

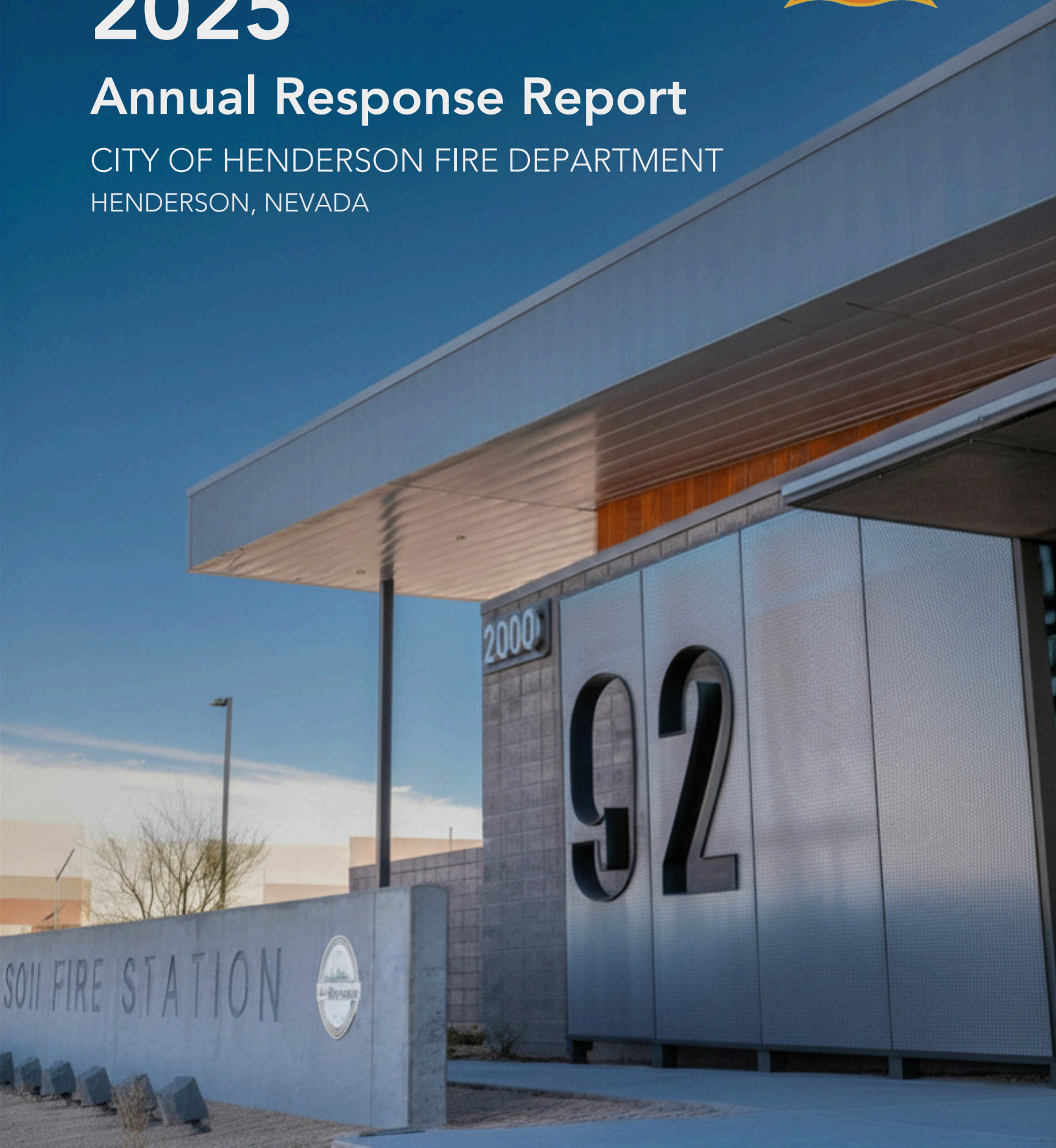
People Matter



2025

Annual Response Report

CITY OF HENDERSON FIRE DEPARTMENT
HENDERSON, NEVADA



Report prepared by the Henderson Fire Department
Planning and Analysis Section



As I reflect on 2025, I am proud of the remarkable progress our organization has made and the unwavering commitment our members continue to demonstrate every day. Our drive to challenge ourselves to be “America’s Premier Fire Department” is centered on our foundational philosophy of why we exist. We know that we exist for one simple reason - because “People Matter.”

This year was defined by meaningful investments in our people, our facilities, and the future of our service to the community. One of our most significant achievements was earning our 10th CAAS accreditation. This milestone is more than a certification; it is a testament to our long-standing dedication to clinical excellence, operational readiness, and continuous improvement in emergency medicine. Maintaining this level of performance for three decades speaks volumes about the professionalism and pride our team brings to the job.

We also strengthened our operational footprint with the opening of Station 92 in the Inspirada community, greatly expanding our ability to meet the needs of a rapidly growing region. In addition, we completed the relocation and renovation of Station 81, ensuring our crews have a modern, safe, and efficient environment that supports both their work and their well-being.

Our commitment to training and professional development was further reinforced through the renovations of the Fire Training Center and Station 82. These improvements enhance our capacity to deliver high-quality instruction and ensure our facilities reflect the standards of a modern, all-hazards fire and rescue organization.

This year also marked a renewed investment in the next generation of fire and EMS professionals. We revamped the HFD Explorer Program, creating a more structured, engaging, and mentorship-driven experience for youth interested in public safety careers. This revitalized program will help cultivate future leaders and strengthen the pipeline of talent entering our profession.

As we look ahead, we remain focused on our priorities of standardization, consistency, coordination, and accountability. The accomplishments of 2025 reflect not only what we have achieved, but who we are; an organization committed to excellence, grounded in community, and driven by a shared mission to protect and serve because people matter.

Thank you for your continued support and trust. It is an honor to lead this department, and I look forward to building on this year’s momentum as we move into the future, securing a safer tomorrow for all who call Henderson home.

Sincerely,

A handwritten signature in black ink that reads "Scott Vivier". The signature is fluid and cursive.

Scott Vivier
Fire Chief

The logo for the City of Henderson Fire Department. The word "HENDERSON" is written in a bold, blue, sans-serif font. The letter "O" is replaced by a stylized orange circle with a white outline.



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An American flag is shown on a silver pole, waving against a clear blue sky. The flag is positioned on the left side of the image, with its stars and stripes clearly visible.

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

THE HFD WAY



Department Overview

The City of Henderson is the second-largest city in Nevada and is home to an estimated 369,167 residents and nearly 900,000 annual visitors. 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.

Services are primarily supported by an annual General Fund operating budget of \$94.4 million. The department operates from 13 strategically located fire stations across the City's 121 square miles, ensuring rapid and effective emergency response. Fire and rescue services are delivered through a comprehensive deployment model that includes 13 engine companies, 12 transport-capable paramedic rescue units, 3 paramedic ambulances staffed by single-role paramedics, 3 peak-load paramedic rescue units, 3 ladder trucks, 1 heavy rescue unit, 1 hazardous materials response unit, and 5 trail response vehicles.

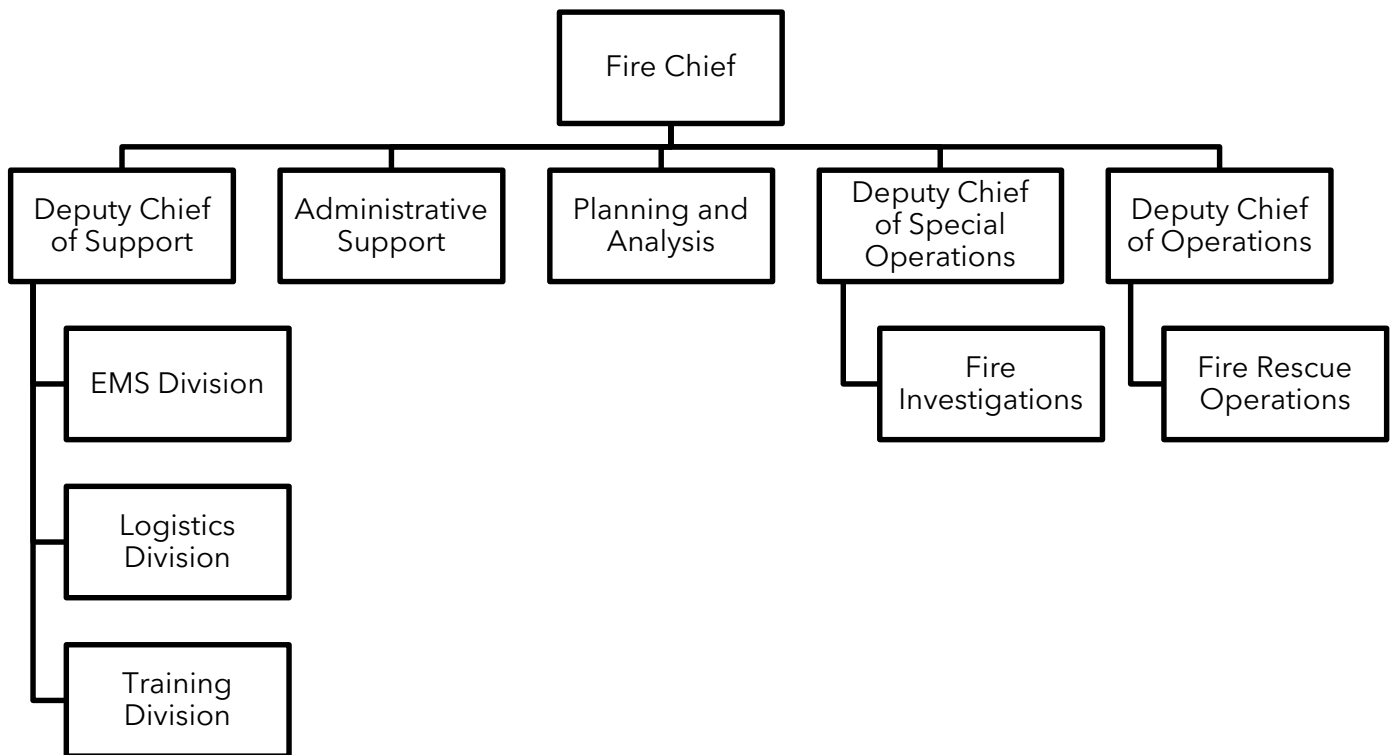
Since 1999, HFD has maintained continuous accreditation through both the Commission on Fire Accreditation International (CFAI) and the Commission on Accreditation of Ambulance Services (CAAS). The department was recognized as a legacy agency in 2019, and in 2024 became one of only six agencies worldwide to earn CFAI accredited status for a sixth time. This year, HFD also achieved CAAS accreditation for the 10th consecutive cycle.

In addition, the department earned a Public Protection Classification (PPC) rating of 1 from the Insurance Services Office (ISO) in 2019—the highest rating awarded to communities with exemplary fire suppression systems. According to ISO, only 1.4 percent of rated communities in the United States hold a Class 1 designation.

Organizational Chart

HFD currently has 371 full-time and part-time professionals who are committed to maintaining and protecting Henderson’s quality of life. The Department utilizes a formal structure organized by functions that are separated into four branches. The Office of the Fire Chief includes the Office of Administration and Planning and Analysis. The Support branch includes the Emergency Medical Services Division, the Logistics Division, and the Training Division. The Special Operations branch includes Fire Investigations, and the Fire Rescue Operations branch includes two battalions, Battalion 8 and Battalion 9. Chief Officers lead all branches, divisions, and battalions.

The Department has grown to include 16 chief officers, 301 fire rescue operations personnel with 10 full-time ambulance operators responding from fire stations, and 31 full-time support positions. There are also 12 part-time employees and 1 part-time medical director who provides support to the operations of the Department.

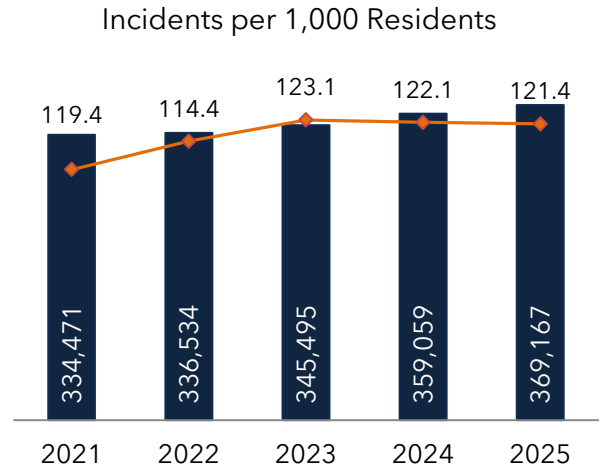
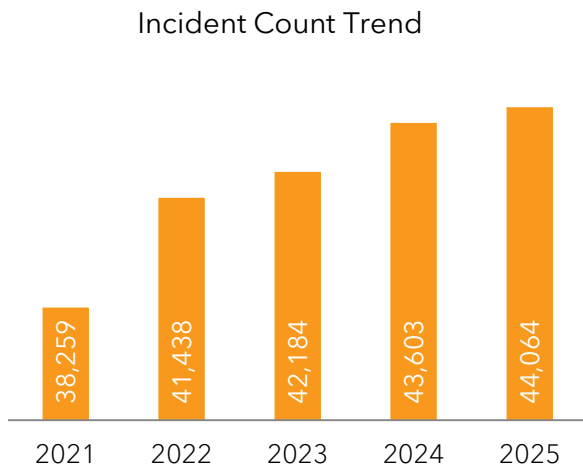


Incident Count Trend

HFD responded to 44,064 requests for service in 2025, a 1.1% increase from the previous year and a 15.2% increase over five years.

Emergency Medical Service (EMS) calls reached 32,230 this year and represent the highest number of requests for service at 73.1% of total calls. Service calls represent the second-highest percentage of calls at 10.8%, followed by Good Intent calls at 10.2%. Fire calls accounted for 1.6% of total incidents.

In 2025, the total number of Henderson residents grew 2.8% to 369,167 compared to 359,059 in 2024. The number of Fire Department incidents per 1,000 residents decreased to 119.4 in 2025 compared to 121.4 in 2024, a 1.7% decrease.



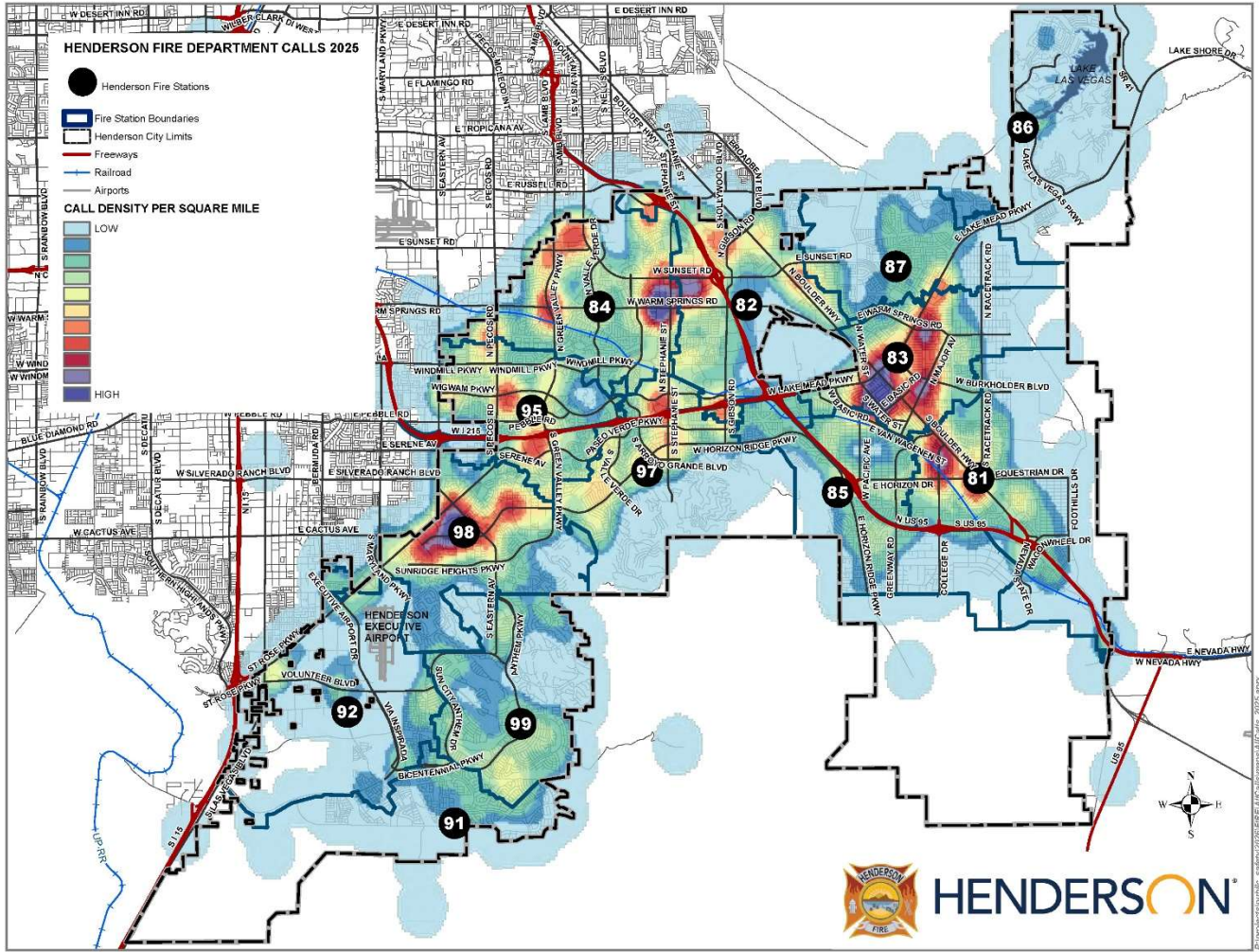
Incidents by NFIRS Category

ALL INCIDENTS BY NFIRS CATEGORY	2025	2024	% Change
1. Private Dwellings (1 or 2 family, mobile homes)	103	72	43.1%
2. Apartments (3 or more families)	59	50	18.0%
3. Hotels and Motels	1	2	-50.0%
4. All Other Residential (dormitories, boarding houses, tents)	1	1	0.0%
5. Total Residential Fires	164	125	31.2%
6. Public Assembly (churches, restaurants, clubs)	12	8	50.0%
7. Schools and Colleges	3	1	200.0%
8. Health Care and Penal Institutions (hospitals, nursing homes, prisons)	2	1	100.0%
9. Stores and Offices	3	10	-70.0%
10. Industry, Utilities, Defense, Laboratories, and Manufacturing	1	2	-50.0%
11. Storage in Structures (barns, vehicle storage garages)	2	1	100.0%
12. Other Structures (vacant, buildings under construction, bridges)	0	7	-100.0%
13. Structural Fires	187	155	20.6%
14a. Fires in Highway Vehicles (autos, trucks, buses)	105	99	6.1%
14b. Fires in Other Vehicles (planes, trains, ships, construction vehicles)	3	2	50.0%
15. Fires Outside of Structures with Value Involved (outside storage, crops)	52	45	15.6%
16. Fires in Brush, Grass, Wildland (excluding crops and timber)	39	62	-37.1%
17. Fires in Rubbish, Including Dumpsters (outside of structures)	291	291	0.0%
18. All Other Fires	21	13	61.5%
19. Total Fires	698	667	4.6%
20. Rescue, Emergency Medical Responses	32,230	32,320	-0.3%
21. False Alarm Responses	1,553	1,397	11.2%
22. Mutual Aid or Assistance Responses	73	87	-16.1%
23a. Hazardous Materials Responses (spills, leaks)	175	168	4.2%
23b. Other Hazardous Responses (arcing wires, power line down)	77	88	-12.5%
24. All Other Responses (smoke scares, lockouts, animal rescues)	9,258	8,876	4.3%
25. Total for All Incidents	44,064	43,603	1.1%

HFD responded to 44,064 requests for service in 2025, representing an 1.1% increase from 2024 or 461 more calls for service.

Total fires increased to 698 or 4.6% in 2025 compared to 667 in 2024. The total number of residential fires increased by 39 incidents or 31.2% in 2025.

Emergency crews responded to 32,230 EMS incidents in 2025, a 0.3% decrease from 2024. The number of EMS calls per 1,000 residents decreased from 90.0 in 2024 to 87.3 in 2025.



Incident Activity by District Map

The City of Henderson is divided geographically into 13 fire districts, or planning zones, to maintain effective resource management and deployment. Districts are organized into 3 battalions, Battalion 8, Battalion 9, and Battalion 14. Battalion 8 generally responds to the east side of Henderson and includes districts 81, 82, 83, 86, and 87. Battalion 9 responds to the central and south parts of the city and includes districts 84, 85, 95, and 97. Battalion 14 responds to the southwest side of Henderson and includes districts 91, 92, 98, and 99.

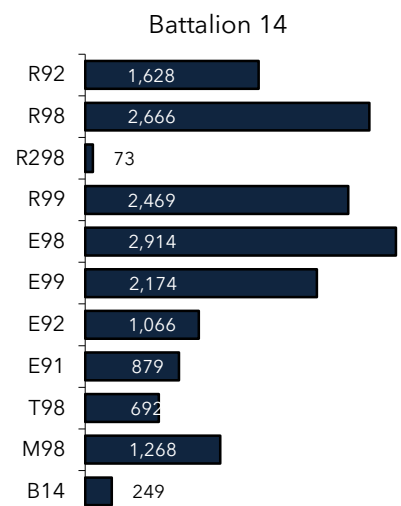
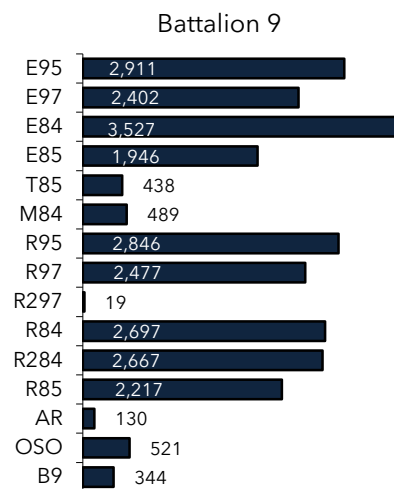
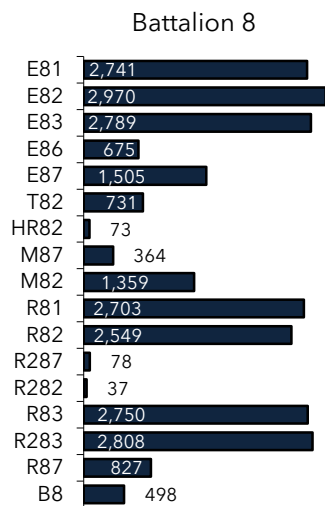
Fire stations are staffed and operational 24 hours a day. Staffing levels and apparatus assignments vary by station based on specialty functions and service demand. All fire rescue units are staffed with at least one firefighter-paramedic to ensure advanced life support (ALS) capabilities on every first-response unit. Each unit is equipped with advanced tools and technology, enabling the department to deliver the highest level of service to the community.

The map above depicts the location of all fire stations and the distribution of calls for service in 2025.

Incident Activity by District

District	Structure Fires	Vehicle Fires	Other Fires	Ruptures Explosions	Rescue EMS	Hazardous Condition	Service Calls	Good Intent	False Calls	Mutual Auto	Other Calls	Total	% of Total
81	22	10	54	0	3,063	33	531	424	119	1	0	4,257	9.7%
82	18	26	82	0	3,628	26	408	708	185	0	0	5,081	11.5%
83	26	15	61	1	4,079	32	518	768	120	0	2	5,622	12.8%
84	39	12	56	0	4,646	30	573	592	174	1	0	6,123	13.9%
85	9	8	30	0	1,828	19	291	223	80	0	0	2,488	5.6%
86	1	1	6	1	481	6	100	51	53	2	0	702	1.6%
87	9	5	25	0	1,214	13	222	163	77	1	0	1,729	3.9%
91	5	0	9	0	640	7	129	57	64	0	0	911	2.1%
92	4	7	11	0	1,075	14	147	188	105	0	0	1,551	3.5%
95	17	6	21	0	2,819	23	376	301	124	0	0	3,687	8.4%
97	11	6	18	0	2,634	19	458	293	137	0	0	3,576	8.1%
98	17	10	21	0	3,826	22	441	594	177	0	0	5,108	11.6%
99	9	1	9	0	2,294	8	552	112	138	0	0	3,123	7.1%
Outside	0	1	0	0	3	0	1	33	0	68	0	106	0.2%
Total	187	108	403	2	32,230	252	4,747	4,507	1,553	73	2	44,064	100.0%

Responses by Apparatus



Note: Responses cancelled prior to going en route or while en route have been excluded. Haz98 responses are included in T98.

Fires and Fire Loss by Property Type

Property Type	2025			2024		
	Fires	Loss Estimate	% of Loss	Fires	Loss Estimate	% of Loss
Residential	164	\$3,645,671	66.4%	125	\$3,902,916	75.5%
Non-Residential	23	\$1,531,500	27.9%	30	\$313,720	6.1%
Vehicles	108	\$304,703	5.5%	101	\$919,270	17.8%
Outside	382	\$10,000	0.2%	398	\$27,199	0.5%
Other	21	\$0	0.0%	13	\$3,550	0.1%
Total	698	\$5,491,874	100.0%	667	\$5,166,655	100.0%

In 2025, there were a total of 698 fires. Of these fires, 187 were structure fires representing 26.8% of the total compared to 32.2% (155 out of 667) in 2024. Of the 187 structure fires, 87.7% involved a residential dwelling.

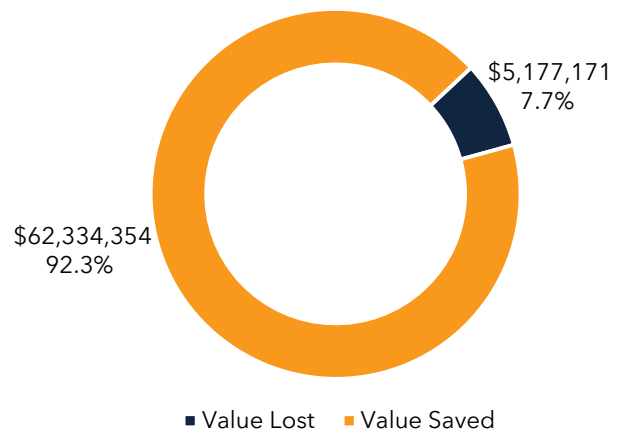
Vehicle fires accounted for 15.5% of total fires in 2025, while outside and other fires continue to represent the highest percentage of all fires at 57.7%.

The estimated dollar loss for all fires totaled \$5,491,874 in 2025. The amount represents an increase of 6.3% compared to 2024 when estimated losses were \$5,166,655.

While the total estimated dollar loss for structure fires was \$5,177,171, the overall estimated value was \$67,511,525 representing 92.3% saved value.



Structure Fire Value Lost vs. Value Saved



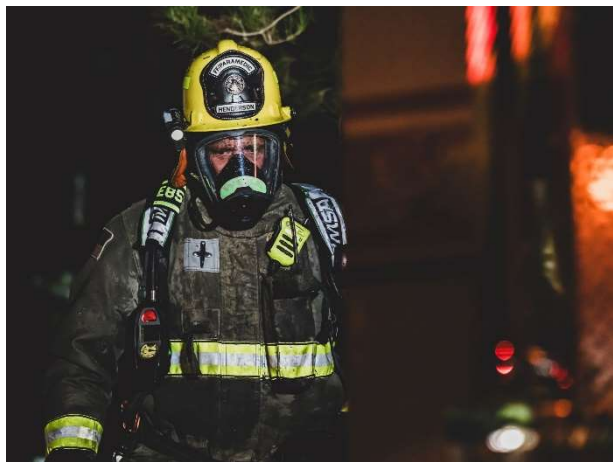
Structure Fires

Area of Origin and Heat Source

Of the 128 structure fires evaluated; the highest number of fires continue to originate in functional areas of the structure (40). Other top origins include storage areas (36) and structural areas (24).

Out of 40 functional area structure fires, 16 originated in the cooking/kitchen area. The second-highest number of functional area structure fires originated in the bedroom (7) and laundry areas (7), followed by the bathroom (6), office (2), dining room (1), and other function area (1).

The leading ignition source for these fires was operating equipment, accounting for 33.6% of incidents, with an average estimated loss of \$13,165 per fire. The second most common ignition source was classified as undetermined at 28.9%, yet these incidents resulted in a significantly higher average estimated loss of \$74,400.



Fire Investigations

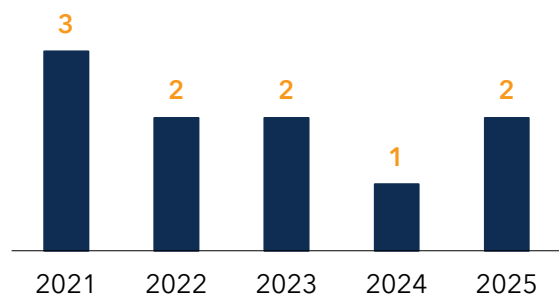
In 2024, City of Henderson fire investigators examined 141 fires. Of those, 17 were determined to be intentionally set, compared to 18 the previous year. Seven of the 17 intentional fires resulted in an arrest. Additionally, two juveniles were referred to the Partnerships for Youth at Risk program in 2025, up from one referral in 2024.

Civilian Fire Deaths and Injuries

There were two civilian fire-related deaths in Henderson in 2025, contributing to a total of 10 over the past five years.

In 2025, thirty-five civilians were injured in fire incidents – an increase of 14 from the previous year. Of these injuries, 15 were classified as minor, 7 as moderate, and 13 as severe. Most injuries (32) occurred during residential fires, with one occurring on a roadway and two occurring in outdoor yard areas.

Civilian Fire Deaths



Medical Incidents by Final Dispatch Category

Medical Priority Dispatch Category	2024	2024	% Change
1 - Abdominal Pain	1,014	985	2.9%
2 - Allergies (reactions)	309	261	18.4%
3 - Animal Bites	55	59	-6.8%
4 - Assault	863	953	-9.4%
5 - Back Pain (non-traumatic or non-recent)	413	430	-4.0%
6 - Breathing Problems	3,426	3,374	1.5%
7 - Burns (scalds)	23	33	-30.3%
8 - Carbon Monoxide	27	19	42.1%
9 - Cardiac or Respiratory Arrest	647	632	2.4%
10 - Chest Pain (non-traumatic)	2,682	2,434	10.2%
11 - Choking	134	148	-9.5%
12 - Convulsions	1,237	1,183	4.6%
13 - Diabetic Problems	535	581	-7.9%
14 - Drowning (near)	24	14	71.4%
15 - Electrocution	4	5	-20.0%
16 - Eye Problems	36	44	-18.2%
17 - Falls	6,309	5,969	5.7%
18 - Headache	205	187	9.6%
19 - Heart Problems	686	623	10.1%
20 - Heat / Cold Exposure	177	197	-10.2%
21 - Hemorrhage	1,235	1,197	3.2%
22 - Inaccessible Incident	10	7	42.9%
23 - Overdose	641	710	-9.7%
24 - Pregnancy	92	103	-10.7%
25 - Psychiatric	502	441	13.8%
26 - Sick Person (specific diagnosis)	7,825	7,697	1.7%
27 - Penetrating Trauma	68	97	-29.9%
28 - Stroke (CVA)	773	685	12.8%
29 - Traffic Accidents	2,657	2,334	13.8%
30 - Traumatic Injuries (specific)	632	621	1.8%
31 - Unconscious	2,494	2,708	-7.9%
32 - Unknown Problem (person down)	2,121	2,030	4.5%
33 - Inter-facility	120	660	-81.8%
34 - ACN Automatic Crash Notification or Other	0	0	0%
Total	37,976	37,421	1.5%

The five most frequently reported EMS concerns among citizens are sick person, fall, breathing problem, non-traumatic chest pain, and traffic accidents. Together, these categories make up 60.3% of all EMS calls. Sick person incidents alone accounted for 20.6% of total medical responses, remaining the leading reason for EMS activation for the tenth consecutive year.

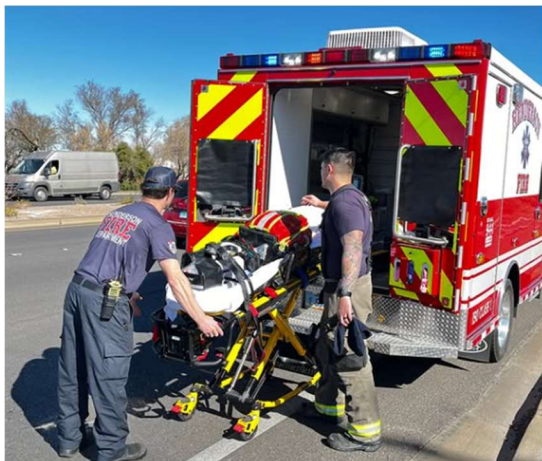
Transport Trend

The Department provided medical care to 32,198 patients in 2025, compared with 32,412 patients in 2024, a slight 0.7% decrease. Of the 32,230 EMS incidents recorded in 2025, 78.9% resulted in transport to area hospitals, up from 77.7% the previous year.

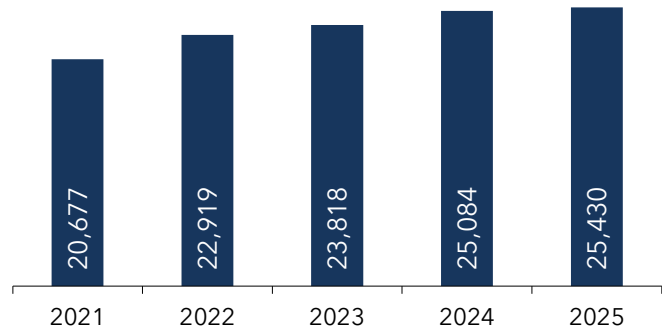
In 2025, Fire Department rescues completed 25,430 transport runs, reflecting an increase of 346 transports over the previous year (1.4%) and 4,753 more transports compared with five years earlier (23.0%). On average, crews handled 70 transports per day in 2025, up slightly from 69 per day in 2024.

Rescue 95 recorded the highest number of transport runs citywide with 2,077 transports. Rescue 98 followed closely with 2,017 transports, making it the second-busiest unit. Rescue 284 posted the largest year-over-year increase, completing 1,772 transports.

District 84 recorded the highest number of transport runs with 3,656, followed by District 98 with 3,166 and District 83 with 3,144.

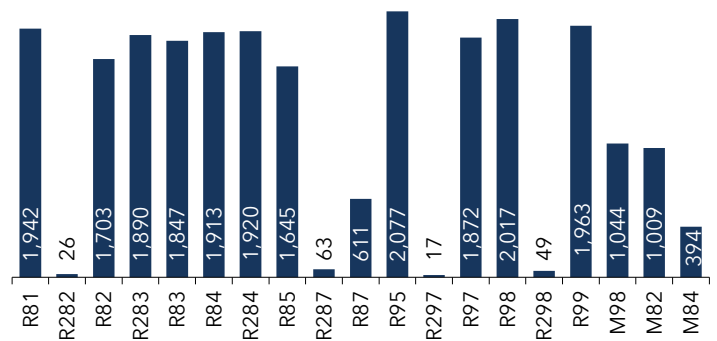


HFD Transport Trend



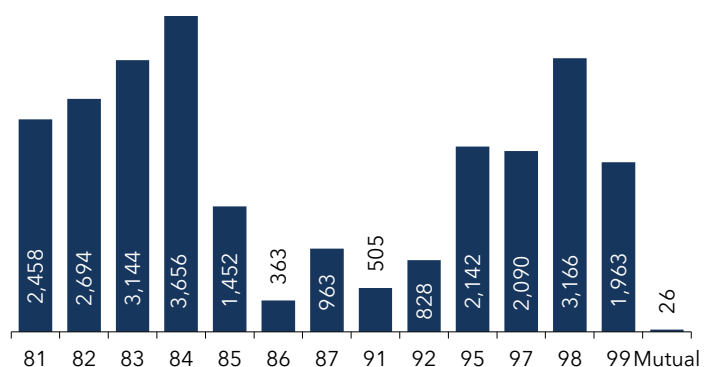
Note: Chart reflects the number of transport runs by HFD units, not the number of individual patients transported. Some transport runs involve multiple patients, and private ambulance transports are not included.

Transports by Rescue



Note: R282, R287, R297, and R298 are peak-load rescue units.

Transports by District



Drone Operations

The Henderson Fire Department uses a tethered drone to enhance operational coordination, assist in search operations, and provide aerial video of emerging incidents. This equipment is attached to the Battalion 9 vehicle and is deployed whenever it is beneficial to have operational monitoring from a distance. In 2025, the tethered drone was deployed five times during emergency incidents including structure fires and a chemical spill.



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 2025, the department mailed questionnaires to 7,547 customers and received 1,534 responses, representing a 20.3% return rate. Overall, 98.0% of respondents were satisfied with the services provided, and 97.2% agreed that the department met or exceeded customer service expectations.

Survey Statement	Agreement Rate
Your 9-1-1/3-1-1 call was answered promptly by an operator.	99.2%
The 9-1-1/3-1-1 operator who handled your call was courteous and caring.	99.5%
Fire Department personnel arrived promptly.	99.3%
Fire Department personnel presented themselves with professional conduct.	99.2%
Fire Department personnel were compassionate and caring.	99.0%
Fire Department personnel clearly explained procedures performed.	98.9%
Fire Department personnel resolved your issue or concern to your satisfaction.	99.3%
Fire Department personnel reduced your pain or discomfort.	96.4%
Fire Department personnel provided you with high-quality service.	91.9%
Fire Department personnel met or exceeded your overall expectation of service.	97.2%

In addition, the department mailed questionnaires to 2,245 customers who were treated but declined medical transport to an area hospital. Of the 356 respondents, 94.9% agreed that department personnel exceeded their overall expectation of service.

Accomplishments

Maintain and Protect Henderson’s Quality of Life



For more than 75 years, the Henderson Fire Department has served the residents, businesses, and visitors of the City of Henderson by responding to a wide range of routine and complex emergencies and non-emergencies.

The Department remains committed to protecting the community through a standardized, consistent, coordinated, and accountable approach to service delivery.

As the Department continues striving to exceed industry best practices, its strategic priorities, goals, and objectives remain firmly aligned with the mission of delivering exceptional public service because people matter. This unwavering commitment provides the foundation for advancing the organization toward its vision of becoming America’s premier fire department.

The Department is composed of devoted professionals who have made it their mission to preserve and protect Henderson’s quality of life. The many accomplishments achieved in recent years reflect the dedication, skill, and hard work of every member of the Henderson Fire Department.

For the tenth consecutive time, attained accreditation with the Commission on Accreditation of Ambulance Services (CAAS) and maintained the department’s “Legacy” status among Commission on Fire Accreditation International (CFAI) accredited organizations. The Henderson Fire Department is currently one of only six fire departments in the world to be accredited with CFAI six consecutive times. Both CFAI and CAAS accreditations have been continuously upheld since 1999.

Attained a higher Public Protection Classification (PPC) from the Insurance Services Office (ISO) after a comprehensive evaluation of the community’s fire suppression delivery system. In 2019, the Department’s PPC rating improved from Class 2/2X to Class 1, representing an exemplary level of fire-suppression capability and the highest classification a community can receive. According to ISO, the Henderson Fire Department is one of only 517 agencies nationwide rated as Class 1, a distinction achieved by just 1.4% of all rated communities.





In January, HFD added a third battalion to maintain effective span of control and to better distribute resources throughout the city. With the addition of Battalion 14, the city was divided into East (Districts 81, 82, 83, 86, and 87), Central (Districts 84, 85, 95, and 97), and West sections (Districts 91, 92, 98, and 99). Three Battalion Chiefs were added to cover each of the three shifts and each battalion includes a truck company.

Sponsored one firefighter to attend College of Southern Nevada and twelve firefighters to attend the Mountain View Hospital Paramedic Institute's paramedic program to increase the number of paramedics within the City of Henderson. Nine employees successfully completed their internships in 2025.

HFD members assigned to FEMA's Nevada Task Force 1 were deployed to Kerr County, Texas, to support rescue and recovery operations following catastrophic flooding.

Completed the Fiscal Year 2025 Cost-Based Report and Cost Allocation Plan for the Ground Emergency Medical Transport (GEMT) program, which provides supplemental Medicaid reimbursement to publicly owned EMS providers. The program has contributed more than \$38 million in additional funding to the City of Henderson.

Joined the Henderson Police Department in the annual National Night Out. The safety and crime prevention event brought residents and public safety together to promote a strong community partnership. The event included family-friendly activities, safety, and hazmat rescue demonstrations, and police and fire vehicle static displays.

Achieved a cardiac survival rate of 31.6% or 12 out of 38 cardiac patients determined to be bystander-witnessed and found in a shockable rhythm. The survivors were discharged from the hospital with a CPC score of 1-4.

Received the 2025 Mission: Lifeline EMS Gold with Target: Heart Attack Honor Roll Achievement Award by the American Heart Association (AHA) for implementing specific quality improvement measures to treat patients who suffer severe heart attacks. EMTs and Paramedics apply the most up-to-date evidence-based treatment guidelines to improve patient care and outcomes in the community. This is the seventh year in a row the department has achieved the AHA Mission Lifeline's highest level of recognition for emergency medical services.

HFD members joined a Southern Nevada strike team deployed to the Palisades Fire in California, providing two weeks of structural firefighting assistance during the region's destructive wildfire activity.



Cadet Academy Class 56 welcomed 12 full-time firefighters to the Henderson Fire Department on April 24th to fill vacancies and provide additional response capability.

The Department completed construction on Station 92 and began operation on April 15th in the West Henderson area. The station is equipped with one engine company and a full-time rescue.

Continued the tradition of participating in the Fill the Boot Campaign for MDA. For over 70 years, members of the International Association of Fire Fighters (IAFF) have participated in fundraising efforts to help find a cure and support those affected by muscular dystrophy, a disease that includes more than 40 neuromuscular disorders.

On June 24, hosted the Camp 9-1-1 program at the Fire Training Center in partnership with the Henderson Police Department and the Boys and Girls Club. Approximately 30 children from local schools participated in the program. The three-day interactive camp provides an overview of law enforcement and emergency services to middle-school children.



Conducted ten open houses at fire stations 81, 82, 85, 86, 87, 91, 92, 95, and 98. Fire station open houses provide the community with the opportunity to meet neighborhood firefighters, learn about emergency medical and firefighting apparatus, tour the stations, and learn how to help in an emergency. Over 2,850 people attended the events.

Promoted the "Check Your Seats in the Heat" safety campaign to bring awareness to heat-related deaths and injuries that can occur when children and pets are left unattended in vehicles. The campaign began in 2010 with a mission to educate the community and prevent heat related tragedies.

Completed renovations on Station 82 and the Fire Training Center. The updates included additional dorm and office space and updated mechanical and plumbing systems.

HFD sponsored multi-agency Hazmat IQ and Hazmat IQ train-the-trainer classes in April and May. More than 200 firefighters participated in the training. These first responders regained familiarity with the Hazmat IQ system and strengthened their ability to navigate hazmat emergencies quickly and safely.



Captain Michael Siuta and Firefighter/Paramedic Ben Forbes were named Public Servants of the Year by the Veterans of Foreign Wars (VFW) Doc Enos Post 983. This award honors individuals who consistently exemplify excellence and exhibit a deep commitment to serving the community.

Reached a total audience of 377,019 across various social media platforms, including Facebook, Instagram, X (formerly Twitter), and YouTube. Attained 3,395,685 impressions, 178,957 engagements, and 1,760,951 video views through 385 social media posts.

Accomplished a 97.4% performance rating for incident response to structure fires. Ninety-nine percent were confined to the area of origin based on conditions at the time of arrival. This quality assurance process evaluates overall tactical priorities for fire scene management and ensures critical emergency response standards are being met.

Attained Nevada State Technical Rescue Technician certification for all Technical Rescue Team members.

Participated in the Safe Pools Rule! program in coordination with the City of Henderson, IAFF Local 1883, and Henderson Hospital. This annual initiative runs through the summer months increasing awareness for water safety and drowning prevention.

Achieved accreditation for ambulance services for the tenth consecutive time from the Commission on Accreditation of Ambulance Services. HFD received a perfect score, receiving full compliance with no deficiencies in any category. HFD is one of only 31 North American ambulance agencies to achieve ten consecutive CAAS accreditations.

Achieved 98.0% overall customer service approval rating. Of the 1,460 survey responses received this year, 97.2% agreed that fire department personnel met or exceeded their overall expectation of service.

Selected and trained a 24-member Wildland Fire Protection Program (WFPP) team to deploy to designated emergencies under an agreement with the State of Nevada.

Relocated Station 81 to the former Camping World building on Boulder Highway, improving district response times while reducing costs through renovation rather than new construction.

The Explorer program was restructured to a format that allows more participants to join the organization. With the addition of twelve advisors, the program can now accommodate up to 90 members.





Safety Officer Award Recognition (SOAR) Award

Captain Tim Gardner

30 Years of Service

Robert Carlin	Kim Moore
James Davidson	Trent Sandoval
Rodger Delk	Adam White
Brian Kerr	

25 Years of Service

Michael Charlton	Scott Selitzky
Michael Coburn	Lance Smith
Christopher Johnson	Scott Vivier
Richard Johnson	Israel Wilkinson
David Pawlyshyn	

Retirements and Resignations

Timothy McKeever	Deputy Fire Chief	33 years, 7 months
Adam White	Fire Battalion Chief	30 years, 0 months
William Rotroff	Fire Captain	28 years, 7 months
Michael Anderson	Fire Engineer	26 years, 0 months
Israel Wilkinson	Fire Engineer	25 years, 11 months
Brett Nash	Fire Battalion Chief	20 years, 6 months
James Kultala	Firefighter/Paramedic	19 years, 3 months
Justin Connell	Firefighter	8 years, 5 months
Ali Cheetany	Firefighter	7 years, 7 months
Rebekah Tenoso	Paramedic Ambulance Operator	1 year, 7 months



Promotions

Joshua Anselmo	Fire Captain	Bryan Roden	Fire Battalion Chief
Jonathan Atkin	Fire Battalion Chief	Nicholas Sebastian	Deputy Fire Chief
Steven Dean, Jr.	Fire Captain	Brian Sheridan	Fire Engineer
Seth Devereaux	Fire Battalion Chief	Timothy Smith, Jr.	Fire Battalion Chief
Leslie Hernandez	Fire Engineer	Logan Stamm	Fire Captain
James Katona	Fire Captain	Robert Stanfield	Fire Equipment Tech I-PT
Korbin Koch*	Firefighter	Austin Stilson	Fire Engineer
Colin McTaggart	Fire Captain	Matthew Truax	Division Chief - Training
Matthew Off	Fire Battalion Chief	Jordan Vivone	Fire Captain
Alexus Openshaw	Fire Equipment Tech I-PT	David Williams	Fire Engineer
Brandon Rants	Fire Battalion Chief	Jermaine Williams	Fire Captain
Chloe Richards	Fire Engineer		

* Part-time to Full-Time

Certification Upgrades

Benson Deml	Firefighter/Paramedic	Matthew Schwab	Firefighter/Paramedic
Austin Ekanger	Firefighter/Paramedic	Robert Scopoulis	Firefighter/Paramedic
Daniel Loblanco	Firefighter/Paramedic	Brandon Shuck	Firefighter/Paramedic
Brandon Maroushek	Firefighter/Paramedic	Tyler Trageton	Firefighter/Paramedic
Preston Pavlica	Firefighter/Paramedic	Sarah Viets	Firefighter/Paramedic
Frank Pellegrino	Firefighter/Paramedic	Austin Wilson	Firefighter/Paramedic
Keaton Reel	Firefighter/Paramedic	Nathaniel Young	Firefighter/Paramedic
Karlee Reid	Firefighter/Paramedic		

Welcome New Employees

Jared Barros-Diaz	Firefighter	Allen Haines	Firefighter
John Bennecke	Firefighter/Paramedic	Lorea Ibarguren	Firefighter
Derek Damiani	Firefighter	Zachary Martinez	Firefighter
Nicholas Decolati	Firefighter	Owen Snyder	Firefighter
Victoria Estrada	Firefighter	Jeffery Whitehouse	Firefighter
Forest Fajardo*	Firefighter/Paramedic	William W. Wilson	Firefighter

**Paramedic Ambulance Operator to Firefighter/Paramedic*

MICHELLE ROMERO
MAYOR

JIM SEEBOCK
COUNCILMAN, WARD I

MONICA LARSON
COUNCILWOMAN, WARD II

CARRIE COX
COUNCILWOMAN, WARD III

DAN H. STEWART
COUNCILMAN, WARD IV

STEPHANIE GARCIA-VAUSE
CITY MANAGER
CHIEF EXECUTIVE OFFICER

SCOTT VIVIER
FIRE CHIEF

240 S WATER ST
HENDERSON, NV 89015
CITYOFHENDERSON.COM/FIRE
T (702) 267-2222

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