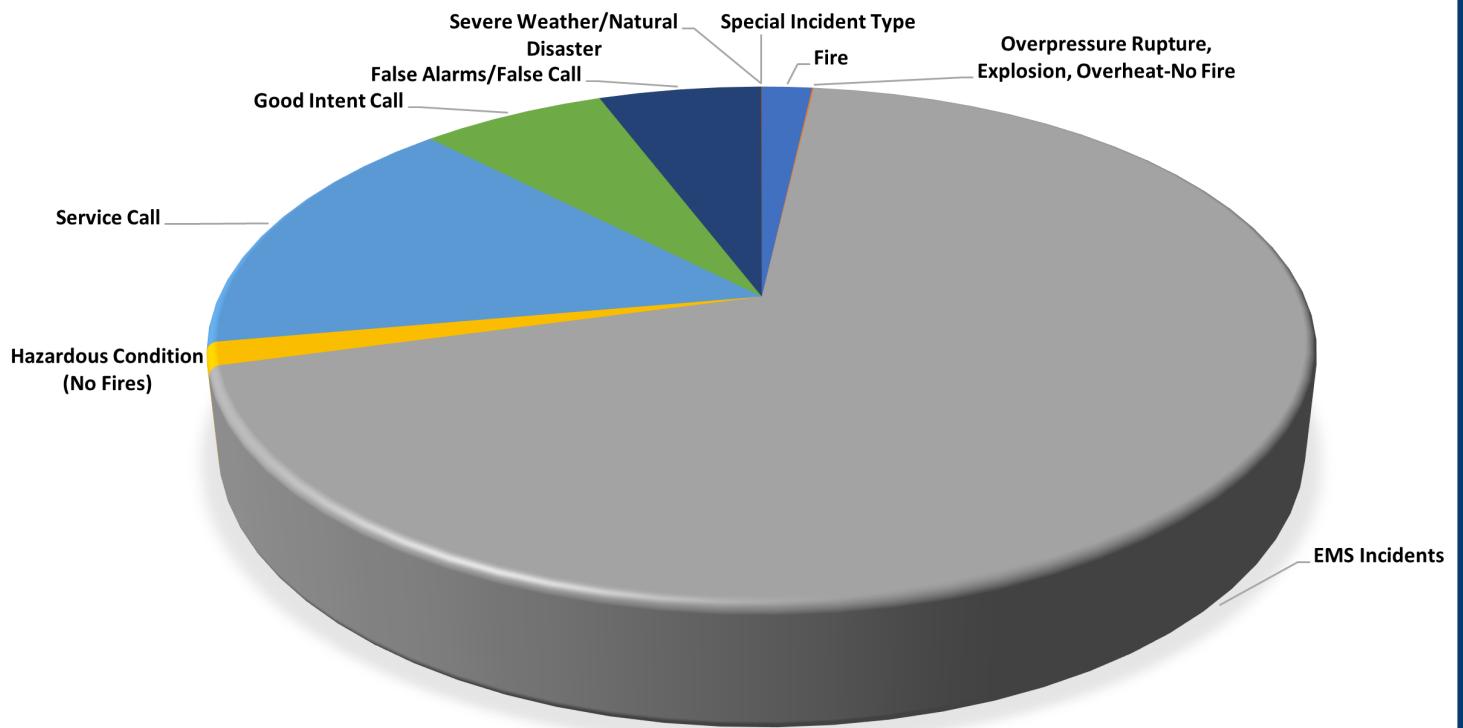
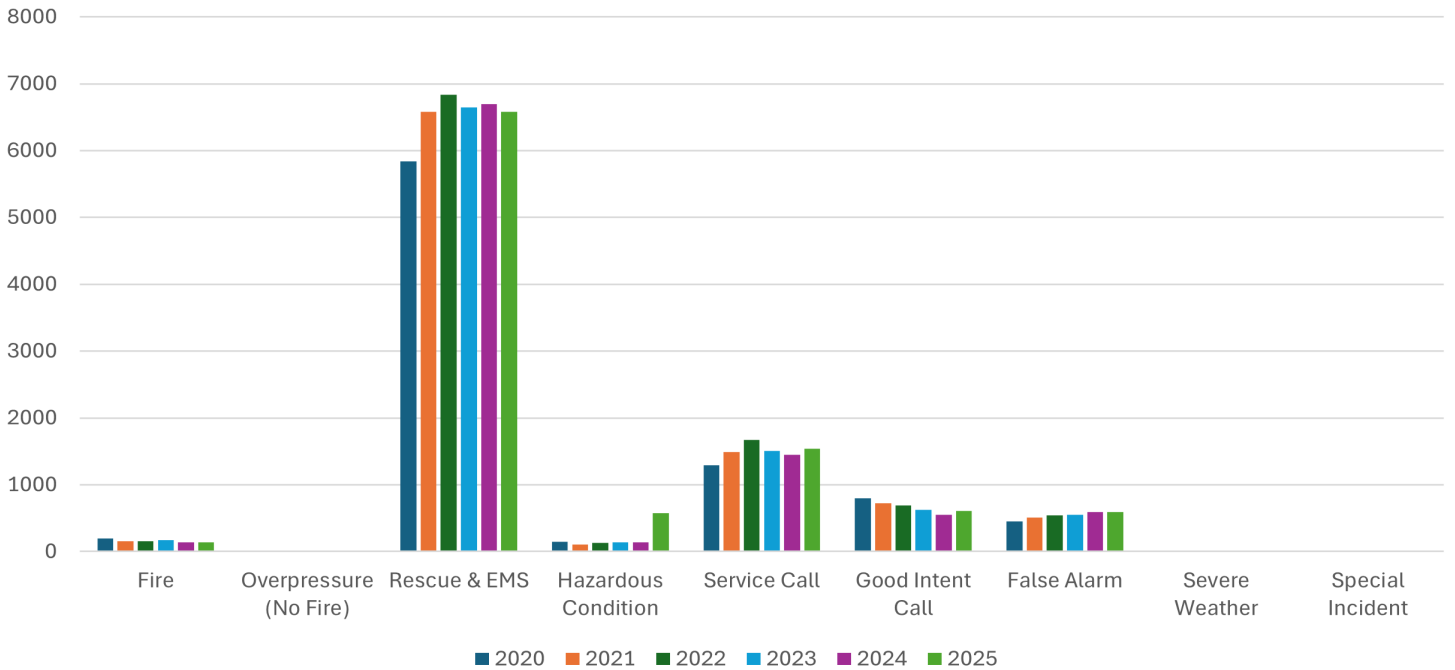
Incident Response Data

INCIDENT TYPE	2020	2021	2022	2023	2024	2025
Fire	193	152	155	170	135	138
Overpressure (No Fire)	6	1	11	5	9	5
Rescue & EMS	5839	6578	6839	6643	6697	6580
Hazardous Condition (No Fire)	144	108	133	140	143	578
Service Call	1296	1493	1669	1504	1447	1536
Good Intent Call	797	726	690	627	553	610
False Alarm	449	511	541	549	589	589
Severe Weather	0	9	8	2	5	2
Special Incident	2	0	2	1	2	2
TOTAL	8726	9578	10048*	9641	9580	10040

* Highest Incident Responses in LHCFD History



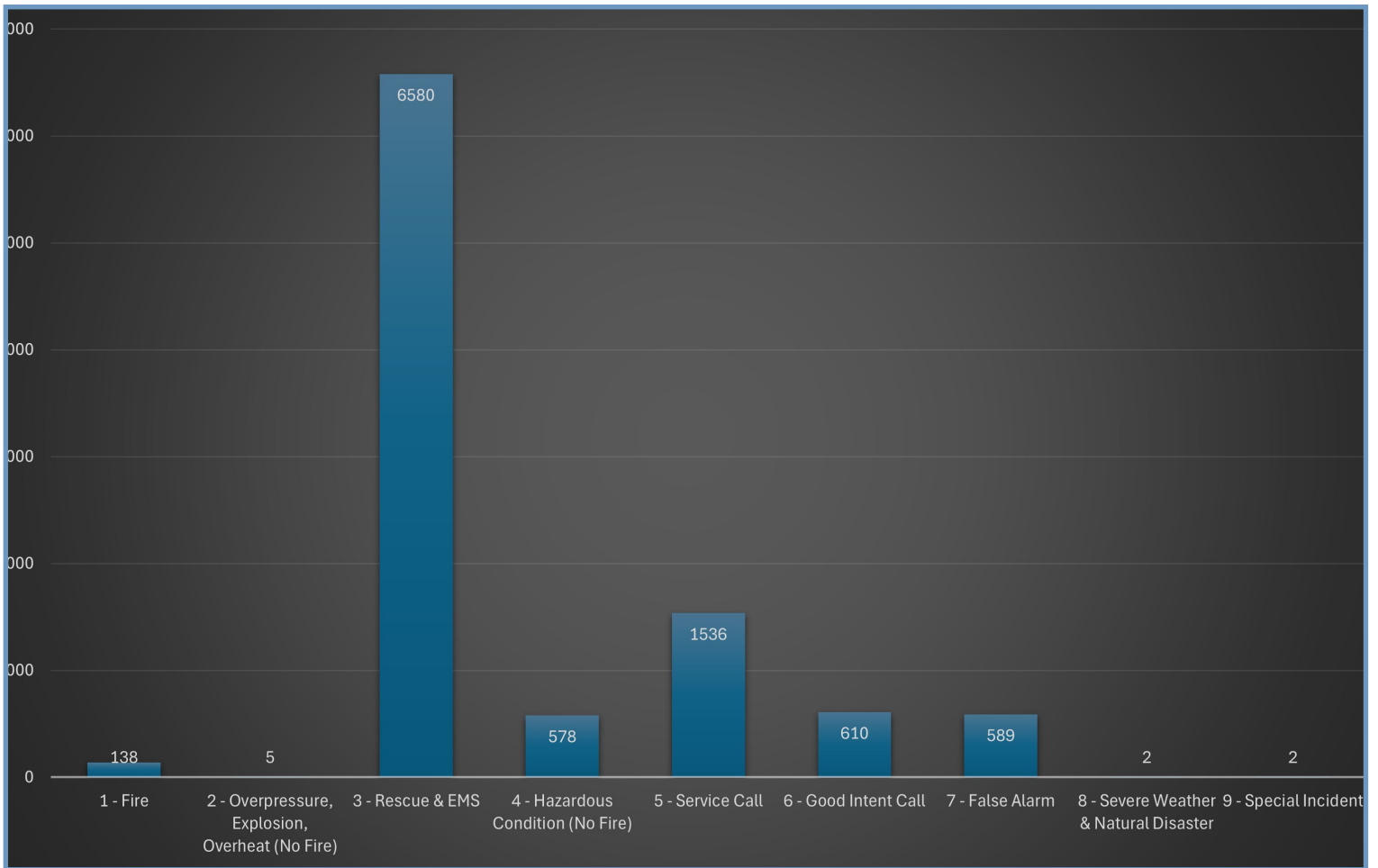
Incident Count per Category



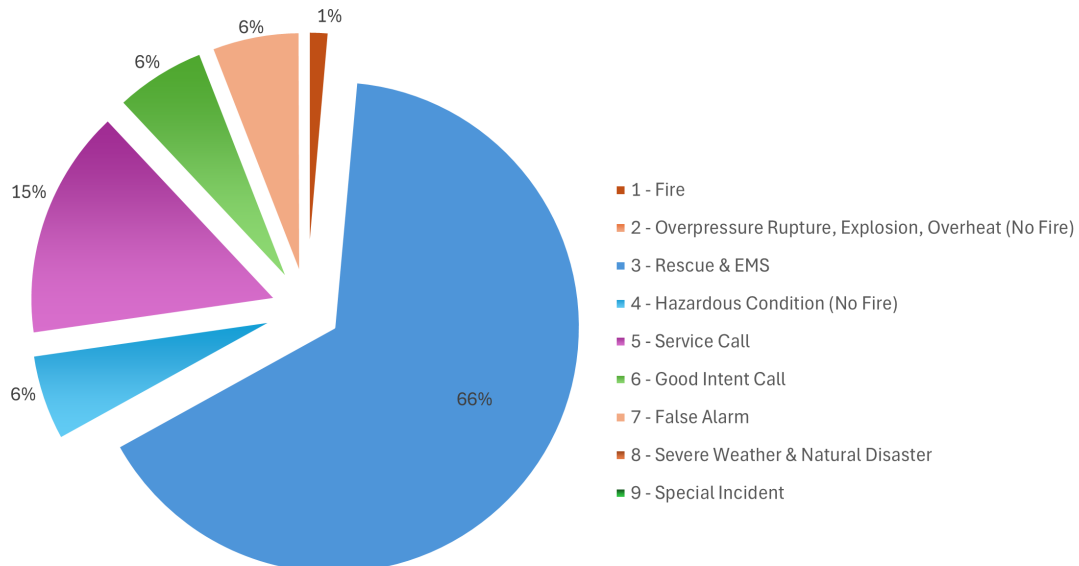
Incident Type Category	Basic Incident Type Code And Description	Total Incidents	Total Incidents Percent of Incidents
1 - Fire		138	1.37%
	111 - Building fire	14	0.16%
	112 - Fires in structure other than in a building	4	0.04%
	113 - Cooking fire, confined to container	9	0.09%
	117 - Commercial Compactor fire, confined to rubbish	1	0.01%
	118 - Trash or rubbish fire, contained	5	0.05%
	122 - Fire in motor home, camper, recreational vehicle	2	0.02%
	131 - Passenger vehicle fire	20	0.20%
	132 - Road freight or transport vehicle fire	2	0.02%
	134 - Water vehicle fire	9	0.09%
	137 - Camper or recreational vehicle (RV) fire	6	0.06%
	138 - Off-road vehicle or heavy equipment fire	2	0.02%
	140 - Natural vegetation fire, other	3	0.03%
	142 - Brush or brush-and-grass mixture fire	22	0.22%
	150 - Outside rubbish fire, other	2	0.02%
	151 - Outside rubbish, trash or waste fire	14	0.14%
	152 - Garbage dump or sanitary landfill fire	7	0.07%
	154 - Dumpster or other outside trash receptacle fire	6	0.06%
	161 - Outside storage fire	1	0.01%
	162 - Outside equipment fire	8	0.08%
	173 - Cultivated trees or nursery stock fire	1	0.01%
2 - Overpressure Rupture, Explosion, Overheat (No Fire)		5	0.05%
	220 - Overpressure rupture from air or gas, other	1	0.01%
	243 - Fireworks explosion (no fire)	2	0.02%
	251 - Excessive heat, scorch burns with no ignition	2	0.02%
3 - Rescue & Emergency Medical Service Incident		6580	65.54%
	300 - Rescue, EMS incident, other	2	0.02%
	311 - Medical assist, assist EMS crew	489	4.87%
	321 - EMS call, excluding vehicle accident with injury	5,772	57.48%
	322 - Motor vehicle accident with injuries	162	1.61%
	323 - Motor vehicle/pedestrian accident (MV Ped)	23	0.23%
	324 - Motor vehicle accident with no injuries.	108	1.08%
	340 - Search for lost person, other	1	0.01%
	341 - Search for person on land	7	0.07%
	353 - Removal of victim(s) from stalled elevator	4	0.04%
	381 - Rescue or EMS standby	12	0.13%
4 - Hazardous Condition (No Fire)		578	5.76%
	400 - Hazardous condition, other	2	0.02%
	410 - Combustible/flammable gas/liquid condition, other	1	0.01%
	411 - Gasoline or other flammable liquid spill	9	0.09%
	412 - Gas leak (natural gas or LPG)	32	0.32%
	413 - Oil or other combustible liquid spill	1	0.01%
	421 - Chemical hazard (no spill or leak)	9	0.09%
	423 - Refrigeration leak	1	0.01%
	424 - Carbon monoxide incident	1	0.01%
	440 - Electrical wiring/equipment problem, other	6	0.06%
	441 - Heat from short circuit (wiring), defective/worn	9	0.09%
	442 - Overheated motor	2	0.02%
	444 - Power line down	8	0.08%
	445 - Arcing, shorted electrical equipment	32	0.32%
	461 - Building or structure weakened or collapsed	2	0.02%
	462 - Aircraft standby	462	4.60%
	480 - Attempted burning, illegal action, other	1	0.01%

Incident Type Category	Basic Incident Type Code And Description	Total Incidents	Total Incidents Percent of Incidents
5 - Service Call		1536	15.30%
	511 - Lock-out	1	0.01%
	512 - Ring or jewelry removal	2	0.02%
	520 - Water problem, other	1	0.01%
	522 - Water or steam leak	4	0.04%
	531 - Smoke or odor removal	17	0.17%
	541 - Animal problem	1	0.01%
	550 - Public service assistance, other	6	0.06%
	551 - Assist police or other governmental agency	20	0.20%
	552 - Police matter	15	0.15%
	553 - Public service	52	0.52%
	5536 - Smoke Detector Service	119	1.19%
	554 - Assist invalid	1,276	12.71%
	555 - Defective elevator, no occupants	1	0.01%
	561 - Unauthorized burning	19	0.19%
	571 - Cover assignment, standby, moveup	2	0.02%
6 - Good Intent Call		610	6.08%
	611 - Dispatched and cancelled en route	211	2.10%
	621 - Wrong location	1	0.01%
	622 - No incident found on arrival at dispatch address	329	3.28%
	631 - Authorized controlled burning	11	0.11%
	651 - Smoke scare, odor of smoke	35	0.34%
	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	7	0.07%
	671 - HazMat release investigation w/no HazMat	13	0.13%
7 - False Alarm & False Call		589	5.87%
	700 - False alarm or false call, other	5	0.05%
	711 - Municipal alarm system, malicious false alarm	1	0.01%
	712 - Direct tie to FD, malicious false alarm	1	0.01%
	715 - Local alarm system, malicious false alarm	4	0.04%
	731 - Sprinkler activation due to malfunction	4	0.04%
	733 - Smoke detector activation due to malfunction	88	0.88%
	734 - Heat detector activation due to malfunction	6	0.06%
	735 - Alarm system sounded due to malfunction	101	1.01%
	736 - CO detector activation due to malfunction	10	0.10%
	740 - Unintentional transmission of alarm, other	5	0.05%
	741 - Sprinkler activation, no fire - unintentional	5	0.05%
	743 - Smoke detector activation, no fire - unintentional	126	1.25%
	744 - Detector activation, no fire - unintentional	36	0.36%
	745 - Alarm system activation, no fire - unintentional	191	1.90%
	746 - Carbon monoxide detector activation, no CO	6	0.06%
8 - Severe Weather & Natural Disaster		2	0.02%
	812 - Flood assessment	1	0.01%
	813 - Wind storm, tornado/hurricane assessment	1	0.01%
9 - Special Incident Type		2	0.02%
	911 - Citizen complaint	2	0.02%
		10040	100.00%

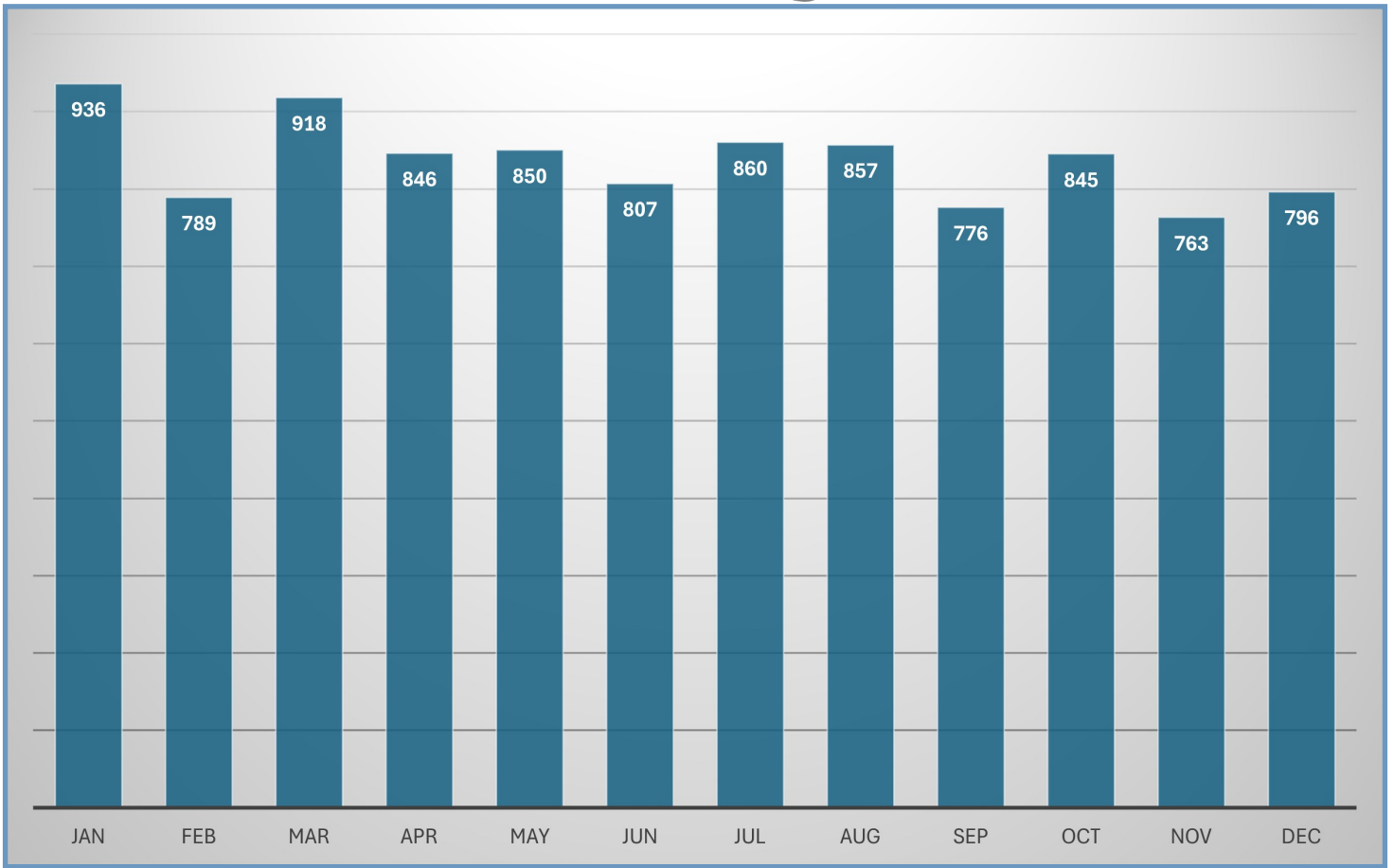
Incidents by Category



Incident Category	2025												2025	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total - Current	% of Total Incidents
1 - Fire	13	11	10	11	21	8	28	12	4	8	7	5	138	1.37%
2 - Overpressure Rupture, Explosion, Overheat (No Fire)	0	0	0	0	1	0	2	2	0	0	0	0	5	0.05%
3 - Rescue & EMS	627	548	657	567	531	522	566	552	474	515	494	527	6580	65.54%
4 - Hazardous Condition (No Fire)	13	6	16	36	69	76	49	70	50	90	58	45	578	5.76%
5 - Service Call	155	129	141	125	113	107	120	126	147	125	121	127	1536	15.30%
6 - Good Intent Call	59	46	46	51	67	46	49	47	48	53	40	58	610	6.08%
7 - False Alarm	65	49	48	56	48	48	46	48	52	54	42	33	589	5.87%
8 - Severe Weather & Natural Disaster	1	0	0	0	0	0	0	0	0	0	0	1	2	0.02%
9 - Special Incident	0	0	0	0	0	0	0	0	1	0	1	0	2	0.02%
Grand Total	933	789	918	846	850	807	860	857	776	845	763	796	10040	100%



Incidents by Month

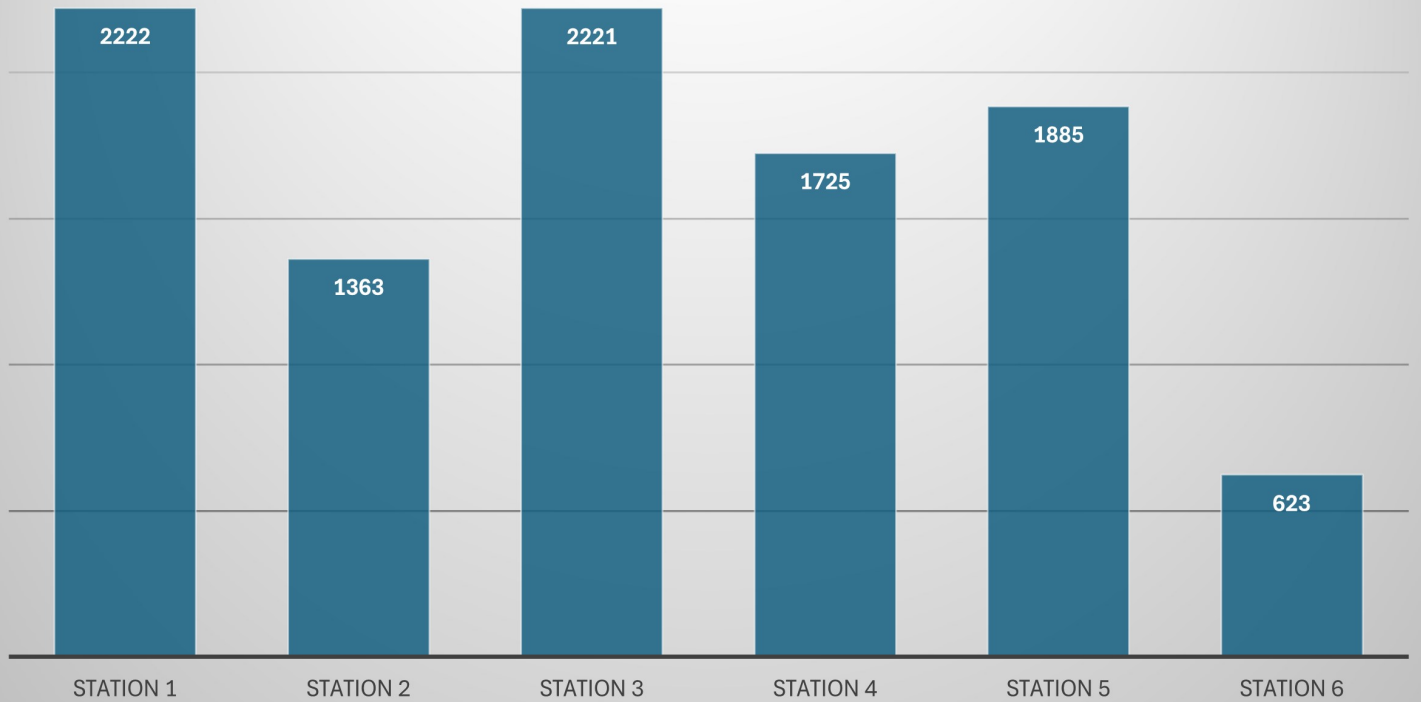


Incidents by Day & Hour

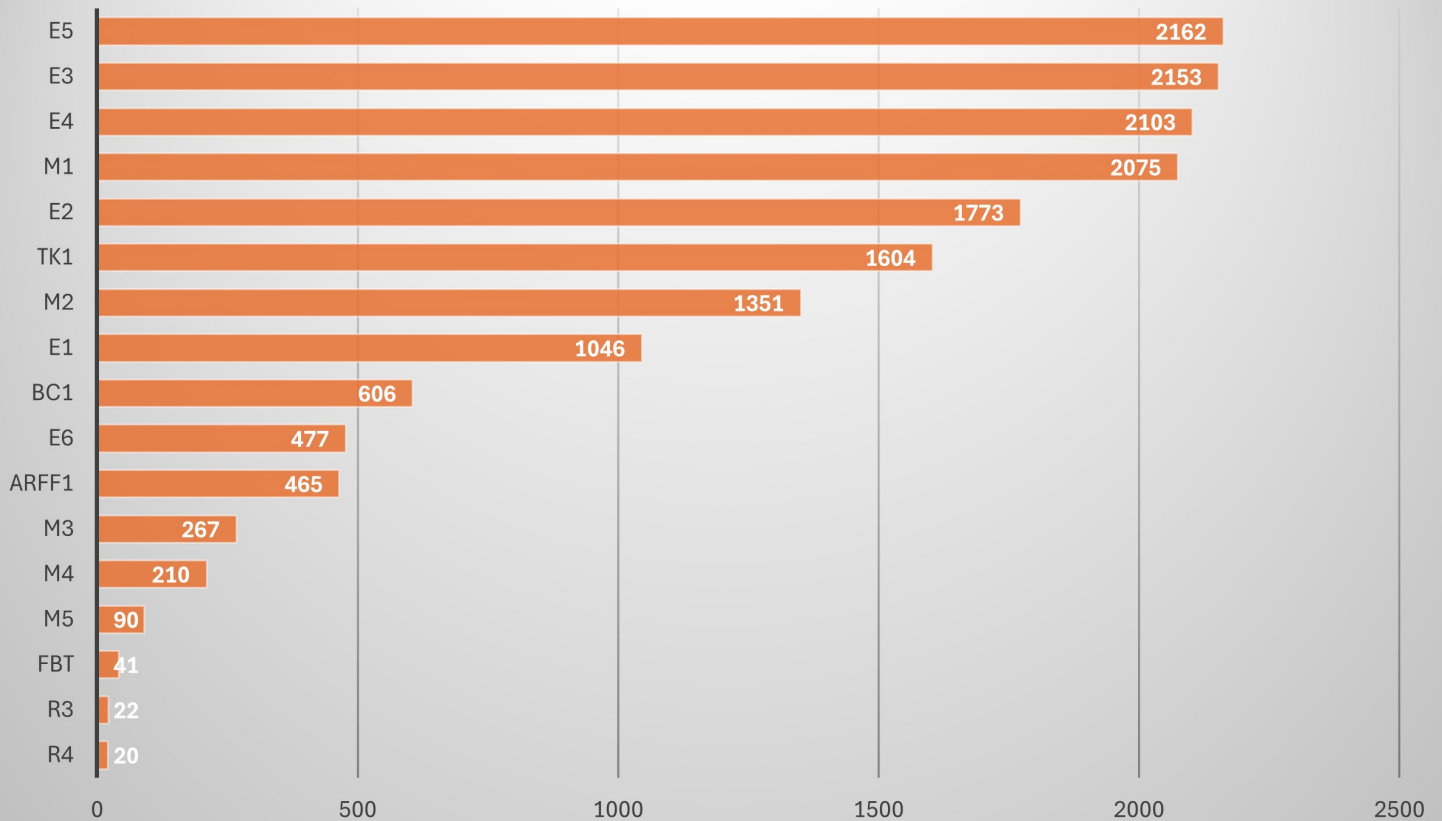
Jan 01, 2025 to Dec 31, 2025

Day	0000	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300
Sunday	37	30	36	33	36	34	35	45	63	56	71	66	83	76	67	71	78	64	61	65	68	45	41	43
Monday	23	23	29	33	26	25	38	43	86	81	87	87	81	95	75	73	84	73	76	64	80	51	39	32
Tuesday	42	20	28	13	29	26	29	55	76	76	100	105	81	74	99	88	80	70	99	84	59	59	57	46
Wednesday	44	35	29	33	22	34	53	57	74	79	95	103	84	92	87	99	85	92	67	64	52	63	49	26
Thursday	33	28	27	33	23	27	29	53	74	59	83	81	80	84	90	87	88	74	65	74	60	63	54	40
Friday	30	28	22	22	29	30	33	51	82	71	86	88	90	97	84	79	95	80	78	73	60	68	51	43
Saturday	61	45	36	33	27	36	27	44	63	70	79	80	90	90	76	67	81	78	78	64	74	53	55	35

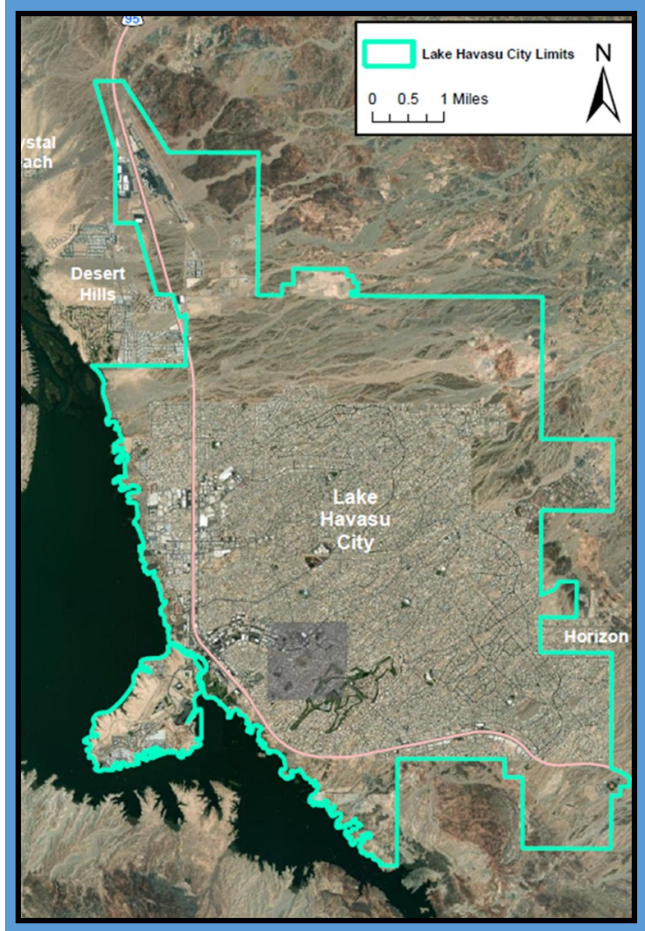
Incidents by Primary Station



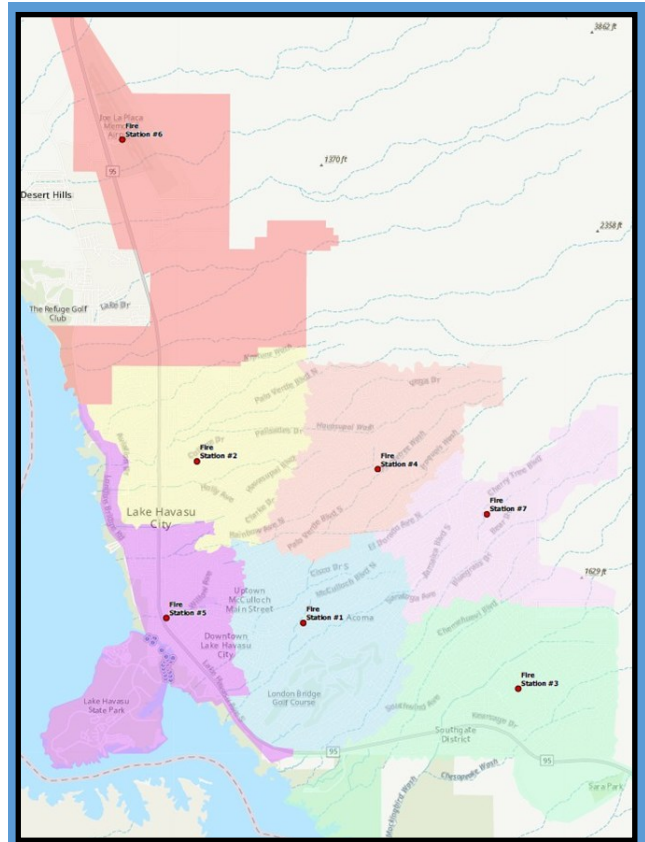
Incident Volume by Apparatus



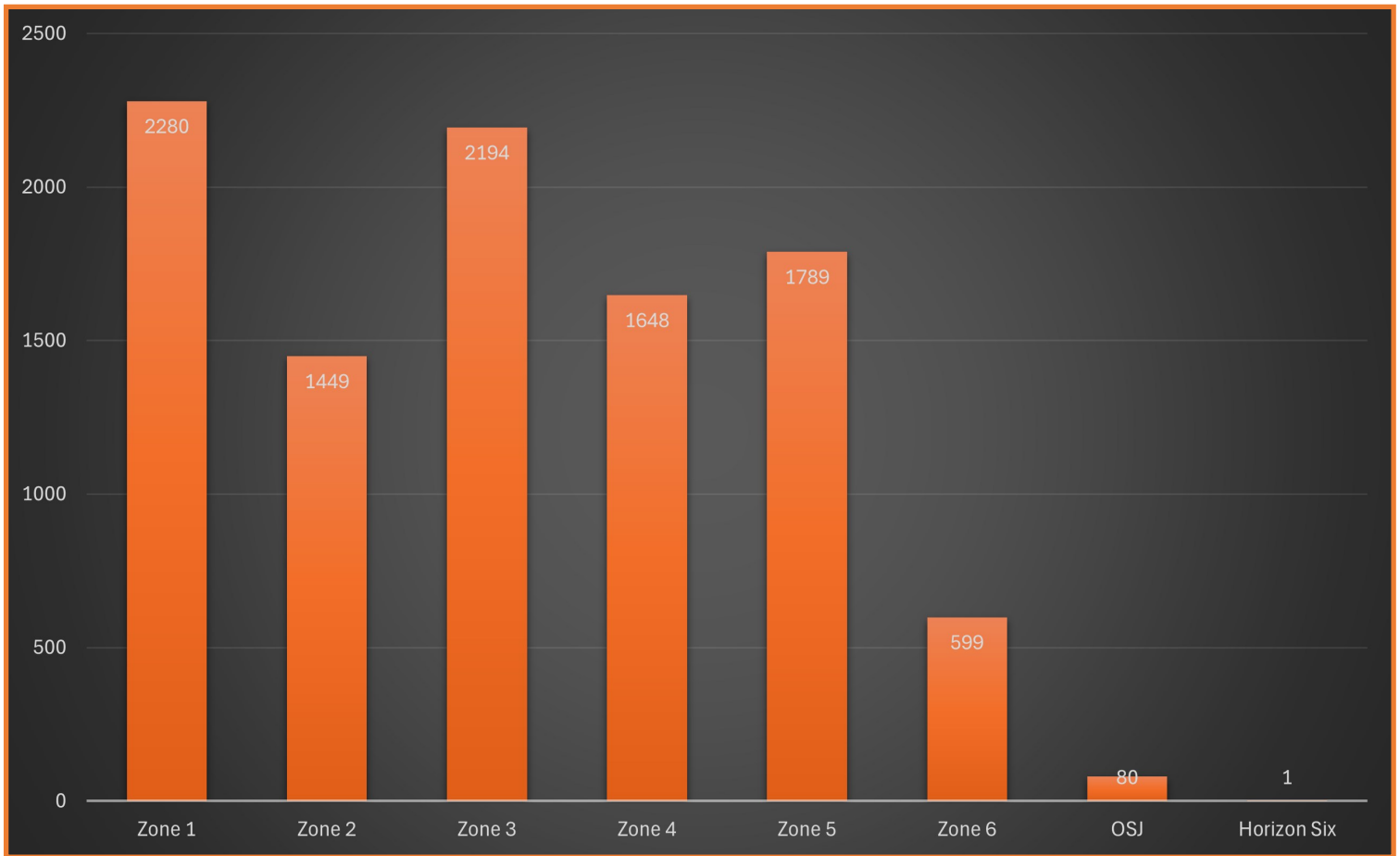
Service Area



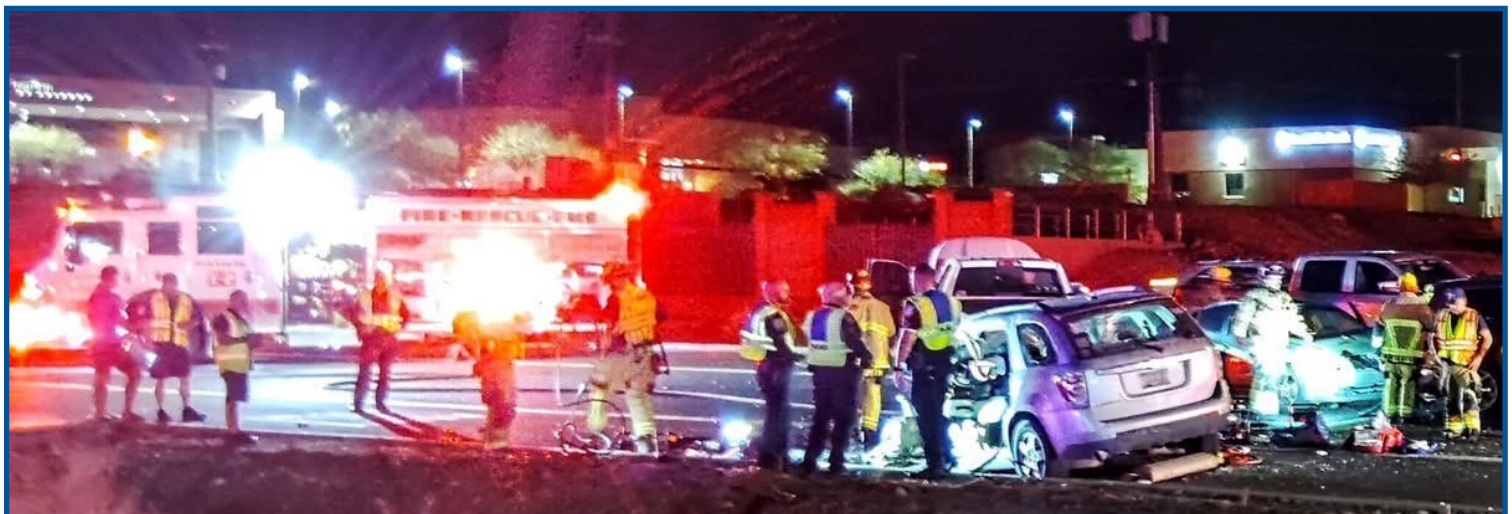
Response Zones



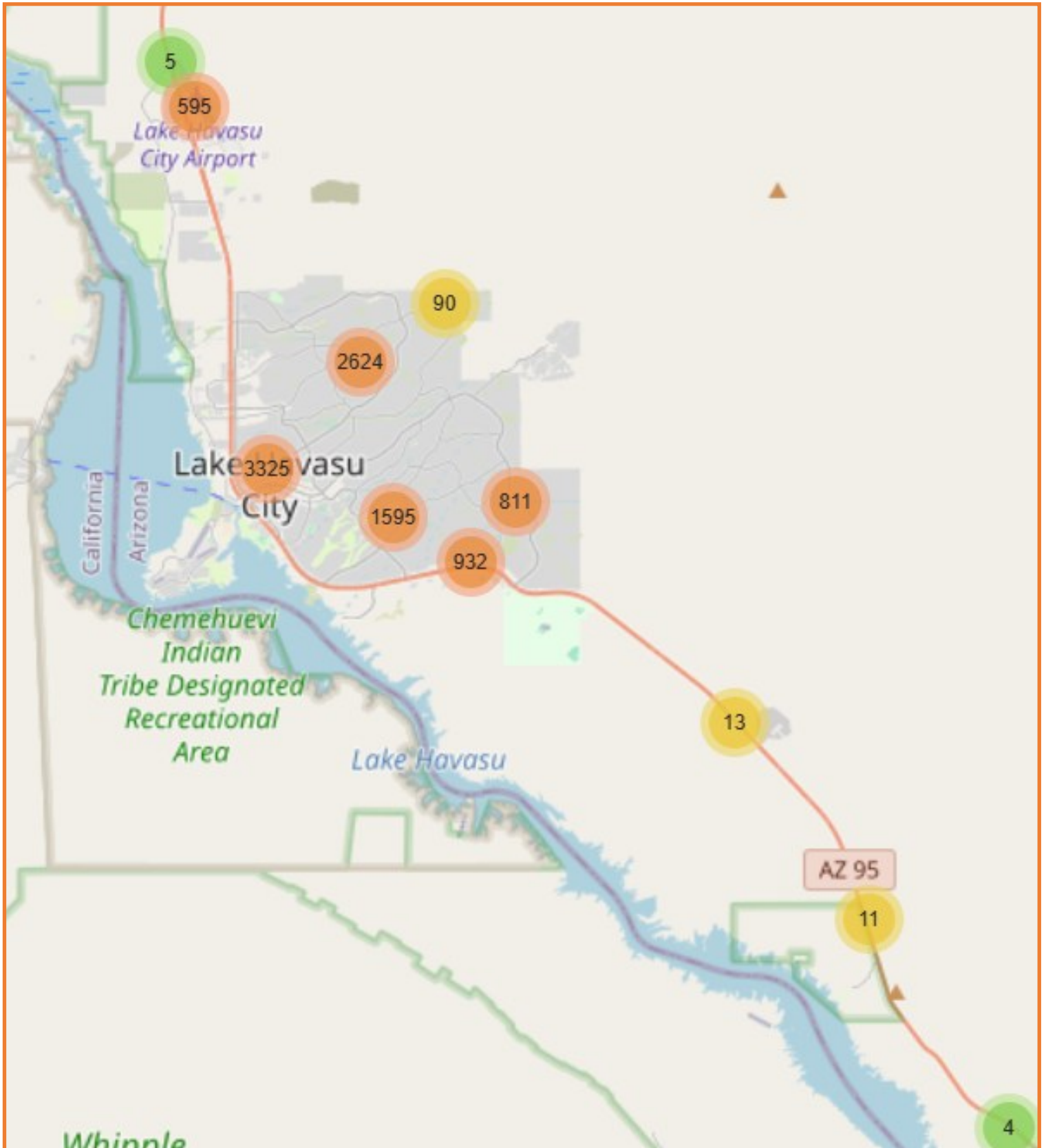
Incidents by District / Zone



District/Zone	2025												2025	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total - Current	% of Total Incidents
1	203	213	213	181	197	168	205	181	169	195	173	182	2280	23%
2	131	126	137	124	116	110	113	128	100	125	104	135	1449	14%
3	220	176	179	196	155	187	193	198	187	176	166	161	2194	22%
4	179	131	190	125	129	134	116	134	135	124	109	142	1648	16%
5	173	133	173	176	175	129	172	139	128	128	142	121	1789	18%
6	23	6	16	38	67	77	54	70	55	92	56	45	599	6%
Horizon Six	0	0	0	0	0	0	0	0	0	0	0	1	1	0%
OSJ	4	4	10	6	11	2	7	7	3	5	13	8	80	1%
Grand Total	935	789	918	846	850	807	860	857	777	845	763	795	10040	100%



2025 Incident Locations



*Incident locations are approximated and clustered according to their general proximity.

DIVISION OF OPERATIONS



The professional service delivery we provide hinges on the hard work and accountability from every member. The upcoming attrition in 2026-2028 will prove to be very challenging for recruitment, and promotions. Those of you that have worked with me over the years at the shift and station level, know I'm not one to settle for mediocrity and minimum performance. Our organization must continue to progress, improve, evolve and be accountable to the expectations of the department and community.

Our ability to adapt to changing circumstances and capitalize on new opportunities will be paramount in achieving our goals. As we enter 2026, please assist me through hard work, training, education and accountability in "Proudly Serving Our Community." If you are leaving our organization in 2026 or 2027, please consider the knowledge you will take with you and share it with others. The most valuable legacy an employee can leave upon retirement is the members they have trained along the way to keep the organization exceptional.

With the upcoming construction of Station 7, new apparatus deliveries, changing training programs and many promotional opportunities, the operations division of LHCFD will surely be a busy place in 2026. As we move forward yet another year, I challenge each of you to ask yourself the following:

- Who am I developing right now? (for some, this may be yourself)
- Who am I encouraging?
- Who am I preparing to replace me?
- Am I preparing to replace someone else?



Years of Service	Personnel	Percentage of Personnel
1-5	39	41.5%
6-10	6	6.4%
11-15	10	10.6%
16-20	18	19.1%
21-25	12	12.8%
26+	9	9.6%

Whether we like it or not, the future we discussed in 2024 is already here. This organization and our members deserve a future of members in all ranks that lead both formally and informally with the intent on developing others and to protect the standards we all worked hard to preserve over the years.

Jasen Stello

Deputy Fire Chief - Operations



DEPUTY CHIEF OF Administration



2025 has been a busy year for large projects with a few projects going “live” the same day. The Fire Department and the Police Department have been working for an entire year to build out and implement a new Computer Aided Dispatch system called Motorola Flex CAD. This process, which started in January of 2025, went live on February 10th, 2026. A long process of designing, budgeting, installation. A process that involved building out CAD responses, unit recommendations, personnel, GPS and AVL processes to allow the correct information to get from CAD to our field units. In addition to the new CAD, we also implemented the Phoenix G2 Fire Station Alerting system. This is a modern, automated, computer-based system designed to reduce turnout time by sending instant and clear audio and visual alerts to all of our Fire Stations. It also utilizes Computer Aided Dispatch data to instantly transmit Dispatch information, which, in turn, reduces Dispatching and Fire Department response times. The new Phoenix G2 Fire Station Alert system went live the same time as the new CAD system. The process of implementing these systems was complicated but the results are well worth the improvements they both provide.

Another large project, still in progress, is the design and building of Fire Station 7. This has been a long process, and it is nearing the final stages of the design with the hopes of starting construction this year. And yes, “Area 7” in which Fire Station 7 will cover has been built into the new CAD program. Fire Station 7 will be located at the corner of Sloop Drive and McCulloch Blvd.

As Deputy Fire Chief of Administration, along with large projects, I have continued work in many areas. Outfitting new apparatus to not only meet the department and city’s needs but to meet the State of Arizona requirements. While this may sound simple, it is a very time-consuming process that requires a lot of thought, planning, and purchasing of all equipment needed to place it into service that starts years in advance.

In 2025 we were 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 currently have 2 additional Pierce Pumpers that are on order. Due to the manufacturing timeframes, it takes two to three years for the city to receive a Fire Engine after they are ordered, so we have to stay on track with a replacement program to ensure we have working apparatus at all times.

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 our 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 Fire Apparatus that we will have refurbished. This Quint will undergo a complete refurbishment. This includes everything from a new motor and transmission, most mechanical items, to the paint, interior, and electronics. This will result in significant cost savings over purchasing a new Aerial Fire Apparatus and we expect it to provide the community service for an additional 10 or more years.

Another major project that started in 2025 was replacing and modernizing our Fire Station Alerting Systems with a state-of-the-art system from US Digital Designs. This will coincide with the new CAD program allowing computer generated initial dispatching for Fire and EMS calls. Automated and streamlined process for 911 calls to be 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

Deputy Fire Chief - Administration



DIVISION OF FIRE PREVENTION



As your Fire Marshal, I am honored to share highlights from our 2025 work in the Fire Prevention and Public Education Division. This past year, our community made important progress thanks to outreach, education, and a shared commitment to keeping everyone safe.

Our team was active throughout the community: visiting schools, supporting local businesses, working with new developments, and attending special events. We helped people of all ages learn practical ways to prevent fires and stay safe. We also partnered with local organizations and agencies to ensure a coordinated approach to fire prevention across our community.

A major achievement this year was updating our practices to comply with the 2024 International Fire Code, effective February 1, 2026. This ensures that the latest, most effective safety standards are protecting our homes, schools, and businesses. Fire Prevention also launched our portion of the city's MaintStar Customer Portal. Fire permit applications can now be completed fully online, with contractors able to track their applications throughout the permitting process. This enhancement improves accessibility for customers and streamlines the application and review process for staff.

In addition, the hydrant testing program, expanded in coordination with the Water Department in 2024, reached full operational capacity in 2025. Of the approximately 3,100 hydrants in the system, 1,585 were tested during 2025. Since the program's expansion, inspectors have achieved approximately 87% system-wide coverage, significantly strengthening our fire protection infrastructure and emergency readiness.

Because of these efforts, we've seen a decrease in reported fire incidents and an increase in participation in our fire prevention programs. These results demonstrate the power of prevention and the difference we can make when we work together.

Looking ahead to 2026, Fire Prevention is focused on streamlining inspection processes to increase efficiency and expand our field presence. These improvements will allow inspectors to keep pace with community growth, maintain a consistent three-year inspection cycle for commercial properties, and provide timely, detailed communication to business owners. Together, these efforts reinforce our commitment to proactive risk reduction and a safe, well-protected community.

I am grateful to our staff, volunteers, and community partners. Your dedication, teamwork, and passion make our community safer and stronger every day. Let's continue to build on this momentum and keep making a difference together.

Before closing, I want to share that I retired as Fire Marshal in February 2026. Serving our community in this role was the greatest honor of my career. Thank you for your trust, support, and partnership on this important journey.

Nathan Adler
Fire Marshal

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.



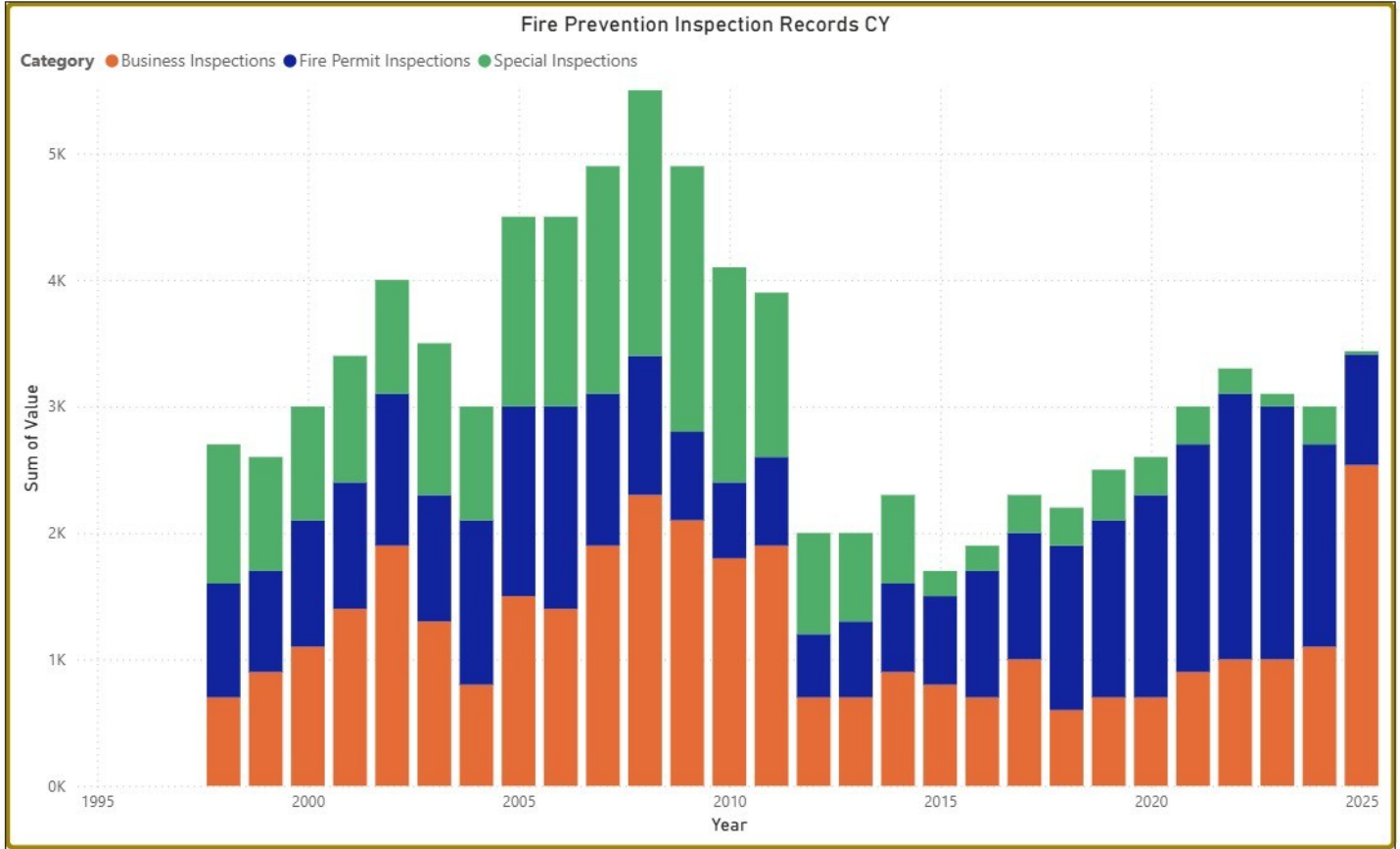
FIRE INSPECTIONS

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. In 2026, the City will enforce based on the 2024 edition of the International Fire Code. The inspectors 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.



Hydrants Inspected / Exercised	1585
Hydrant Maintenance / Repair	131

2025 PREVENTION STATISTICS



Activity	2025
Plan Reviews	248
Total Inspections	3437
Fire Code Violations	1875
Public Education Classes	409
Public Education Students	6504
Business Licenses Processed	1133
Fire Permits Issued	392
Fire Investigations - Opened	7
Fire Investigations - Closed	4
Environmental/Hazmat Investigation - Opened	0
Environmental/Hazmat Investigation - Closed	0
Arsons	1

Total Number of Inspections

3437

Public Assembly
28

Office/Service
876

Education/Preschool
56

Factory/Industrial
15

Hazardous
4

Hospital/Nursing Care
31

Retail Business
59

Hotel/Apartment
6

Storage Occupancies
29

Garage/Carport/Sheds
0

Food Trucks
55

Tanks - New/Removed
21

Residential
11

Construction
1567

Fire Permit Inspections
875

Complaints
25

Special Inspections
25

Special Events
61

Knox Box Install/Removal
223





SUPPORT SERVICES

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

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

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

- **FISCAL MANAGEMENT & RESEARCH**
- **MANAGEMENT OF PERSONNEL SERVICES**
- **MANAGEMENT OF PAYROLL SERVICES**
- **MANAGEMENT OF PROCUREMENT**
- **MANAGEMENT OF ACCOUNTS RECEIVABLE AND ACCOUNTS PAYABLE**
- **CAPITAL IMPROVEMENTS**

EMERGENCY MEDICAL SERVICES



SUMMARY OF EMS INCIDENTS	2023	2024	2025
	6643	6698	6580

The Lake Havasu City Fire Department’s Emergency Medical Services (EMS) Division is proud to share our accomplishments and operational milestones from 2025, a year defined by significant growth, technological advancement, and a steadfast commitment to our community.

Operational Excellence Amid Rising Demand

The past year saw a notable increase in call volume, reflecting the growing needs of our vibrant community. In 2025, our dedicated personnel responded to a total of 10,040 calls. This surge in demand was met with professional excellence, ensuring that residents and visitors received timely, high-quality emergency medical care during their most critical moments.

Workforce Development and Education

Investing in our personnel remains a top priority. We are thrilled to announce the successful graduation and National Registry certification of seven new paramedics. These individuals have completed rigorous training to provide advanced life-saving care, strengthening our frontline response capabilities.

Furthermore, in partnership with the Lake Havasu High School CTE Program, we successfully implemented a Career and Technical Education (CTE) – Emergency Medical Services (EMS) program. This initiative provides Emergency Medical Responder (EMR) and Emergency Medical Technician (EMT) students with hands-on training and a direct pathway into the emergency services profession, fostering the next generation of first responders right here in Lake Havasu City.

Community Outreach and Life-Saving Training

Our mission extends beyond emergency response to proactive community preparedness. In 2025, our instructors empowered the community through several American Heart Association certification initiatives:

- ◆ **Heart Saver First Aid CPR AED:** Provided essential training to 24 CERT team members and 155 city employees.
- ◆ **Basic Life Support (BLS):** Certified 23 high school students within our CTE program, equipping them with professional-grade life-saving skills.

Technological Advancements in Patient Care

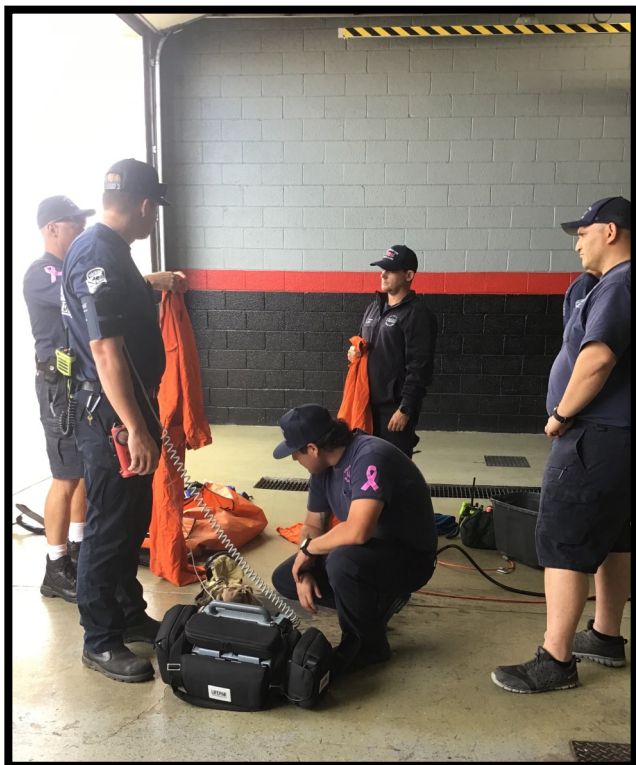
To further enhance our service delivery, the department has integrated cutting-edge technology into our field operations:

- ◆ **New Medical Technology:** We continue to add sophisticated diagnostic and treatment equipment to our ambulances and engines to ensure our Paramedics have the best tools available to provide superior care to our community. The One Scope Pro Video Laryngoscope was a new addition: This advanced airway management tool allows our paramedics to perform intubations with high-definition precision, significantly improving success rates in challenging environments.

As we move forward into 2026, the Lake Havasu City Fire Department remains dedicated to innovation and excellence in emergency medical services. We thank you for your continued support as we strive to keep our community safe and healthy.

Tim Maple

Battalion Chief – EMS Division



CODE 3 - EMS RESPONSE TIMES	2025
	5:45

Time is presented in Minutes : Seconds and represents Average Dispatch Alarm to on Scene

First Anniversary

Lake Havasu City Ambulance Transport

Over 3,000 patients transported by Lake Havasu City Fire Department ambulances in first year

By TAYLOR SCHWARTZ-OLSON
TODAY'S NEWS-HERALD

For Lake Havasu City Fire Chief Peter Pilafas, June 11 will always be a special date. This year, it marks the one-year anniversary of the department's ambulance transportation service starting up.

In June of 2024, the department officially transported its first patient just 30 minutes after getting the required Certificate of Necessity from the state. The final approval marked the end of a two-year process, and a major mile-



Lake Havasu City Fire Department.

A look at the Lake Havasu City Fire Department's new fleet of medic units.

stone for the department.

For Pilafas, it was also a career highlight, but the one-

year anniversary required no special celebration plans.

To Havasu's fire chief, every

day the department is able to serve those in need is special.

And, it wouldn't be possible without River Medical, the city's private partner.

The two work together, with the closest unit being dispatched to a call. Prior to the fire department beginning to transport patients, River Medical was the only provider in the area. River Medical has a much larger response area — roughly 9,000 square miles — and as a result, response times could get long.

Now, Pilafas said there have been no delays with the new service, and that

See **AMBULANCES**, Page A6

AMBULANCES

CONTINUED FROM PAGE A1

response times have been on par with the department's own projections, as well as national averages.

As of the morning of June 10, 2025, Pilafas said 3,083 patients had been served by the department since last June. That equates to roughly 257 a month, or 8.4 a day. It's also a sharp deviation from the department's projection that they would hit about 2,400 transports a year at most.

In total, LHCFD has a fleet of five ambulances, with two in-service full-time and the others available as reserves. Late last year, the department received three new ambulances and decommissioned the oldest one in the existing fleet. The three new ambulances came loaded with the latest equipment, including a self-loading cot that reduces back injuries for paramedics.

Per River Medical's contractual obligations, they must always have two response units handy in town.

Recently, both the contract between River Medical and the city and the Certificate of Necessity were renewed.

On May 27, the Lake Havasu City Council passed

as part of their consent agenda an amendment to the contract between the fire department and River Medical, extending it for another year. The Mutual-Aid/Dispatch Emergency Ambulance Transportation Agreement between the city and River Medical is now valid through Sept. 1, 2026.

Additionally, the Certificate of Necessity was renewed for three years and is valid until May 2028. The department will need to continue to send yearly reports to the state, however.

LOOKING AHEAD

Looking ahead, Pilafas said one of the goals is to continue to monitor response times, re-evaluate demand based on population growth and demographics, and improve the service overall where needed.

Another focus will be on the deployment method. Pilafas said one thing the department may look into is alternative vehicles to respond to calls.

Additionally, in terms of staffing, 11 individuals are expected to graduate from paramedic school within the next few months.



CON-159

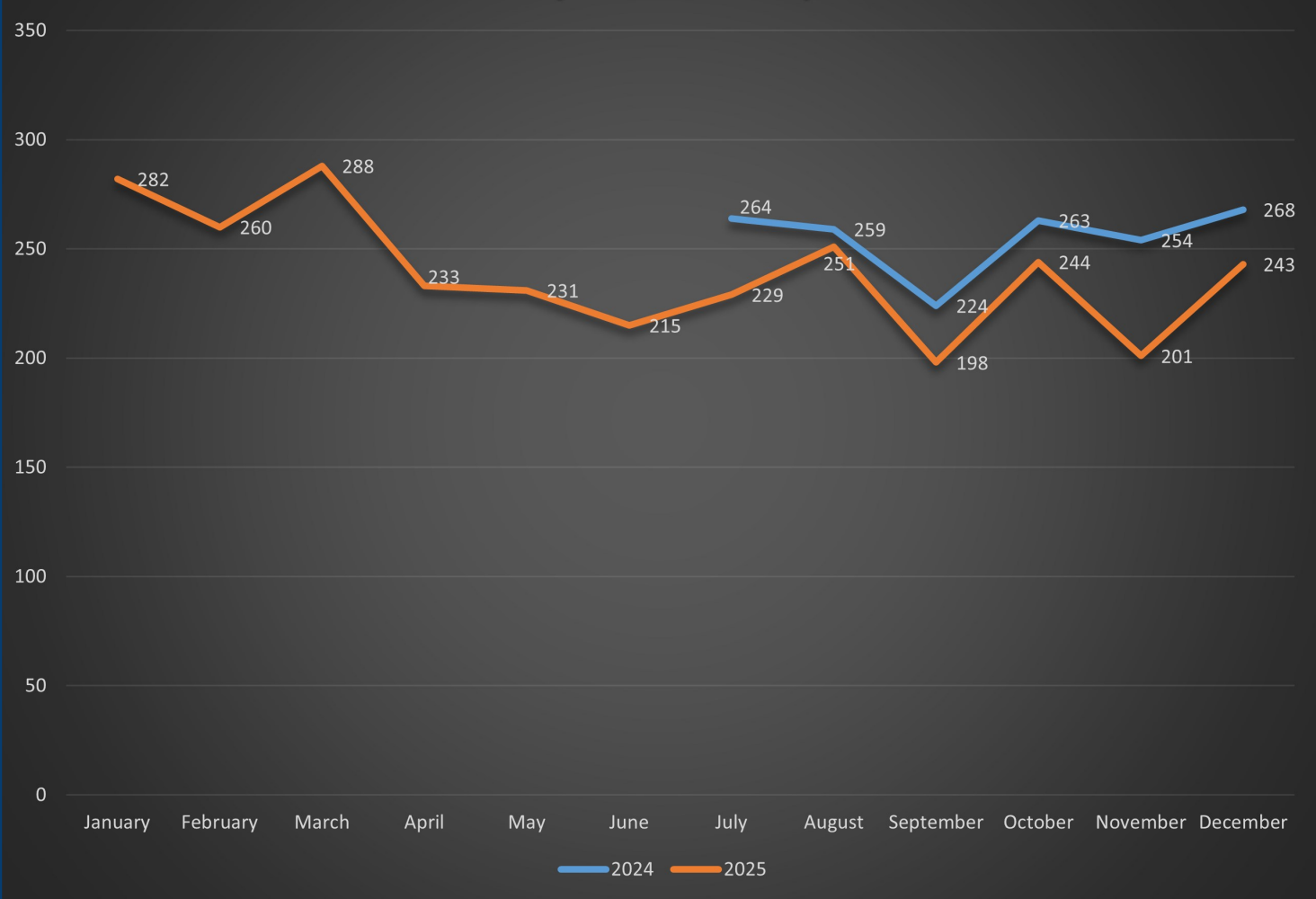
Established June 11, 2024

Renewed for 3 more Years in 2025

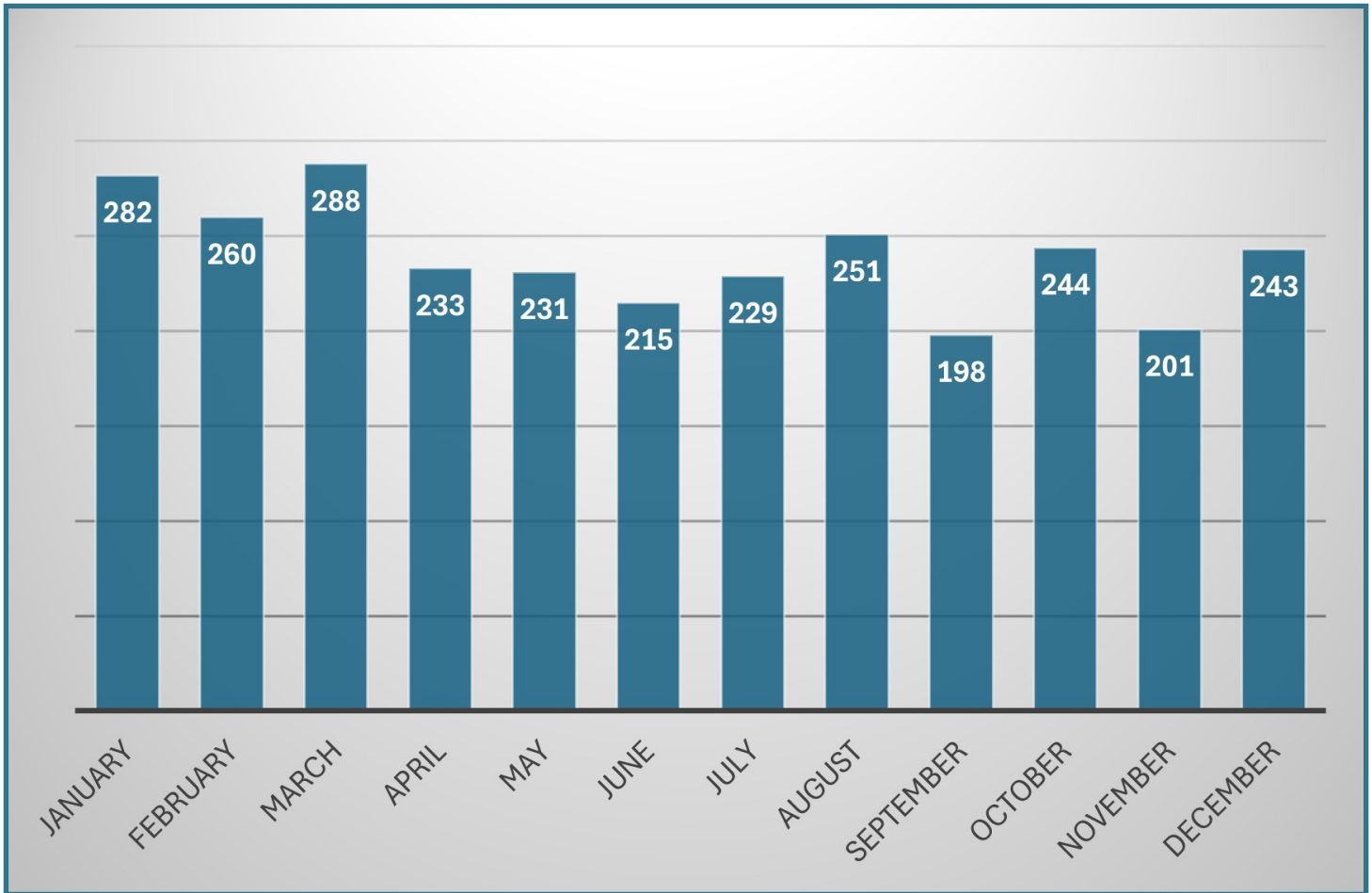
LHCFD Ambulance Transports

Date	Med 1	Med 2	Med 3	Med 4	Med 5	Code 1	Code 3	Resident	%	Non-Resident	%	Average UICD Transport Per Day	Total Monthly UICD Transport
January 2025	78	116	82	6	0	150	132	260	92.2%	22	7.8%	9.10	282
February 2025	106	99	47	8	0	137	123	240	92.3%	20	7.7%	9.29	260
March 2025	166	38	4	27	53	160	128	268	93.1%	20	6.9%	9.29	288
April 2025	138	95	0	0	0	126	107	216	92.7%	17	7.3%	7.77	233
May 2025	133	88	1	8	1	115	116	212	91.8%	19	8.2%	7.45	231
June 2025	109	51	8	47	0	120	95	201	93.5%	14	6.5%	7.17	215
July 2025	134	58	0	24	5	122	107	209	91.3%	20	8.7%	7.39	229
August 2025	141	90	5	13	2	144	107	235	93.6%	16	6.4%	8.10	251
September 2025	100	57	24	16	1	98	99	187	94.4%	10	5.1%	6.60	198
October 2025	132	104	8	0	0	141	103	233	95.5%	11	4.5%	7.87	244
November 2025	112	75	14	0	0	103	98	186	92.5%	15	7.5%	6.70	201
December 2025	136	98	9	0	0	123	120	230	94.7%	13	5.3%	7.84	243
2025 TOTAL	1,485	969	202	149	62	1,539	1,335	2,677	93.1%	197	6.9%	8.02	2,875

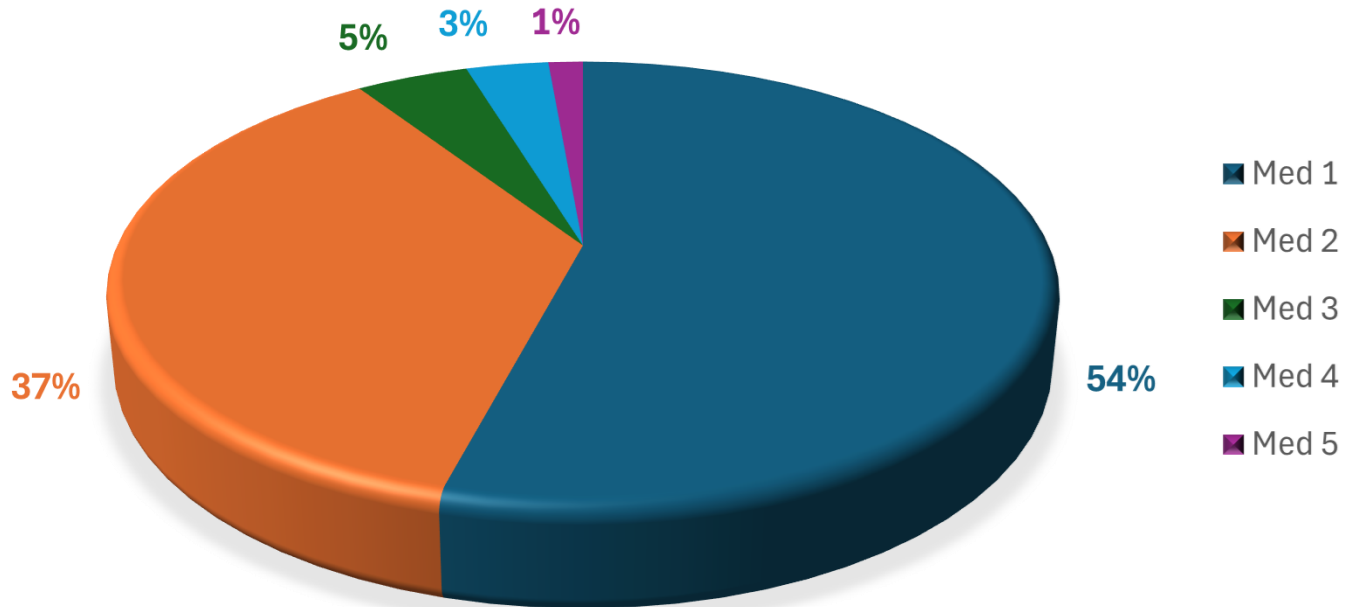
Monthly LHCFD Transports



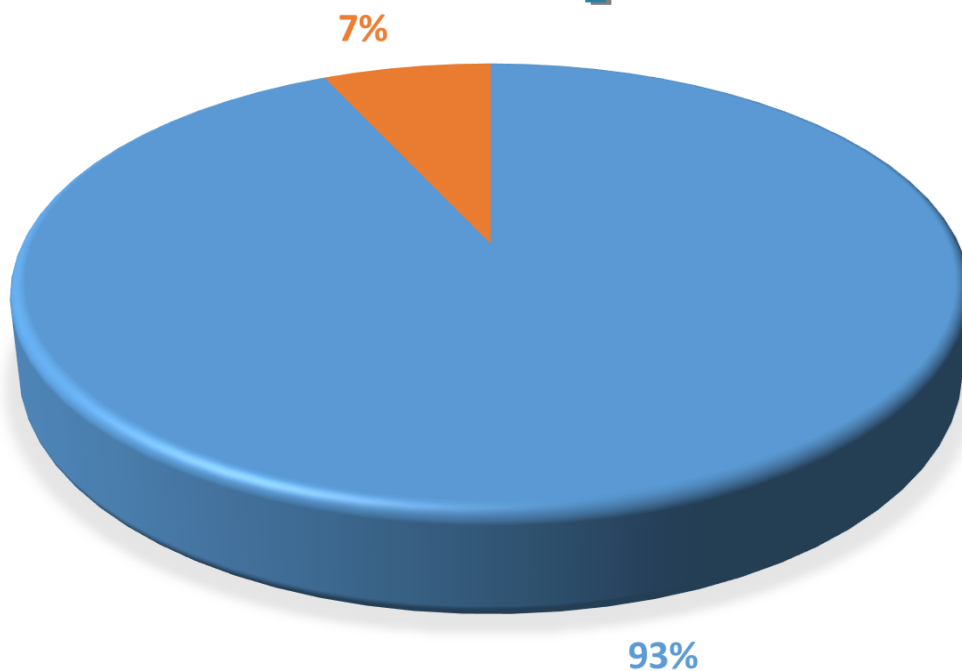
2025 Transports by Month



2025 Ambulance Utilization



2025 Transport Mix



■ Resident ■ Non-Resident

DIVISION OF TRAINING



In 2025, the Training Division delivered approximately 47,000 hours of documented training through a disciplined, standards-based approach to enhance operational readiness, uphold regulatory compliance, strengthen leadership development, and support long-term succession planning; ensuring personnel are equipped to meet the evolving demands of emergency response.

All programs were conducted in alignment with National Fire Protection Association (NFPA) standards, Occupational Safety and Health Administration (OSHA) requirements, EMS regulations, and Insurance Services Office (ISO) benchmarks. Training priorities focused on strengthening the promotional pipeline, restoring live fire training,

expanding instructor capacity, and maintaining high operational standards across all shifts.

The Key Achievements for 2025 were:

Leadership & Officer Development

- 11 personnel earned Fire Officer I certification through Arizona Center for Fire Service Excellence
- 4 LHCFD personnel preparing for Fire Officer II

This structured officer development directly improved promotional preparedness, resulting in a high pass rate during promotional processes and strengthening the department's leadership continuity.

Pump Operator Development

- 1 Pump Operator Academy conducted
- 7 personnel successfully completed advanced pump operations training

This academy reinforced standardized apparatus operation, hydraulic competency, and water supply management—critical to safe and effective fireground operations.

Instructor Capacity Expansion

- 11 personnel obtained Instructor I certification
- 1 member achieved NFPA 1403 Live Fire Instructor certification
- 2 additional personnel completed Blue Card Train-the-Trainer certification

This training expanded internal instructor depth improves sustainability of training delivery, reduces dependency on external resources, and enhances program consistency.

Incident Command (Blue Card Program)

- 7 personnel earned Initial Incident Commander certification
- Continued reinforcement of standardized command practices

These efforts strengthen on-scene decision-making, accountability, and operational coordination during emergency incidents.

Live Fire Training Restoration

Live fire training was successfully reintroduced in 2025.

- Conducted at LHCFD Fire Station #2 Training Tower
- Full LHCFD participation
- Regional training with Desert Hills Fire Department
- Completed in compliance with NFPA 1403 standards

Establishing live fire operations restored critical hands-on fire behavior training, improved tactical coordination, and enhanced firefighter confidence in high-risk environments.

Specialized & Compliance Training

- Department-wide Hazardous Materials First Responder Operations (FRO) training completed
- Department-wide Confined Space training completed
- All new hires completed EMSVO (Emergency Medical Services Vehicle Operator) training during orientation.

These programs ensured continued OSHA compliance, improved technical rescue readiness, and enhanced fleet safety and emergency vehicle operations.

The 2025 Training Division initiatives produced measurable operational benefits:

- Strengthened promotional pipeline and leadership readiness
- Increased internal instructional sustainability
- Improved incident command standardization
- Restored advanced live fire competency
- Maintained regulatory and ISO-aligned compliance standards

The combination of leadership development, operational training, and certification advancement reflects a strategic investment in both immediate readiness and long-term organizational stability.

The Training Division will continue to be focused forward in 2026 with plans to:

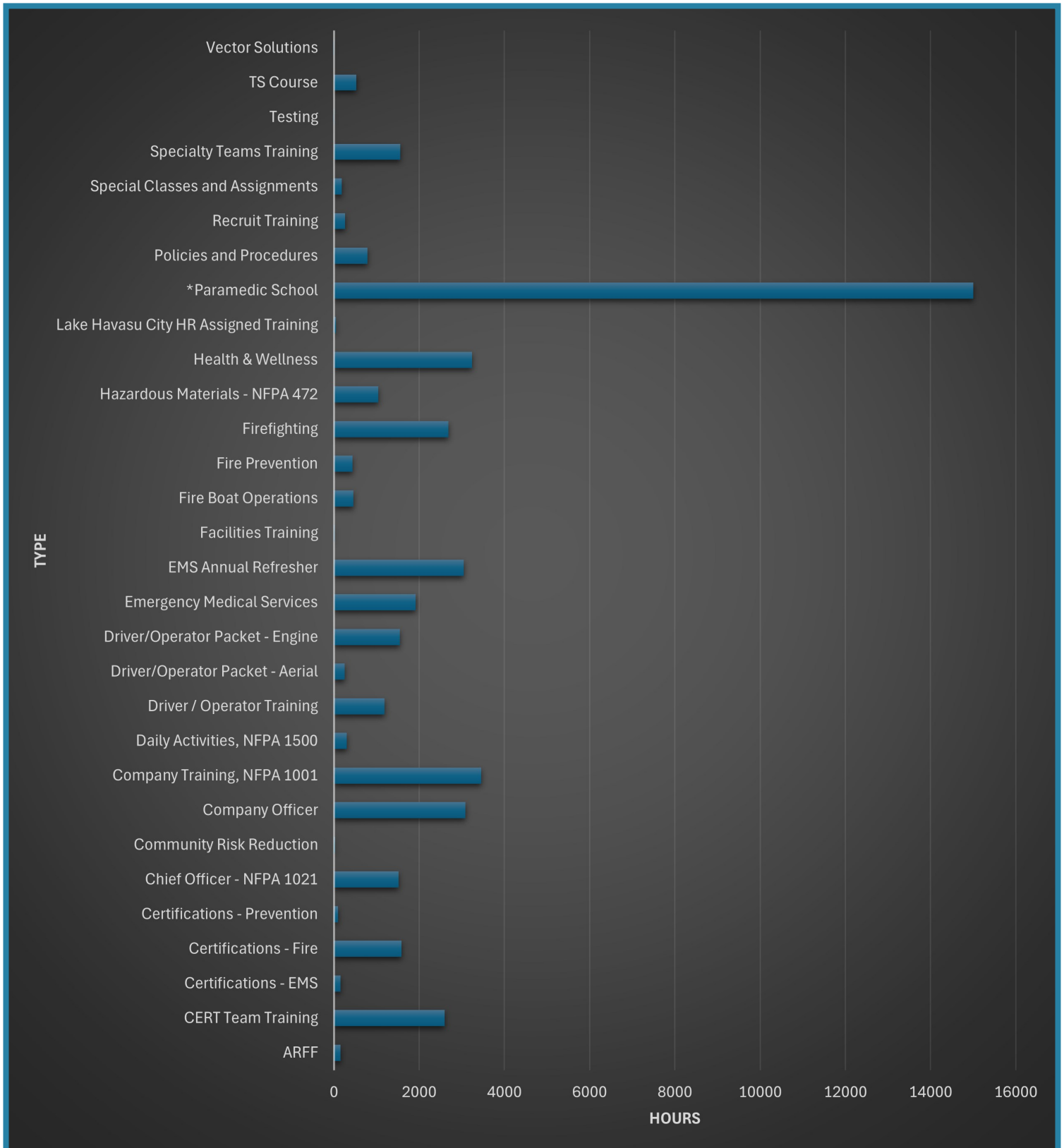
- Expand officer development (including Fire Officer II opportunities)
- Deliver Truck Academy in 2026
- Maintain NFPA-compliant live fire training
- Grow Instructor II and live fire instructional capacity
- Strengthen promotional preparedness

The department remains committed to developing a highly trained, promotion-ready workforce capable of delivering safe, effective service to the Lake Havasu City community.

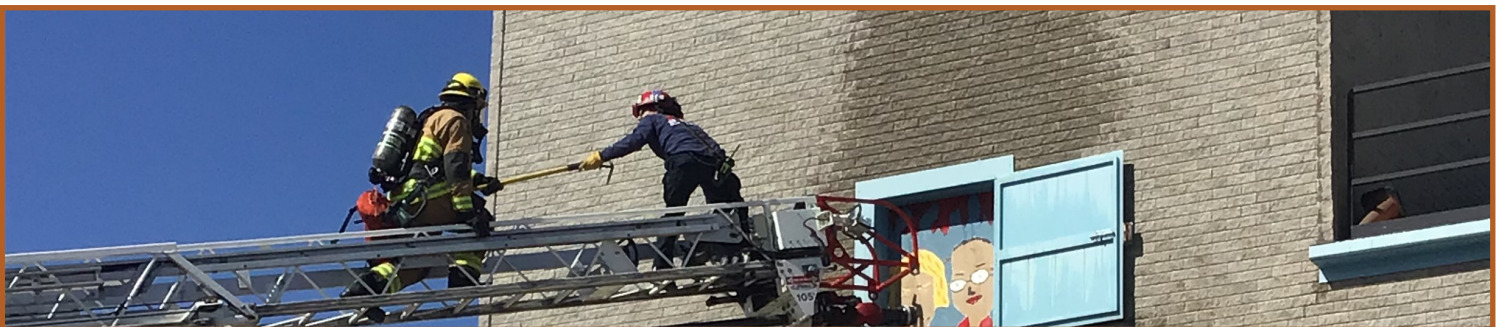
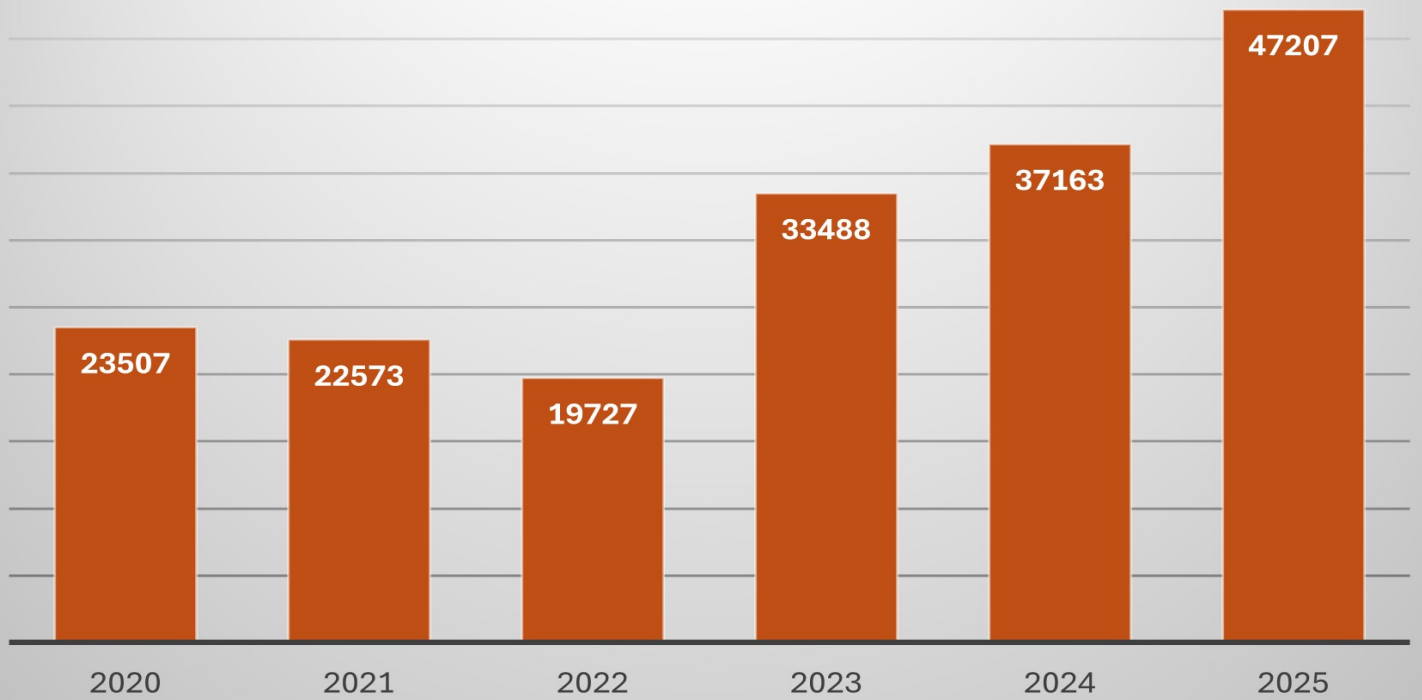
Jason Macklem

Battalion Chief - Training

2025 Annual Training



Total Annual Training Hours



SPECIAL OPERATIONS

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

Aircraft Rescue & Firefighting (ARFF)

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

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

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



Technical Rescue Team (TRT)

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.



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.



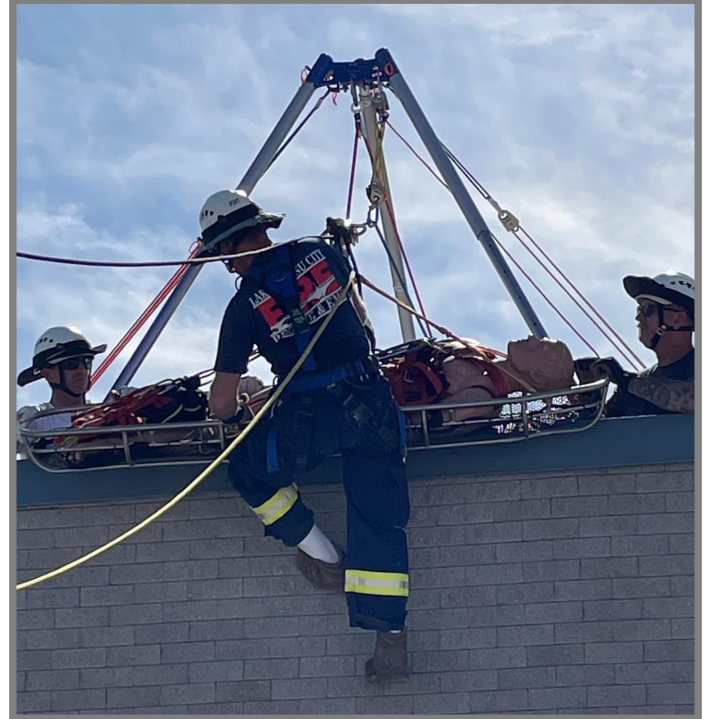
Hazardous Materials Response Team (HazMat)

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
- Water Safety





CAREER TECHNICAL EDUCATION

We will continue working to encourage more students to move into the emergency services pathway at Mohave College (MC). Our goal is to develop Fire Service & EMS professionals who are committed to working in Lake Havasu City and are looking for preparation to help them reach that goal.

CTE - Fire Service Program



Lake Havasu City Fire, Rescue and EMS has successfully completed the fourth 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.

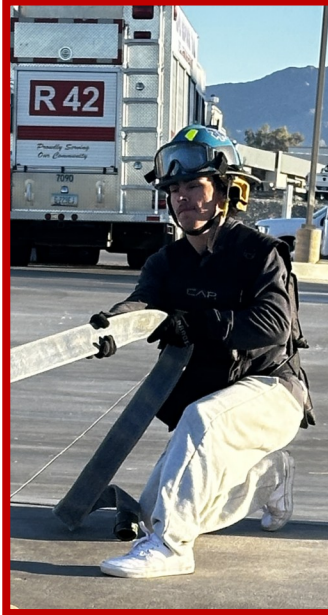
The Fire Service program is designed to introduce students to careers in the fire service, by focusing on the principles, theory, and practices associated with the management of fire operations, fire-fighting services, and community fire issues. Students spent time both in the classroom and on the training grounds. Classroom lessons include the mission and structure of the fire service, communication, building construction, fire dynamics, and an introduction to hazardous materials analysis.

All students earned their BLS for the Healthcare Provider CPR certifications, FEMA NIMS certificates and had hands-on training with personal protective equipment, portable fire extinguishers, ropes and knots, grounds ladders and more. Fourteen (14) 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. Two students who completed the class and graduated in 2025 acted as chaperones and renewed their CPAT certifications. With an outstanding performance, all sixteen (16) students passed. The students also volunteered for community events such as Sledding with Santa and the GAIN public safety event.

We have had numerous students move on to complete their Emergency Medical Technician (EMT-B) and Firefighter I and II certifications. Two of our past students have been hired as full-time firefighters with two more scheduled to begin soon.

We will continue working to encourage more students to move into the emergency services pathway at Mohave College. 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



CTE - EMS Program



The 2025 The Career and Technical Education (CTE) – Emergency Medical Services (EMS) Program marked a significant milestone as the inaugural year for our newest CTE program offered at Lake Havasu High School (LHHS). This collaborative effort between the Lake Havasu City Fire Department and LHHS successfully launched a structured pathway to introduce and train the next generation of emergency medical services professionals in our community.

We enrolled eleven (11) dedicated students in the program. Of these, nine (9) successfully passed their National Registry of Emergency Medical Technicians (NREMT) Emergency Medical Response (EMR) exam, demonstrating strong foundational knowledge and skills in emergency medical response. Ten (10) students have advanced to the Emergency Medical Technician (EMT) portion of the program, positioning them for further certification and potential careers in EMS.

As a first-year initiative, 2025 also encompassed the comprehensive design, curriculum development, and implementation of the program from initial planning and resource allocation to hands-on instruction and exam preparation. This foundational work has set a solid stage for future success.

Looking ahead, we are excited to continue our strong partnership with Lake Havasu High School, jointly developing and teaching the future of EMS for our community. We anticipate ongoing program growth, enhanced enrollment, expanded opportunities for students, and continued refinement to best prepare participants for rewarding careers in emergency medical services.

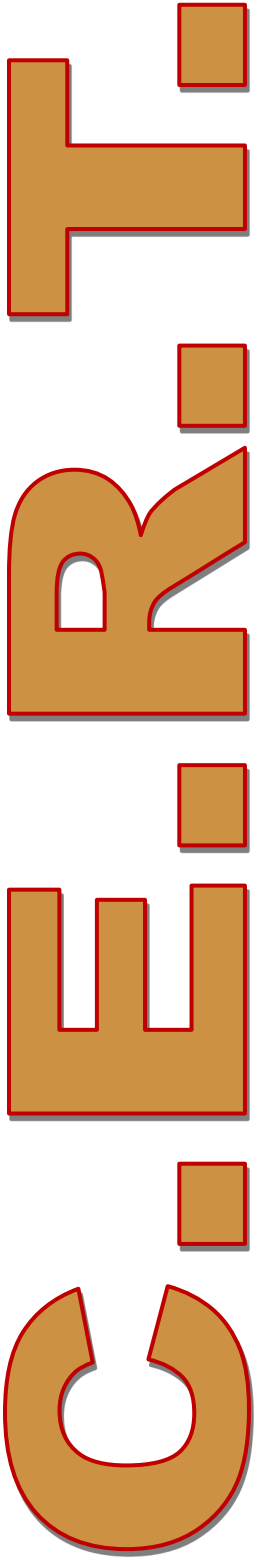
Corky Coiner

Fire & EMS Training Coordinator





COMMUNITY EMERGENCY RESPONSE TEAM



During the Calander year 2025 the Lake Havasu Fire Department’s Community Emergency Response Team (CERT) was involved in the following operations and volunteer hours were accrued.

Meetings:

7 Business and Training meetings were attended by an average of 17 members attending each meeting. During this time 3 new members were brought on board the team.

Events:

Members staffed 3 multi-day events and 5 individual day events for first aid stations, CERT staffed 2 separate Household Hazardous Waste Collection Days where they provided traffic control and assisted with paperwork for over 300 vehicles participating in these events. Members also participated in the Annual London Bridge Parade and “Fright Night” on Main Street.

REHAB:

Members staff the REHAB for both Training as well as Live Fire incidents. During this time air bottles are changed and re-filled, cold drinks are provided, along with cooling towels. In February, CERT staffed the REHAB for 7 days during the Department’s “Live Fire Training” at Fire Station 2 and responded to 8 structure fires. Staffing REHAB figures were down this past year but that’s a good thing. No one likes to go outside when the temperature is 120 degrees, but we go, because **we love our firefighters!**

KNOX BOX:

Thanks to generous donation from various Service Clubs and several citizens, CERT was able to install 101 Knox Boxes, remove and refurbish 58 boxes and make 22 key exchanges.



Bob MacMillan
Team Leader

Contact Information

Emergency

9-1-1

Non-Emergency

(928) 855-4111

Administration

(928) 855-1141



Email lhcfire@lhcaz.gov

Website www.LHCAZ.gov



Lake Havasu City Fire Department

2330 McCulloch Blvd N.

Lake Havasu City, AZ 86403

www.LHCAZ.gov