

Lake Havasu City Fire Department

2019 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 Interim Fire Chief



Paul Adams
Interim 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 2019. The purpose of this report is to offer the citizens and visitors we serve a snapshot of the services we provide and activities in which the department is involved. We invite you to explore the information and review the comprehensive list of services we provide to our residents, businesses, and visitors.

Each year, we strive to meet the challenges of an ever-increasing demand for emergency services with a cadre of motivated and dedicated personnel that serve you each day in all levels of the Fire Department. These men and women are your friends and neighbors and I would like to take this opportunity to say “Thank You!” to each of them for their dedication and service... and ask that you take a moment to do the same.

We understand that you may not be familiar with some of our terms or may have questions as you explore this report. It would be our pleasure to discuss this information further with you at your convenience. 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 stand ready to serve when you need us most.

Remember, many of the incidents to which we respond are the result of just a moments lack of attention or thought. Please take just a moment to think before you act.

Be Safe,

Paul Adams
Interim Fire Chief

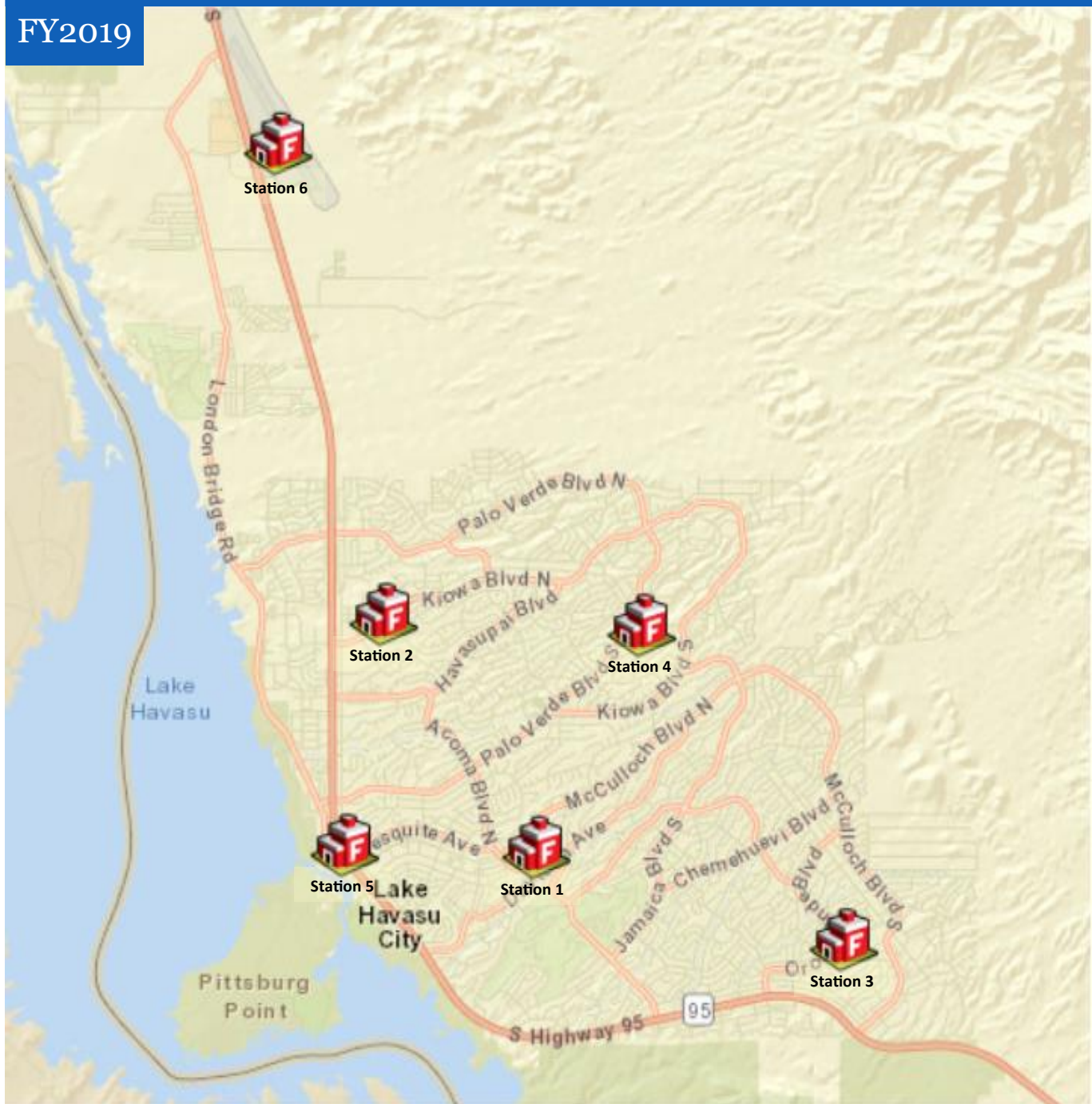


Lake Havasu City Fire Department
Serving our community since 1966

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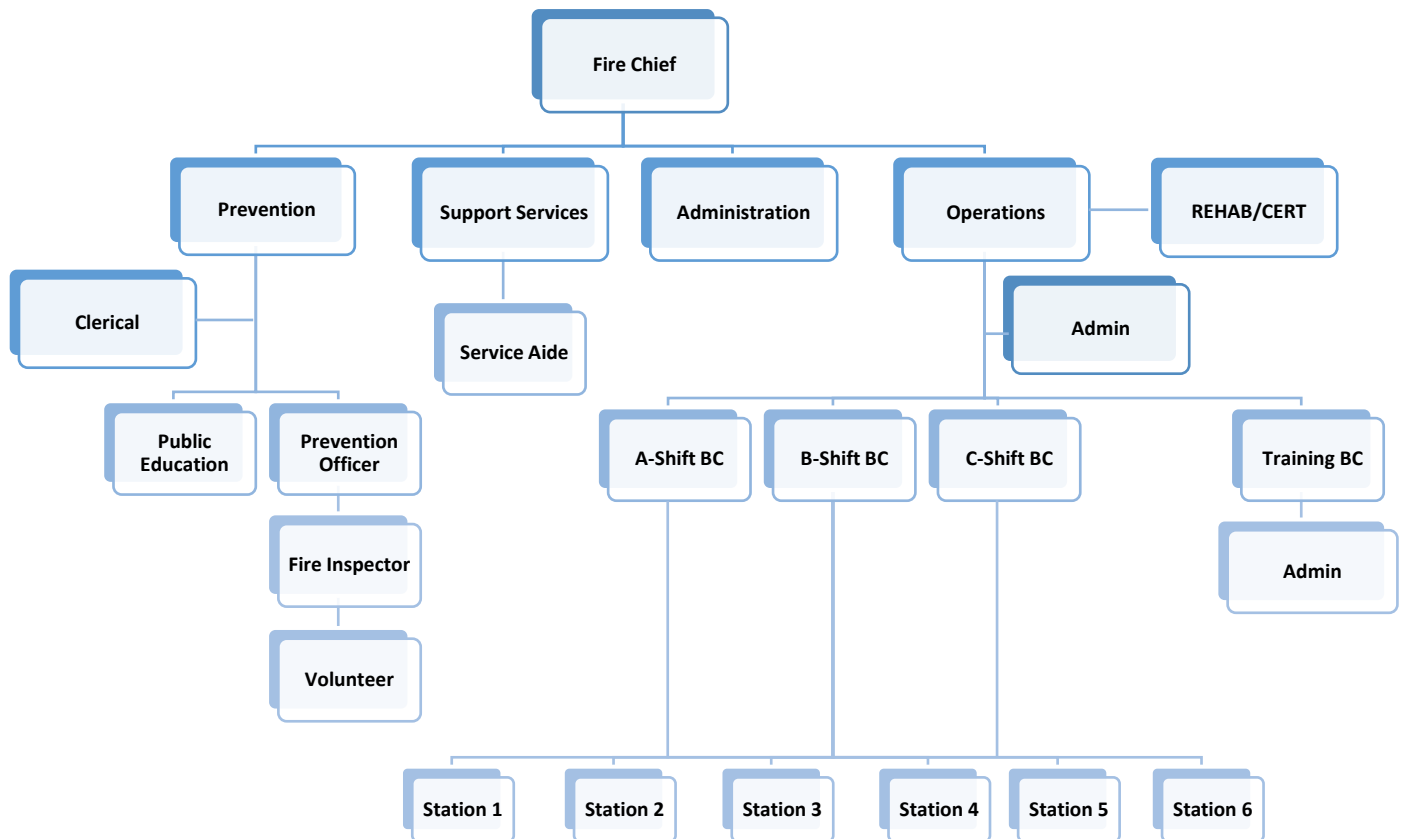




Fire Station Locations

Fire Station #	Address	Apparatus Assignment	Number of Calls
1	96 Acoma Blvd. S.	Truck 1, Battalion 1, AR1 (<i>Adapted Response Vehicle</i>)	1,832
2	2065 Kiowa Blvd. N.	Engine 2, Support 2	1,232
3	3620 Buena Vista Ave.	Engine 3, Rescue 3	1,700
4	3270 Palo Verde Blvd. S.	Engine 4, Rescue 4, Rescue 42	1,267
5	145 N. Lake Havasu Ave.	Engine 5, Rehab/CERT, Fireboat	1,882
6	5600 Hwy. 95 N.	Engine 6, Airport 1 (ARFF)	182
City Hall	2330 McCulloch Blvd. N.	Fire Administration, Fire Prevention Bureau	1

Lake Havasu City Fire Department Organization Chart



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

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

Note: The organization chart above outlines these divisions.

Members of the Lake Havasu City Fire Department

Interim Fire Chief – Paul Adams

Administration - Terrie Haas

Operations – DC Jeffry Harran

Operations-Admin – Jaime Mazick

Training - BC Carl Stello

Training-Admin - Kelley Jacobus

Pre-plan Volunteer - Cameron Whitt

Support Services – Kathy Myers

Support Services Aide - John Grant

Prevention - DC Scott Hartman

Prevention-Clerical – Wendy Rogers

Fire Prevention Officer - John Boone

Fire Inspector - Brian Springer

Public Education - Gina Gutierrez

A Shift

Battalion Commander

BC Jeff Kemp

Station 1

Capt. Mike Blumenkamp

Eng. Tyler Zink

FF Lonnie Pope

FF Brandon Livermore

FF Dale LaLande

FF Justin Madsen

Station 2

Capt. Aaron Bracamonte

Eng. Vacant

FF Nic Hovdal

FF Morgan Best

Station 3

Capt. Nic Jones

Eng. Jonathan Irula

FF Casey Parenti

FF Matt Duthie

Station 4

Capt. Jason Lawson

Eng. Clint Nelson

FF Chris Stansbury

Station 5

Capt. Mickey Scharbrough

Eng. Joe Tobin

FF Daniel Clark

Station 6

Capt. Scott Green

Eng. Mike Connelly

FF Preston Alexis

B Shift

Battalion Commander

BC Mike Quijada

Station 1

Capt. Rich Schulenberg

Eng. Mark Martz

FF Kamrin Dooley

FF Ryan Smith

FF Sean Crampton

FF Prentice Taylor

Station 2

Act. Capt. Martin Port

Eng. Scott Jump

FF Kyle Terrones

FF Chase Trevett

Station 3

Capt. Clay Bishop

Eng. Matt Maloney

FF Shawn Lawless

FF Troy Mosley

Station 4

Capt. John Kowalski

Eng. Scott Jacobs

FF Mike Carlson

Station 5

Capt. Kevin Shuck

Eng. Jacob Azar

FF Eddie Miller

FF Rick Kelm

Station 6

Capt. Rich Williams

Eng. Jeff Lockwood

FF Joe Blanchard

C Shift

Battalion Commander

BC Jasen Stello

Station 1

Capt. Ryan Felish

Eng. Nathan Adler

FF Dustin McMahon

FF Bill Sherman

FF Corky Coiner

FF Samuel Grosnick

Station 2

Capt. Jason Macklem

Eng. Luther Smith

FF David Meraz

FF Tylor Brophy

Station 3

Capt. Tony Rivello

Eng. Lee Jankowski

FF Aric Lynen

FF Taylor McCarthy

Station 4

Capt. Earl Saucier

Eng. Terry Gloeckner

FF Kevin Tiedeman

Station 5

Capt. Chris Bracamonte

Eng. Mark Terriquez

FF David Miura

Station 6

Capt. Jay Sylvester

Eng. Sean Mulligan

FF Mike Kemp

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.

2,699 - Total Number of Inspections in 2019

	Public Assembly 42 ◀		Garage/Carport/Sheds 0 ◀
	Office/Service Business 36 ◀		L.P.G. (Liquefied Petroleum Gas) 549 ◀
	Education/Preschool 40 ◀		Tank Inspections—New/Removed 4 ◀
	Factory/Industrial 17 ◀		Construction Inspections 20 ◀
	Hazardous 0 ◀		Fire Systems Inspections 844 ◀
	Hospital/Nursing Home/Day Care 8 ◀		Complaints 51 ◀
	Retail Business 550 ◀		Special Inspections 264 ◀
	Hotel/Motel/Apartment +4 11 ◀		Special Events 134 ◀
	Residential 25 ◀		Knox Box Installation 99 ◀
	Storage Occupancies 5 ◀		Total Number of Violations 3,339 ◀
	Public Educ. Classes 474 ◀		Public Educ. Class Participants 10,153 ◀

Fire Prevention Statistics

ACTIVITY	2019	2018	2017
Arsons	0	0	7
Burn Permits	85	35	75
Business License Reviews	784	852	798
Design Reviews	56	29	35
Environmental Investigation Hours	4.5	2	0
Fire Investigation Hours	111.5	89	120
Fire Investigations – Opened	24	7	19
Fire Investigations - Closed	24	7	7
Fire Prevention Permits	805	910	509
Permit Revenue	\$ 82,884	\$ 74,269	\$ 51,780
Plan Reviews	325	403	346
Public Education Classes	474	382	348
Public Education – Students	10,153	8,573	7,535

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

FIRE SAFETY &
FALL PREVENTION
FOR OLDER ADULTS



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

Administration and Support Services

The Administration and Support Services Divisions 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
- Day-to-Day Operations
- Facilitate, prepare, and/or assist in the preparation and maintenance of departmental operating guidelines and procedures
- Human Resources
- ISO Classification
- Manage and process agency-related travel arrangements for department personnel
- Payroll Management
- Personnel Management
- Prepare and maintain monitoring and reporting systems, prepare grant applications, and confer with state and federal regulatory agencies.
- Public Records Requests
- Purchasing and Accounts Payable
- Setting departmental goals/objectives
- Supervise the maintenance of budget, inventory, and purchasing
- 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.

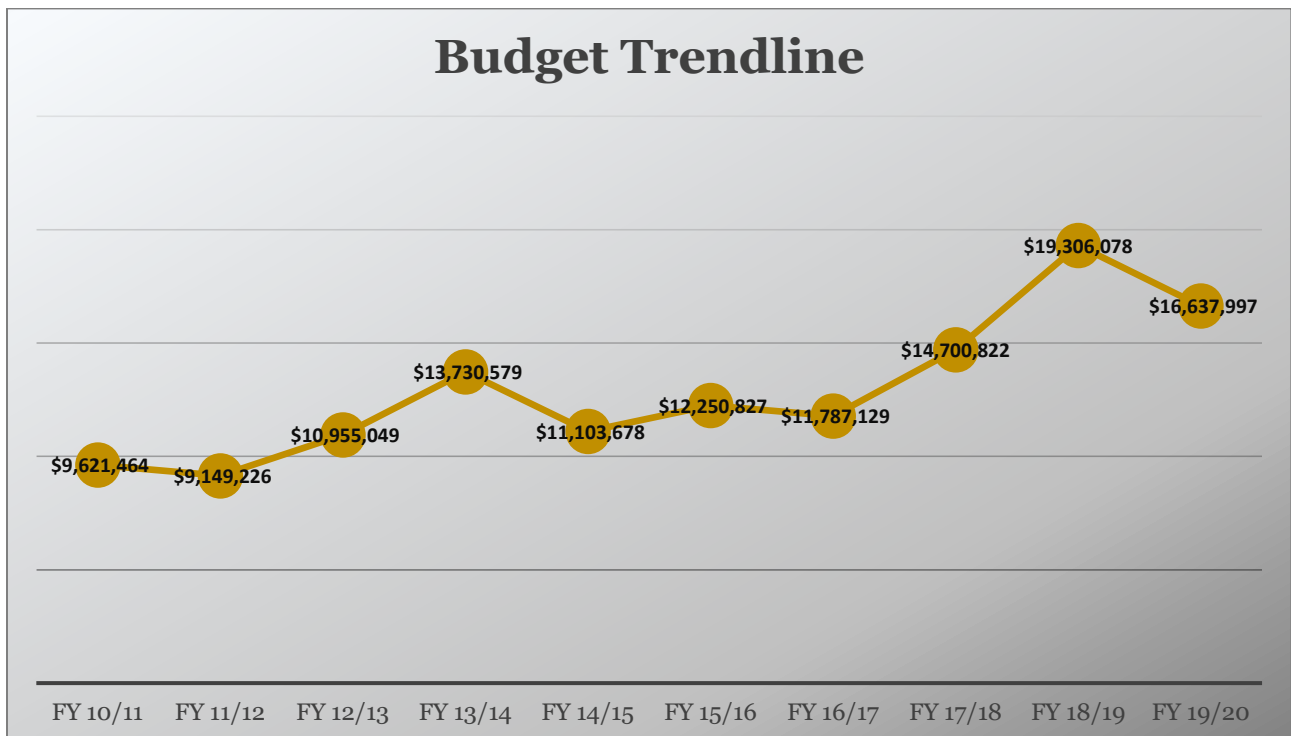
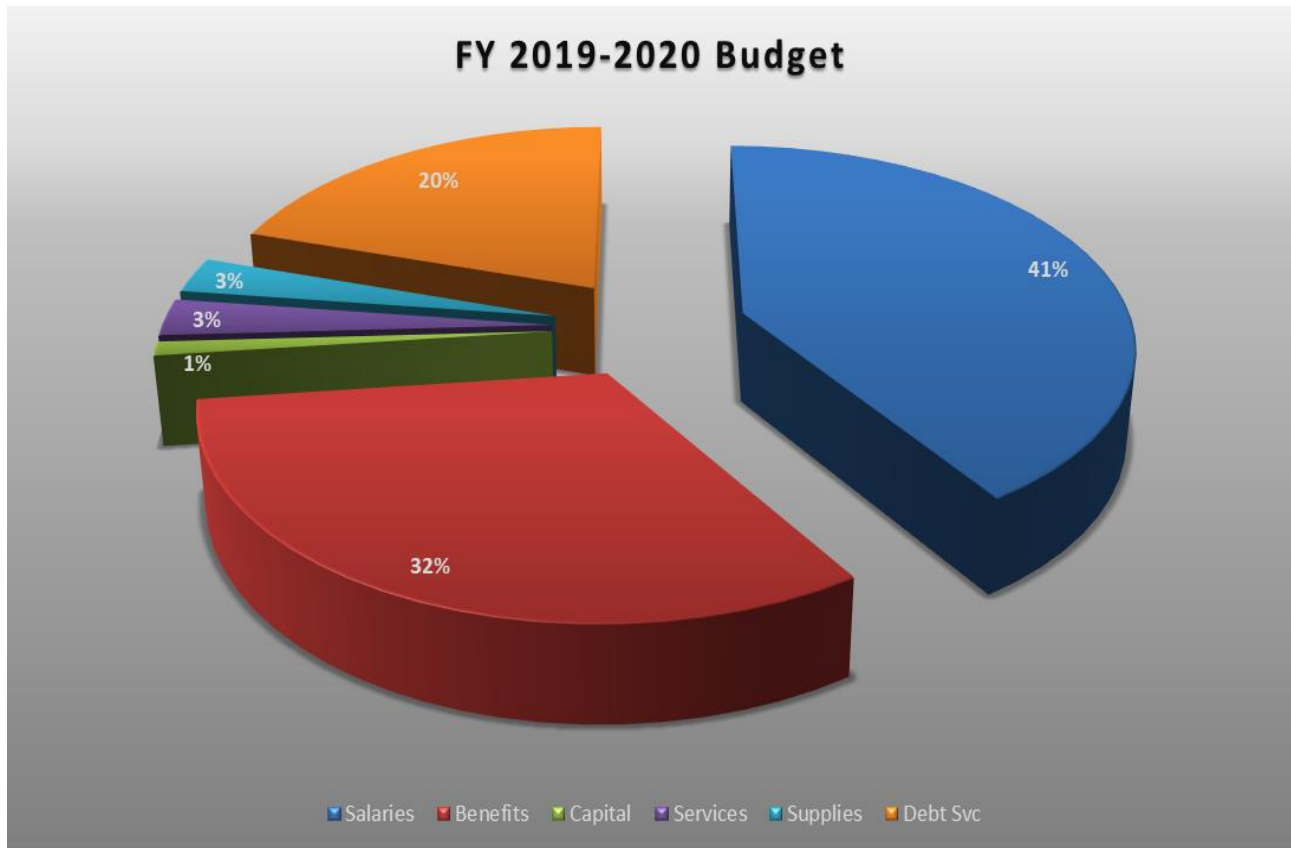
Lake Havasu City is one of only 23 Arizona communities to achieve a Class 2.

Budget and Finance

Expenditure	FY 16-17		FY 17-18		FY 18-19		FY 19-20
Personnel	\$	10,279,012	\$	11,430,499	\$	12,073,413	\$ 15,200,987
Capital	\$	257,210	\$	10,434	\$	-0-	\$ 183,000
Services	\$	487,160	\$	427,530	\$	461,530	\$ 489,800
Supplies	\$	475,815	\$	376,200	\$	379,700	\$ 474,800
Total	\$	11,499,197	\$	12,244,663	\$	12,914,643	\$ 16,348,587*

* Includes PSPRS Prepayment Principle & Interest

Financial and Growth Information



Includes Debt Service

Operations



Jeffry Haran
Division Chief

2019 was a great year in achieving accomplishments and milestones! All five Battalion Commanders finalized their training in reaching status as “Train the Trainers” in the Blue Card Incident Commander Certification Program. By achieving this accomplishment, they were able to assist in getting all the Fire Captains Certified through the Blue Card Certification Program.

The Fire Department received a FEMA, Regional Grant to purchase specialized Personal Protective Equipment (PPE) in handling “Active Violent incidents.” All members also received specialized training in handling these same type of incidents.

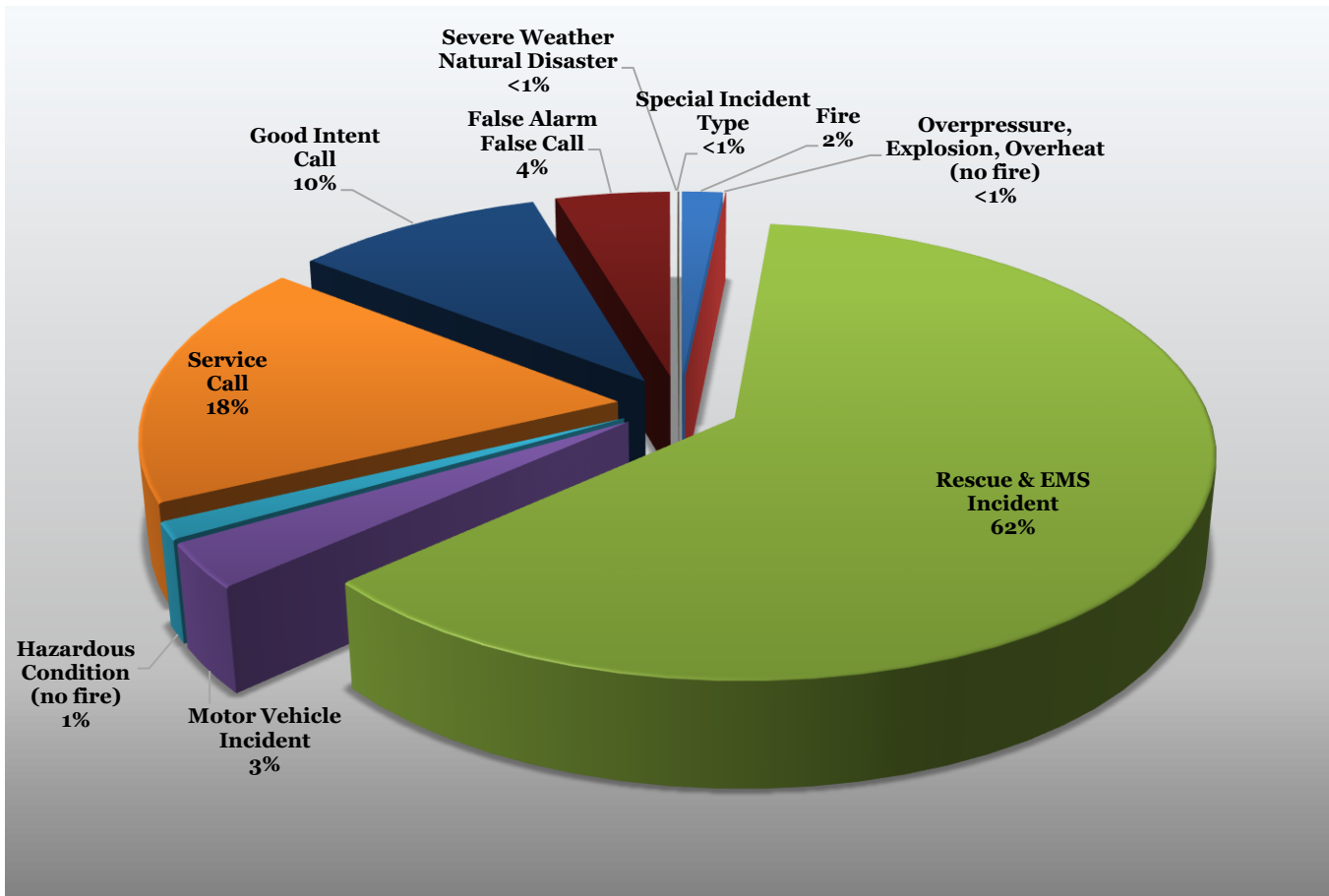
Another huge accomplishment was placing a Type 1 ambulance in service as our Alternative Response Vehicle (AR1). This was made possible through a generous donation by Havasu Regional Medical Center.

Lastly, we promoted a Fire Captain to an Acting Battalion Chief to serve as our EMS coordinator. This Battalion Chief assumed the responsibilities of managing EMS training, our certifications, supplies, documentation, along with overseeing all other EMS related issues.

FY 2019 Response Data		
Type of Calls	Number of Calls	Percentage of Calls
Fire	150	2%
Overpressure Rupture, Explosion, Overheat (No Fire)	10	1%
Rescue & Emergency Medical Service Incident	5,357	62%
Hazardous Condition (No Fire)	125	1%
Service Call	1,481	17%
Good Intent Call	825	10%
False Alarm & False Call	437	5%
Severe Weather & Natural Disaster	3	1%
Special Incident Type	2	1%
Total Calls	8,390	100.00%



Response Types by Category



Incident Response Data

Type of Response	2019	2018	2017
Fire	150	137	158
Overpressure Rupture, Explosion, Overheat (no fire)	10	2	5
Rescue & Emergency Medical Service (EMS) Incident	5,104	5,014	5,393
Motor Vehicle Incident	263	274	297
Hazardous Condition (no fire)	125	105	140
Service Call	1,481	1,523	1,496
Good Intent Call	825	843	742
False Alarm & False Call	437	386	383
Severe Weather & Natural Disaster	3	2	11
Special Incident Type	2	3	6
TOTAL	8,390	8,295	8,631

Miscellaneous Statistics Comparison

Call Activity by Shift	2019	2018	2017
A Shift	2,740	2,675	2,842
B Shift	2,772	2,715	2,919
C Shift	2,775	2,762	2,756

Miscellaneous Statistics	2019	2018	2017
Average Calls per Day	23	23	24
Average Response Time on Emergencies	6:06	6:06	6:03
Injuries – Civilian & Fire Service	11	0	1
Deaths – Civilian & Fire Service	1	0	0
Mutual Aid Given	0	10	14
Mutual Aid Received	5	10	5

Fire Causes of Ignition	2019	2018	2017
Act of Nature	0	0	7
Cause Under Investigation	12	15	9
Cause Undetermined after Investigation	23	22	22
Cause, Other	2	0	1
Failure of Equipment or Heat Source	11	8	10
Intentional	5	6	11
Unintentional	66	59	61
OSJ (Out of Service Jurisdiction)	24	27	31
TOTAL	143	137	152



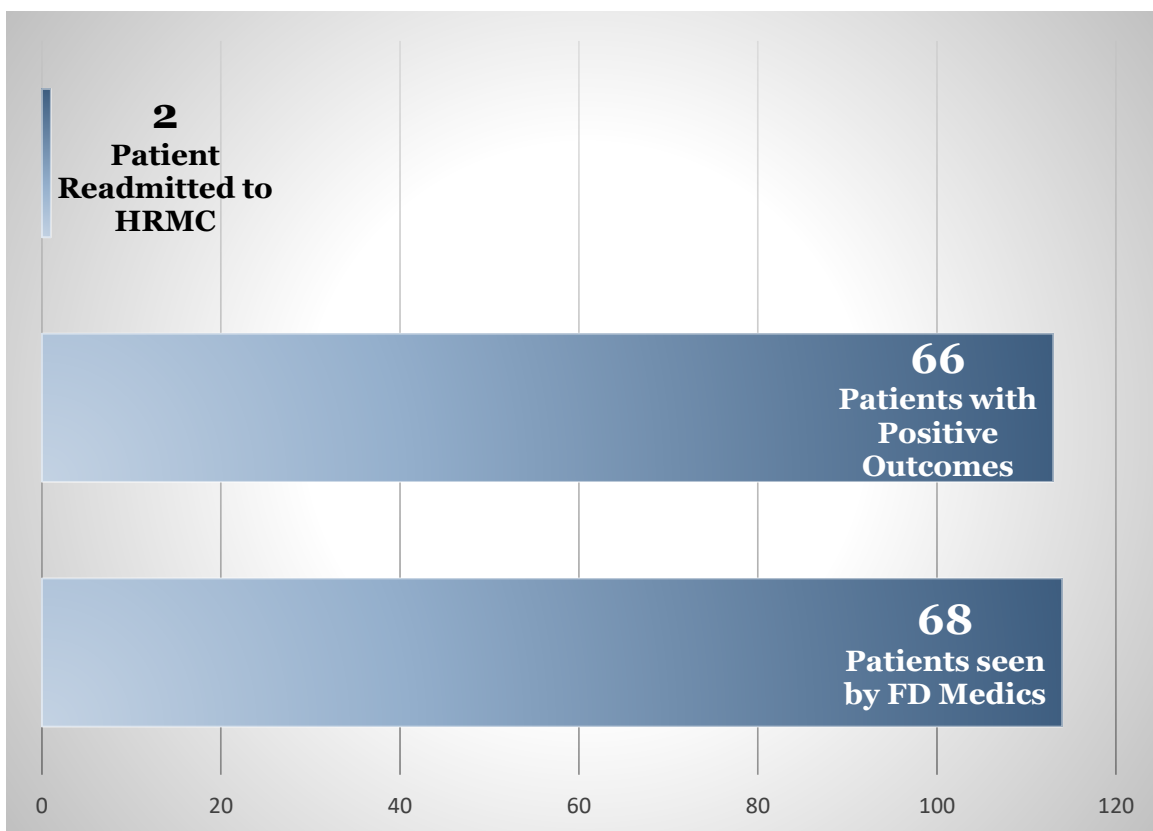
Community Paramedic Program



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	10.00
City of Lake Havasu HR/OPP	1,086.50
Confined Space - NFPA 1670	1,049.00
Emergency Medical Services (EMS)	6,984.00
Employee Wellness - NFPA 1500	4,750.15
Fire Apparatus Driver / Operator - NFPA 1002	2,661.00
Fire Officer - NFPA 1021	5,723.00
Fire Prevention - NFPA 1031/1035	633.50
Firefighting - NFPA 1001	4,607.25
Hazardous Materials - NFPA 1072	1,187.00
Instructor - NFPA 1041	645.50
Outside Instruction / Training	45.00
Technical Rescue (TRT) - NFPA 1006	383.75
TOTAL TRAINING HOURS	29,765.65



Aerial Extension Training



Hose Hookup 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



- Cold smoke capabilities
- Exterior stairwell
- Interior elevator shaft
- Interior standpipe system and sprinkler system
- Maze rooms
- Multi-story
- 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

Blue Card Simulation Class

The "Blue Card" training program provided the Lake Havasu City Fire Departments with a training and certification system that defines the best Standard Command Practices for common, local, everyday Strategic and Tactical emergency operations conducted on NIMS Type 4 & Type 5 events.

This training and certification program produces Incident Commanders to make better decisions that will potentially eliminate the lethal and/or costly mistakes that cause injury, death, and unnecessary fire losses in the local response area.



Active Shooter Drill

A specialized training where the wounded are actors, but the first responders are real.

The primary goal of this drill is to ensure coordination between agencies resulting in scene control and victim treatment, while maintaining the safety of all emergency personnel.



Breathe-Down Drill

The purpose of this training is to put each firefighter through a series of physical activities, which simulate the types of actions they may be asked to complete during an incident.

Firefighters are asked to put on all their turn out gear as well as an air pack. Each air pack bottle is designed to hold 30 minutes of air.

The goal of this drill is to see, while in a safe controlled environment, how close to that 30-minute mark each member can get. This drill helps ensure that each of our firefighters understand how long they can expect to last when wearing an air pack under standard fire operation conditions



Lakeshore Rescue Drill

The department recognizes the need to provide a quick, effective, organized rescue response to the lakeshore areas for water-related emergencies.

Lakeshore rescue represents a challenging rescue operation where *time is of the essence*. A quick, organized rescue effort coupled with vigorous medical intervention will often yield positive results.



Aerial Extension Training

The intent of this training is to instruct each firefighter in the proper operations of this equipment and to instill proper procedures and clarify potentially dangerous situations.



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.



When your life depends on your ability to make snap judgments and execute in an instant, training isn't something taken lightly.

~ Chief John M. Buckman III

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.

The CERT volunteers logged in 4,224 volunteer hours in 2019.

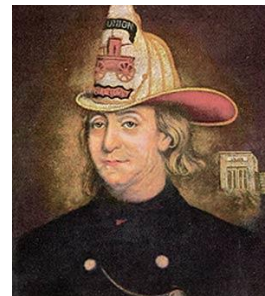


London Bridge Amateur Radio Emergency Service

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.



Union Fire Company, sometimes called Benjamin Franklin's Bucket Brigade, was a volunteer fire department formed in Philadelphia in 1736 with the assistance of Benjamin Franklin. The first firefighting organization in Philadelphia though followed within the year by the Fellowship Fire Company. The fire company was formed on 7 December 1736 after a series of publications in the Pennsylvania Gazette by Franklin and others pointing out the need for more effective handling of fires in Philadelphia and remained active until approximately 1820.



Benjamin Franklin, the Fireman, ca 1850. Charles Washington Wright. Franklin is depicted in the [fire helmet](#) worn by the Union Fire Company

Accomplishments

- **Fire Suppression Division (Operations).** The fire department placed the new AR1 Unit into service. The 2-person Adaptive Response Unit provides community medicine follow-up services, responds to low acuity medical responses, and is capable of patient transport in accordance with medical control protocols.
- **Fire Suppression Division (Operations).** The Aircraft Rescue Firefighting (ARFF) Unit has been returned to full service. The ARFF unit provides specialized aircraft firefighting and rescue services at Lake Havasu City Municipal Airport supporting general aviation and military air operations.
- **Fire Suppression Division (Operations).** All captain were certified in the Blue Card Incident Command Program as a Hazard Zone Incident Commander for Type IV and V incidents. All of our Battalion Commanders are certified as Blue Card Train-the-Trainers to teach and certify our own members.
- **Fire Suppression Division (Operations).** Training and exercises with the Police Department and CERT in responding to an Active Shooter/Violent incident. The Fire Department received two grants: one from Homeland Security for basic PPE and a donation from Havasu Regional Medical Center for additional ballistic PPE. Lake Havasu CERT also purchased specialized medical equipment to be utilized for an active shooter type incident.
- **Fire Prevention Division.** The prevention staff provides 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 2019, Fire Prevention issued 890 permits and conducted 2,699 inspections, up drastically from the prior year. Fire Prevention staff also provides public safety education throughout the community. In 2019, the Public Education Specialist conducted 474 classes reaching over 10,153 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 2019

2019: Pump Training at the Lake Havasu City Training Facility – Station #2.