



2019

Annual Response Report

CITY OF HENDERSON FIRE DEPARTMENT

People Matter

Prepared by the HFD Planning & Analysis Section
April 2019
Sources: Zoll Fire Records Management System
Various City Departments
Cover Photo by: Frank DiNicola

MESSAGE FROM FIRE CHIEF SHAWN WHITE



The Henderson Fire Department (HFD) is an outstanding organization which continues to be an innovative leader within the American fire service. HFD has created a culture of excellence through an intentional focus on meeting and exceeding industry best practices. This is reflected in the fact that HFD is the only triple-accredited, ISO Class 1 fire department in the nation. Our primary motivation for excellence is centered around our foundational philosophy of why we exist. We know that we exist for one simple reason - because 'People Matter.' The magnitude of our responsibilities pushes us to constantly seek operational improvement that will produce positive outcomes for the people we serve.

HFD is a full service "all hazards" emergency response organization which provides safe and effective management of fire suppression, emergency medical services and patient transport, technical rescue, hazardous materials response, and search and rescue services for our city's recreational trail systems. In addition, the Offices of Emergency Management, Occupational Safety and Environmental Services are located within the Fire Department. HFD also serves the community through important community outreach and education which supports the city's "See Something, Say Something, Do Something" initiative. These programs focus on preventing injuries and providing life-saving bystander intervention to victims of serious incidents. These programs include widely recognized and awarded messages such as Hands Only CPR, Stop the Bleed, Get Ready! Stay Ready!, Check Your Seats in the Heat, and Safe Pools Rule.

2019 was another year of improvement and expansion for HFD. We continue to strive to accomplish our vision of "Becoming America's Premier Fire Department" through exceeding best practices, adding new resources and engaging our community. This past year HFD reached another milestone by achieving an ISO Class 1 rating, which positions our department among the top 1% of exemplary fire suppression organizations in the country. We also started construction of our 11th fire station at Hidden Falls Park, completed an expansion of station 83 and built an apparatus bay for our hazmat response vehicle. To help manage this growth we added 24 new positions increasing our staffing to 310 employees. In addition, our other divisions continue to excel in their performance: Emergency Management received the 2019 Public Awareness Award from the International Association of Emergency Management, Safety completed another year with employee injuries below the Bureau of Labor Statistics standards and Environmental received city approval of our first environmental policy for the COH.

Moving into 2020 the department is positioned to build upon our history of exceptional performance. As the city continues to grow, we maintain our commitment to provide the highest level of public safety. Our organization will achieve these goals through an intentional focus on our vision, alignment of our team members and a concentrated determination to execute.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shawn White'. The signature is fluid and cursive.

Shawn White
Fire Chief





IN REMEMBRANCE

ROBBIE PETTINGILL



The members of the Henderson Fire Department express our gratitude, love, and respect for our fallen brother Robbie Pettingill. Our HFD family lost Robbie on the evening of September 17, 2019. He honorably served our community for thirteen years as an outstanding firefighter paramedic. We will be forever grateful for the contributions Robbie gave to our organization and the sacrifices he made for our citizens. He inspired us all to “Reach In” to ensure the health and well-being of other firefighters. He will be missed, but never forgotten.

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VISION

To be America's Premier Fire Department

MISSION

To provide exceptional public services because people matter

Why do we exist?

Because People Matter

How do we behave?

With Compassion, Integrity and Respect

What do we do?

We prepare for, respond to and mitigate all calls for service

How will we be successful?

Our actions must always be safe and effective; thus, our strategy is based on four foundational principles: Standardization, Consistency, Coordination and Accountability

ORGANIZATIONAL OVERVIEW



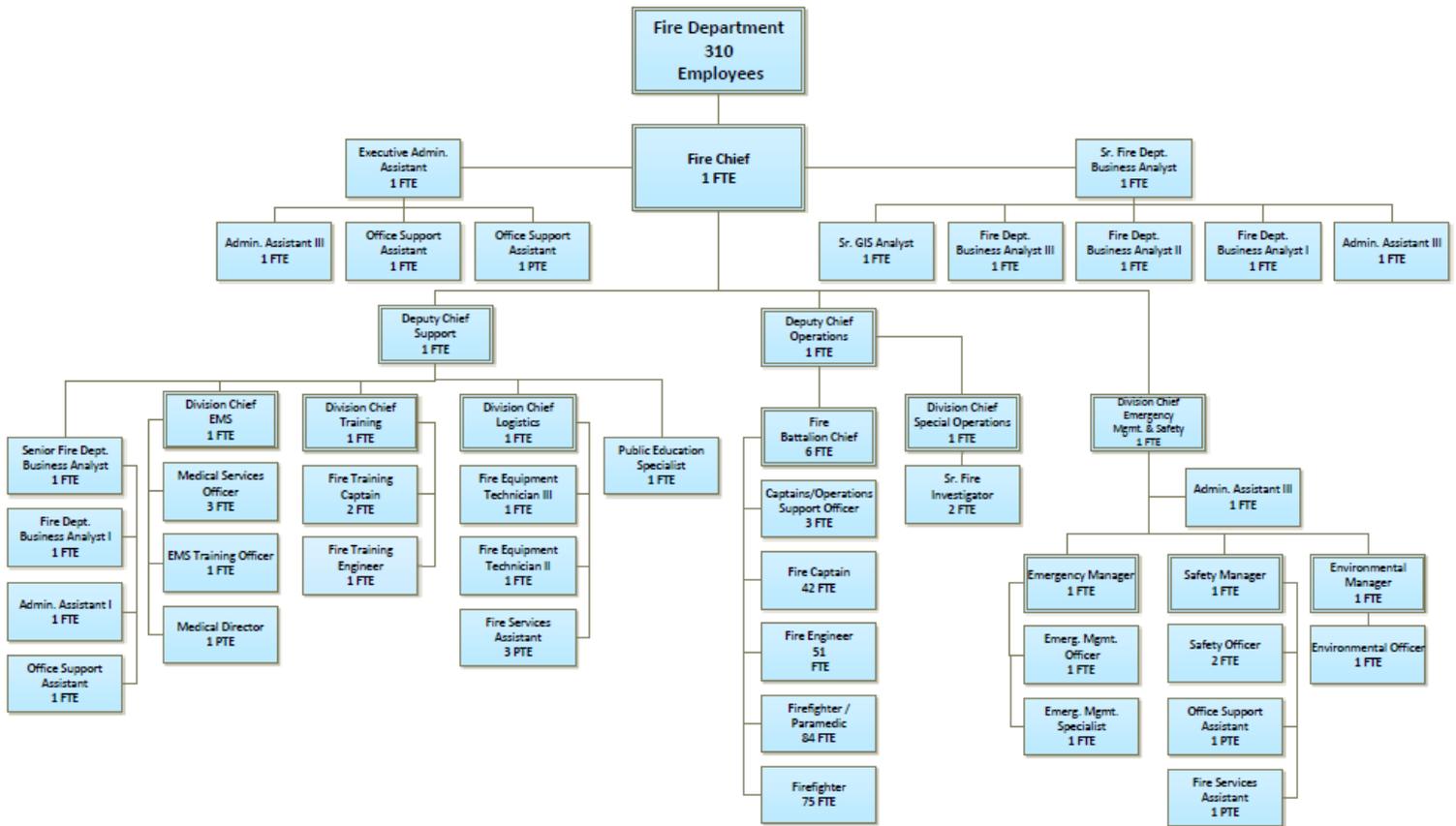
The City of Henderson is the second largest city in Nevada and is home to 325,214 residents and more than 600,000 visitors annually. The Henderson Fire Department (HFD) is a full-service department providing fire and rescue operations; emergency medical services, including treatment and transportation of the sick and injured; fire investigations; and community risk reduction programs. The Offices of Emergency Management, Environmental Management and Employee Health and Safety also reside within the Fire Department.

The Fire Department's services are primarily funded by a general fund expenditure budget of \$61.6 million. Operations are conducted from ten fire stations strategically located throughout the city's 106.61 square miles to provide rapid and effective response. Fire and rescue services are delivered utilizing ten engine companies, nine transport-capable paramedic rescue units, two peak load paramedic rescue units, two ladder trucks, one heavy rescue, one hazardous materials response unit and four off-road terrain vehicles.

The Henderson Fire Department is the only triple-accredited fire department in the nation, maintaining accreditation through the Commission on Fire Accreditation International (CFAI), the Commission on Accreditation of Ambulance Services (CAAS) and the Emergency Management Accreditation Program (EMAP). In 2019, the Fire Department achieved a Public Protection Classification (PPC) rating of 1 from the Insurance Services Office (ISO) which is the highest classification assigned to a community for its exemplary fire suppression delivery system.

ORGANIZATIONAL OVERVIEW

The Fire Department has a current staffing complement of 310 full- and part-time professionals who care about people and are dedicated to serving the public. The department has expanded to include: 14 chief officers, 257 fire rescue operations personnel and 32 full-time support positions. There are also six part-time employees and one part-time medical director who provide support to the operations of the Fire Department.

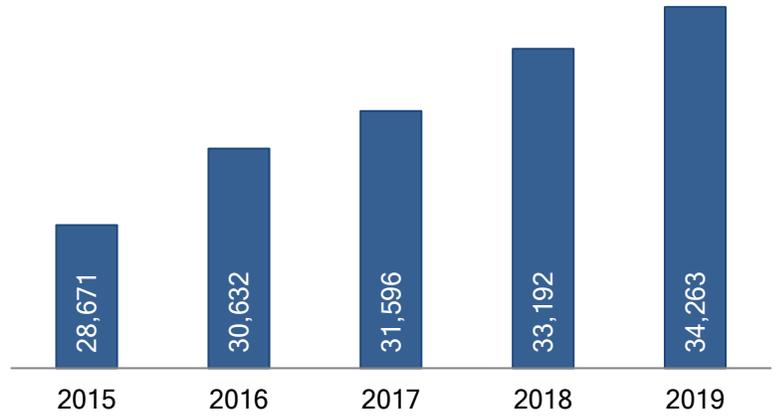


INCIDENTS

The Henderson Fire Department responded to 34,263 requests for service in 2019. This represents a 3.2% increase over the previous year and a 19.5% increase over five years.

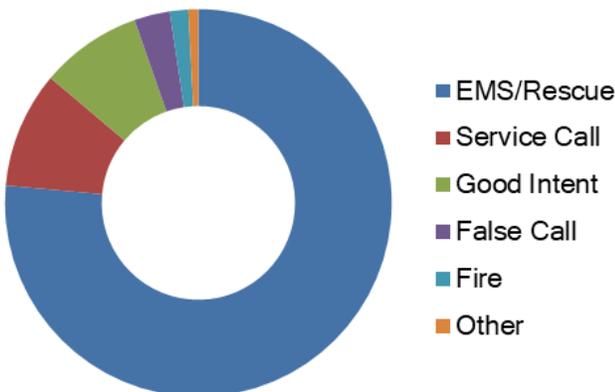
Emergency Medical Service (EMS) calls reached 26,190 this year and represent the highest number of requests for service at 76.4% of total calls. Service calls represent the second highest percentage of calls at 9.7%, followed by Good Intent calls at 8.5%. Fire calls accounted for 1.5% of total incidents.

Incident Count Trend



INCIDENTS BY MAJOR CATEGORY

| | 2019 | | 2018 | |
|--------------------------------------------------------------------------------------|---------------|-------------|---------------|-------------|
| Fire (building/structure, cooking, trash, vegetation, rail/water/passenger vehicle) | 526 | 1.5% | 617 | 1.9% |
| Rupture/Explosion (overpressure, excessive heat, scorch burns, chemical reaction) | 4 | 0.0% | 4 | 0.0% |
| EMS/Rescue (medical, extrication, search, high angle, confined space, trench, water) | 26,190 | 76.4% | 25,047 | 75.5% |
| Hazardous Condition (leak, spill, power line, electrical) | 261 | 0.8% | 254 | 0.8% |
| Service Call (water, smoke, animal problem, public service, assist agency, weather) | 3,329 | 9.7% | 3,360 | 10.1% |
| Good Intent (cancelled enroute, steam, gas, smoke/odor scare, no incident found) | 2,910 | 8.5% | 2,891 | 8.7% |
| False Call (smoke, heat, CO detector, alarm, sprinkler) | 1,021 | 3.0% | 935 | 2.8% |
| Mutual-Auto Aid | 22 | 0.1% | 84 | 0.3% |
| Total | 34,263 | 100% | 33,192 | 100% |

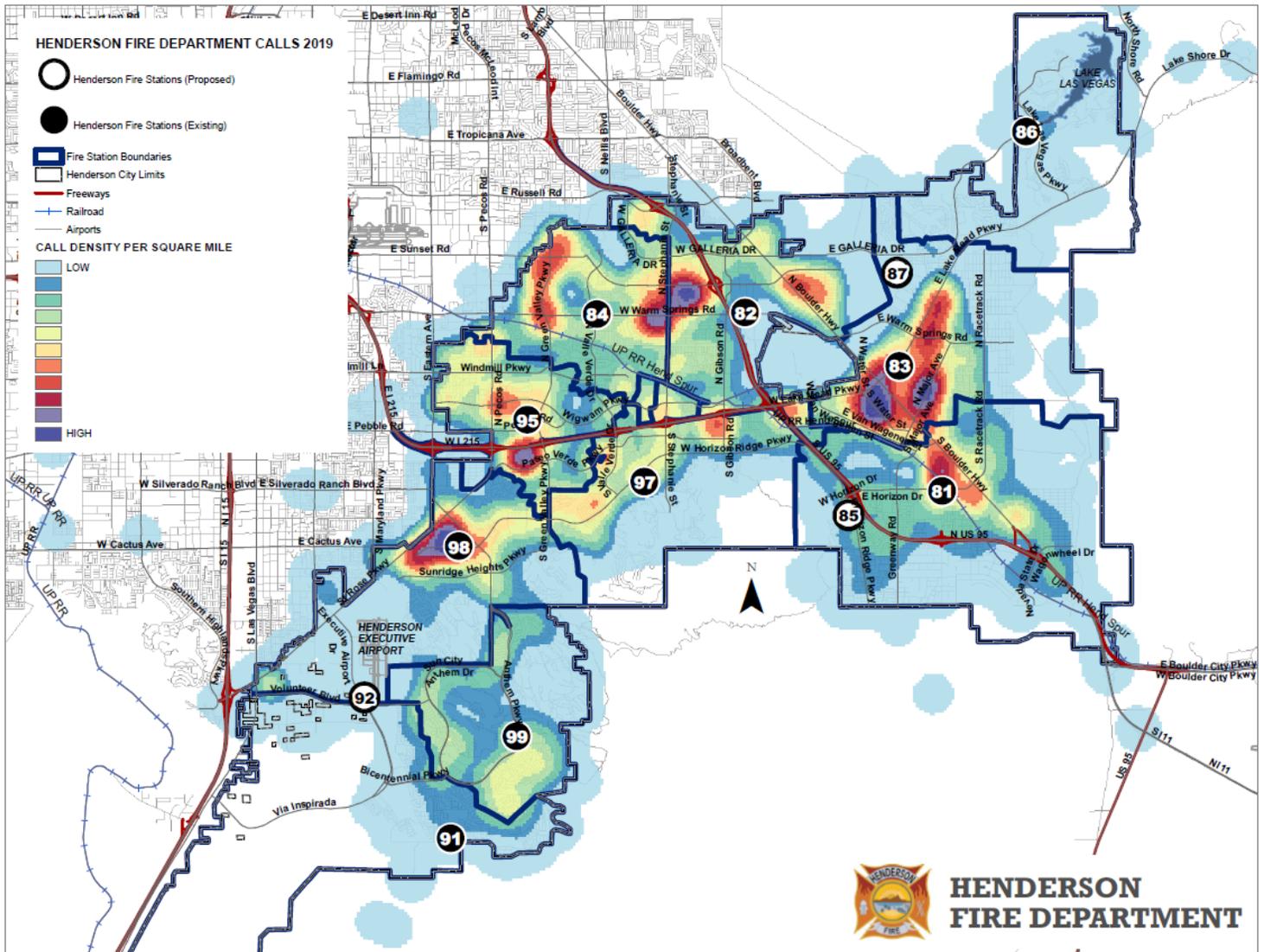


INCIDENTS

| All Incidents Including Breakdown of Fires by Property Type | 2019 | 2018 | % Change |
|------------------------------------------------------------------------------------|---------------|---------------|---------------|
| 1. Private Dwellings (1 or 2 family, mobile homes) | 76 | 93 | -18.3% |
| 2. Apartments (3 or more families) | 37 | 35 | 5.7% |
| 3. Hotels and Motels | 0 | 2 | -100.0% |
| 4. All Other Residential (dormitories, boarding houses, tents) | 1 | 1 | 0.0% |
| 5. Total Residential Fires | 114 | 131 | -13.0% |
| 6. Public Assembly (churches, restaurants, clubs) | 12 | 9 | 33.3% |
| 7. Schools and Colleges | 1 | 1 | 0.0% |
| 8. Health Care and Penal Institutions (hospitals, nursing homes, prisons) | 0 | 1 | -100.0% |
| 9. Stores and Offices | 3 | 4 | -25.0% |
| 10. Industry, Utilities, Defense, Laboratories and Manufacturing | 1 | 4 | -75.0% |
| 11. Storage in Structures (barns, vehicle storage garages) | 2 | 1 | 100.0% |
| 12. Other Structures (vacant, buildings under construction, bridges, etc.) | 1 | 5 | -80.0% |
| 13. Total Structure Fires | 134 | 156 | -14.1% |
| 14a. Fires in Highway Vehicles (autos, trucks, buses, etc.) | 80 | 98 | -18.4% |
| 14b. Fires in Other Vehicles (planes, trains, ships, construction vehicles, etc.) | 5 | 1 | 400.0% |
| 15. Fires Outside of Structures with Value Involved (outside storage, crops) etc.) | 19 | 43 | -55.8% |
| 16. Fires in Brush, Grass, Wildland (excluding crops and timber) | 72 | 89 | -19.1% |
| 17. Fires in Rubbish, Including Dumpsters (outside of structures) | 214 | 227 | -5.7% |
| 18. All Other Fires | 2 | 3 | -33.3% |
| 19. Total Fires | 526 | 617 | -14.7% |
| 20. Rescue, Emergency Medical Responses | 26,190 | 25,047 | 4.6% |
| 21. False Alarm Responses | 1,021 | 935 | 9.2% |
| 22. Mutual Aid or Assistance Responses | 22 | 84 | -73.8% |
| 23a. Hazardous Materials Responses (spills, leaks) | 183 | 167 | 9.6% |
| 23b. Other Hazardous Responses (arcing wires, power line down) | 78 | 87 | -10.3% |
| 24. All Other Responses (smoke scares, lockouts, animal rescues) | 6,243 | 6,255 | -0.2% |
| 25. Total for All Incidents | 34,263 | 33,192 | 3.2% |

The Henderson Fire Department responded to 34,263 requests for service in 2019, representing a 3.2% increase over 2018 (1,071 additional requests). The number of incidents per 1,000 residents remained consistent at 105.4 in 2019 compared to 105.5 in 2018. Total fires decreased by 14.7% in 2019 (526) compared to 2018 (617). The number of residential structure fires also decreased by 13% in 2019. Emergency crews responded to 26,190 emergency medical responses (EMS) in 2019, a 4.6% increase over 2018. The number of EMS calls per 1,000 residents increased from 79.6 in 2018 to 80.5 in 2019.

INCIDENTS



The City of Henderson is geographically divided into 10 fire districts, or planning zones, in order to maintain effective resource management and deployment. Districts are organized into two battalions: Battalion 8 and Battalion 9. Battalion 8 is generally the north and east side of the city and includes districts 81, 82, 83, 84, and 86. Battalion 9 is the south and west side of the city and includes districts 91, 95, 97, 98, and 99.

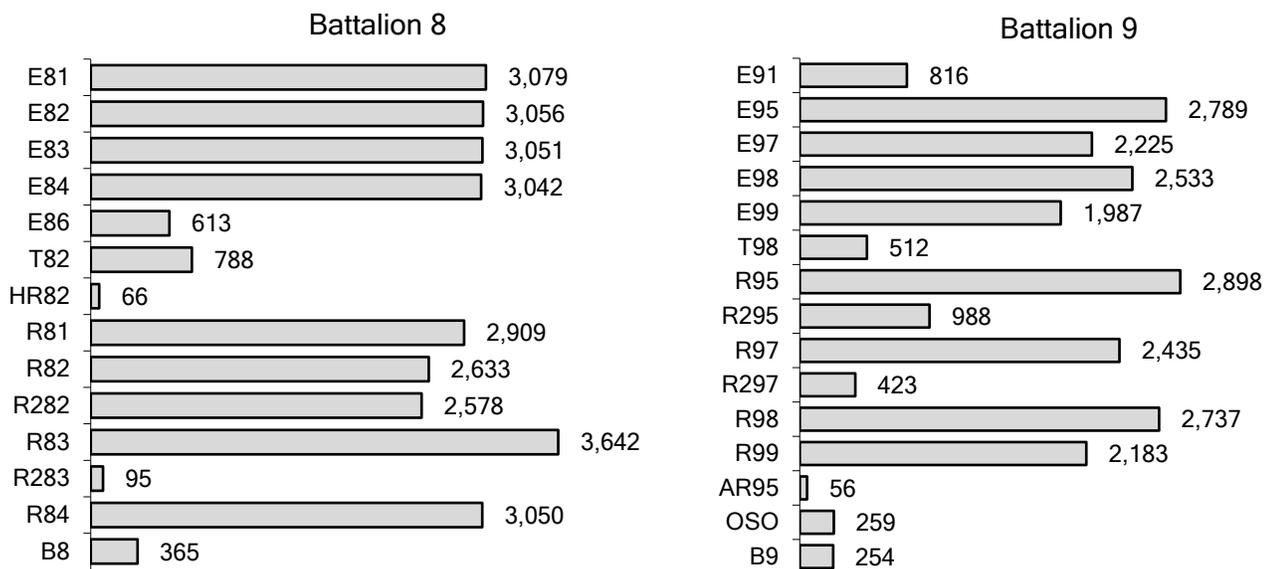
Fire stations are staffed and operated 24 hours a day. The number of personnel and apparatus (units) within a station varies based upon specialty assignments or service demand. All units are staffed with at least one firefighter paramedic to provide advanced life support (ALS) first response. Units are equipped with sophisticated tools to allow the department to provide the highest level of service to the community.

The map above depicts the location of fire stations and the distribution of calls for service in 2019.

INCIDENTS

| District | Structure Fires | Vehicle Fires | Other Fires | Ruptures Explosion | Rescue EMS | Hazardous Condition | Service Call | Good Intent | False Call | Mutual Auto | Total | % of Total |
|--------------|-----------------|---------------|-------------|--------------------|---------------|---------------------|--------------|--------------|--------------|-------------|---------------|---------------|
| 81 | 15 | 21 | 52 | 0 | 3,587 | 33 | 446 | 323 | 123 | 2 | 4,602 | 13.4% |
| 82 | 15 | 26 | 91 | 1 | 3,624 | 29 | 346 | 598 | 128 | 0 | 4,858 | 14.2% |
| 83 | 15 | 8 | 64 | 1 | 4,033 | 43 | 504 | 493 | 103 | 0 | 5,264 | 15.4% |
| 84 | 26 | 8 | 37 | 1 | 3,474 | 28 | 415 | 350 | 121 | 0 | 4,460 | 13.0% |
| 86 | 1 | 2 | 4 | 1 | 363 | 7 | 46 | 45 | 26 | 0 | 495 | 1.4% |
| 91 | 6 | 4 | 8 | 0 | 521 | 11 | 96 | 65 | 43 | 0 | 754 | 2.2% |
| 95 | 19 | 5 | 14 | 0 | 3,121 | 30 | 335 | 267 | 103 | 0 | 3,894 | 11.4% |
| 97 | 17 | 3 | 14 | 0 | 2,393 | 29 | 309 | 220 | 122 | 0 | 3,107 | 9.1% |
| 98 | 12 | 6 | 16 | 0 | 3,084 | 36 | 293 | 350 | 168 | 0 | 3,965 | 11.6% |
| 99 | 8 | 2 | 5 | 0 | 1,962 | 15 | 536 | 173 | 83 | 0 | 2,784 | 8.1% |
| Other | 0 | 0 | 2 | 0 | 28 | 0 | 3 | 26 | 1 | 20 | 80 | 0.2% |
| Total | 134 | 85 | 307 | 4 | 26,190 | 261 | 3,329 | 2,910 | 1,021 | 22 | 34,263 | 100.0% |

RESPONSES BY APPARATUS



Note: Responses cancelled prior to going enroute or while enroute have been excluded. Haz98 responses are included in T98. R295 and R283/R297 are peak load rescues.

FIRE

FIRES AND FIRE LOSS BY PROPERTY TYPE

| Property Type | 2019 | | | 2018 | | |
|-----------------|------------|--------------------|---------------|------------|--------------------|---------------|
| | Fires | Loss Estimate | % of Loss | Fires | Loss Estimate | % of Loss |
| Residential | 114 | \$4,757,750 | 94.8% | 131 | \$2,416,906 | 66.8% |
| Non-Residential | 20 | \$25,200 | 0.5% | 25 | \$975,025 | 27.0% |
| Vehicles | 85 | \$225,912 | 4.5% | 99 | \$182,300 | 5.0% |
| Outside | 305 | 11,500 | 0.2% | 359 | \$42,279 | 1.2% |
| Other | 2 | \$0 | 0.0% | 3 | \$0 | 0.0% |
| Total | 526 | \$5,020,362 | 100.0% | 617 | \$3,616,510 | 100.0% |

In 2019, there were a total of 526 fires. Of these fires, 134 were structure fires representing 25.5% of the total compared to 25.3% (156 out of 617) in 2018. Eighty-five percent of the 134 structure fires involved a residential dwelling.

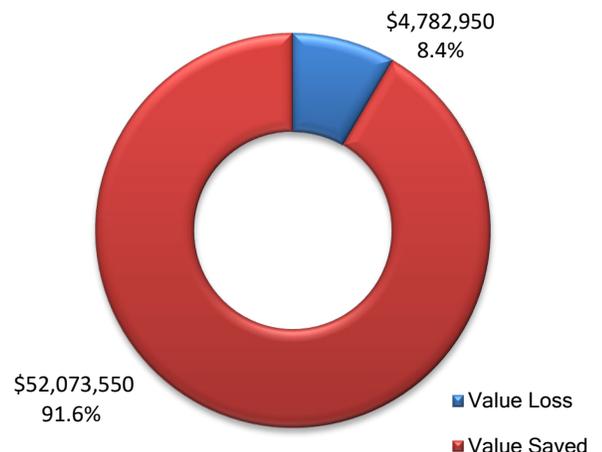
The estimated dollar loss for fires totaled \$5,020,362 in 2019. The amount represents an increase of 38.8% compared to 2018 where estimated losses were \$3,616,510.

While the total estimated dollar loss for structure fires was \$4,782,950, the total estimated value was \$56,856,500 representing 91.6% of value saved.

Vehicle fires accounted for 16.2% of total fires in 2019, while outside and other fires continue to represent the largest percentage of total fires at 58.4%.



Structure Fire
Value Lost vs. Value Saved



FIRE

STRUCTURE FIRES

Area of Origin and Source of Ignition

Of the 94 fires evaluated, the highest number of structure fires continues to originate in functional areas of the structure (41). Other top areas include structural areas (23) and storage areas (13).

Seventeen of the 41 functional area structure fires originated in the kitchen/cooking area. The second highest number of functional area structure fires originated in the laundry area (10), followed by the bathroom (8), and bedroom (3).

Operating equipment was the greatest source of ignition for these fires at 53.2% with an average estimated dollar loss per fire at \$64,865. The second greatest source of ignition was open flame or smoking material at 21.3% with the average estimated dollar loss at \$30,960. Undetermined causes were the third greatest source at 13.8% with the average estimated dollar loss at \$62,231.



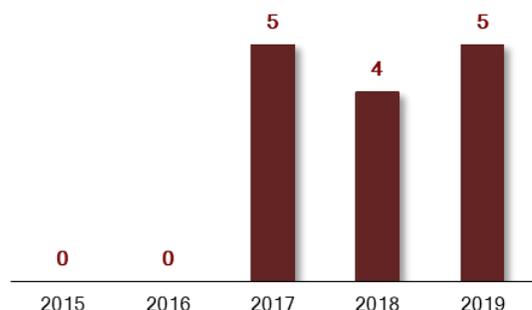
FIRE INVESTIGATIONS

There were 127 fires investigated by City of Henderson fire investigators in 2019. Of the fires investigated, 13 were determined to be arson compared to 22 in 2018. Two of the 13 arson fires resulted in three arrests. A total of four juveniles were referred to the Partnerships for Youth at Risk program in 2019 compared to 11 in 2018.

CIVILIAN FIRE DEATHS AND INJURIES

There were five civilian fire-related deaths in the city of Henderson in 2019. Over the past five years, there have been a total of 14. All the fire-related deaths occurred in 2017, 2018 and 2019.

Forty-six civilians were injured during fire incidents in 2019, three more than the previous year. Forty-one injuries were minor in nature, three were moderate, and two were life threatening. Thirty-four injuries occurred as a result of residential fires, 9 were caused by mobile property or vehicle fires, 2 were commercial fires and 1 was in a community gathering space.



EMERGENCY MEDICAL SERVICES

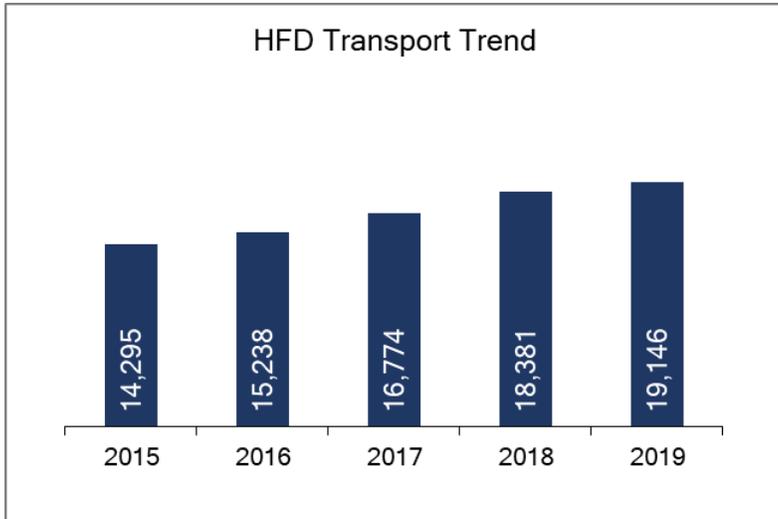
Medical Incident Counts by Initial Dispatch Category

| Medical Priority Dispatch Category | 2019 | 2018 | % Change |
|------------------------------------------------|---------------|---------------|-------------|
| 1 - Abdominal Pain | 801 | 771 | 3.9% |
| 2 - Allergies (reactions) | 238 | 231 | 3.0% |
| 3 - Animal Bites | 45 | 53 | -15.1% |
| 4 - Assault | 690 | 675 | 2.2% |
| 5 - Back Pain (non-traumatic or non-recent) | 354 | 354 | 0.0% |
| 6 - Breathing Problems | 2,830 | 2,774 | 2.0% |
| 7 - Burns (scalds) | 20 | 26 | -23.1% |
| 8 - Carbon Monoxide | 20 | 18 | 11.1% |
| 9 - Cardiac or Respiratory Arrest | 482 | 464 | 3.9% |
| 10 - Chest Pain (non-traumatic) | 2,049 | 1,906 | 7.5% |
| 11 - Choking | 123 | 117 | 5.1% |
| 12 - Convulsions | 1,073 | 1,084 | -1.0% |
| 13 - Diabetic Problems | 649 | 567 | 14.5% |
| 14 - Drowning (near) | 15 | 17 | -11.8% |
| 15 - Electrocutation | 4 | 9 | -55.6% |
| 16 - Eye Problems | 41 | 27 | 51.9% |
| 17 - Falls | 3,477 | 3,386 | 2.7% |
| 18 - Headache | 164 | 115 | 42.6% |
| 19 - Heart Problems | 460 | 442 | 4.1% |
| 20 - Heat / Cold Exposure | 119 | 98 | 21.4% |
| 21 - Hemorrhage | 951 | 950 | 0.1% |
| 22 - Inaccessible Incident | 2 | - | - |
| 23 - Overdose | 520 | 539 | -3.5% |
| 24 - Pregnancy | 124 | 122 | 1.6% |
| 25 - Psychiatric | 371 | 389 | -4.6% |
| 26 - Sick Person (specific diagnosis) | 5,832 | 5,426 | 7.5% |
| 27 - Penetrating Trauma | 55 | 81 | -32.1% |
| 28 - Stroke (CVA) | 612 | 588 | 4.1% |
| 29 - Traffic Accidents | 1,908 | 1,852 | 3.0% |
| 30 - Traumatic Injuries (specific) | 459 | 447 | 2.7% |
| 31 - Unconscious | 2,075 | 1,975 | 5.1% |
| 32 - Unknown Problem (person down) | 2,185 | 2,159 | 1.2% |
| 33 - Inter-facility | 414 | 512 | -19.1% |
| 34 - ACN Automatic Crash Notification or other | 0 | - | - |
| Total | 29,162 | 28,174 | 3.5% |

The top five most common EMS concerns reported by citizens include: sick person, fall, breathing problem, unknown problem and unconscious. The top five categories account for over 56% of all EMS calls reported. Sick person calls were the number one reason for medical response for the fifth consecutive year. Sick person calls accounted for 20% of total medical incidents.

Counts in the table above are based on information received during the initial telephone call from the person reporting the incident and may not represent the outcome of the incident.

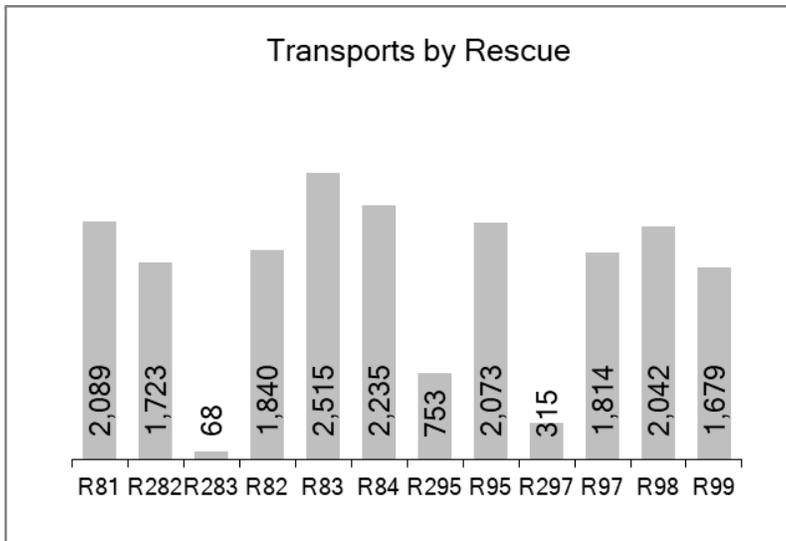
EMERGENCY MEDICAL SERVICES



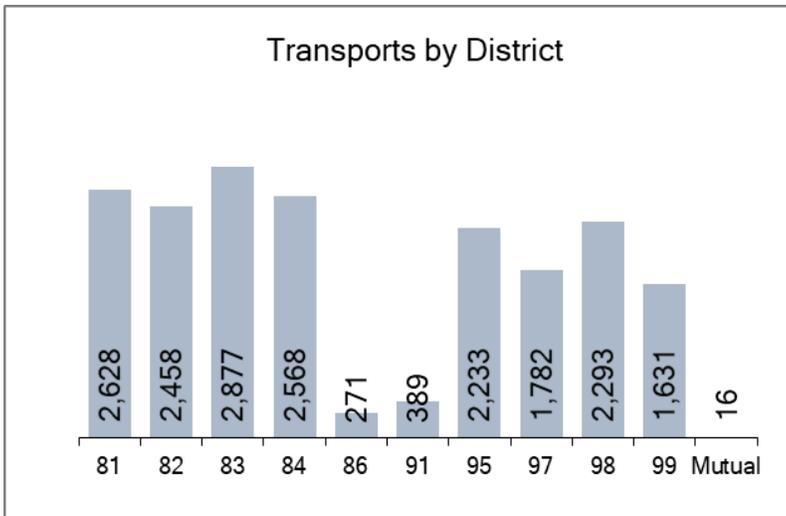
Note: Chart is based on the number of transport runs by HFD units, not the number of patients transported. Some transport runs have multiple patients. Private ambulance is not included.



The Henderson Fire Department provided medical care to 26,442 patients in 2019 compared to 25,571 the previous year, representing an increase of 3.4%. The Fire Department transported 72.7% (19,224) of patients to area hospitals.



In 2019, there were 19,146 transport runs by fire department rescues. The number of transports increased by 765 over the previous year (4.2%) and 4,851 over the five-year period (33.9%). On average, there were 52 transport runs per day in 2019 and 50 in 2018.



Rescue 83 (R83) handled the highest number of transport runs citywide for the sixth year in a row at 2,515. Rescue 84 (R84) handled the second highest number of transports at 2,235. Rescue 82 (R82) had the highest increase in the number of transports at 88, followed by Rescue 97 (R97) at 84.

The highest number of transport runs occurred in District 83 followed by District 81. District 95 experienced the highest increase in the number of transport runs over the previous year at 199 followed by District 97 at 192.

CUSTOMER SERVICE

The Henderson Fire Department is committed to delivering exceptional service to City of Henderson residents and visitors with compassion, integrity, and respect. Customer feedback is instrumental in measuring performance and identifying areas of improvement. In 2019, the department mailed questionnaires to 7,223 customers and received 1,909 responses, representing a 26.4% return rate. Overall, 98.9% of respondents were satisfied with the services provided and 98.5% agreed that the department was meeting or exceeding customer service expectations.



| Question | Agreement Rate |
|-------------------------------------------------------------------------------------------------------------|----------------|
| Your 9-1-1/3-1-1 call was answered promptly by an operator. | 99.1% |
| The 9-1-1/3-1-1 operator who handled your call was courteous and caring. | 99.4% |
| Fire Department personnel arrived promptly. | 99.4% |
| Fire Department personnel presented themselves with professional conduct. | 99.5% |
| Fire Department personnel were compassionate and caring. | 98.9% |
| Fire Department personnel clearly explained procedures performed. | 98.8% |
| Fire Department personnel resolved your issue or concern to your satisfaction. | 99.2% |
| Fire Department personnel reduced your pain or discomfort. | 96.8% |
| Fire Department personnel provided you with high-quality service. | 99.1% |
| Fire Department personnel met or exceeded your overall expectation of service. | 98.5% |
| I am prepared for a major emergency or disaster with a home emergency kit and/or family communication plan. | 82.7% |

Additionally, the department mailed questionnaires to 2,868 customers who were treated but declined medical transport to an area hospital. Of the 1,681 respondents, 98.0% agreed that Henderson Fire Department personnel exceeded their overall expectation of service.



ACCOMPLISHMENTS



For more than 75 years, the Henderson Fire Department has existed to serve the City of Henderson’s residents, businesses, and visitors by responding to a broad range of routine and complex emergencies and non-emergencies. The department remains dedicated to protecting the City of Henderson in a standardized, consistent, coordinated, and accountable approach.

As the department strives to exceed best practices and strategic priorities, goals and objectives are aligned with the department’s mission and vision. This committed focus provides the framework used to successfully advance the organization toward becoming America’s premier fire department.

The department is comprised of a team of devoted professionals who care about people and provide exceptional public services. The many accomplishments the department has experienced are a result of the valuable work performed by the men and women of the Henderson Fire Department.

MAINTAIN AND PROTECT HENDERSON’S QUALITY OF LIFE

- Appeared before the CFAI Commission in August and obtained “Accredited” status for the fifth time. With this fifth accreditation, the Henderson Fire Department is one of only eight fire departments in the United States awarded “Legacy” status.
- Continued as the only professional fire department in the United States to be triple-accredited. HFD maintained accreditation with the Commission on Fire Accreditation International (CFAI), the Commission on Accreditation of Ambulance Services (CAAS) and the Emergency Management Accreditation Program (EMAP). CFAI and CAAS accreditations have been maintained since the year 1999.



ACCOMPLISHMENTS

MAINTAIN AND PROTECT HENDERSON'S QUALITY OF LIFE



- Submitted and received approval from the Commission on Accreditation of Ambulance Services (CAAS) for accreditation. CAAS visited the department on November 4th and 5th to complete the evaluation process. HFD has maintained accredited status since 1999.
- Recognized by the American Heart Association with a Mission: Lifeline EMS Gold Award for achieving high standards in treatment for patients suffering from myocardial infarction. This is the department's second year in a row achieving this recognition.
- Completed and received funds related to the Fiscal Year 2018 Cost Based Report and Cost Allocation Plan for the Ground Emergency Medical Transport (GEMT) program. The GEMT program is voluntary and provides publicly owned organizations with supplemental payments to cover the funding gap between a provider's actual costs per transport and the allowable amount received from Medicaid and other sources of reimbursement. The program has brought in over 8 million dollars and is funded for the next four years.
- Achieved a higher Public Protection Classification (PPC) from the Insurance Services Office (ISO) as a result of a comprehensive evaluation of the Fire Department's fire suppression delivery system. The department's PPC rating improved from a 2/2x to a 1. A PPC rating of 1 represents an exemplary fire suppression program and is the highest classification assigned to a community. According to the ISO, less than 1% of rated communities in the United States achieve a Classification 1.
- Increased cardiac survivability from 9.4% in 2018 to 16.9% in 2019 through EMS targeted training initiatives. This outstanding effort led to more Henderson community members going home to their loved ones after what could have been tragic events.
- Maintained cardiac arrest survivability rate of over 16%, for patients treated by the Fire Department, above the American Heart Association's national average of 12%.
- Implemented the HFD Subscription Medical Ambulance Response and Transport (SMART) program for the community. This is an innovative, voluntary program that allows citizens to partner with the Henderson Fire Department to obtain high quality CPR training, Stop the Bleed training and reduced costs for ambulance transport fees that may incur if they use an HFD ambulance for a medical emergency.



ACCOMPLISHMENTS

MAINTAIN AND PROTECT HENDERSON'S QUALITY OF LIFE

- Instituted the Principles of Modern Fire Attack recommended by the National Institute for Occupational Safety and Health (NIOSH) into the department's standard operating procedures, policies, and training. The principles apply the latest research and scientific data to increase fire operations effectiveness and create a safer environment for firefighters as well as the community it serves.
- Completed the expansion and renovation of Fire Station 83 located on Burkholder Boulevard. One of the busiest stations within the City of Henderson, the added space allows for an additional rescue unit to service this high-demand fire district. The project also included major renovations to the site's landscaping with desert-friendly trees and plants.
- Awarded the Green Globe award to the City of Henderson for the eco-friendly renovations to Fire Station 83. The award recognizes sustainable design and construction and demonstrates the City's commitment as an environmentally friendly community.



- Achieved 95% performance rating for incident response to structure fires. This quality assurance process evaluates overall tactical priorities for fire scene management and ensures critical emergency response standards are being met.
- Achieved 98.9% overall customer service approval rating. Of the 1,909 survey responses received this year, 98.5% believed that fire department personnel met or exceeded their overall expectation of service.



ACCOMPLISHMENTS

MAINTAIN AND PROTECT HENDERSON'S QUALITY OF LIFE

- Commenced the construction of Fire Station 85 which is located at Hidden Falls Park. The new station will divide District 81 which experiences high call volume in a highly populated and large geographical area. Fire Station 85 will be the department's eleventh station and will open in June of 2020.
- Designed and installed a department wide interactive communications system utilizing Cisco Systems Webex Boards. The state-of-the-art technology was implemented to enhance fire operations, improve communications, increase efficiency, and provide streamlined education and training. The project supports the City of Henderson's Smart City Initiative which integrates modern technology and data sharing capabilities to improve the quality of life in the community.
- Finalized the inspection of four new rescue units. The units will arrive with the "Power Load" system installed and equipped with the "Liquid Spring" suspension system to improve the ride quality in rescue units.
- Completed the construction of a new hazardous materials apparatus bay at Fire Station 98 located on Coronado Center Drive.

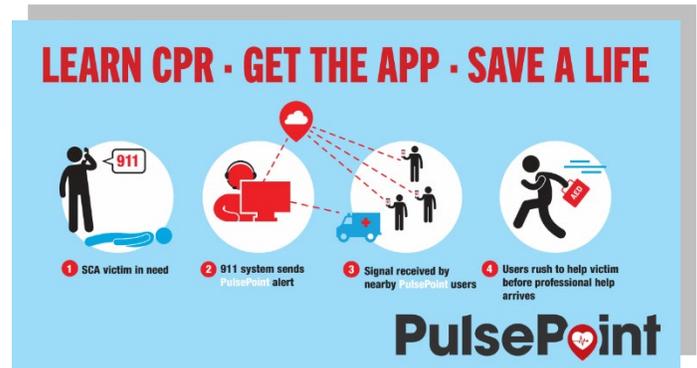


- Completed the specification and purchasing process of two new engines which are currently being built by Pierce. These vehicles will be used to replace aging apparatus as well as support future growth. The vehicles will be equipped with the "clean-cab" design which is built to minimize exposure to harmful chemicals from contaminated firefighting gear. The two engines are scheduled to be completed in April 2020.
- Finalized a firefighter recruitment process and held a graduation ceremony on June 13th for the 47th Cadet Academy. Seven new firefighter trainees joined the Fire Department to fill future vacancies and provide for additional response capability.
- Started Cadet Academy 48 with 24 new firefighters. The newly hired firefighters will be used to staff Fire Station 85 when it opens in June of 2020.

ACCOMPLISHMENTS

MAINTAIN AND PROTECT HENDERSON'S QUALITY OF LIFE

- Implemented the PulsePoint application to the public. This application allows citizens to be notified of nearby emergencies and people requiring CPR. Thus far, over 2,500 citizens have downloaded the application.
- Provided valuable community risk reduction information to over 15,000 people directly and to over 300,000 through distributed information in publications and brochures.
- Led a valley wide effort to attract women into the fire service. The Women in the Fire Service (WIFS) program offers a three-day exposure to fire-related curriculum and training with the hopes that they might consider the fire service as a career. An overwhelming response was received from the public, and 52 women from the valley and other states participated.
- Invited the public to visit their local fire station during nine Open House events throughout the year. More than 1,500 residents received tours of their local fire stations by emergency response personnel along with a first-hand look at the department's emergency response capabilities.



- Continued partnership with the University of Nevada, Las Vegas as an internship site for students pursuing bachelor's and master's level degrees in community health programs. Interns support the Community Assistance program which fills a void in the social services realm by helping families that access 9-1-1 but have not sought non-emergency help on their own.
- Attained a total of 10,874 Facebook page followers and 1,982,136 reach. Gained 5,458 Twitter followers and earned 272,755 impressions.
- Continued to promote the "Check Your Seats in the Heat-Because Heat Kills" campaign to stop heat-related deaths and injuries that can happen to children and pets when they are left unattended in vehicles.
- Provided pool safety education and awareness to thousands of Henderson families with the eighth annual "Safe Pools Rule!" drowning prevention campaign. The Safe Pools Rule! campaign is provided through a continuing partnership with city and community organizations and endeavors to eliminate drowning tragedies valley-wide.

ACCOMPLISHMENTS

PREPARE FOR EMERGENCIES



- The State of Nevada Division of Emergency Management adopted the Henderson Office of Emergency Management's Emergency Operations Center Operating Procedures statewide. The procedures include position specific task books for every position within an Emergency Operations Center and now is a credentialed program.
- Emergency Management welcomed 20 new Community Emergency Response Team (CERT) graduates. The CERT program educates volunteers about disaster preparedness for the hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization and disaster medical operations. CERT offers a consistent, nationwide approach to volunteer training and organization that professional responders can rely on during disaster situations, which allows them to focus on more complex tasks.

- Completed the Silver Crucible exercise which included representatives from the federal, state, and local level. The exercise consisted of a complex coordinated terrorist attack over the span of three days.
- Henderson Fire Department's Office of Emergency Management was awarded the International Association of Emergency Management (IAEM) 2019 Public Awareness Award for the Captain Kit program. The Captain Kit program was created to teach school-aged children (K-5th) about emergency preparedness at home and school.
- Updated the 2012 Emergency Operations Plan to a newly revised City of Henderson All-Hazards Emergency Operations Plan including annexes and task books. The revision was followed up with a tabletop exercise and utilized for the Silver Crucible full-scale exercise.



ACCOMPLISHMENTS

PREPARE FOR EMERGENCIES

- Emergency Management secured Urban Area Securities Initiative (UASI) grant allocations. The City of Henderson was awarded \$503,543 for an enterprise surveillance system located in critical infrastructure areas and \$76,226 for an addition of a mast and camera to be installed on the department's existing HazMat truck.
- A chief officer from the Office of Emergency Management traveled to Texas to support the city and county of El Paso with short-term and long-term recovery efforts following the mass shooting in August. The focus included building the Family Assistance Center for victims and then transitioning from a Family Assistance Center to a Resiliency Center.
- Launched Incident Command System (ICS) training classes citywide through the DuPont Learning Management Software. Courses were assigned in July 2019 and employees were given 18 months to complete the training. By the end of the year, over 76% of the 5,810 assigned courses were mastered.
- Maintained focus on individual, family, and community emergency preparedness through the Henderson Office of Emergency Management's (HOEM) Get READY! Stay READY! campaign. The campaign contacted 9,412 citizens through events and presentations and over 270,152 residences through print media.



- Continued to support the "Southern Nevada Community Preparedness" mobile application through partnership with the Clark County Local Emergency Planning Committee (LEPC) agencies. The application provides a hand-held platform to develop a family plan, build a home emergency supply kit, receive emergency alerts, and develop evacuation plans. The application also defines locations of emergency services and shelters through a Geographic Information System (GIS) interface. Thus far, there have been over 10,183 downloads.
- Launched the Build a Personal Office Preparedness (POP) Kit program at the City of Henderson. The Division of Emergency Management and Safety traveled to City departments during Emergency Preparedness and Safety Week, March 25-28, to identify those employees that built a kit, thus encouraging a more prepared workplace.



ACCOMPLISHMENTS

ENSURE EMPLOYEE SAFETY, HEALTH AND WELLNESS

- Maintained the citywide employee injury rate below the national BLS rate. The City of Henderson benchmarks its Safety data against data provided by the Bureau of Labor Statistics (BLS) of the U.S. Department of Labor.
- Implemented the glove protection program for Henderson Police Department officers. The program was established to decrease hand-related injuries sustained in high-risk scenarios and environments.
- Reviewed and updated all safety and health procedures for the City. Safety and health procedures are designed using an innovative best practices approach to improve upon industry standards.
- Organized and hosted the tenth annual Commitment to Safety Awards Ceremony. Departments within the City of Henderson apply and are judged in five safety categories. Three departments that demonstrate exemplary safety practices are awarded prizes. Parks and Recreation were presented with the first-place award.
- Achieved 92% compliance in mastery of required safety training courses taken by all City employees in the DuPont Learning Management System. A total of 36,634 courses were mastered out of 39,897 total required courses. Department compliance is communicated monthly encouraging a culture of safety.
- Completed 4.3 million work hours without regulatory action from OSHA or any other safety oversight entity.
- Purchased and replaced all AEDs at City Hall with an upgraded model. The Office of Health and Safety has the goal of replacing AEDs citywide.



ADVANCE AND PROMOTE CITY ENVIRONMENTAL MANAGEMENT

- City of Henderson formally adopted an Environmental Policy to prioritize conservation, compliance, and continuous improvement. The policy will guide the City to continue to create a legacy of sustainability to ensure a vibrant and healthy community for our residents and businesses.



EMPLOYEE AWARDS AND RECOGNITION



Jeff Mann Distinguished Service Medal

Mike Porter



Firefighter of the Year Medal

Beau Ventling

Visionary Award

Brian Ables

Organizational Excellence Award

Bryan Roden

Phoenix Awards (2 Star)

Recipients participating in five cardiac arrest resuscitations

Jonathan Atkin
Zachary Davis
Seth Devereaux
Clay Fontaine
Devan Hui
Brian Kerr

Daniel Madden
Frank Malle
Ryan Nardi
Victor Nowak
David Pawlyshyn
Don Pemberton

Anthony Robone
Kyle Shepherd
Matt Truax
Robert Uszynski
Jermaine Williams

Phoenix Awards (1 Star)

Recipients participating in their first cardiac arrest resuscitation

Marvin Campbell
Ali Cheetany
Brendan Chesser
Justin Connell
Zachary Dean
Robert Delp
Joseph Domingo

Michael Figiel
Sean Fox
Michael Javier
Thomas Lopez
Christopher Markey
Thomas Morgan

Joshua Ross
Brian Sheridan
Michael Siuta
Austin Stilson
Jordan Vivone
Eric Whaley

Unit Citations

Sean Patterson
Don Spellman
Troy Keys
Daniel Juarez
Ian Bradley
Kyle Phillips
James Katona
Michael Coburn

Anthony Rice
Shannon Long
Josh Anselmo
Israel Wilkinson
Clete Dadian
Samuel Gilek
Elijah Hubbard
Devan Hui

Brett Nash
Spencer Thomas
Cody Morris
Sean Rynes
Logan Stamm
David Ladd
Anthony Todorut
Scott Rye

Joel McGinnis
Jonathan Atkin
Beau Mentley
Kyle Arndt
Colin McTaggart
Mark Merrifield
Steven Dean Jr.
Robert Craddock

EMPLOYEE AWARDS AND RECOGNITION

Thank you for your dedication and service to the Henderson community!

30 Years of Service

Stephen Aranbasich Doug Koopman
Robert Craddock

25 Years of Service

Garren Fulmer

20 Years of Service

| | | | |
|------------------|----------------|----------------|-----------------|
| Andrew Albrecht | Kirk Estes | Brian Michals | Michael Susca |
| Bill Algeyer | Clay Fontaine | James Petrolia | Matthew Truax |
| Michael Anderson | Sean Fox | Jessy Rogers | Robert Uszynski |
| Kyle Arndt | Henry Kokoszka | Daniel Serrano | Shawn White |
| Eric Ehlers | Eric Mathews | Paul Stepaniuk | |

Retirements

| | | |
|----------------|--------------------------|--------------------|
| Gary Desch | Fire Captain | 29 years, 5 months |
| James Duffy | Fire Engineer | 29 years, 5 months |
| Ryan Parry | Fire Captain | 29 years, 3 months |
| Edward Causey | Fire Captain | 28 years, 9 months |
| Brian Wolfgram | Fire Captain | 28 years, 9 months |
| Keith Kennedy | Fire Engineer | 26 years, 2 months |
| Garren Fulmer | Firefighter | 25 years, 2 months |
| Michael Porter | Fire Captain | 22 years, 9 months |
| Eric Ehlers | Firefighter Paramedic | 20 years, 2 months |
| William Carey | Logistics Division Chief | 16 years, 5 months |

EMPLOYEE AWARDS AND RECOGNITION

Promotions

| | | | |
|-----------------|----------------------|--------------------------|--------------------------|
| Brian Arboreen | Division Chief | Dustin Skoff | Fire Engineer |
| Brett Nash | Fire Battalion Chief | Logan Stamm | Fire Engineer |
| Zachary Davis | Fire Captain | Brandon Bolster* | Firefighter Paramedic |
| Garrett Dodrill | Fire Captain | Anthony Rush* | Firefighter Paramedic |
| Chad Engel | Fire Captain | Dustin Sorenson* | Firefighter Paramedic |
| Brian Michals | Fire Captain | Thomas Vince* | Firefighter Paramedic |
| Bryan Roden | Fire Captain | Stephanie Davidson | Sr FD Business Analyst |
| Michael Siuta | Fire Captain | Hunter Arboreen | Office Support Assistant |
| Bridgette Guida | Fire Engineer | Monge-Escalante, Tatiana | Office Support Assistant |
| Burke Lant | Fire Engineer | | |

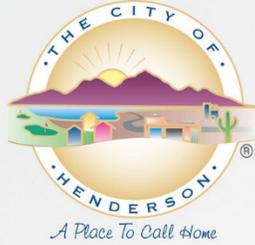
*Certification Upgrade to Firefighter Paramedic

Welcome New Employees

| | | | |
|-------------------|-----------------------|--------------------|--------------------|
| Katie Steklasa* | Exec Admin Asst | Jason Hiebert | Firefighter |
| Erin Buchanan | Safety Officer | Patrick Hurley III | Firefighter |
| Paul Crawford | Fire Equip Tech II | Braydon Lopez | Firefighter |
| Jennifer Davis | Environmental Officer | Andrew Mehas | Firefighter |
| Josephine Ross | Emergency Mgmt Spec | Marco Moricz | Firefighter |
| Koral Dadian** | Office Support Asst | Dakota Neal | Firefighter |
| Jennifer Mann** | Office Support Asst | James Schwinghamer | Firefighter |
| Bryan Adams | Firefighter | Alexander Torres | Firefighter |
| Dereak Albright | Firefighter | Jonathan Ufers | Firefighter |
| Jason Bateman | Firefighter | Brandon Warrick | Firefighter |
| Cameron Cahill | Firefighter | Tyson Wright | Firefighter |
| Chasen Delk | Firefighter | Chelsea Anderson | Fire Services Asst |
| Jonathan DeMaille | Firefighter | Alec Davidson | Fire Services Asst |
| Brian Draeger | Firefighter | Michael Molion | Fire Services Asst |
| Austin Ekanger | Firefighter | Aaron Parpart | Fire Services Asst |
| Zachary Galster | Firefighter | Patti Sharp | Ready Crew Coord |
| Noel Gibson | Firefighter | Jessica Leduc | Medical Director |

*Promotion from another City Department

**Part-Time to Full-Time



Henderson City Council
Debra March, Mayor
John F. Marz, Councilman
Michelle Romero, Councilwoman
Dan Shaw, Councilman
Dan H. Stewart, Councilman

Richard Derrick, City Manager
Shawn White, Fire Chief

Henderson Fire Department
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Henderson, NV 89015
cityofhenderson.com/fire
702-267-2222

