

Lake Havasu City Fire Department 2018 Annual Report





Jess Knudson, David Lane, Donna McCoy, Jeni Coke, Cal Sheehy, Jim Dolan, Michele Lin, Gordon Groat

Lake Havasu City Council 2019

Cal Sheehy	Mayor
David Lane	Vice-Mayor
Donna McCoy	Council Member
Gordon Groat	Council Member
Jeni Coke	Council Member
Jim Dolan	Council Member
Michele Lin	Council Member
Jess Knudson	City Manager

Message from the Fire Chief



Brian Davis
Fire Chief

On behalf of the men and women of the Lake Havasu City Fire Department, it is my pleasure to present our Annual Report for 2018. The purpose of this report is to offer our residents a snapshot of the activities in which their fire department is involved. We invite you to explore the information and take a glance at the comprehensive services we provide to our residents, businesses, and visitors.

Each year, we are able to meet the challenges of an increased demand for emergency services because of the motivated and dedicated neighbors that strive to serve you each day in all levels of the Fire Department. I would like to take this opportunity to say "Thank You!" to each of them... and ask that you take a moment to do the same.

We understand that you may not be familiar with some of our terms as you explore the report. It would be our pleasure to explain this information further. Please feel free to give us a call or stop by the Fire Administration Office located in City Hall. You can also reach us by email at lhcfire@lhcaz.gov.

We certainly hope you never find yourself in need of our services, but we are proud of what we do and want you to know we are here when you need us.

Best wishes for a safe and prosperous 2019.

Enjoy,

A handwritten signature in black ink, appearing to read "B. Davis".

Brian S. Davis
Fire Chief

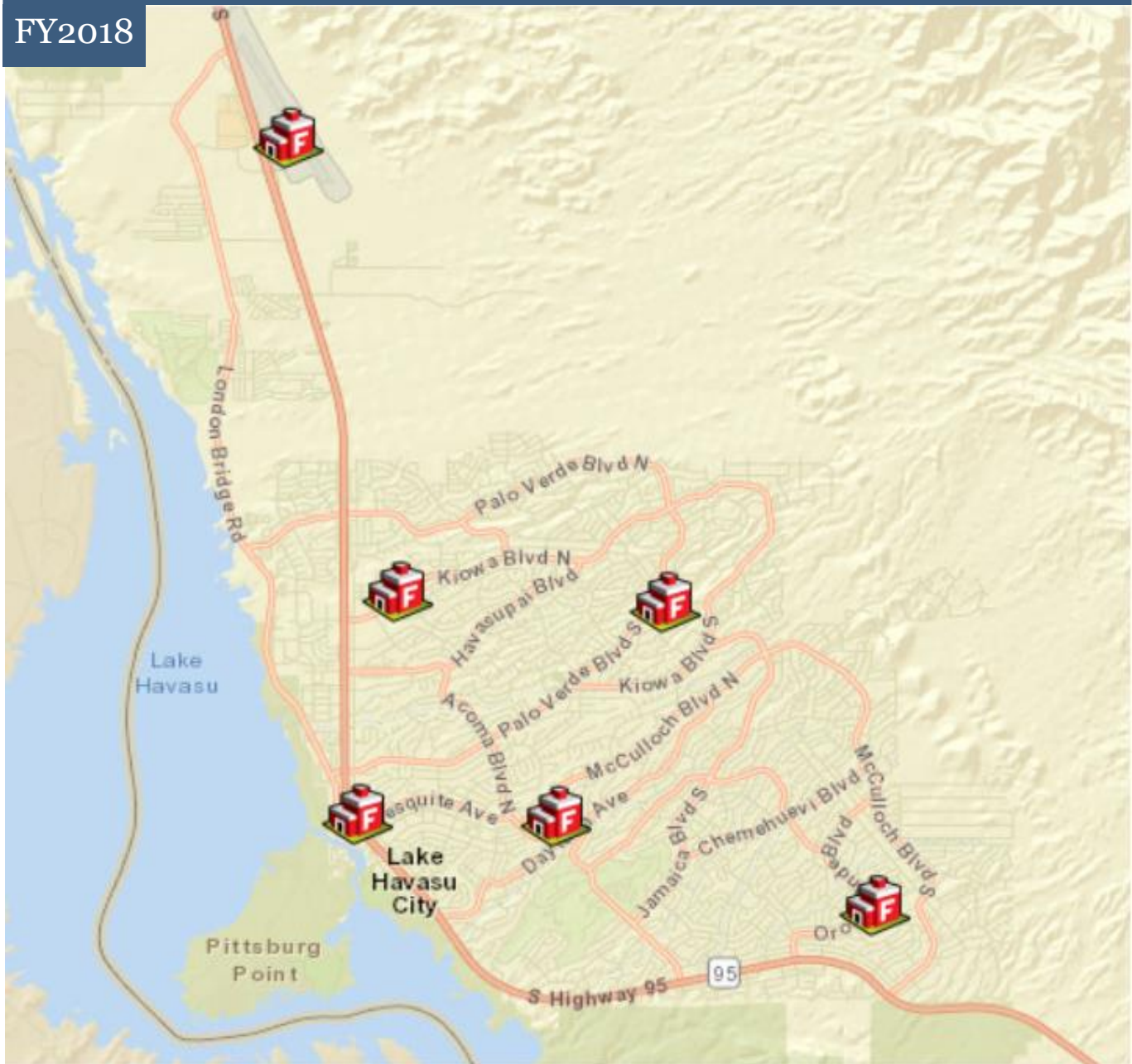


Lake Havasu City Fire Department
Serving our community since 1966

Table of Contents

01	Fire Station Locations
02	Lake Havasu City Fire Department Organization Chart
03	Members of the Lake Havasu City Fire Department
04	Fire Prevention Bureau
05	Fire Prevention Statistics / Public Education
06	Administration / Support Services
07	Financial and Growth Information / Budget Trendline
08	Operations
09	Response Types by Category / Incident Response Data
10	Miscellaneous Statistics Comparison
11	Community Paramedic Program
12	Training
13	Fire Training Facility
14	Training Hours by Fiscal Year
15	Volunteer Programs
16	Accomplishments
17	Pride and Honor

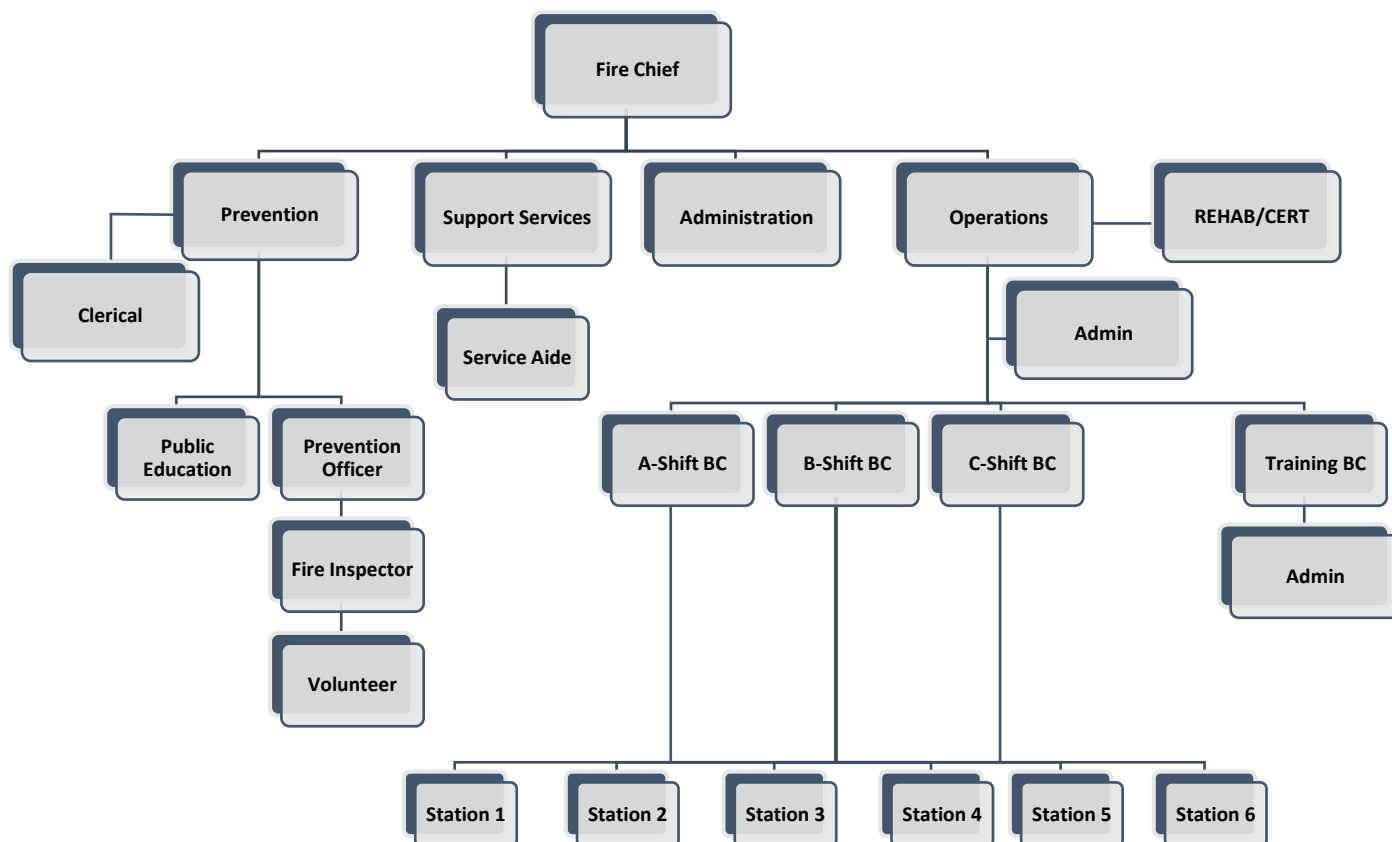




Fire Station Locations

Fire Station #	Address	Apparatus Assignment	Number of Calls
1	96 Acoma Blvd. S.	Truck 1, Battalion 1, AR1 (<i>Adapted Response Vehicle</i>)	2,047
2	2065 Kiowa Blvd. N.	Engine 2, Support 2	1,202
3	3620 Buena Vista Ave.	Engine 3, Rescue 3	1,743
4	3270 Palo Verde Blvd. S.	Engine 4, Rescue 4, Rescue 42	1,220
5	145 N. Lake Havasu Ave.	Engine 5, Rehab/CERT, Fireboat	1,716
6	5600 Hwy. 95 N.	Engine 6, Airport 1 (ARFF)	125
City Hall	2330 McCulloch Blvd. N.	Fire Administration, Fire Prevention Bureau	N/A

Lake Havasu City Fire Department Organization Chart



The Lake Havasu City Fire Department is organized into four divisions:

- Administration
- Operations / Training
- Fire Prevention / Public Education
- Support Services

Note: The organization chart above outlines these divisions.



Members of the Lake Havasu City Fire Department

Fire Chief - Brian Davis

Administration - Terrie Haas

Operations – DC Jeffry Harran

Operations-Admin - Kathy Myers

Training - BC Carl Stello

Training-Admin - Kelley Jacobus

Pre-plan Volunteer - Cameron Whitt

Support Services - Judy Grothe

Support Services Aide - John Grant

Prevention - DC Scott Hartman

Prevention-Clerical - Vacant

Fire Prevention Officer - John Boone

Fire Inspector - Brian Springer

Public Education - Gina Gutierrez

A Shift

Battalion Commander

BC Jeff Kemp

Station 1

Capt. Nic Jones
Eng. Clint Nelson
FF Nic Hovdal
FF Lonnie Pope
FF Casey Parenti
FF Matt Duthie

Station 2

Capt. Aaron Bracamonte
Eng. Joe Tobin
FF Brandon Fasching
FF Matt French

Station 3

Capt. Vacant
Eng. Jonathan Irula
FF Dale LaLande
FF Dustin McMahon

Station 4

Capt. Mike Blumenkamp
Eng. Tyler Zink
FF Chris Stansbury

Station 5

Capt. Mickey Scharbrough
Eng. Scott Jump
FF Brandon Livermore
FF Justin Madsen

Station 6

Capt. Scott Green
Eng. Mike Connelly
FF Preston Alexis

B Shift

Battalion Commander

BC Mike Quijada

Station 1

Capt. Kevin Shuck
Eng. Justin Bacon
FF Kamrin Dooley
FF Ryan Smith
FF Sean Crampton
FF Eddie Miller

Station 2

Capt. Rich Schulenberg
Eng. Mark Martz
FF Shawn Lawless

Station 3

Capt. Tim Maple
Eng. Martin Port
FF Rick Kelm
FF Prentice Taylor

Station 4

Capt. John Kowalski
Eng. Jeff Lockwood
FF Scott Jacobs

Station 5

Capt. Rich Williams
Eng. Nathan Adler
FF Jacob Azar
FF Jonathan Ufers

Station 6

Capt. Clay Bishop
Eng. Matt Maloney
FF Joe Blanchard

C Shift

Battalion Commander

BC Jasen Stello

Station 1

Capt. Ryan Felish
Act. Eng. Corky Coiner
FF Kevin Tiedeman
FF Tyler Brophy
FF Bill Sherman
FF David Meraz

Station 2

Capt. Jason Macklem
Eng. Luther Smith
FF David Miura

Station 3

Capt. Tony Rivello
Eng. Lee Jankowski
FF Aric Lynen
FF Taylor McCarthy

Station 4

Capt. Earl Saucier
Eng. Terry Gloeckner
FF Michael Carlson

Station 5

Act. Capt. Jason Lawson
Eng. Mark Terriquez
FF Morgan Best
FF Elvis Malfabon

Station 6

Capt. Jay Sylvester
Eng. Sean Mulligan
FF Mike Kemp

As of 12/31/2018

Fire Prevention Bureau



Scott Hartman
Division Chief /
Fire Marshal

With a full-time population of 54,411 and an estimated visitor population of an additional 50,000+ in Lake Havasu City, providing a comprehensive fire prevention service requires more than just emergency response.

The Lake Havasu City Fire Prevention Bureau keeps our community safe each day by enforcing fire and building code regulations, conducting fire investigations to identify origin and cause, and by providing fire safety education to all age groups in order to reduce the loss of life and property from preventable fires and other emergencies.

Lake Havasu City has adopted the 2012 International Fire Code and the accompanying National Fire Protection Association standards.

2,339 - Total Number of Inspections in 2018



Public Assembly

40 ◀



Office/Service Business

59 ◀



Education/Preschool

37 ◀



Factory/Industrial

13 ◀



Hazardous

1 ◀



Hospital/Nursing Home/Day Care

18 ◀



Retail Business

282 ◀



Hotel/Motel/Apartment +4

41 ◀



Residential

33 ◀



Storage Occupancies

17 ◀



Garage/Carport/Sheds

3 ◀



L.P.G. (Liquefied Petroleum Gas)

478 ◀



Tank Inspections—New/Removed

6 ◀



Construction Inspections

13 ◀



Fire Systems Inspections

857 ◀



Complaints

51 ◀



Special Inspections

210 ◀



Special Events

84 ◀



Knox Box Installation

93 ◀



Total Number of Violations

2,692 ◀

Fire Prevention Statistics

ACTIVITY	2018	2017	2016
Arsons	0	7	12
Burn Permits	35	75	44
Business License Reviews	852	798	743
Design Reviews	29	35	21
Environmental Investigation Hours	2	0	8
Fire Investigation Hours	89	120	190.5
Fire Investigations – Opened	7	19	24
Fire Investigations - Closed	7	7	13
Fire Prevention Permits	910	509	368
Permit Revenue	\$ 74,269	\$ 51,780	\$ 51,817
Plan Reviews	403	346	386
Public Education Classes	382	348	371
Public Education – Students	8,573	7,535	8,990

Public Education

The Public Education Office is responsible for the coordination, development, and presentation of education programs for Lake Havasu City schools and citizens. It offers a wide range of fire and life safety classes with the community's safety in mind. The ages of program participants range from preschool to older adult. Classes are conducted in various meeting areas, such as schools, businesses, churches, community events, etc. Below are a few of the programs that are available:

- Baby Sitting Classes Designed for 11-14 Year Olds
- Children's Program – Kindergarten through 6th Grade
- Fire Extinguisher Classes
- Fire Safety for Older Adults
- Fire Safety in the home/business/assembly
- LHC Kids Ride Safely – Child Safety Seat Program
- Station tours
- Youth Firesetter Intervention Program



We are here to serve you...let us help you make Lake Havasu City a safe place to live!

Administration / Support Services

The Administration/Support Services Division combines command staff expertise and leadership with departmental administrative services to oversee:

- Administration support for the Fire Department
- Budget preparation and analysis
- Customer Service
- Data management through IT
- Day-to-Day Operations
- Distribution of purchases and restocking of all supplies and equipment specific to each station
- Human Resources
- ISO Classification
- Oversight and annual review of all policies and guidelines
- Payroll Management
- Personnel Management
- Public Records Requests
- Purchasing and Accounts Payable
- Setting departmental goals/objectives
- Supervision and management of six stations and training facility

Property Protection Classification (PPC)

The Insurance Services Office (ISO) conducts a periodic review of the communities' ability to respond to and mitigate a fire incident. The 2017 review analyzed the 9-1-1 processing, pre-emergency planning, fire response, and the reliability of hydrant water. The Police Department, Fire Department, and Water Department are pleased to report that the PPC for Lake Havasu City was improved in 2017 from a Class 3 to a Class 2.

Lake Havasu City is one of only 23 Arizona communities to achieve a Class 2.

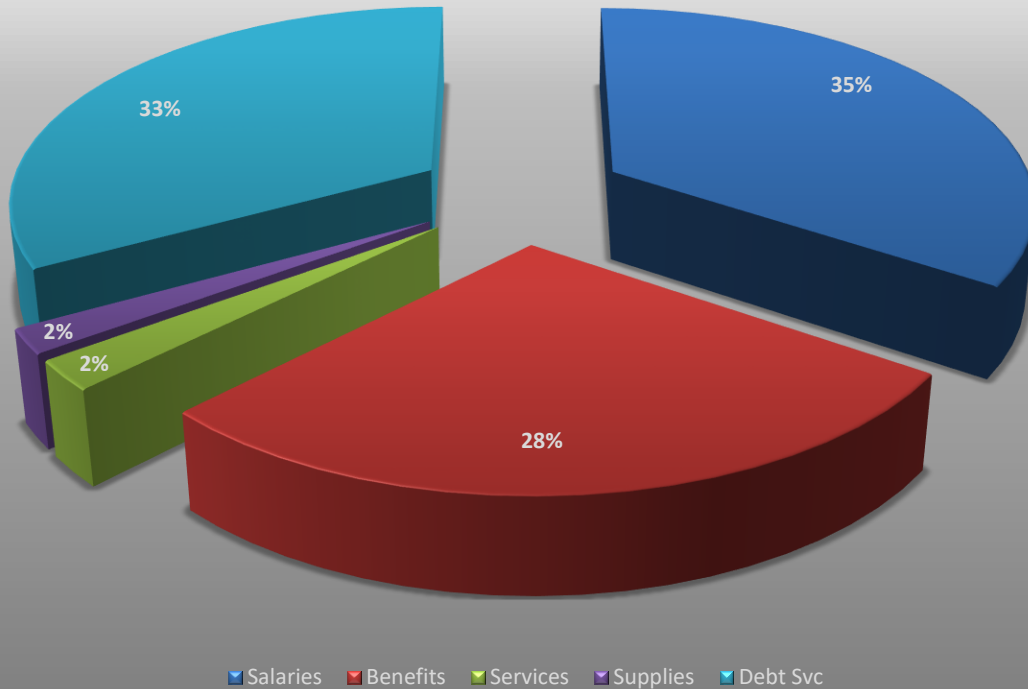
Budget and Finance

Expenditure	FY 15-16		FY 16-17		FY 17-18		FY 18-19	
Personnel	\$	10,783,670	\$	10,279,012	\$	11,430,499	\$	12,073,413
Capital	\$	94,000	\$	257,210	\$	10,434	\$	-
Services	\$	511,321	\$	487,160	\$	427,530	\$	461,530
Supplies	\$	573,825	\$	475,815	\$	376,200	\$	379,700
Total	\$	11,962,816	\$	11,499,197	\$	12,244,663	\$	12,914,643

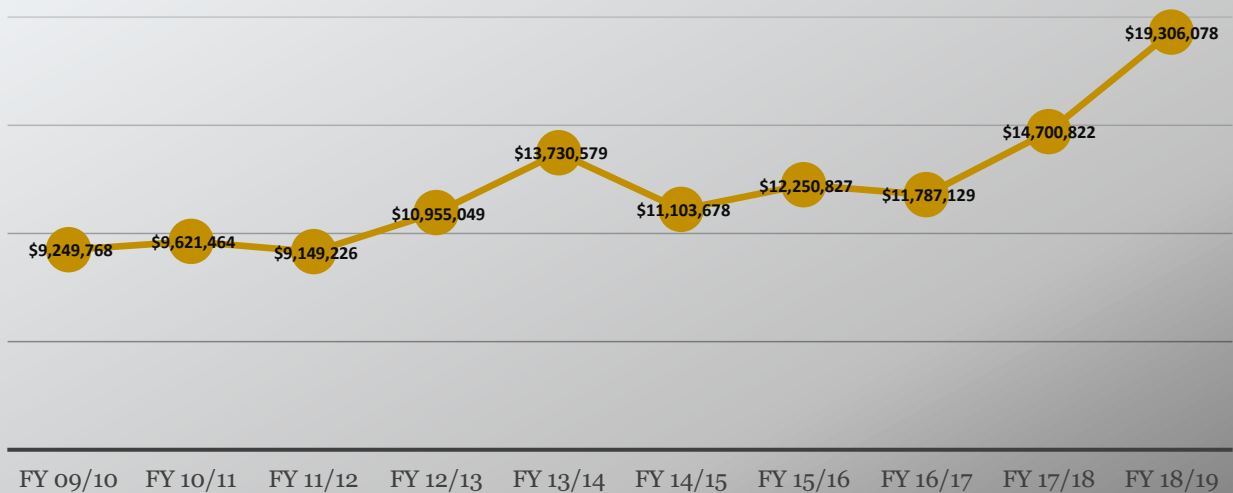
Does not include Debt Service

Financial and Growth Information

FY 2018-2019 Budget



Budget Trendline



Includes Debt Service

Operations



Jeffrey Harran
Division Chief

Since 1978, the Lake Havasu City Fire Department has provided advanced cardiac life support (ACLS) service to the city and portions of southern Mohave County. In 1996, the service was expanded to include lake coverage with the addition of a fireboat. The department is currently capable of providing EMS service on the Colorado River from Interstate 40 to Parker Dam.

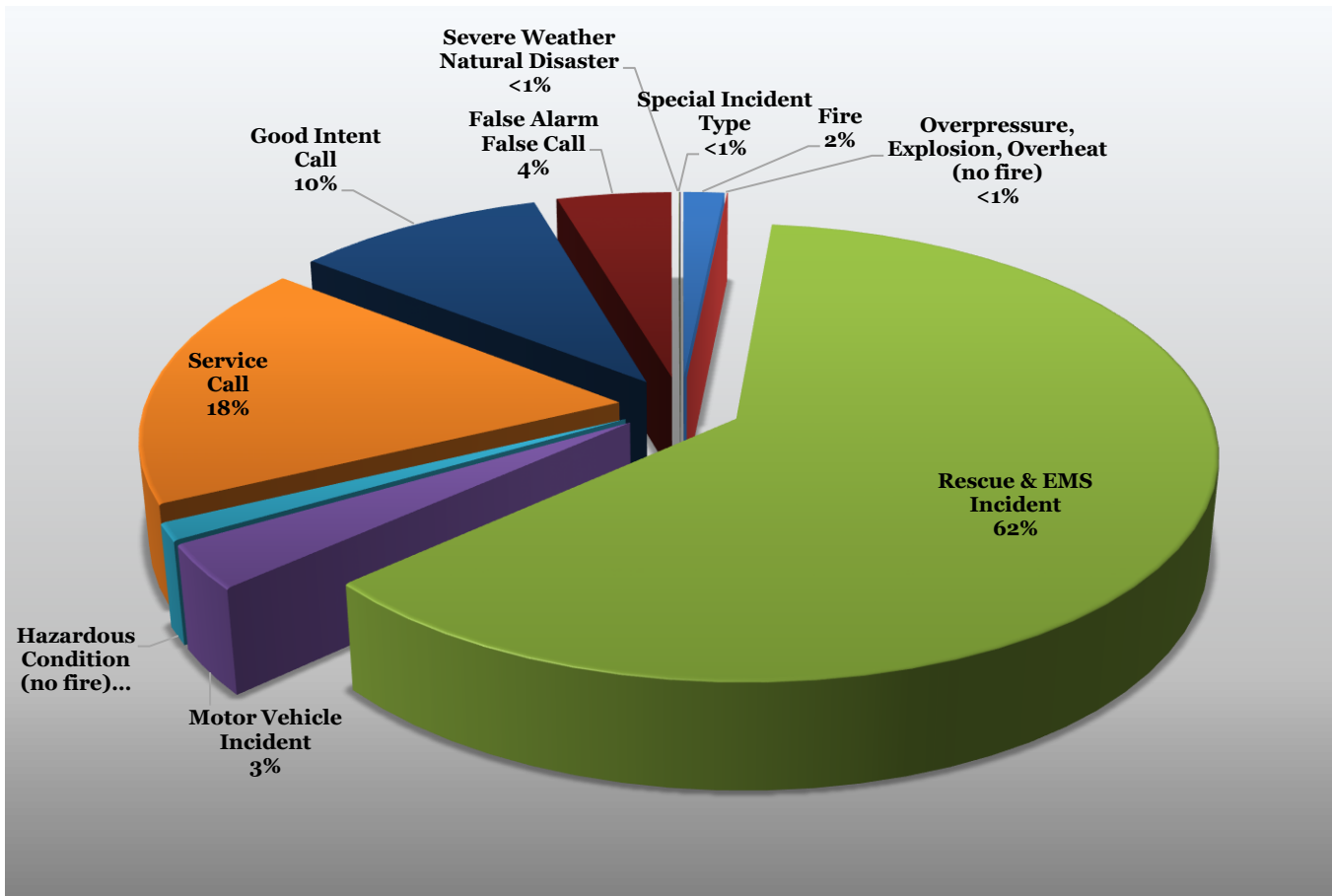
The typical fire department response to a medical emergency includes at least one (1) certified emergency paramedic (CEP) and two (2) basic emergency medical technicians (EMT).

FY 2018 Response Data		
Type of Calls	Number of Calls	Percentage of Calls
Fire	137	1.65%
Overpressure Rupture, Explosion, Overheat (No Fire)	2	0.02%
Rescue & Emergency Medical Service Incident	5,288	63.80%
Hazardous Condition (No Fire)	105	1.27%
Service Call	1,523	18.37%
Good Intent Call	843	10.17%
False Alarm & False Call	386	4.66%
Severe Weather & Natural Disaster	2	0.02%
Special Incident Type	3	0.04%
Total Calls	8,289	100.00%

EMS calls continue to be the most recurring response type. The Lake Havasu City Fire Department continuously works to improve service by providing the most appropriate resources in the most efficient manner possible.



Response Types by Category



Incident Response Data

Type of Response	2018	2017	2016
Fire	137	158	160
Overpressure Rupture, Explosion, Overheat (no fire)	2	5	8
Rescue & Emergency Medical Service (EMS) Incident	5,288	5,392	5,662
Motor Vehicle Incident	274	297	256
Hazardous Condition (no fire)	105	140	117
Service Call	1,523	1,497	1,634
Good Intent Call	843	742	591
False Alarm & False Call	386	302	291
Severe Weather & Natural Disaster	2	11	5
Special Incident Type	3	6	6
TOTAL	8,563	8,550	8,730

Miscellaneous Statistics Comparison

Call Activity by Shift	2018	2017	2016
A Shift	2,676	2,842	2,869
B Shift	2,715	2,919	2,865
C Shift	2,762	2,756	2,961

Miscellaneous Statistics	2018	2017	2016
Average Calls per Day	26	25	24
Average Response Time on Emergencies	6:06	5:51	6:15
Injuries – Civilian & Fire Service	2	1	1
Deaths – Civilian & Fire Service	0	0	0
Mutual Aid Given	10	14	10
Mutual Aid Received	10	5	7

Fire Causes of Ignition	2018	2017	2016
Act of Nature	0	7	8
Cause Under Investigation	15	9	10
Cause Undetermined after Investigation	22	22	43
Cause, Other	0	1	0
Failure of Equipment or Heat Source	8	10	9
Intentional	6	11	9
Unintentional	59	61	50
OSJ (Out of Service Jurisdiction)	27	31	30
TOTAL	137	152	159



Community Paramedic Program

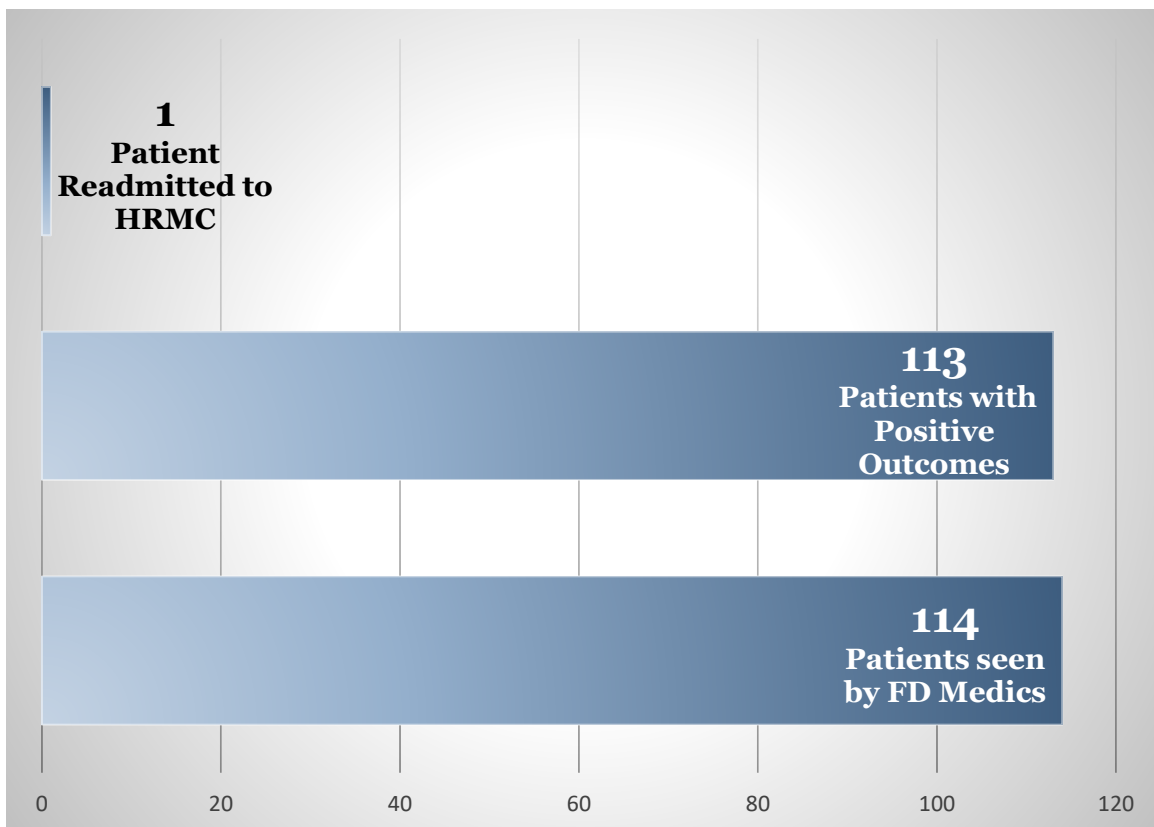


The LHC Fire Department Community Paramedic Program is designed to utilize well-trained paramedics to work with the healthcare community and to assist patients with chronic conditions in monitoring, educating, and better tracking of their disease.

The primary goal of the Community Paramedic Program visit is to ensure the LHC Fire Department sends the most appropriate resource in a proactive manner to assist patients at a high-risk for 9-1-1 use after a hospital discharge. The Community

Paramedics ensure that the patient is making a good recovery, know when to call their physician, make sure the patient has all necessary medications, and understands how to take the medication as ordered by their physician. This process reduces the number of post discharge 9-1-1 calls generated by patients not being connected with the available non-emergent community resources they need once they are at home.

Community Paramedic Program Results



Training

The Fire Department Training Division is responsible for developing and providing continuing education. Their goal is to provide the best training for everyone in the department, so each person will operate at their maximum performance level. We achieve this goal by delivering on-going training for all staff and new recruits. The Training Division conducts regular exercises, live drills, and specialized training to ensure that consistent and effective emergency services continue to be provided to the citizens of Lake Havasu City.

Training Description	Total Hours
Aircraft / ARFF - NFPA 1003	229.00
City of Lake Havasu HR/OPP	1,475.75
Confined Space - NFPA 1670	549.00
Emergency Medical Services (EMS)	6,851.25
Employee Wellness - NFPA 1500	4,330.55
Fire Apparatus Driver / Operator - NFPA 1002	3,857.30
Fire Officer - NFPA 1021	4,298.31
Fire Prevention - NFPA 1031/1035	601.50
Firefighting - NFPA 1001	6,110.25
Hazardous Materials - NFPA 1072	662.50
Instructor - NFPA 1041	567.00
Outside Instruction / Training	102.00
Technical Rescue (TRT) - NFPA 1006	299.00



Breathe Down Training



Lake Shore Rescue Training



Confined Space Training

Fire Training Facility

The Lake Havasu City Fire Department's Training Facility is an educational environment where individuals can learn and master new skills. Our training facility includes an administrative office, two classrooms, a training tower, and drill grounds.



Fire Training Tower



- Multi-story
- Exterior stairwell
- Interior elevator shaft
- Maze rooms
- Interior standpipe system and sprinkler system
- Cold smoke capabilities
- Rappel anchors throughout the tower and on the top
- Three live fire burn rooms monitored with heat sensors and overhead sprinkler system to control temperatures for training purposes

Vertical Ventilation Props

Three training props that help firefighters to hone their skills in performing vertical roof ventilation.

Low Profile Pitched Roof Prop: Allows the recruit firefighter to practice saw and footing techniques while offering a safe work environment.

Single Story Pitched Roof Prop: Allows firefighters the opportunity to stay proficient in cutting vertical ventilation holes.

Steep Roof Prop: Allows firefighters the unique opportunity to work off a roof ladder in performing ventilation requirements.



Flashover Chamber

A specialized training aid is constructed of two steel containers to form two non-combustible rooms. The goals of the flashover chamber are:

- To provide firefighters with a safe and secure system of flashover training.
- To teach firefighters to recognize the signs of flashover.
- To provide firefighters with techniques to possibly give them time to escape a flashover.



Vehicle Fire Prop



This stationary motor vehicle has had all the hazards removed. The vehicle is then filled with Class A combustibles and reinforced with pre-piped propane gas, which is controlled by a safety officer.

This allows firefighters to demonstrate their skills in extinguishing vehicle fires in a safe, learning environment.

Motor Vehicle Extrication

Our training facility provides access to older and newer vehicles for accident victim extrication and stabilization. This training focuses on the hazards associated with airbag systems, fuels and construction features.

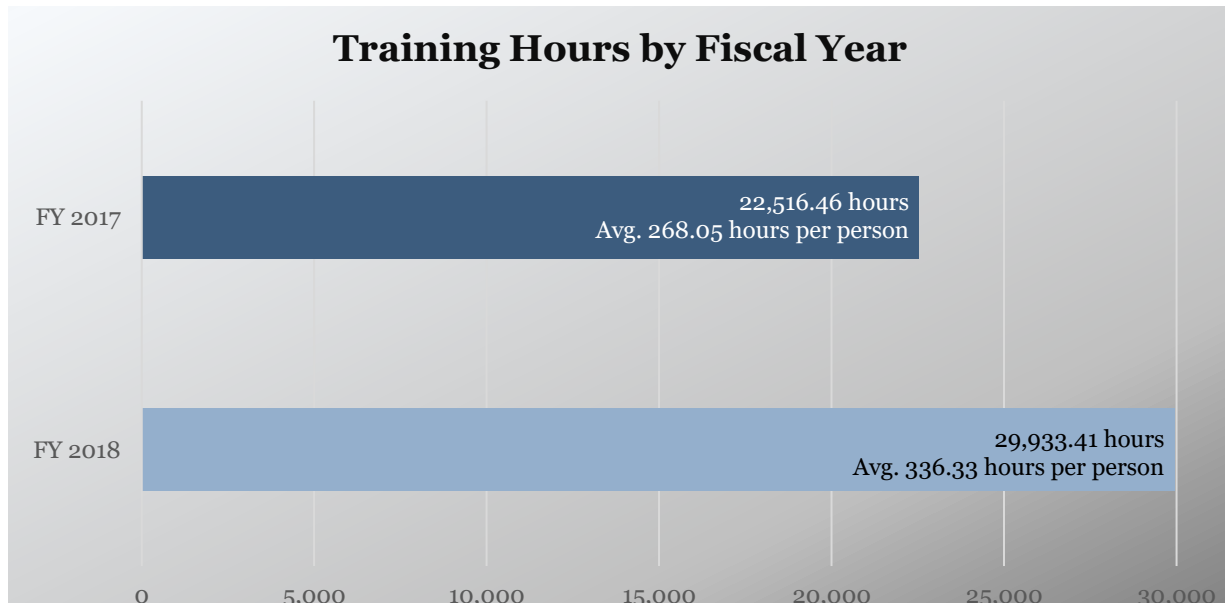


Confined Space Training Area

A confined space area is designed for the firefighters to meet the challenges that are associated with this type of rescue.

All our firefighters receive annual confined space training.

Training Hours by Fiscal Year



Volunteer Programs

Community Emergency Response Teams (CERT)

Following a major disaster, first responders cannot always meet the increased demand for their services. The Lake Havasu City Community Emergency Response Team (CERT) program



educates volunteers to be better prepared to respond to emergencies that may impact our area and trains them in basic response skills, such as fire safety, light search and rescue, team organization, medical operations, and gives critical support to first responders/firefighter rehab.

Using the training learned, CERT members can assist others following an event when first responders are not immediately available to help.

London Bridge Amateur Radio Emergency Service

The London Bridge Amateur Radio Emergency Service consists of licensed amateur radio operators who are organized and trained to provide emergency communication during emergencies and public service events, because in many instances, amateur radio communications are operational when other communications systems have failed or are overburdened.



Did you know that nearly every firehouse used to have a resident Dalmatian dog? The job of the Dalmatian was to direct the horses, keep the horses company, and guard the firehouse. When the fire bell sounded, the Dalmatians would run out of the firehouse, to let people know that they should get out of the way because the horses would soon be coming out. They would run alongside of the horses and then help calm the horses at the fire site, and also guard the fire wagons. The Dalmatian is still often referred to as the firehouse dog.



Accomplishments

- **Fire Suppression Division (Operations).** The fire department responds to over 8,000 calls for service annually. Approximately seven out of ten incidents result in direct patient care, to include advanced care for life-threatening emergencies. Fire companies in Lake Havasu City are staffed with at least one Paramedic to ensure the quickest possible arrival of that advanced care. In 2018, the fire department was able to verify that 403 lives were improved by paramedic intervention. 403 emergencies that would very likely have resulted in a loss of the patient without the direct actions of a medic.
- **Fire Suppression Division (Operations).** The impact on the health of the community is not limited to emergency responses. The fire department staffs an Adaptive Response Vehicle as a part of a mobile integrated healthcare and Community Paramedicine Program. Fire department paramedics make initial contact with potential program patients, based on specific target conditions, prior to their discharge from the hospital. The medics then make a home visit to follow-up with the patient a few days after discharge. In 2018, the AR program visited 965 patients in their home. This program is provided to our residents at no cost.
- **Fire Prevention Division.** The prevention staff provide permitting, plan review, inspection, and follow-up for new construction and certain existing public occupancies. Lake Havasu City has a progressive fire sprinkler ordinance that requires fire suppression in the vast majority of new construction, to include many single-family homes. In 2018, fire prevention issued 945 permits and conducted 2,339 inspections, up drastically from the prior year. Fire prevention staff also provides public safety education throughout the community. In 2018, the Public Education Specialist conducted 385 classes reaching over 8,500 local adults and students.
- **Administration and Support Services Divisions.** The administrative and support services staff provide the administrative support necessary to track and maintain a dynamic department budget. The coordinated efforts of the four divisions allowed the department to operate within budget on a very narrow margin.

Pride and Honor



Mission Statement

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

Organizational Values

We value:

- Commitment to **SAFETY, EXCELLENCE, and RELIABILITY** in everything we do.
- Having **PRIDE** in the organization, the service we provide, the people we serve, and the stations and equipment we use.
- **LEADERSHIP, TEAMWORK,** and promote **LABOR-MANAGEMENT RELATIONSHIPS.**
- Our **INVOLVEMENT** in the community and the **SOCIAL GOOD** in what we do as an organization and as individuals.
- The **HONOR** of being part of an organization and profession that is trusted by the community.
- The **INTEGRITY** and **HONESTY** of our members.

Vision Statement

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.



LAKE HAVASU CITY

Fire Department

LHC Fire Department

Annual Report 2018

April 24, 2018: U.S. Air Force F-16 incident
at the Lake Havasu City Municipal Airport.