

2015 Annual Report

LAKE HAVASU CITY FIRE DEPARTMENT





I am pleased to present the Lake Havasu City Fire/Rescue/EMS Annual Report for 2015. As with all annual reports, it contains general items one would expect to find; the demographics of the department, our response times and response areas, our call volume, and other specifics about the department. However, what the report may not show is the outstanding dedication and professionalism of the employees within the organization. As you look through this report, my staff and I hope you will notice a few testimonials which have been placed within it. These testimonials are from citizens who utilized our services over the past year and were gracious enough to send us a letter of appreciation. These testimonials are only a small glimpse of the positive comments my office receives annually, but they are typical of the hundreds received each year.



One program I am very pleased to report about is the success of our Adapted Response Vehicle (ARV) program, also known as our Community Paramedic Program. Over the past year, we have had the opportunity to educate and promote our ARV program and the great partnership we have with Havasu Regional Medical Center (HRMC). The ARV program reaches out to COPD and CHF patients and soon to many more in our community. The program continues to reduce readmissions at the hospital and has helped hundreds in the community to follow their health care plans and keep them from having to call 9-1-1 for emergency medical services. As a matter of fact, in 2015, we saw another drop in our 9-1-1 calls and emergency responses, which we attribute to the success of the ARV program and the partnership we have with HRMC.

With suppression activities and medical calls stabilizing, I am amazed on how our Fire Prevention Bureau continues to be taxed beyond compare, but their efforts continue to have an impact on reducing the threat of fire and injury to those within our community and how they continue to contribute to the reduction in emergency calls through our 9-1-1 system. Additional stats indicate that through the efforts of the department's firefighters and paramedics, we were able to save over \$9.6 million of the \$11 million in property which was in danger of being destroyed by fire or other hazards this year. More importantly, our EMTs and paramedics once again helped save more than 500 citizens from passing away this year through their advanced medical skills and intervention. These citizens may have died if our medics had not intervened. Outcomes such as these are what we strive to exceed every year.

In 2015, the department had a lot of retirements and people moving on for new adventures. The retirements, promotions, and people moving on in their lives brought an entirely new administrative staff to the organization. Except for my position as Fire Chief and our Management Specialist, Judy Grothe, the entire administrative staff has changed. The organization consists of Terrie Haas, Kathy Myers, and Angela Jackson as our administrative staff, along with Division Chief Jeffry Harran as the new Operations Chief and Division Chief Scott Hartman as the new Fire Marshal. Division Chief Hartman has a new team as well. His new team consists of John Boone as the new Fire Prevention Officer and Gina Gutierrez as the new Public Education Specialist. In Fire Suppression, there were several promotions that took place, too many to mention, and a lot of new faces that came on board this year. In 2016, there will be more changes as I too hope to retire and pass the baton to the next person who will wear the badge of Fire Chief. My hope is that the next Fire Chief will lead the organization with a true commitment to the citizens, the administrators of the City, and most importantly the people who make up the department itself. There are a lot of great people in the department who I will truly miss.

I along with the administrative staff thank those within the organization for being professional, dedicated individuals. My hope is to always do our best for the citizens of Lake Havasu City and to forecast challenges and changes which might come our way. I always hope these challenges or changes will prove to have positive, safe, and prosperous results, and the citizens continue to support us as we support them.

Sincerely,

Dennis L. Mueller, Fire Chief

Lake Havasu City Fire Department

Mission Statement

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



City Information

Land Area: 42 square miles total area
 Lake Area: 45 miles long
 Established: 1963 by Robert P. McCulloch
 Incorporated: 1978
 Population: 52,506

Facilities & Vehicles

Fire Administration—Located in City Hall
 6 Fire Stations

Front-Line Apparatus

Engines = 5
 Ladder/Quint = 1

Reserve Apparatus

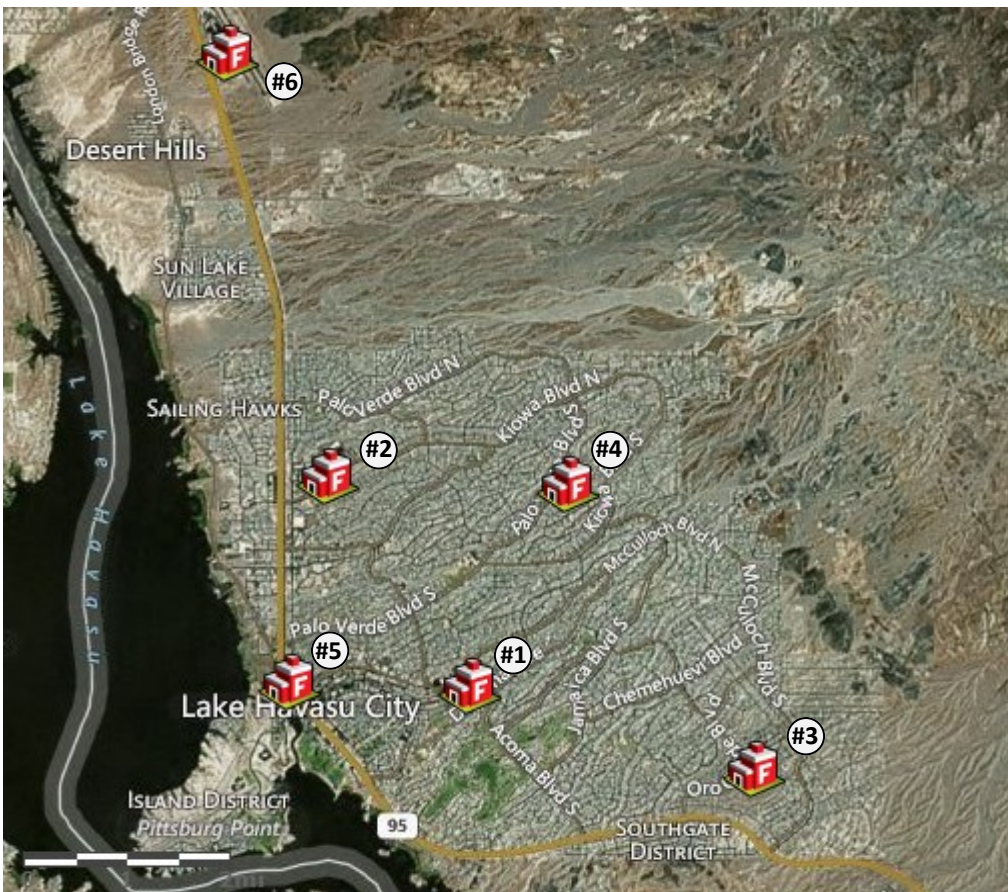
Engines = 2
 Ladder/Quint—2

Non-Staffed Specialty Apparatus

Medium Rescue Vehicle = 1
 Airport Response Firefighting Vehicle (ARFF) = 1
 Fire Boat = 1
 Training Engine = 1
 Hazmat Unit = 1

"I wasn't here when you came, but mom was very happy. It was nice knowing that you took the time to check on my parents, it made them feel good. Thank you."
The daughter of one patient

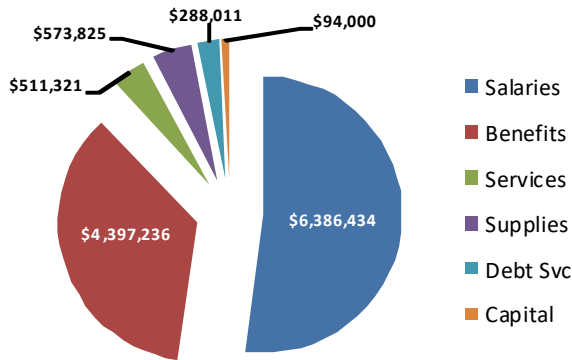
Fire Station Locations



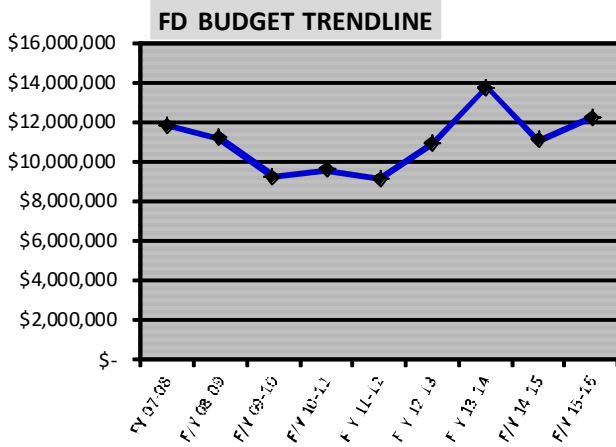
- **Fire Station #1**
96 Acoma Blvd. S
- **Fire Station #2**
2065 Kiowa Blvd. N
- **Fire Station #3**
3620 Buena Vista Ave.
- **Fire Station #4**
3270 Palo Verde Blvd. S
- **Fire Station #5**
145 Lake Havasu Ave. N
- **Fire Station #6**
(at airport)
5600 Highway 95 N



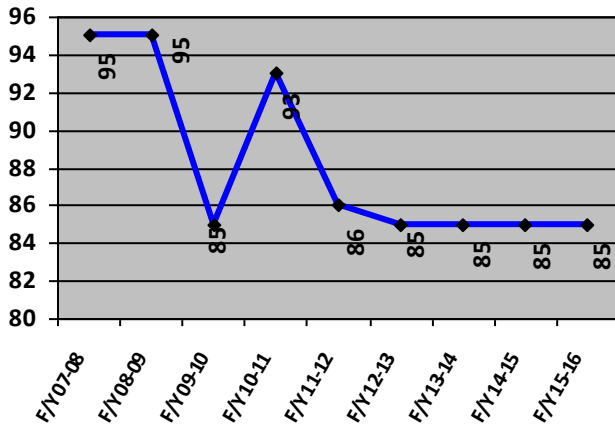
Financial & Growth Information



F/Y 15-16 FD Budget



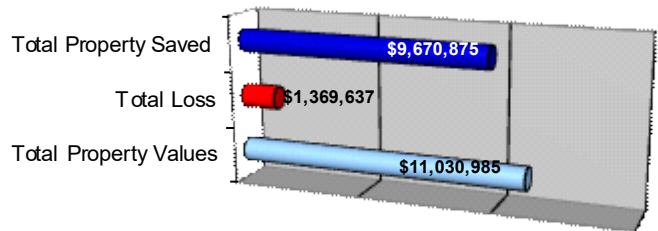
PERSONNEL GROWTH



Fire Prevention Stats

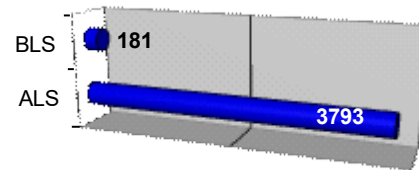
ACTIVITY	2015	2014
Plan Reviews	338	370
Total Inspections	2,065	2,295
Violations	1,972	1,574
Pub Ed Classes	375	482
Pub Ed Students	9,024	11,050
Permits Issued	503	472
Permit Revenue	\$66,642	\$53,522
Fire Investigations Opened	24	20
Fire Investigations Closed	10	17
Env/Hazmat Invest Opened	2	0
Env/Hazmat Invest Closed	2	0
Arsons	0	1

2015 PROPERTY VALUES/LOSS



2015 EMS Stats

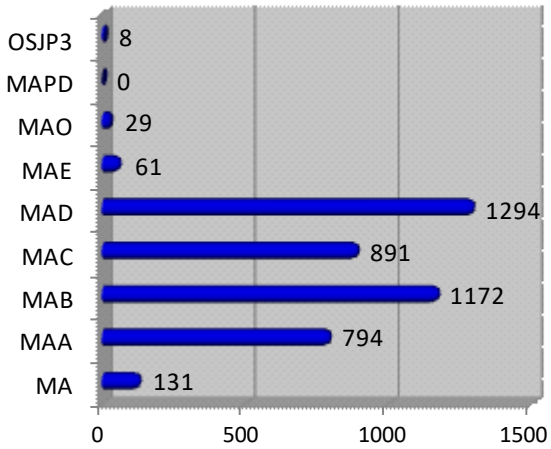
ALS & BLS Responses



To all Firemen, LHC: Appreciate your assistance at my home several times when husband fell , and when alarm went off, plus when I fell and broke hip last March. You ARE appreciated. Most sincerely FJ."



2015 Medical Assists by Emergency Medical Dispatch Types*

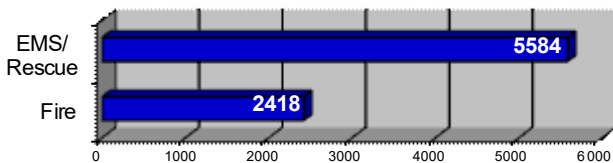


* Information from March to December 2015, due to change in dispatch equipment.

EMD Code Meanings

MA	Falls & other non-life threatening assistance
MAA	Minor medical needing basic life support response
MAB	Stable with advanced life support response
MAC	Unstable with advanced life support response
MAD	Critical with advanced life support response
MAE	Immediately life threatening
MAO	Obvious death
MAPD	Medical Assist w/PD response
OSJP3	Out of jurisdiction mutual aid

2015 FIRE & MEDICAL CALLS



Fire Department: Thank you for helping my husband when he fell down. You were all very nice and friendly.

S & M

Emergency Services

Calls By Type

Type of Call	2015	2014
Fire	157	132
Overpressure/Rupture (No Fire)	2	8
Rescue/EMS	5584	5412
Hazardous Conditions (No Fire)	152	179
Service Calls	1183	783
Good Intent Calls	470	524
False Alarms/False Calls	282	252
Severe Weather/Natural Disaster	4	8
Special Incident Types	161	763
Total Calls	7995	8061

Call Activity By Shift

A Shift	2583	2617
B Shift	2726	2700
C Shift	2690	2744

Miscellaneous Statistics

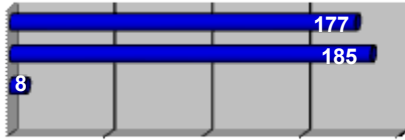
Avg Calls Per Day	21	22
Avg Response Time on Emergencies	0:06:03	0:05:57
Injuries-Civilian & Fire Svc	26	15
Deaths-Civilian & Fire Svc	1	1
Mutual Aid Given	18	13
Mutual Aid Received	5	8

Fire Causes of Ignition

Act of Nature	3	1
Cause Under Investigation	6	6
Cause Undetermined after Invest.	27	25
Cause, Other	1	1
Failure of equipment or heat source	16	10
Intentional	7	18
Unintentional	77	69
OSJ (Out of Service Jurisdiction)	23	2
Total	160	132



ARV Program Results



January through December 2015

177 Patients with Positive Outcomes

185 Total Patients seen by FD Medics

8 Patients Readmitted to Hospital—Significant Reduction. Approximately 4.5% down from approximately 17% prior to the program starting in 2014.



ARV Program Testimonials

- * J.S. said "...the way the paramedics worked to make sure I understood the program and the questions they asked to make sure I was okay. It's wonderful, wonderful, Thank you so much."
- * C.Y. stated what stood out to me was, "... that someone in the medical profession was coming to check on me and my environment. For me, they were perfect. I hope you can keep this program going."
- * C.D. "...the firemen were extremely professional, caring and knowledgeable about the program and my illness. Thank you for initiating the contact."
- * D.S. "... Thank you for caring."
- * P.G. "...Our visit was great. For those who do not have family/home health care, this program is so good for them."
- * E.A. "...the fact that if you have a concern, you can call the fire department and they will lead you to someone who can help."
- * G.G. "... the paramedics that came to my home were very clear with their questions and explanations concerning my health and safety. They were very polite and personable."
- * The wife of one patient stated what stood out to her was, "...the fire department checking on my husband and the way they cross checked his medication with everything. The service has been great and appreciated!"

2015 Fire Boat Responses

Assist police or other governmental agency	1
Brush or brush-and-grass mixture fire	2
Dispatched and cancelled en route	1
EMS call, excluding vehicle accident with injury	15
Fire Safety Standby	1
Motor vehicle accident with injuries	2
Rescue, EMS incident, other	3
Swimming/recreational water areas rescue	1
Water vehicle fire	3
Watercraft rescue	2





Lake Havasu City Fire Department Organizational Chart

