



City of Henderson  
Fire Department

# 2015 Annual RESPONSE REPORT



People Matter Most

Prepared by the HFD Planning & Analysis Group  
April 2016  
Source – Fire Records Management System

## Message from Fire Chief Matthew Morris



The Henderson Fire Department (HFD) is proud to serve our community and share in the belief that *People Matter Most*. The men and women of the HFD are dedicated professionals driven to provide services that are founded in compassion, integrity and respect. The safety of our community and those who live, learn, work and play here remain our priority. We work tirelessly to increase community safety and health through effective and efficient services that include fire suppression, emergency medical services and patient transport, emergency management, and occupational safety. The members of the HFD also serve the community through important community outreach and education programs that focus on preventing injuries and accidents in our community. These programs include widely recognized and awarded messages such as Get READY! Stay READY!, Check Your Seats in the Heat, and Safe Pools Rule. It is through the safe response to emergency incidents and community outreach and education programs that the Henderson Fire Department will continually seek to meet and exceed the needs of our community.

The City of Henderson continued to see growth in all areas in 2015, resulting in an overall increase in demand for services provided by the HFD. To meet the challenges associated with an increase in service demand, the HFD sought gains in efficiency in our processes and programs. A new fire station alerting system was implemented to replace outdated technology. This new technology alerts responding personnel to emergencies faster, reducing emergency response times. Improvements such as this assist the department in maintaining a cardiac arrest survivability rate that is nearly two and a half times the national average. In 2015, the HFD achieved a 25 percent increase in the number of patients who survived sudden cardiac arrest.

The HFD also increased our service capability to respond to hazardous material related emergencies. This new capability was primarily grant funded and includes a new hazardous material response apparatus. Additionally, we created and staffed a full-time Operations Support Officer position to provide for a dedicated incident safety officer.

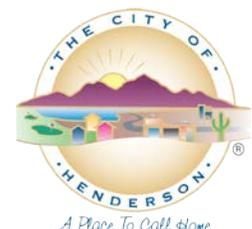
Our Division of Emergency Management and Safety continues to work diligently to increase community preparedness and reduce employee injuries. The Get READY! Stay READY! campaign has been recognized at the national level and was able to reach well over 100,000 members of our community with valuable emergency preparedness information. In 2015, we decreased the number of citywide employee injuries and the associated costs by 31 percent, as a result of innovative safety programs. This team of HFD members continues to strive to make not only our workers safer but our community as well.

As we look forward to 2016 we see challenges on the horizon in the form of increased service demand and limited revenue growth. The HFD is a team of dedicated professionals who are committed to providing exceptional services to our community. Remaining focused on the belief that people matter most, the HFD is privileged and honored to serve our community.

Sincerely,

A handwritten signature in black ink, appearing to read "Matthew Morris".

Matthew Morris  
Fire Chief



## Table of Contents

---

<b>Organizational Overview</b>	<b>3</b>
Purpose, Vision and Values.....	3
Organizational Overview .....	4
Organizational Chart.....	5
<b>Incidents</b>	<b>6</b>
Incident Count Trend.....	6
Incident by Major Category.....	6
All Incidents Including Breakdown of Fires.....	7
Incident Activity by District Map.....	8
Incident Activity by District Chart.....	9
Number of Responses by Apparatus.....	9
<b>Fire</b>	<b>10</b>
Fires and Fire Loss by Property Use.....	10
Structure Fire Area of Origin and Source of Ignition.....	11
Civilian Fire Deaths and Injuries .....	11
Fire Investigations.....	11
<b>Emergency Medical Services</b>	<b>12</b>
Medical Incident Counts by Initial Dispatch Category.....	12
Transport Trend.....	13
Transports by Rescue.....	13
Transports by District.....	13
<b>Customer Service</b>	<b>14</b>
Customer Service Feedback.....	14
<b>Accomplishments</b>	<b>15</b>
Public Service Excellence.....	15
Service Demand.....	17
Community Response Capability.....	18
Emergency Preparedness.....	19
Community Outreach.....	20
Employee Safety, Health and Wellness.....	22
Employee Recognition Awards.....	23
<b>Employee Promotions, New Hires and Retirements</b>	<b>24</b>

## PURPOSE

*The Fire Department's purpose is to provide rapid mitigation of fire, rescue and medical emergencies with compassion, integrity, and respect towards our customers. We will maintain a safe community with quality public education and fire prevention.*

## VISION

*To be a community fire department our citizens know and trust.*

## MAXIM

*People matter most.*

## VALUES

- *Compassion*
- *Integrity*
- *Respect*

## PRIORITIES

- *Safety*
- *Excellence*
- *Customer Service*
- *Professionalism*
- *Teamwork*



## Organizational Overview



The City of Henderson is the second largest city in Nevada and is home to 293,880 residents and more than 600,000 visitors annually. The Henderson Fire Department is a full-service department providing fire/rescue operations; emergency medical services, including treatment and transportation; fire investigations; and public fire and life-safety programs.

The Office of Emergency Management and the Office of Health and Safety also reside within the Fire Department.

The Fire Department operates from nine fire stations located strategically throughout the city's 105.5 square miles to provide rapid response. Service is delivered utilizing nine engine companies, eight transport-capable paramedic rescue units, two ladder trucks, one heavy rescue, one hazardous materials response unit, one fire rescue boat and two off-road terrain vehicles.

The Fire Department maintains dual accreditation through the Commission on Fire Accreditation International (CFAI) and the Commission on Accreditation of Ambulance Services (CAAS). This year the department received a positive recommendation for accreditation for the Emergency Management Program.



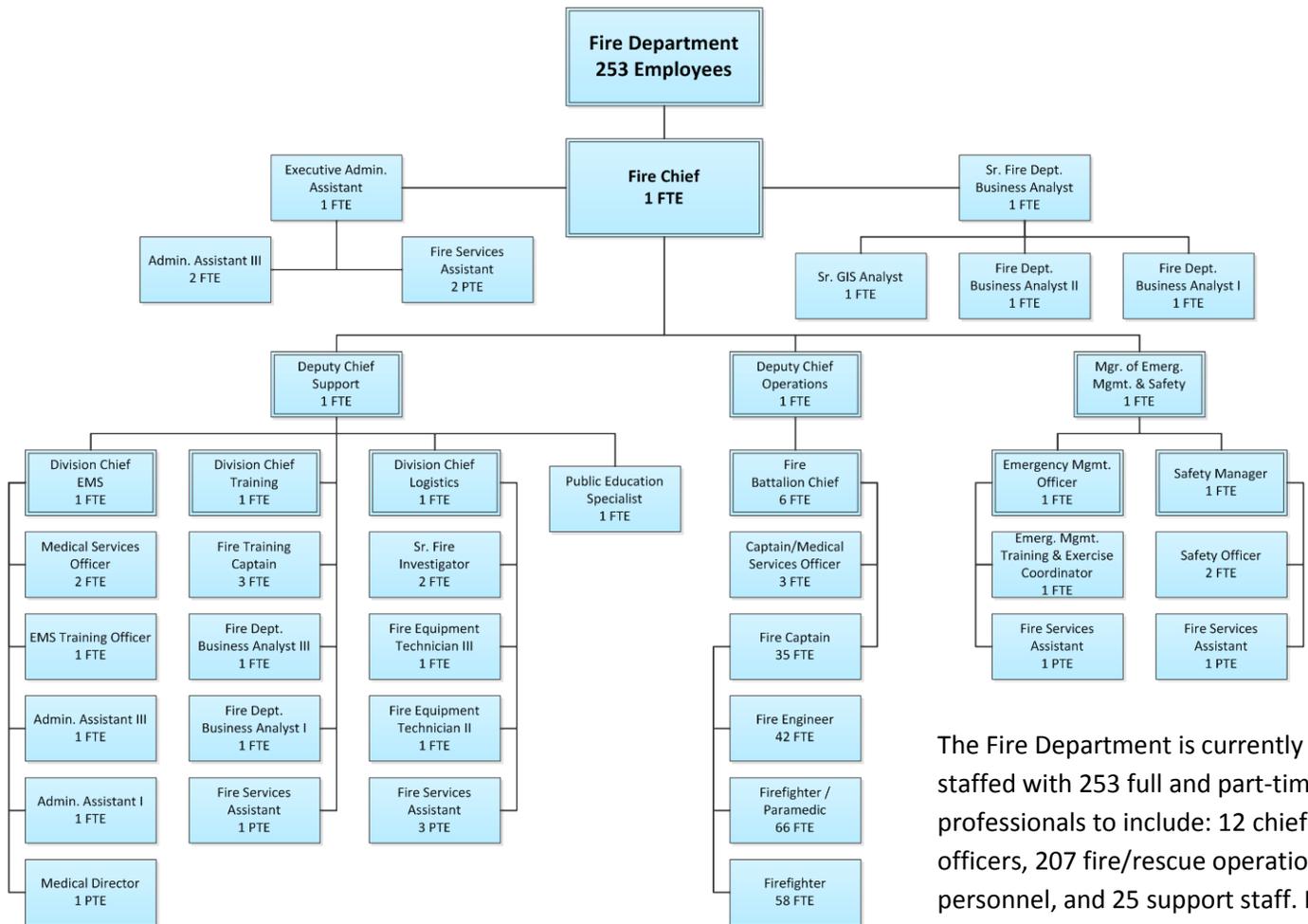
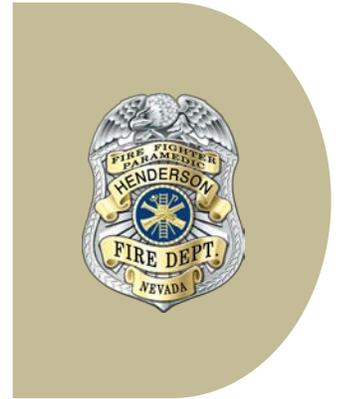
cityofhenderson.com

**GET READY!**  **STAY READY!**

**EXTREME HEAT** **DROUGHT** **CIVIL DISTURBANCE**  
**EARTHQUAKE** **HAZARDOUS MATERIAL** **FIRE**  
**FLOOD** **EM** **PANDEMIC**  
**EXPLOSIONS**   **RADIOLOGICAL EVENT**

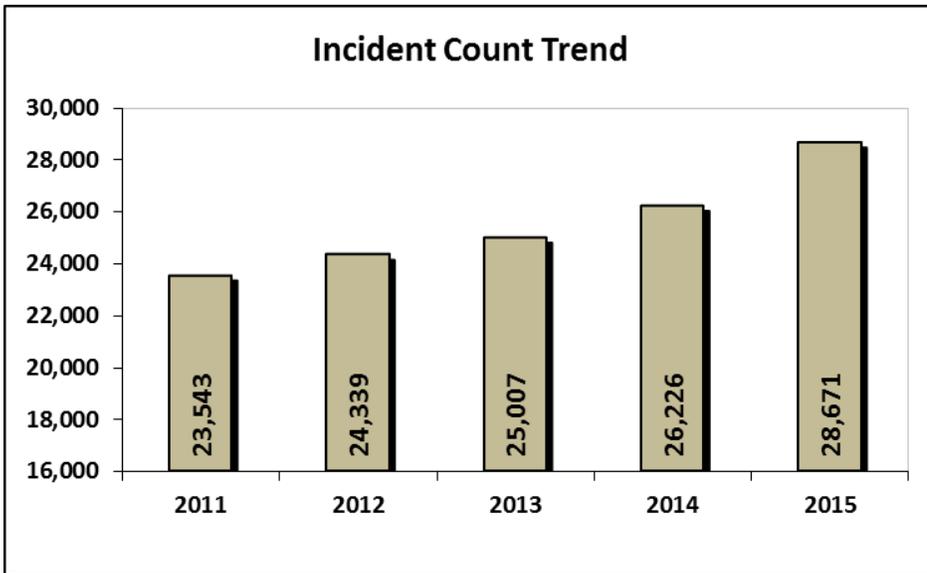
# H

# F



The Fire Department is currently staffed with 253 full and part-time professionals to include: 12 chief officers, 207 fire/rescue operations personnel, and 25 support staff. In addition, there are 9 part-time employees who provide support to the operations of the Fire Department.

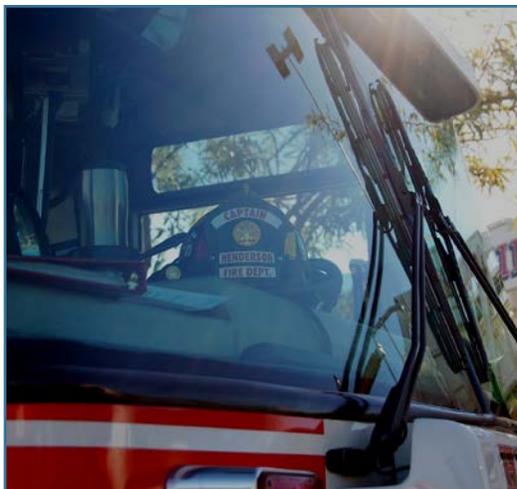
# Incidents



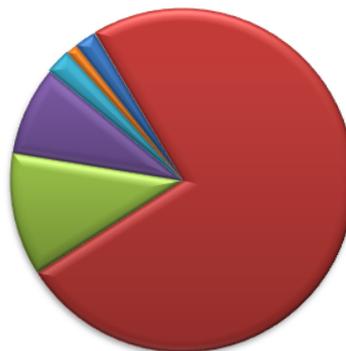
The City of Henderson Fire Department responded to 28,671 requests for service in 2015. This represents a 9.3 percent increase over the previous year and a 21.8 percent increase over five years. Emergency Medical Service (EMS) calls reached 20,784 this year and represent the highest number of requests for service at 72.5 percent of total calls. Service calls represent the second highest percentage of calls at 12.6 percent followed by Good Intent calls at 9.4 percent. Fire calls accounted for 1.9 percent of total incidents.

Incidents by Major Category	2015		2014	
	#	%	#	%
<b>Fire</b> (building/structure, cooking, trash, vegetation, rail/water/passenger vehicle)	551	1.9%	527	2.0%
<b>Rupture/Explosion</b> (overpressure, excessive heat, scorch burns, chemical reaction)	1	0.0%	6	0.0%
<b>EMS/Rescue</b> (medical, extrication, search, high angle, confined space, trench, water)	20,784	72.5%	19,544	74.5%
<b>Hazardous Condition</b> (leak, spill, power line, electrical)	226	0.8%	193	0.7%
<b>Service Call</b> (water, smoke, animal problem, public service, assist agency, weather)	3,599	12.6%	3,045	11.6%
<b>Good Intent</b> (cancelled en route, steam, gas, smoke/odor scare, no incident found)	2,701	9.4%	2,200	8.4%
<b>False Call</b> (smoke, heat, CO detector, alarm, sprinkler)	713	2.5%	632	2.4%
<b>Mutual-Auto Aid</b>	96	0.3%	79	0.3%
<b>Total</b>	<b>28,671</b>	<b>100%</b>	<b>26,226</b>	<b>100%</b>

Percentage may not equal 100 due to rounding.



## Incidents by Category



Fire	1.9%
EMS/Rescue	72.5%
Service Call	12.6%
Good Intent	9.4%
False Call	2.5%
Other	1.1%

All Incidents Including Breakdown of Fires by Property Type	2015 # of Incidents	2014 # of Incidents	% Change
1. Private Dwellings (1 or 2 family), Including Mobile Homes	84	72	16.7%
2. Apartments (3 or more families)	46	43	7.0%
3. Hotels and Motels	1	3	-66.7%
4. All Other Residential (dormitories, boarding houses, tents, etc)	0	0	-
<b>5. Total Residential Fires</b>	<b>131</b>	<b>118</b>	<b>11.0%</b>
6. Public Assembly (churches, restaurants, clubs, etc)	11	7	57.1%
7. Schools and Colleges	2	2	0.0%
8. Health Care and Penal Institutions (hospitals, nursing homes, prisons, etc)	1	0	-
9. Stores and Offices	7	7	0.0%
10. Industry, Utilities, Defense, Laboratories, Manufacturing	0	2	-100.0%
11. Storage in Structures (barns, vehicle storage garages, general storage, etc)	1	2	-50.0%
12. Other Structures (vacant buildings, buildings under construction, bridges, etc.)	8	7	14.3%
<b>13. Total for Structure Fires</b>	<b>161</b>	<b>145</b>	<b>11.0%</b>
14a. Fires in Highway Vehicles (autos, trucks, buses, etc)	75	67	11.9%
14b. Fires in Other Vehicles (planes, trains, ships, construction or farm vehicles, etc)	9	15	-40.0%
15. Fires Outside of Structures with Value Involved (outside storage, crops, timber, etc)	44	43	2.3%
16. Fires in Brush, Grass, Wildland (excluding crops and timber) with No Value Involved	41	60	-31.7%
17. Fires in Rubbish, Including Dumpsters (outside of structures), with No Value Involved	196	170	15.3%
18. All Other Fires	25	27	-7.4%
<b>19. Total for Fires</b>	<b>551</b>	<b>527</b>	<b>4.6%</b>
20. Rescue, Emergency Medical Responses (ambulance, EMS, rescue)	20,784	19,544	6.3%
21. False Alarm Responses (malicious or unintentional calls, system malfunctions, bomb	713	632	12.8%
22. Mutual Aid or Assistance Responses	96	79	21.5%
23a. Hazardous Materials Responses (spills, leaks, etc.)	157	143	9.8%
23b. Other Hazardous Responses (arcing wires, bomb removal, power line down, etc.)	69	50	38.0%
24. All Other Responses (smoke scares, lock-outs, animal rescues, etc.)	6,301	5,251	20.0%
<b>25. Total for All Incidents</b>	<b>28,671</b>	<b>26,226</b>	<b>9.3%</b>



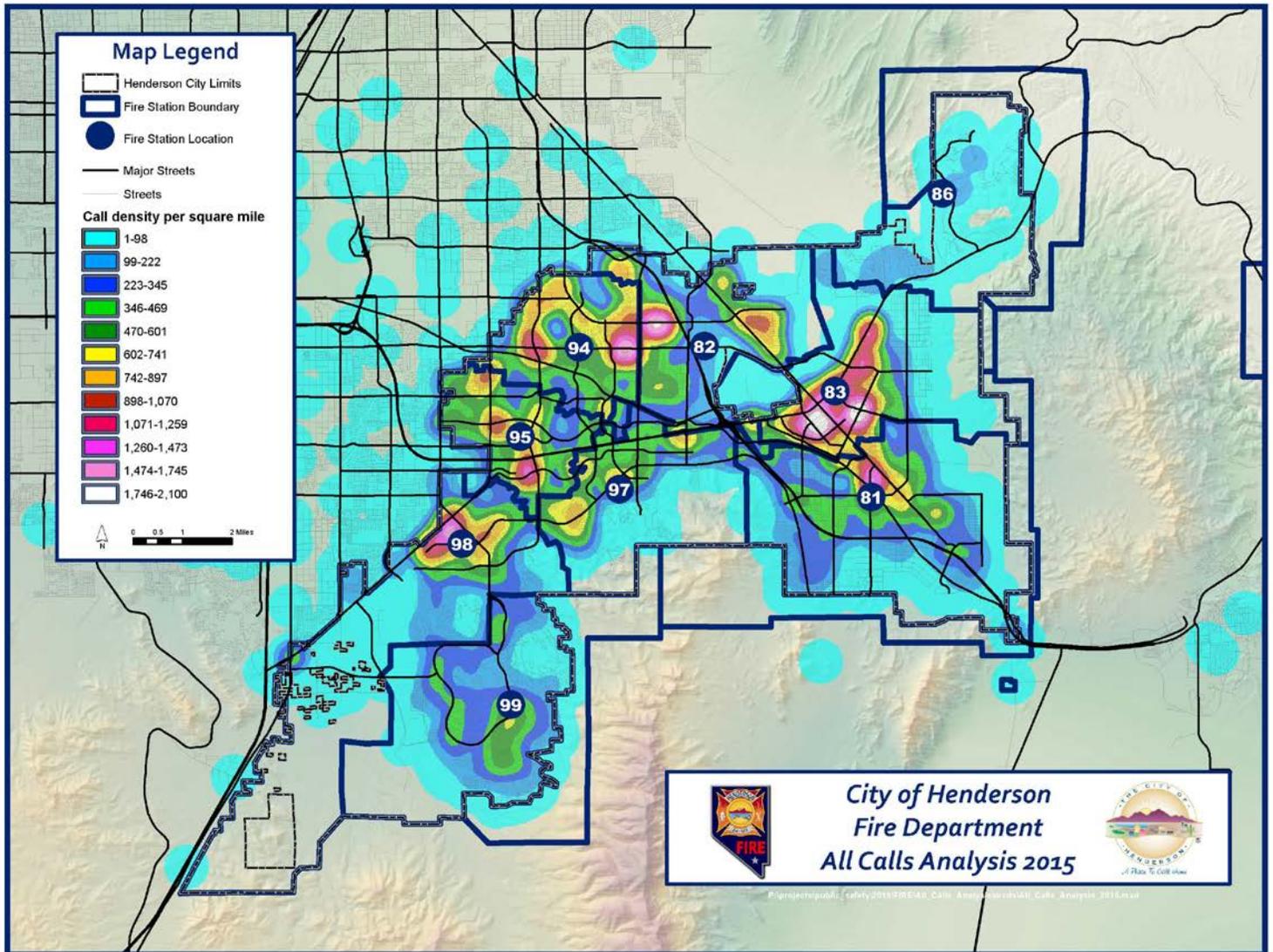
The Henderson Fire Department responded to 28,671 requests for service in 2015, representing a 9.3 percent increase over 2014 (2,445 additional requests). The number of incidents per 1,000 residents reached 97.6 in 2015 compared to 91.6 in 2014.

Total fires increased by 4.6 percent in 2015 (551) compared to 2014 (527). The number of residential structure fires increased by 11 percent in 2015.

Emergency crews responded to 20,784 emergency medical responses (EMS) in 2015, a 6.3 percent increase over 2014. The number of EMS calls per 1,000 residents increased from 68.3 in 2014 to 70.7 in 2015.

# Incidents

## Incident Activity by District Map



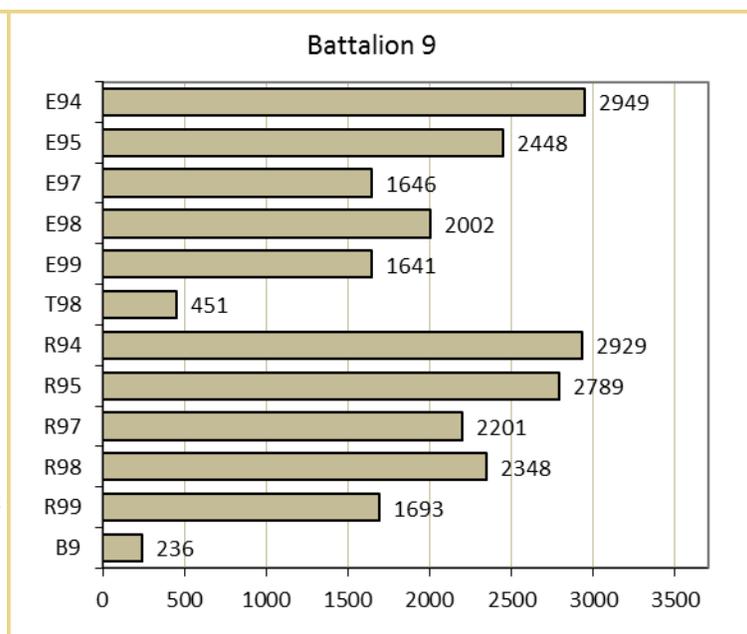
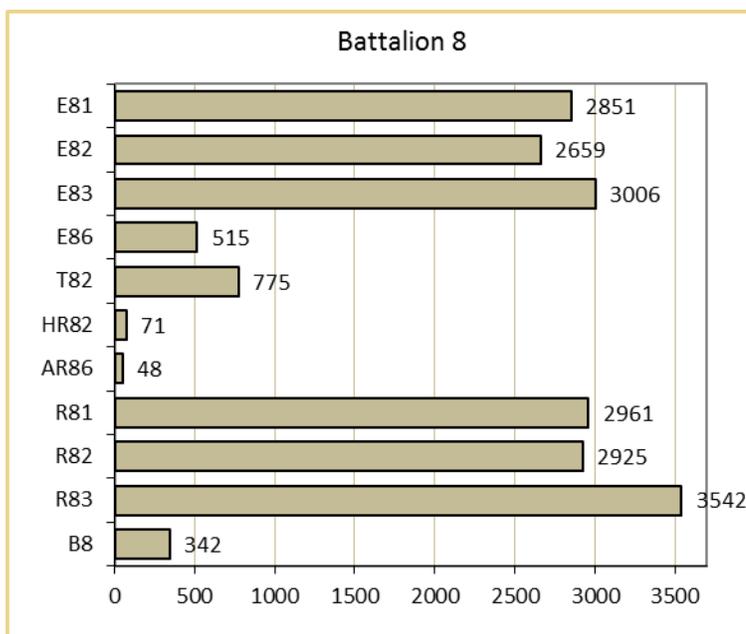
The City of Henderson is geographically divided into two fire battalions and nine fire districts in order to maintain effective resource management. Battalion 8 is generally the eastern side of the city and includes districts 81, 82, 83, and 86. Battalion 9 is the western side of the city and includes districts 94, 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 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.

## Incident Activity by District

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	28	18	51	0	2,904	38	551	366	105	4	4,065	14.2%
82	27	20	51	0	2,901	27	396	452	110	2	3,986	13.9%
83	30	14	62	0	3,311	40	672	545	87	3	4,764	16.6%
86	5	0	3	0	315	5	49	36	24	1	438	1.5%
94	22	6	46	0	3,157	33	509	368	89	3	4,233	14.8%
95	15	6	31	0	2,579	25	387	239	67	1	3,350	11.7%
97	8	5	18	0	1,495	14	295	143	60	0	2,038	7.1%
98	20	8	34	1	2,355	17	364	325	113	0	3,237	11.3%
99	6	7	10	0	1,758	27	375	167	58	0	2,408	8.4%
Other	0	0	0	0	9	0	1	60	0	82	152	0.5%
<b>Total</b>	<b>161</b>	<b>84</b>	<b>306</b>	<b>1</b>	<b>20,784</b>	<b>226</b>	<b>3,599</b>	<b>2,701</b>	<b>713</b>	<b>96</b>	<b>28,671</b>	<b>100%</b>

## Responses by Apparatus



Responses cancelled prior to going enroute or while enroute have been excluded.

# Fire

Fires and Fire Loss by Property Use	2015			2014		
	# of Fires	Estimated \$ Loss*	% of \$ Loss	# of Fires	Estimated \$ Loss	% of \$ Loss
<b>Residential</b> (single/multi, mobile, apartment, hotel/motel, dormitory)	131	4,241,570	49.9%	118	1,367,026	89.8%
<b>Non-Residential</b> (school, church, business, restaurant, hospital, storage)	30	4,111,350	48.3%	27	4,250	0.3%
<b>Vehicles</b> (auto, truck, bus, plane, train, construction)	84	139,894	1.6%	82	140,700	9.2%
<b>Outside</b> (brush, grass, rubbish, outside fires with value)	281	6,500	0.1%	273	7,202	0.5%
<b>Other</b>	25	7,000	0.1%	27	3,550	0.2%
<b>Total</b>	<b>551</b>	<b>8,506,314</b>	<b>100%</b>	<b>527</b>	<b>1,522,728</b>	<b>100%</b>

*\*Established new methodology for calculating estimated dollar loss.*



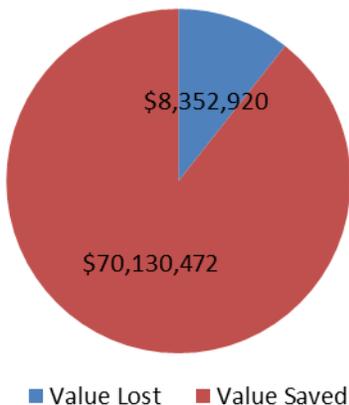
In 2015, the estimated dollar loss due to fire totaled \$8,506,314. The fire with the highest estimated property damage occurred in September, at a medical imaging facility. The total estimated loss was \$3,190,000. Of the total estimated loss, \$2,750,000 was content loss. It is also important to note, the Fire Department established new methodology for calculating estimated dollar loss in 2015.

Structure fires were confined to the area of origin upon arrival 86 percent of the time. While the total estimated dollar loss was \$8,352,920, the total estimated value was \$70,130,472, representing 88 percent of value saved.

Structure fires accounted for 29 percent of total fires (161 out of 551) in 2015 compared to 28 percent (145 out of 527) in 2014. Of the 161 structure fires in 2015, 81 percent were residential.

Vehicle fires accounted for 15 percent of total fires in 2015 while outside/other fires continue to represent the largest percentage of total fires at 56 percent.

Structure Fire Value Lost vs. Value Saved



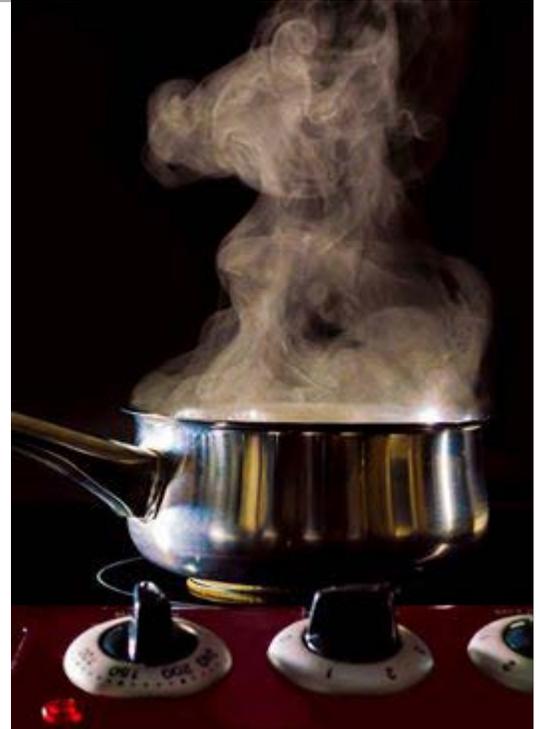
## Structure Fires

### Area of Origin and Source of Ignition

The highest number of structure fires continue to originate in functional areas of the structure (41). Other top areas include storage areas (20) and structural areas (14).

Fifteen 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 bathroom (8) and the laundry (8) followed by the bedroom (7), office (2), and dining area (1).

Operating equipment was the greatest source of ignition for structure fires at 45 percent with an average estimated dollar loss per fire at \$106,120. An open flame or smoking material was the second greatest source of ignition at 25 percent with the average estimated dollar loss at \$45,917. Cigarettes were the leading source of open flame fires.



There were 84 fires investigated by City of Henderson fire investigators in 2015. Of the fires investigated, 12 were determined to be arson compared to 16 in 2014. Two of the 12 arson fires resulted in four arrests. A total of eight juveniles were referred to the Partnerships for Youth at Risk program in 2015 compared to 14 in 2014.

## Civilian Fire Death and Injury

There were no civilian fire-related deaths in the City of Henderson in 2015. Over the past five years, there were a total of six. Two fire-related deaths occurred in 2014, 2013 and 2011.

Eight civilians were injured during fire incidents in 2015 up from three the previous year. Five injuries were minor in nature, two were moderate and one was severe. All injuries occurred as a result of residential fires.



## Emergency Medical Services

### Medical Incident Counts by Initial Dispatch Category

Medical Priority Dispatch Category	2015	2014	2015 % of Total
1 – Abdominal Pain / Problems	679	726	2.8
2 – Allergies (reactions) / Envenomation (stings, bites)	246	193	1.0
3 – Animal Bites / Attacks	45	34	0.2
4 – Assault / Sexual Assault	544	470	2.2
5 – Back Pain (non-traumatic or non-recent trauma)	248	206	1.0
<b>6 – Breathing Problems</b>	<b>2,428</b>	2,111	9.9
7 – Burns (scalds) / Explosion	28	20	0.1
8 – Carbon Monoxide / Inhalation / HAZMAT	19	31	0.1
9 – Cardiac or Respiratory Arrest / Death	375	383	1.5
10 – Chest Pain (non-traumatic)	1,528	1,441	6.2
11 – Choking	91	110	0.4
12 – Convulsions / Seizures	808	752	3.3
13 – Diabetic Problems	535	523	2.2
14 – Drowning (near) / Diving / Scuba Accident	11	7	0.0
15 – Electrocution / Lightning	2	3	0.0
16 – Eye Problems / Injuries	36	28	0.1
<b>17 – Falls</b>	<b>3,539</b>	3,555	14.5
18 – Headache	108	126	0.4
19 – Heart Problems / AICD	416	425	1.7
20 – Heat / Cold Exposure	80	61	0.3
21 – Hemorrhage / Lacerations	726	730	3.0
22 – Inaccessible Incident / Other Entrapments (non-vehicle)	2	0	0.0
23 – Overdose / Poisoning (ingestion)	539	489	2.2
24 – Pregnancy / Childbirth / Miscarriage	106	109	0.4
25 – Psychiatric / Abnormal Behavior / Suicide Attempt	397	356	1.6
<b>26 – Sick Person (specific diagnosis)</b>	<b>4,145</b>	3,531	16.9
27 – Stab / Gunshot / Penetrating Trauma	52	48	0.2
28 – Stroke (CVA)	506	474	2.1
29 – Traffic / Transportation Accidents	1,596	1,419	6.5
30 – Traumatic Injuries (specific)	407	359	1.7
<b>31 – Unconscious / Fainting (near)</b>	<b>1,789</b>	1,810	7.3
<b>32 – Unknown Problem (man down)</b>	<b>1,783</b>	1,457	7.3
33 – Transfer / Inter-facility / Palliative Care	669	639	2.7
34 - ACN Automatic Crash Notification or other	0	0	0.0
Total	24,483	22,626	100

The top five most common EMS concerns reported by citizens include: sick person, falls, breathing problems, unconscious/fainting, and unknown problem. The top five categories account for 56 percent of all EMS calls reported.

Sick person calls were the number one reason for medical response in 2015, surpassing falls for the first time in six years. Sick person calls accounted for 17 percent of total medical incidents.

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

# Emergency Medical Services

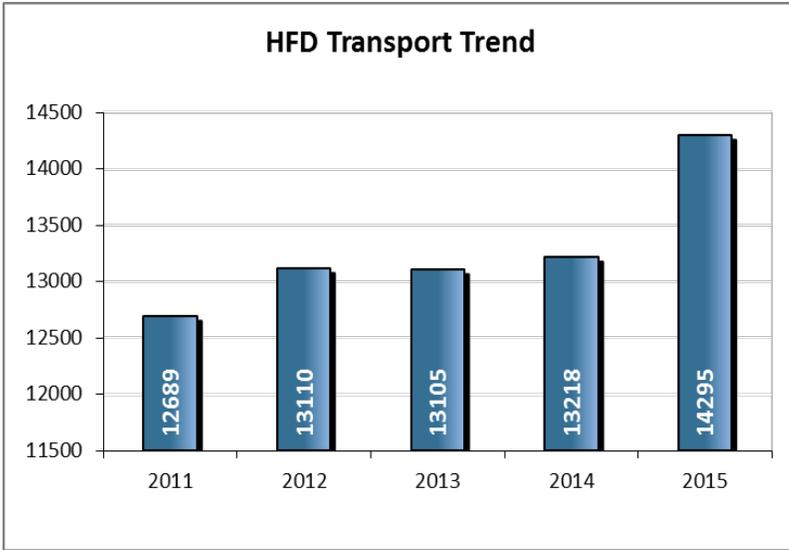


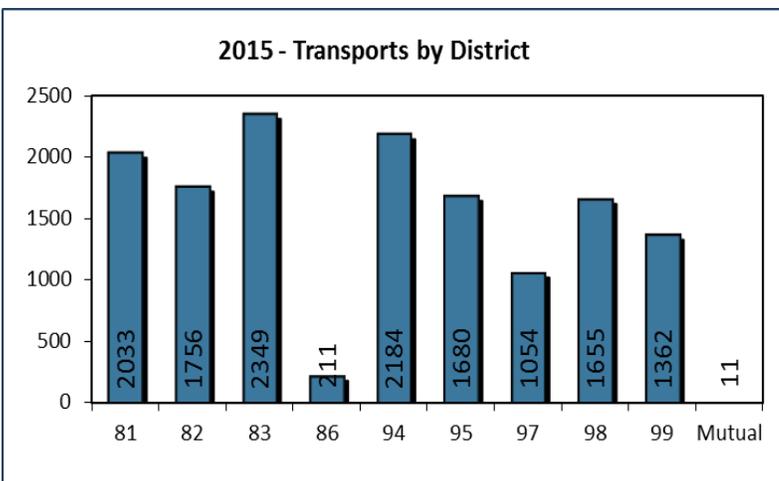
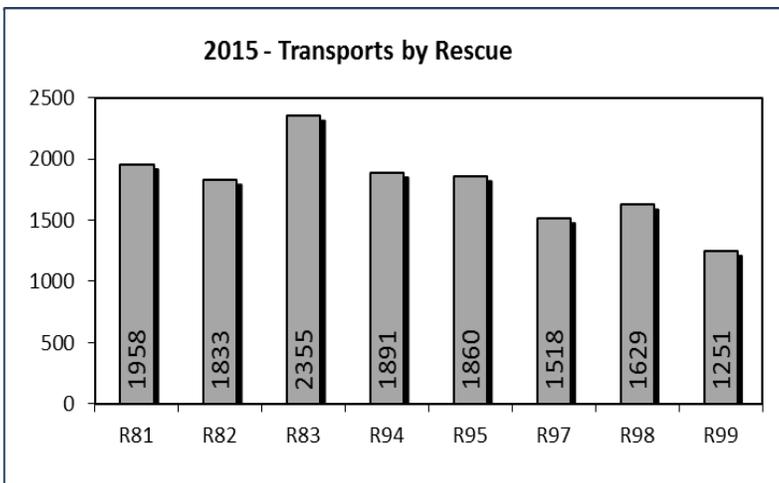
Chart is based on number of transport runs by HFD units, not number of patients transported. Some transport runs have multiple patients.

The City of Henderson Fire Department provided medical care to 20,806 patients in 2015 compared to 19,767 the previous year, representing an increase of 5.3 percent. The Fire Department transported 69 percent (14,337) of patients to area hospitals.

In 2015, there were 14,295 transport runs by fire department rescues. The number of transports increased by 1,077 over the previous year (8 percent) and 1,606 over the five year period (13 percent). On average, there were 39.2 transport runs per day in 2015 and 36.2 in 2014.

Rescue 83 (R83) handled the highest number of transport runs citywide for the second year in a row at 2,355. Additionally, R83 had the highest increase in the number of transports, averaging 6.5 transports a day in 2015 compared to 5.8 a day in 2014. Rescue 81 handled the second highest number of transports at 1,958 and had the second highest increase over the previous year.

The highest number of transport runs occurred in District 83 followed by District 94. District 83 also experienced the highest increase in the number of transport runs over the previous year at 261 followed by District 99 at 210.



## Customer Service

### Customer Service Feedback

The Fire Department is committed to delivering the highest quality of 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 2015, the department sent questionnaires to 5,340 customers and received 1,362 responses, representing a 26 percent return rate. Overall, 97 percent of respondents agreed the department was meeting customer service expectations.

Question	Agreement Rate
Your 911 call was answered promptly by a 911 operator.	97.3%
The 911 operator was courteous and caring.	97.4%
Personnel arrived promptly.	99.5%
Personnel presented themselves with professional conduct.	99.3%
Personnel were compassionate and caring.	99.1%
Personnel clearly explained procedures performed.	95.1%
Personnel resolved your issue or concern to your satisfaction.	98.1%
Personnel reduced your pain or discomfort.	84.8%
Personnel provided you with high-quality service.	98.9%
Personnel met or exceeded your overall expectation of service.	98.3%
The Fire Department is active in the community and fosters trust.	95.0%

Additionally, the department sent questionnaires to 3,881 customers who were treated but declined medical transport to an area hospital. Of the 672 respondents, 95.3 percent rated the overall quality of care and overall experience as outstanding or excellent.



**People Matter Most**



The City of Henderson conducted a Community Assessment Survey in the fall of 2014 to gauge citizen satisfaction with the quality of City services and to establish priorities for service delivery. The survey results showed that 98 percent of Henderson residents say they are satisfied with the quality of fire services and 98 percent are satisfied with ambulance and emergency medical services. In fact, these Henderson Fire Department services received higher approval ratings than any other services provided by the City of Henderson. The following list of 2015 accomplishments helped the Fire Department maintain those high customer satisfaction levels.

### Public Service Excellence

- In 2015, the City of Henderson achieved a 25 percent increase in the number of patients who survived sudden cardiac arrest (SCA) with normal to good neurological outcome (CPC 1-2). Additionally the department maintained an overall cardiac arrest survival rate of 14 percent; which is two and a half times the national average.
  - Provided high quality care and met or exceeded customer expectation of service 98 percent of the time.
  - Developed and implemented a call review process to evaluate the department's emergency response performance on structure fires. This quality improvement tool will be utilized to ensure organizational performance standards are being met.
  - Continued to be one of a few fire departments nationwide to maintain dual accreditation with the Commission on Fire Accreditation International (CFAI) and the Commission on Accreditation of Ambulance Services (CAAS). Both accreditations have been maintained since 1999.
  - Enhanced scene safety for emergency response personnel by staffing a full-time operations support officer position in the Fire Rescue Operations branch of the department. This position provides additional reconnaissance for incident command and is the designated incident safety officer at high-risk emergency incidents.
- Partnered with the Henderson Police Department (HPD) to provide Unified Command training, based on the Henderson Fire Department's Officer Development School curriculum, to all HPD supervisory personnel. The training focused on increasing operational efficiency at the command level and establishment of the unified command structure during complex emergency incidents.



Commission on  
Fire Accreditation  
International

## Accomplishments



- Reorganized the Emergency Medical Services (EMS) Division, through a collaborative process between labor and management, resulting in an increase in the number of support positions to enhance EMS and Communications Center quality initiatives and training capacity.
- Completed the testing and selection process for six new lead paramedics. The lead paramedic is a hybrid position that expands the administrative, training, and quality improvement functions of the EMS Division without hiring additional full-time employees.
- Implemented the PowerDMS system for the department. The PowerDMS system is a sophisticated document management system that allows for complete accountability, access, archive, and review of all department documents from any device, anywhere.

## Public Service Excellence

- Partnered with valley fire departments to develop and deliver extensive, interagency high-rise training at the Riviera Hotel and Casino. Training evolutions focused on high-rise operational procedures, survival skills, and command-level training for all fire agencies. The Henderson Fire Department Training Division served as the lead agency for the fire attack scenario training conducted over the summer.
- Administered the department's Officer Development School program. Nineteen fire department personnel completed this ten-week comprehensive program which is foundational to success on the fire ground and is institutional to the leadership culture. It provides Henderson Fire Department specific requisite incident command, leadership, and technical knowledge and skills needed to be successful as a company officer and aligns consistency of process throughout the organization.
- Partnered with the Nevada Fire Chiefs Association to support a Medicaid State Plan Amendment to enable the Ground Emergency Medical Transport (GEMT) cost-based reimbursement for patient transports. This program will allow the City to be reimbursed by the federal government for the costs of providing emergency medical services to patients with state Medicaid benefits. This program is estimated to increase transport cost reimbursement to the City by approximately \$400,000.



## Service Demand

- Partnered with the Department of Information Technology to replace obsolete fire station alerting equipment in all nine fire stations. This state-of-the-art technology will provide more detailed information to responding crews and enhance the organizational priority of reducing response times. Installation is scheduled for the first quarter of 2016.
- Reduced the amount of time it takes to notify emergency response personnel of an emergency by nearly 60 seconds through the implementation of an incident pre-launch process. With this process improvement, responding personnel are alerted to an emergency and begin their response once basic information is obtained by Dispatch from the person reporting the emergency.
- Contracted with an architect and construction company to design and build the City's tenth fire station in the Inspirada master planned community. The fire station has been designed to meet Leadership in Energy and Environmental Design standards for green building. The developer-funded station has an estimated completion date in late 2017. The emergency response apparatus for this station will also be funded by the developer. The fire station will be the home base for emergency response crews, allowing for rapid response to all-hazard emergencies in the Inspirada community and adjoining neighborhoods.



- Completed a firefighter recruitment process and the 42<sup>nd</sup> Cadet Academy. Fourteen new-hire firefighters have joined the City of Henderson Fire Department to fill existing vacancies and provide for additional response capability.
- Partnered with the Department of Information Technology to research, select, and purchase 28 new Electronic Patient Care Reporting (ePCR) tablets. These tablets will support the latest versions of the ePCR system, allowing for significant improvements in man-hour efficiencies to be realized.
- Completed a redesign of the department's advanced life support (ALS) rescue units that incorporates the latest safety features. Five new ALS rescues were ordered and are expected to be delivered in the spring of 2016.



## Accomplishments



- Developed and implemented the Integrated EMS System (IEMS) for the City of Henderson. The IEMS is a groundbreaking framework that allows for all aspects of pre-hospital emergency medical care to be offered in a coordinated manner between public and private participants in the City of Henderson. This IEMS plan will allow the department and City to be able to respond to future changes in the healthcare environment.

## Community Response Capability

- Enhanced the Fire Department's hazardous materials response capability from Operations Level to Technician Level III to more effectively respond to and mitigate hazardous materials incidents. Awarded grant funding from the Homeland Security Grant Program to purchase a Hazmat response unit with expected delivery in early 2017. Currently, the department has a short-term agreement to utilize a decommissioned Hazmat response unit from the North Las Vegas Fire Department.
- Awarded over \$750,000 in grant funding to increase the Fire Department's emergency response capabilities and enhance essential services provided to the public.



- Completed a revision to Henderson Municipal Code 4.80 – Private Ambulance Service. This revision updated the ordinance that governs private ambulance companies and transformed it into the Emergency Medical Services ordinance. This change identifies emergency medical services as an essential service of government, defines an integrated emergency medical service system that identifies the scope and areas of responsibilities in emergency medical services delivery, and allows the City to enter into franchise agreements with private participants to support the IEMS system plan.

### Emergency Preparedness

- Recognized by the U.S. Department of Homeland Security’s Federal Emergency Management Agency (FEMA) and the International Association of Emergency Managers (IAEM) for the Henderson Office of Emergency Management’s ongoing efforts to prepare the community for emergencies through the Get READY! Stay READY! campaign. FEMA awarded the campaign its *2015 Individual and Community Preparedness “Awareness to Action”* award and presented it at a ceremony held in Washington, DC in September. IAEM awarded the campaign its *2015 IAEM-USA Public Awareness* award and presented it at the IAEM National Conference held in Las Vegas in November.
- Reviewed four Crisis and Emergency Response Action Plans (CERAP) for local private schools helping to ensure their readiness for emergencies and compliance with Nevada Revised Statutes.



- Received a positive recommendation for accreditation of the City’s emergency management program by the Emergency Management Accreditation Program. The recommendation was based on an indepth review of the program’s processes and plans by a peer-review team consisting of domestic and international experts in the field. Henderson will be the first city in Nevada to receive this accreditation and joins only eight other cities nationwide to have earned this prestigious endorsement.
- Led or participated in seven emergency exercises including two full-scale exercises, to increase the City’s readiness for disaster and enhance inter-agency operational effectiveness. The first full-scale exercise focused on an active assailant scenario. The exercise included over 200 participants from the Henderson Fire and Police Departments, Las Vegas Community Emergency Response Team and hospital staff. The second full-scale exercise tested procedures in response to a biological attack. The scenario included the opening of two closed points of dispensing sites and an internal City of Henderson employee family shelter. Over 60 agencies across the state participated in the exercise along with more than 150 City employees representing nearly every department.





## Community Outreach

- Partnered with the Henderson Police Department to host the 12<sup>th</sup> annual Henderson Community Expo – National Night Out. More than 90 exhibitors provided valuable crime prevention, public safety, and health and wellness information to approximately 8,000 people through displays, interactive demonstrations and activities.
- Provided pool safety education and awareness to over 10,000 Henderson families with the fourth annual Safe Pools Rule! drowning prevention campaign. Tragically, drowning and near-drowning continues to be a problem across the region. The Safe Pools Rule! campaign is provided through a continuing partnership with city and community organizations and endeavors to eliminate these tragedies valley-wide.
- 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.



- Developed and presented the Women in the Fire Service program. Twenty-six women participated in the three-day class designed to help would-be female firefighters learn more about the job, and how to prepare mentally and physically for the hiring process and a career as a firefighter.
- Developed and conducted the inaugural First Aid for Coaches seminar. This seminar was geared towards youth sports coaches and provided training in many common sports-related emergencies. Participants were also registered to participate in the City's loaner automatic external defibrillator (AED) program. Over 35 coaches attended the seminar and five AEDs were loaned out for use during community youth sporting events.
- Opened cases for nearly 100 families with significant non-emergency human service needs, connecting them to valuable social services and agency partners through the department's innovative Community Assistance program. The Community Assistance program 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.

**First Aid for Coaches**

**Thursday, February 4**  
**6pm-8:30pm**

**Register by Thursday, January 28**

**Henderson Fire Training Center**  
**401 Parkson Rd.**

Learn to prevent, recognize and respond to health concerns and sports injuries for the young athletes you coach.  
Registration is free, must be at least 16 years old.

Concussions | Splinting and Bandaging  
Sudden Cardiac Arrest | Excessive Heat | Dehydration  
Automatic External Defibrillator (AED) | Hands-Only CPR

## Accomplishments



### Employee Safety, Health and Wellness

- Reduced the number of citywide workers compensation claims by 13 percent and the total direct costs for injuries and illnesses by 31 percent.
  - Improved the citywide process for employee evacuation during an emergency by enhancing the Facility Emergency Action Plan, relocating employee assembly points to areas that are more environmentally friendly, and establishing an Emergency Action Team (EAT). The EAT is a group of designated employees across the City who aid in ensuring the safe evacuation of department employees. They receive enhanced training, are easily identified by wearing uniform safety vests, and are provided two-way radios for improved coordination.
  - Increased the number of automatic external defibrillators and first-aid kits located throughout the City.
  - Collaborated with the Risk Management Division of the Human Resources Department to provide onsite first-aid service for injuries. This service will decrease the time an injured worker spends waiting for medical treatment while reducing the amount of recordable injuries with the application of first aid.
- Increased the number of safety-related training courses delivered to City employees to include an emergency preparedness class to better prepare them for emergencies that require evacuation such as fires, earthquakes, bomb threats and active shooters. Additionally, cardio pulmonary resuscitation, first aid, and automatic external defibrillator training was offered. An accident investigation class was added to the curriculum and many departments received confined space and asbestos competent person training.
  - Increased employee awareness of hazards associated with naturally occurring asbestos through the development of a standard operating procedure, training, and the establishment of an open forum. These actions are designed to help protect City employees from the potentially harmful effects of asbestos.
  - Developed a partnership with the Public Works Department to work together during the pre-construction phase of City projects. This allows the Office of Health and Safety to identify potential hazards on projects before they lead to accidents that may impact City employees.
  - Increased the number of Office of Health and Safety staffing from one to three full-time safety professionals who are committed to protecting the health and safety of all City of Henderson employees and eliminating avoidable workplace accidents and injuries.



**Safety is a core value of the City.**

## Employee Safety, Health and Wellness

- Revamped the Office of Health and Safety’s intranet site for enhanced information sharing and designed a safety logo that brands safety as a value in the City.
- Ensured the Citywide Safety and Health Procedures Manual remained current in regulatory changes impacting the work environment through a review by the City of Henderson’s City Attorney and the Occupational Safety and Health Administration.
- Began the process to upgrade the Citywide Coastal Learning Management System. Developed curriculum to align with each job classification and the hazards they may be exposed to.
- Created the inaugural Citywide Safety meet and greet barbeque as a forum to address safety concerns and encourage a culture of open communication.



## Employee Recognition Awards

- |                                       |                               |
|---------------------------------------|-------------------------------|
| Jeff Mann Distinguished Service Medal | Gary Desch, Captain           |
| Firefighter of the Year Medal         | Robert Uszynski, FF Paramedic |
| Customer Service Award                | Brian Harris, Firefighter     |
| Outstanding Performance Award         | Robert Lockwood, FF Paramedic |
| Visionary Award                       | Tim Gardner, Captain          |

### Phoenix Award - Recipients with five-nine occurrences.

- |                     |              |
|---------------------|--------------|
| Christopher Alvarez | FF Paramedic |
| Todd Ford           | FF Paramedic |
| Mark Merrifield     | Firefighter  |
| Brian Michaels      | Engineer     |
| Kenneth Ramirez     | FF Paramedic |
| Kyle Romero         | FF Paramedic |



## Employee Retirements, Promotions, and New Hires

### Retirements

Jimmy Chaffin	Captain	01-30-2015	25 years, 3 months
Paul Brooksbank	Captain	08-20-2015	21 years, 7 months

### Resignations

Michael Francis	Safety Officer	01-09-2015	13 years, 9 months*
Matthew Krok	Sr. GIS Analyst	02-13-2015	8 years, 11 months*
Kathleen Fernandes	Admin. Assistant I - PT	02-27-2015	3 years, 11 months
Sherry Cota	FD Services Asst. - PT	01-30-2015	1 year, 3 months
David Bower	FD Services Asst. - PT	08-09-2015	9 months
Michael Atherall	FD Services Asst. - PT	04-10-2015	7 months

\*Includes time in other City Department

### Promotions

Trenton Beal	Captain	01-05-2015
Corey Herbert	Captain	02-02-2015
Scott Bahde	Captain	08-31-2015
Ana Wintersteen	Engineer	02-02-2015
John DiLuigi III (cert upgrade)	Firefighter Paramedic	10-12-2015
Andrea Adams	Sr. GIS Analyst	03-02-2015

### New Hires

Jeremy Hynds	EM Trng & Exercise Coord	04-13-2015
Manuel Correa	Safety Officer	05-04-2015
Monica Denison*	FD Business Analyst I	08-17-2015
Brandon Bolster	Firefighter	08-31-2015
David Bower	Firefighter	08-31-2015
Travis Carlson	Firefighter	08-31-2015
Zachary Dean	Firefighter	08-31-2015
Michael Figiel	Firefighter	08-31-2015
Damian Gurule	Firefighter	08-31-2015
Nathan Hannig	Firefighter	08-31-2015
Devan Hui	Firefighter	08-31-2015
Jason Ripley	Firefighter	08-31-2015
Anthony Robone	Firefighter	08-31-2015
Nathan Root	Firefighter	08-31-2015
Sean Rynes	Firefighter	08-31-2015
Dominick Tristan	Firefighter	08-31-2015
Stephanie Rennick-Ortega	FD Services Asst. - PT	02-23-2015
Stephanie Lange	FD Services Asst. - PT	05-04-2015
Matthew Sambol	FD Services Asst.- PT	08-10-2015
Dakoda Mayer	FD Services Asst. - PT	10-05-2015

\*Transfer in from other City Department



**People Matter Most**

# City Council

**Andy Hafen**, Mayor

**Sam Bateman**, Councilman

**Debra March**, Councilwoman

**John F. Marz**, Councilman

**Gerri Schroder**, Councilwoman

**Robert (Bob) Murnane**, City Manager

**Matthew L. Morris**, Fire Chief

---

## Henderson Fire Department

240 S. Water St.

Henderson, NV 89015

702-267-2222 | [cityofhenderson.com](http://cityofhenderson.com)



Henderson Fire

