



2023

HENDERSON FIRE DEPARTMENT ANNUAL RESPONSE REPORT

People Matter





The Henderson Fire Department (HFD) is a full-service “all hazards” emergency response organization that provides safe and effective management of fire suppression, emergency medical services, including patient transport, technical rescue, hazardous materials response, and search and rescue services for our city’s recreational trail system. HFD also serves the community through important community outreach and education. 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, Opioid Overdose, Check Your Seats in the Heat, and Safe Pools Rule.

The city of Henderson continued to experience significant outside investment and development during 2023. Our population reached nearly 346,000 residents and we were pleased to welcome back over 900,000 visitors to Henderson. The influx of new residents and guests resulted in a record-breaking quantity of work for HFD. We responded to 42,184 calls for service in 2023.

This past year our department focused on some new priorities to help us continue to improve our organization. To advance our ability to maintain the mental health of our personnel we implemented and staffed a full-time Lifeline Coordinator position. We also revamped our entire behavioral health peer-to-peer support program. To assist with our growing training demands, we added three additional training captains to our support division. Also, we launched our ambitious station renovation project, which will modernize and update many of our older fire stations.

We are excited to face new challenges as we move into 2024. We will be training our largest cadet academy in our history, as we open Academy 55 this spring with 49 cadets. These new members will fill vacancies and staff our upcoming 13th fire station opening in July 2024. The future is bright, and we are eager to press forward as we strive to meet our vision “To Become America’s Premier Fire Department.”

Sincerely,

A handwritten signature in black ink, appearing to read 'Shawn White', written in a cursive style.

Shawn White
Fire Chief



Table of Contents

ORGANIZATIONAL OVERVIEW	4
Vision and Mission.....	4
Department Overview	5
Organizational Chart.....	6
INCIDENTS	7
Incident Count Trend.....	7
Incidents per 1,000 Residents.....	7
Incidents by NFIRS Category	8
Incident Activity by District Map	9
Incident Activity by District.....	10
Responses by Apparatus	10
FIRE	11
Fires and Fire Loss by Property Type	11
Structure Fires Area of Origin and Heat Source	12
Civilian Fire Deaths and Injuries	12
Fire Investigations	12
EMERGENCY MEDICAL SERVICES	13
Medical Incidents by Final Dispatch Category	13
Transport Trend.....	14
Transports by Rescue.....	14
Transports by District.....	14
CUSTOMER SERVICE	15
Customer Service Feedback	15
ACCOMPLISHMENTS	16
Maintain and Protect Henderson’s Quality of Life.....	16
EMPLOYEE AWARDS AND RECOGNITION	20
SOAR Award, Years of Service, and Retirements	20
Promotions and Certificate Upgrades	21
New Employees.....	22

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 the 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 345,495 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.

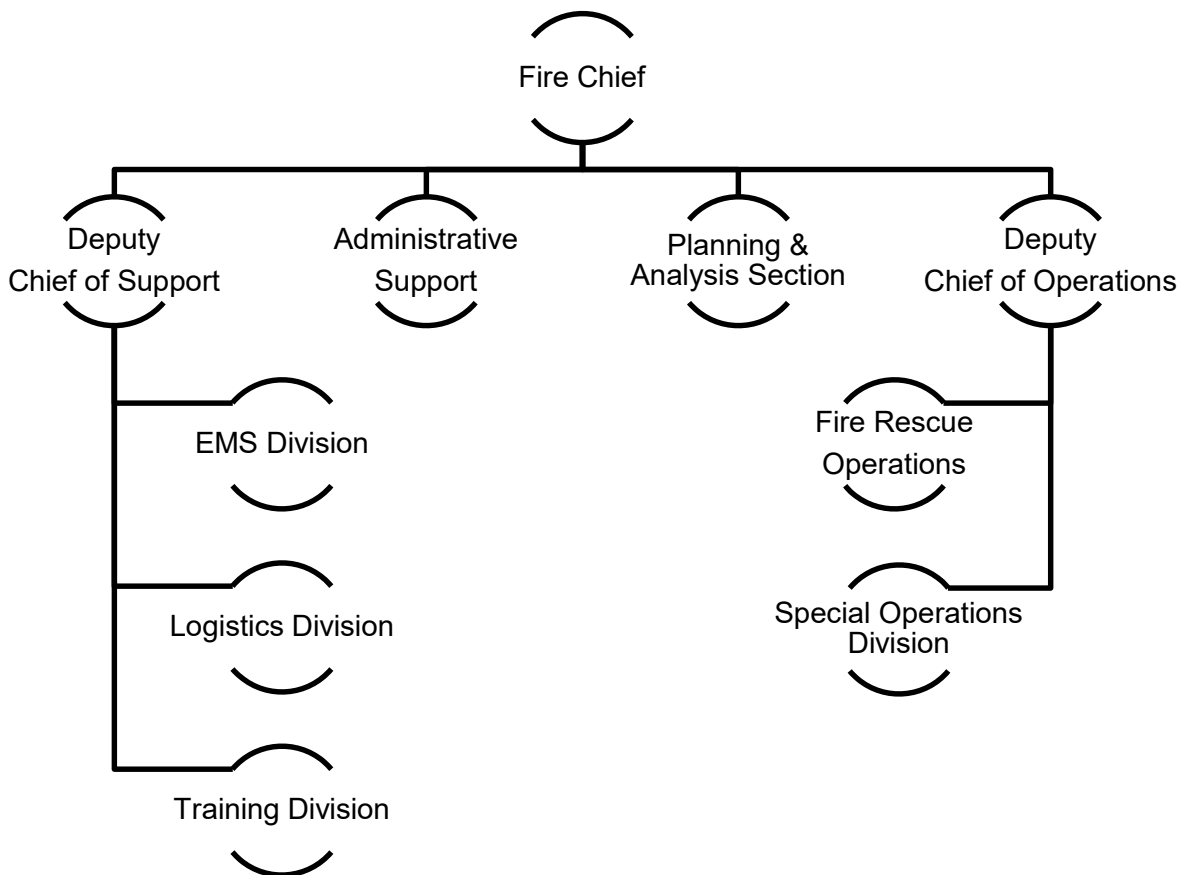
The Henderson Fire Department's services are primarily funded by an annual general fund expenditure budget of \$81.6 million. Operations are conducted from 12 fire stations strategically located throughout the City's 121 square miles to provide rapid and effective responses. Fire and rescue services are delivered utilizing 12 engine companies, 11 transport-capable paramedic rescue units, 3 paramedic ambulances staffed by single-role paramedics, 2 peak load paramedic rescue units, 2 ladder trucks, 1 heavy rescue, 1 hazardous materials response unit, and 5 trail response vehicles.

The Henderson Fire Department is an accredited agency, maintaining accreditation through the Commission on Fire Accreditation International (CFAI) and the Commission on Accreditation of Ambulance Services (CAAS) since 1999. The department was recognized as a legacy agency after achieving CFAI accredited status for the fifth time in 2019, marking a 20-year history of accreditation. Also, in 2019, the Fire Department attained 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. According to ISO, only 1 percent of rated communities in the United States have achieved a Class 1 rating.

Organizational Chart

The Fire Department currently has 339 full-time and part-time professionals who commit to maintaining and protecting Henderson’s quality of life. The Department utilizes a formal structure organized by functions that are separated into three 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 Operations Branch includes the Special Operations Division and Fire Rescue Operations, which has two battalions, Battalion 8 and Battalion 9. Chief Officers lead all branches, divisions, and battalions.

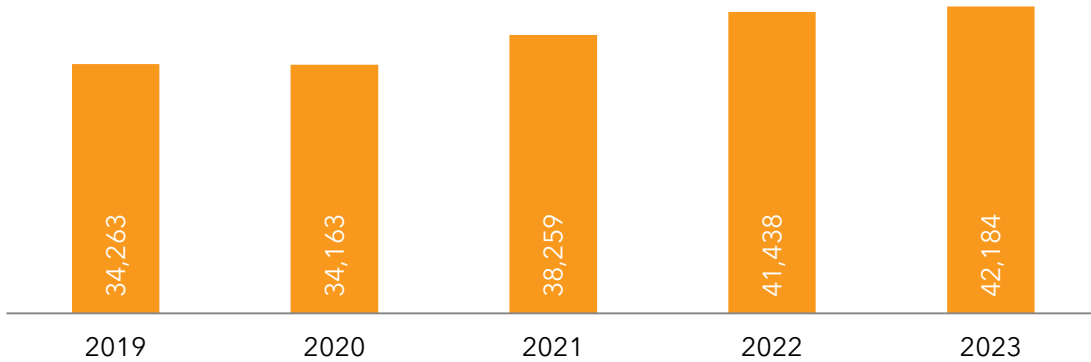
The Department has grown to include 13 chief officers, 281 fire rescue operations personnel with 10 full-time ambulance operators responding from fire stations, and 22 full-time support positions. There are also 12 part-time employees and 1 part-time medical director who provides support to the operations of the Department.



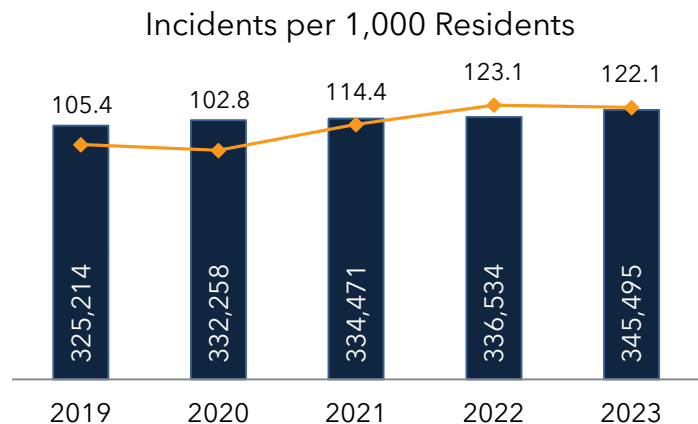
Incident Count Trend

The Henderson Fire Department responded to 42,184 requests for service in 2023, an 1.8% increase from the previous year and a 23.1% increase over five years.

Emergency Medical Service (EMS) calls reached 31,684 this year and represent the highest number of requests for service at 75.1% of total calls. Service calls represent the second-highest percentage of calls at 10.6%, followed by Good Intent calls at 9.1%. Fire calls accounted for 1.6% of total incidents.



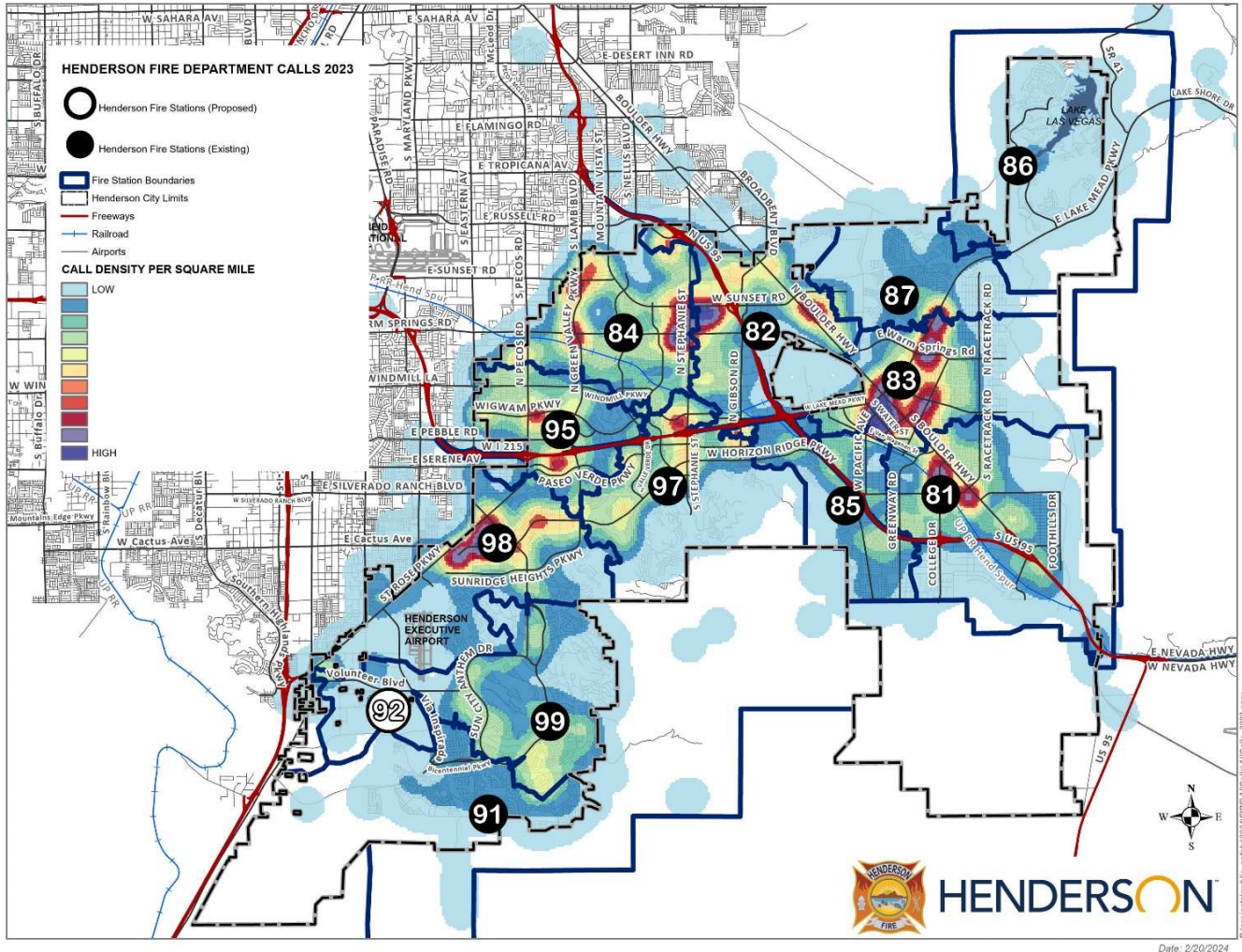
In 2023, the total number of Henderson residents grew 2.7% to 345,495 compared to 336,534 in 2022. The number of Fire Department incidents per 1,000 residents decreased to 122.1 in 2023 compared to 123.1 in 2022, a 0.8% decrease.



Incidents by NFIRS Category

ALL INCIDENTS BY NFIRS CATEGORY	2023	2022	% Change
1. Private Dwellings (1 or 2 family, mobile homes)	98	82	19.5%
2. Apartments (3 or more families)	43	46	-6.5%
3. Hotels and Motels	1	0	-
4. All Other Residential (dormitories, boarding houses, tents)	2	1	100.0%
5. Total Residential Fires	144	129	11.6%
6. Public Assembly (churches, restaurants, clubs)	11	8	37.5%
7. Schools and Colleges	1	1	0.0%
8. Health Care and Penal Institutions (hospitals, nursing homes, prisons)	3	0	-
9. Stores and Offices	6	9	-33.3%
10. Industry, Utilities, Defense, Laboratories, and Manufacturing	1	4	-75.0%
11. Storage in Structures (barns, vehicle storage garages)	4	2	100.0%
12. Other Structures (vacant, buildings under construction, bridges)	0	1	-100.0%
13. Structural Fires	170	154	10.4%
14a. Fires in Highway Vehicles (autos, trucks, buses)	105	101	4.0%
14b. Fires in Other Vehicles (planes, trains, ships, construction vehicles)	1	2	-50.0%
15. Fires Outside of Structures with Value Involved (outside storage, crops)	48	38	26.3%
16. Fires in Brush, Grass, Wildland (excluding crops and timber)	47	69	-31.9%
17. Fires in Rubbish, Including Dumpsters (outside of structures)	285	381	-25.2%
18. All Other Fires	14	28	-50.0%
19. Total Fires	670	773	-13.3%
20. Rescue, Emergency Medical Responses	31,684	30,912	2.5%
21. False Alarm Responses	1,176	1,133	3.8%
22. Mutual Aid or Assistance Responses	88	64	37.5%
23a. Hazardous Materials Responses (spills, leaks)	150	148	1.4%
23b. Other Hazardous Responses (arcing wires, power line down)	113	72	56.9%
24. All Other Responses (smoke scares, lockouts, animal rescues)	8,303	8,336	-0.4%
25. Total for All Incidents	42,184	41,438	1.8%

The Henderson Fire Department responded to 42,184 requests for service in 2023, representing an 1.8% increase from 2022 or 746 more calls for service. Total fires decreased to 670 or 13.3% in 2023 compared to 773 in 2022. The number of residential structure fires increased by 15 incidents in 2023. Emergency crews responded to 31,684 emergency medical responses (EMS) in 2023, a 2.5% increase from 2022. The number of EMS calls per 1,000 residents decreased slightly from 91.9 in 2022 to 91.7 in 2023.



Incident Activity by District Map

The City of Henderson is divided geographically into 12 fire districts, or planning zones, to maintain effective resource management and deployment. Districts are organized into 2 battalions, Battalion 8 and Battalion 9. Battalion 8 generally responds to the north and east sides of Henderson and includes districts 81, 82, 83, 84, 85, 86, and 87. Battalion 9 responds to the south and west sides of the city and includes districts 91, 95, 97, 98, and 99. The future Fire Station 92, located in West Henderson will be in Battalion 9.

Fire stations are staffed and operated 24 hours a day. The number of personnel and apparatus within a station varies based upon specialty assignments or service demand. All units are staffed with at least 1 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.

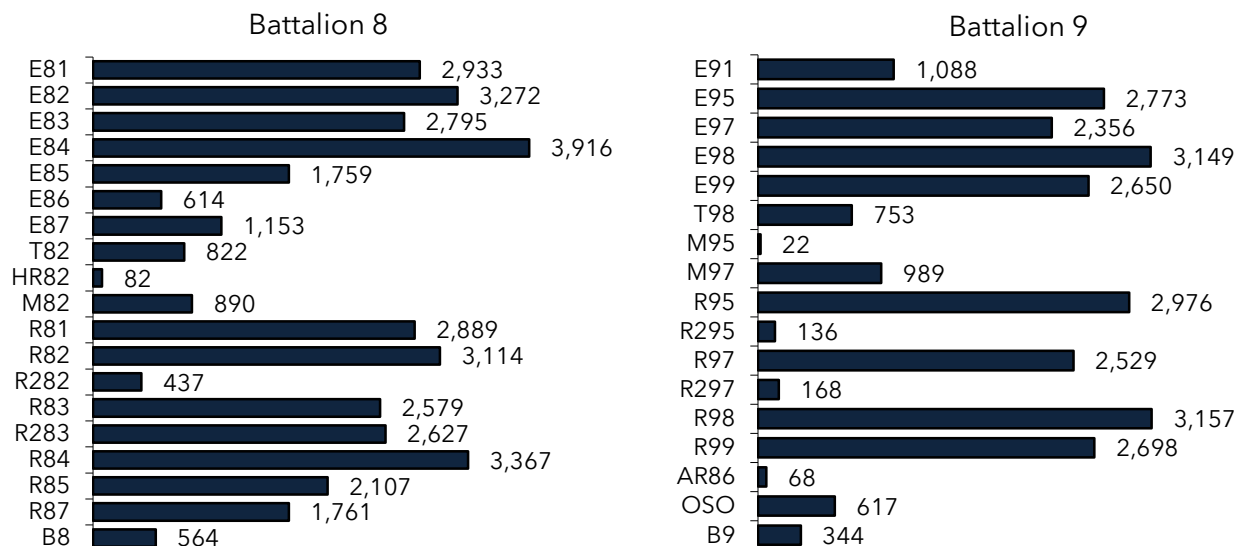
The map above depicts the location of fire stations, the future fire station, and the distribution of calls for service in 2023.

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	17	12	26	0	3,453	21	602	364	125	1	0	4,621	11.0%
82	21	37	95	1	3,850	32	443	731	117	2	0	5,329	12.6%
83	35	11	66	0	4,007	39	543	637	89	0	0	5,427	12.9%
84	27	10	50	1	4,546	45	558	511	130	0	0	5,878	13.9%
85	8	4	23	0	1,548	10	200	141	59	0	0	1,993	4.7%
86	3	2	5	0	433	7	65	59	28	1	0	603	1.4%
87	4	1	13	0	1,074	12	110	104	48	0	0	1,366	3.2%
91	7	2	6	0	718	7	104	65	63	0	0	972	2.3%
95	9	10	25	1	2,773	31	306	261	81	1	0	3,498	8.3%
97	11	8	34	1	2,547	15	436	248	111	0	0	3,411	8.1%
98	18	8	39	1	3,846	29	442	482	182	0	1	5,048	12.0%
99	10	1	10	0	2,886	15	653	200	143	0	0	3,918	9.3%
Outside	0	0	2	0	3	0	1	31	0	83	0	120	0.3%
Total	170	106	394	5	31,684	263	4,463	3,834	1,176	88	1	42,184	100.0%

Note: Other calls include natural conditions, special incident types, and undetermined.

Responses by Apparatus



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

Fires and Fire Loss by Property Type

Property Type	2023			2022		
	Fires	Loss Estimate	% of Loss	Fires	Loss Estimate	% of Loss
Residential	144	\$4,852,510	79.5%	129	\$5,337,032	77.1%
Non-Residential	26	\$683,850	11.2%	25	\$457,700	6.6%
Vehicles	106	\$412,600	6.8%	103	\$864,100	12.5%
Outside	380	\$44,650	0.7%	488	\$231,500	3.3%
Other	14	\$111,500	1.8%	28	\$29,600	0.4%
Total	670	\$6,105,110	100.0%	773	\$6,919,932	100.0%

In 2023, there were a total of 670 fires. Of these fires, 170 were structure fires representing 25.4% of the total compared to 19.9% (154 out of 773) in 2022. Of the 170 structure fires, 84.7% involved a residential dwelling.

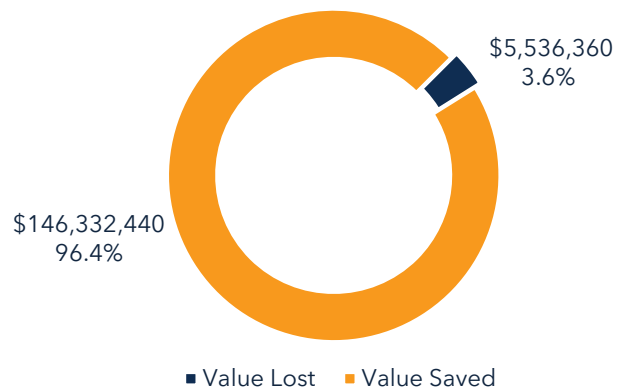
Vehicle fires accounted for 15.8% of total fires in 2023, while outside and other fires continue to represent the highest percentage of all fires at 58.8%.

The estimated dollar loss for all fires totaled \$6,105,110 in 2023. The amount represents a decrease of 11.8% compared to 2022 when estimated losses were \$6,919,932.

While the total estimated dollar loss for structure fires was \$5,536,360, the overall estimated value was \$151,868,800 representing 96.4% saved value.



Structure Fire Value Lost vs. Value Saved



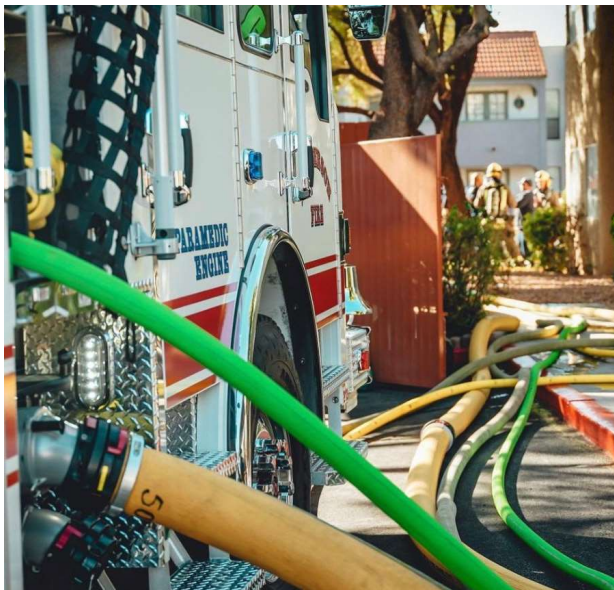
Structure Fires

Area of Origin and Heat Source

Of the 121 structure fires evaluated; the highest number of fires continue to originate in functional areas of the structure (44). Other top origins include storage areas (27) and structural areas (20).

Out of 44 functional area structure fires, 15 originated in the cooking/kitchen area. The second-highest number of functional area structure fires originated in the bedroom (11), followed by the laundry area (10), other function area (4), bathroom (3), and dining area (1).

The highest percentage ignition source for these fires was undetermined at 32.2%, with an average estimated dollar loss per fire at \$85,437. The second-highest percentage ignition source was operating equipment at 28.9%, with the average estimated dollar loss at \$19,785.



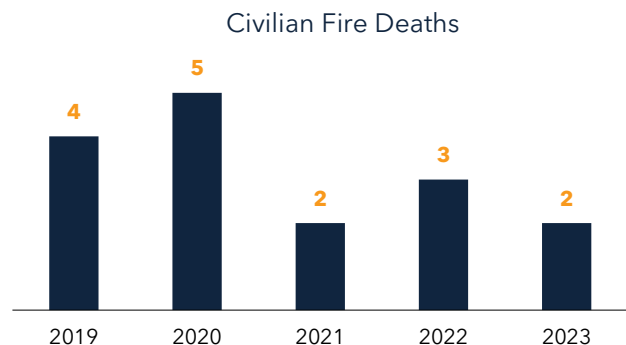
Fire Investigations

In 2023, City of Henderson fire investigators investigated 127 fires. Of the fires investigated, 22 fires were determined to be intentional compared to 32 in 2022. One of the 22 intentional fires resulted in an arrest. There were two juveniles referred to the Partnerships for Youth at Risk program in 2023 compared to six in 2022.

Civilian Fire Deaths and Injuries

There were two civilian fire-related deaths in Henderson in 2023. Over the past five years, there has been a total of 14.

Twenty-seven civilians were injured during fire incidents in 2023, four less than the previous year. Twenty injuries were minor in nature, five were moderate, and two were severe. Eighteen injuries occurred because of residential fires, four occurred in the street or road, two occurred in an industrial area, one occurred in a commercial structure, one occurred in a vehicle parking area, and one occurred on graded land.



Medical Incidents by Final Dispatch Category

Medical Priority Dispatch Category	2023	2022	% Change
1 - Abdominal Pain	922	1,007	-8.4%
2 - Allergies (reactions)	248	262	-5.3%
3 - Animal Bites	64	51	25.5%
4 - Assault	919	873	5.3%
5 - Back Pain (non-traumatic or non-recent)	397	424	-6.4%
6 - Breathing Problems	3,076	3,470	-11.4%
7 - Burns (scalds)	17	26	-34.6%
8 - Carbon Monoxide	21	20	5.0%
9 - Cardiac or Respiratory Arrest	543	588	-7.7%
10 - Chest Pain (non-traumatic)	2,230	2,207	1.0%
11 - Choking	145	132	9.8%
12 - Convulsions	1,160	1,209	-4.1%
13 - Diabetic Problems	595	598	-0.5%
14 - Drowning (near)	15	22	-31.8%
15 - Electrocution	3	6	-50.0%
16 - Eye Problems	49	52	-5.8%
17 - Falls	5,574	4,346	28.3%
18 - Headache	184	146	26.0%
19 - Heart Problems	513	592	-13.3%
20 - Heat / Cold Exposure	173	169	2.4%
21 - Hemorrhage	1,119	1,218	-8.1%
22 - Inaccessible Incident	4	3	33.3%
23 - Overdose	651	677	-3.8%
24 - Pregnancy	100	137	-27.0%
25 - Psychiatric	465	448	3.8%
26 - Sick Person (specific diagnosis)	7,020	7,048	-0.4%
27 - Penetrating Trauma	88	99	-11.1%
28 - Stroke (CVA)	684	731	-6.4%
29 - Traffic Accidents	2,304	2,030	13.5%
30 - Traumatic Injuries (specific)	532	526	1.1%
31 - Unconscious	2,352	2,537	-7.3%
32 - Unknown Problem (person down)	2,079	2,034	2.2%
33 - Inter-facility	1,368	1,094	25.0%
34 - ACN Automatic Crash Notification or Other	0	2	-100.0%
Total	35,614	34,784	2.4%

The top five most common EMS concerns reported by citizens include: sick person, fall, breathing problem, unconscious person, and traffic accidents. The top five categories account for 57.1% of all EMS calls reported. Sick person calls accounted for 19.7% of total medical incidents and was the number one reason for medical response for the ninth consecutive year.

Transport Trend

The Henderson Fire Department provided medical care to 31,177 patients in 2023 compared to 31,048 the previous year, representing a 0.4% increase. Of the 31,684 EMS incidents during this period, 75.2% resulted in transport to area hospitals compared to 74.1% in 2022.

In 2023, there were 23,818 transport runs by Fire Department rescues. The number of transports increased by 897 over the previous year (3.9%) and 4,672 over a five-year-period (24.4%). On average, there were 65 transport runs per day in 2023 and 63 in 2022.

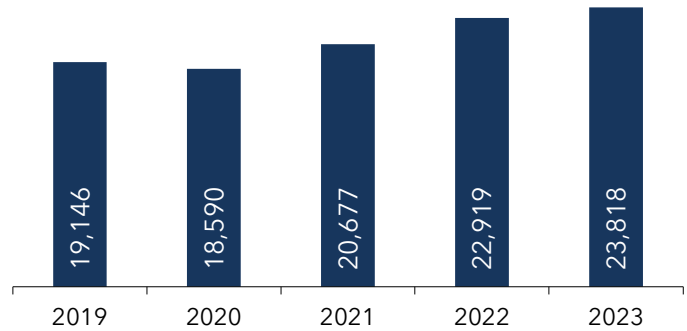
Rescue 84 handled the highest number of transport runs citywide for the last four years at 2,355. Rescue 98 handled the second-highest number of transports at 2,330. Rescue 95 had the highest increase in the number of transports at 163.

Since placed in service in May 2022, Medic 97 had an increase in the number of transports at 366, followed by Medic 82 at 195.

The highest number of transport runs occurred in District 84 (3,388), followed by District 98 (2,983).

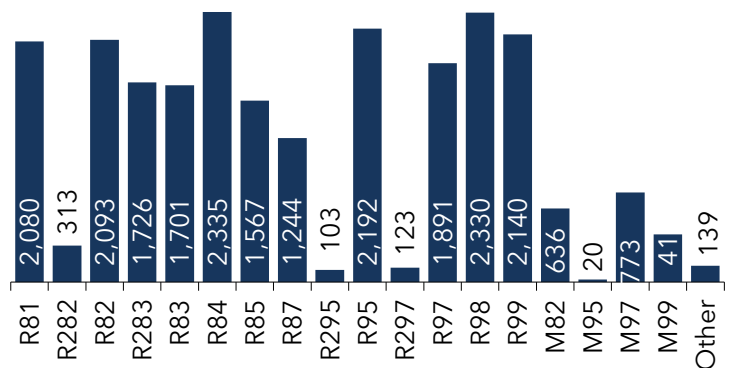


Transports



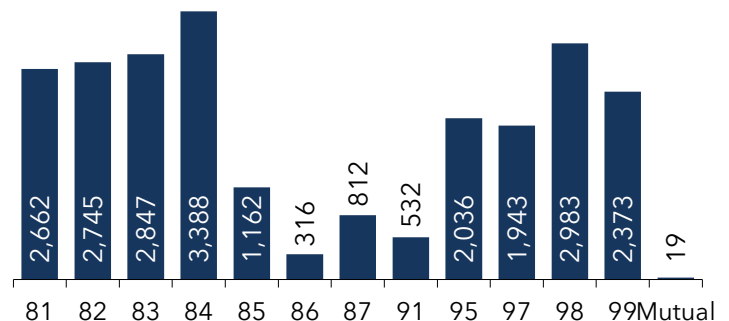
Note: Chart based on number of transport runs by HFD units, not the number of patients transported. Some transport runs have multiple patients. Private ambulance is not included.

Transports by Rescue



Note: R282, R295, and R297 are peak-load rescue units.

Transports by District



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 2023, the department mailed questionnaires to 6,796 customers and received 1,280 responses, representing a 18.8% return rate. Overall, 98.7% of respondents were satisfied with the services provided, and 98.5% 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.	99.3%
The 9-1-1/3-1-1 operator who handled your call was courteous and caring.	99.8%
Fire Department personnel arrived promptly.	99.8%
Fire Department personnel presented themselves with professional conduct.	99.1%
Fire Department personnel were compassionate and caring.	98.8%
Fire Department personnel clearly explained procedures performed.	98.5%
Fire Department personnel resolved your issue or concern to your satisfaction.	97.5%
Fire Department personnel reduced your pain or discomfort.	96.4%
Fire Department personnel provided you with high-quality service.	98.8%
Fire Department personnel met or exceeded your overall expectation of service.	98.5%

In addition, the department mailed questionnaires to 2,283 customers who were treated but declined medical transport to an area hospital. Of the 251 respondents, 97.6% 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 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 Henderson with a standardized, consistent, coordinated and accountable approach.



As the department strives to exceed best practices, strategic priorities, goals, and objectives are aligned with the department's mission to provide exceptional public services because people matter. This unwavering focus provides the framework to successfully advance the organization toward its vision of being America's premier fire department.

The department is a team of devoted professionals who have made it their priority to maintain and protect Henderson's quality of life. The many accomplishments the department has experienced are the results of valuable work performed by each member of the Henderson Fire Department.

Maintained accreditation with the Commission on Fire Accreditation International (CFAI) and the Commission on Accreditation of Ambulance Services (CAAS). After achieving CFAI accredited status for the fifth time in 2019, the Henderson Fire Department was awarded "Legacy" status. The Henderson Fire Department is currently one of only 23 fire departments in the United States to be accredited five times. CFAI and CAAS accreditations have been 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 a 2/2x to a 1. This represents an exemplary fire suppression program and is the highest classification assigned to a community. According to ISO, the Henderson Fire Department is one of 411 agencies in the United States rated a Class 1; only 1% of rated communities have achieved this classification.





Completed and passed all Southern Nevada Health District (SNHD) annual compliance inspections. SNHD inspected all front-line response units by verifying inventories, equipment condition, expiration dates, and crew knowledge.

Sponsored six firefighters to attend the Mountain View Hospital Paramedic Institute and two firefighters to attend the College of Southern Nevada's paramedic program to increase the number of paramedics within the City of Henderson. Six employees successfully completed the program in 2023.

Achieved a cardiac survival rate of 36.8% or 10 out of 30 cardiac patients determined to be bystander-witnessed, provided bystander CPR, and found in a shockable rhythm. The survivors were released from the hospital with a CPC score of 1-4.

Received the Mission: Lifeline EMS Gold 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 fifth year in a row the department has achieved the AHA Mission Lifeline's highest level of recognition for emergency medical services.

Finalized a recruitment process and conducted a graduation ceremony on June 8th for the second Paramedic Ambulance Operator Academy. Three full-time Paramedic Ambulance Operators joined the Henderson Fire Department in this single-role position to provide medical service to citizens during the peak-load hours of the day.

HFD members from FEMA's Nevada-Task Force-1 were activated to respond to flooding events throughout Nevada. In addition, five HFD members were also deployed to assist with search and recovery after devastating wildfires on the island of Maui, Hawaii.

Hosted the grand opening celebration for Fire Station 87 on January 18th. The station serves the Cadence Master Plan and the surrounding communities and borders Districts 82, 83, and 86. Approximately 400 people attended the event.

Completed the Fiscal Year 2023 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 over \$18.8 million to the City of Henderson.



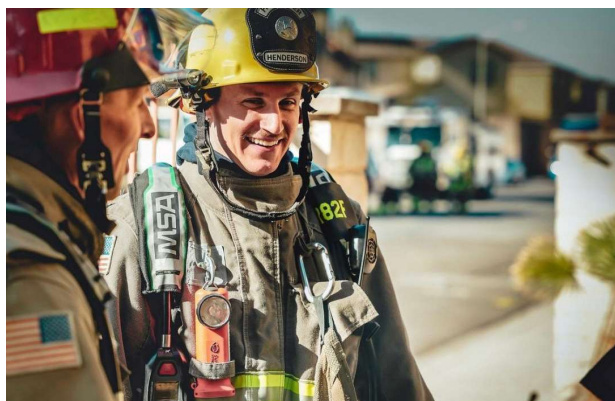
Cadet Academy Class 53 welcomed nine full-time firefighters to the Henderson Fire Department on July 6th to fill vacancies and provide additional response capability. Class 54 began training in fall 2023 and is scheduled to graduate in the early spring of 2024.

Initiated the HFD Recruitment Committee to create a tool for department ambassadors to craft innovative solutions to assist HFD and HR with recruiting efforts. The inaugural meeting was held on May 25, 2023.

The Technical Rescue Team and the National Park Service engaged in training to practice multi-agency interoperability at the Lake Mead National Recreation Area.

Hosted a Women in the Fire Service (WIFS) Information Forum on November 4th. This short session provided women aged 18 and up with an introduction to the fire service. A full WIFS workshop, including both lectures and hands-on experience, is scheduled for spring 2024.

Continued the tradition of participating in the Fill the Boot Campaign for MDA. For 69 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.



Hosted two sessions of the Camp 9-1-1 program at the Fire Training Center in partnership with the Henderson Police Department. A total of approximately 50 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.

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 rescue demonstrations, and police and fire vehicle static displays.

The Hazardous Materials Rescue Team conducted joint training drills with the Las Vegas Fire Rescue Hazardous Materials Team at Olin and NV Energy. The teams practiced performing emergency responses to incidents involving railcars, tanker trucks, and chemical storage tanks.

Conducted eight open houses at fire stations 82, 83, 84, 85, 87, 97, 98, and 99. 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 2,550 people attended the events.



Secured grant funding and updated the Plymovent source capture exhaust couplings in nine fire stations. FEMA's FY21 Assistance to Firefighters Grant provided more than \$116,000 to upgrade this equipment. The change from pneumatic to magnetic-style couplings makes them easier to connect to apparatus and more effective at recovering harmful vehicle exhaust.

Attained a total of 14,705 Facebook fans and 1,127,332 total impressions (the number of people who saw, reacted to, commented, or shared a post). Reached 8,884 X (formerly Twitter) followers and earned 114,993 impressions. Amassed an Instagram audience of 3,835 followers and created 799,779 impressions.

Accomplished a 94.7% 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.

Acquired the former Camping World building on Boulder Highway to house the new location for Station 81, the Fire Warehouse, and possible additional City personnel. Building renovations are in the planning phase and are tentatively scheduled to be complete in 2025.

Started renovations on Station 95 to include additional dorm and office space, more PPE storage, expanded fitness area, and updated mechanical and plumbing systems. This is the first of seven station renovations planned through the year 2028.

Received approval for and staffed a special project position to assist in developing a full-time peer support Fire Department Lifeline Coordinator position. The Lifeline program was created in coordination with the Henderson Police Department to provide peer support and assistance navigating the mental health resources available to public safety employees.

HFD hosted the 9th Annual Celebration of Life and Employee Recognition and Awards Ceremony. This event was developed to honor and recognize members of the community who have survived a pre-mature death, citizens who provided successful lifesaving effort during an emergency, the crews that ensured favorable patient outcomes, and employees who have greatly contributed to the overall success of the organization.

Achieved 98.7% overall customer service approval rating. Of the 1,280 survey responses received this year, 98.5% agreed that fire department personnel met or exceeded their overall expectation of service.





Safety Officer Award Recognition (SOAR) Award

Captain Shannon Long
 Engineer Devan Hui
 Firefighter Paramedic Steven Wike
 Firefighter AK Hafen

Paramedic Ambulance Operator Sarah Derleth
 Paramedic Ambulance Operator Alfonso Ramirez
 Paramedic Ambulance Operator Jacob Moyer

25 Years of Service

James Katona
 Gregory Larson

20 Years of Service

Brian Ables Daniel Pentkowski
 Scott Rye Nicolas Sebastian
 Phillip Silva

Retirements and Resignations

Douglas Koopman	Battalion Chief	34 years, 6 months
Michael Wood	Fire Captain	31 years, 4 months
Mark Camper	Fire Captain	30 years, 2 months
Gregory Sak	Fire Captain	25 years, 9 months
John Nelson	Fire Captain	25 years, 6 months
Andrew Albrecht	Fire Engineer	24 years, 2 months
Jeff Rose	Firefighter Paramedic	21 years, 0 months
Frank Malle	Firefighter Paramedic	17 years, 2 months
Michael Schrader	Firefighter Paramedic	7 years, 3 months
Nakoa Aliviado	Firefighter Paramedic	3 years, 8 months
Charles Konell	Firefighter Paramedic	3 years, 7 months
Dylan Albrecht	Fire Services Assistant	2 years, 3 months
Gabriel Blair	Firefighter	1 year, 1 month
Madison Wilde	Office Support Assistant PT	11 months

Promotions

Christopher Bullard	Fire Captain	Gregory Martin	Fire Captain
Zachary Dean	Fire Engineer	Mark McGovern	Fire Captain
Audrey Denison *	Office Support Asst.	Justin Oglesby	Fire Engineer
Scott Dysinger	Fire Engineer	Robert Okumura	Fire Captain
Brian Feliz	Fire Captain	Nathan Root	Fire Captain
Mitchell Haberman	Fire Captain	Jordan Sanders *	Office Support Asst.
Nathan Hannig	Fire Engineer	Dallin Smith	Fire Captain
Jakob Jauregui **	Firefighter	Matthew Truax	Battalion Chief
Christopher Markey	Fire Engineer	Matthew Weise	Fire Equip. Tech. I PT

* Promotion from another City Department

** Part-time to Full-Time

Certification Upgrades

Ricardo Arriaga	Firefighter Paramedic	Andrew Martinez	Firefighter Paramedic
Omar Bikle	Firefighter Paramedic	Jakob Peeler	Firefighter Paramedic
Daniel Calixto	Firefighter Paramedic	Michael Plantin	Firefighter Paramedic
Jad Cheetany	Firefighter Paramedic	Cole Schaefer	Firefighter Paramedic
Tyler Colburn	Firefighter Paramedic	Jonah Schreiner	Firefighter Paramedic
Perry Dau	Firefighter Paramedic	James Schwinghamer	Firefighter Paramedic
Chasen Delk	Firefighter Paramedic	Cory Shellman	Firefighter Paramedic
William Gonzalez	Firefighter Paramedic	Wilford Thomas II	Firefighter Paramedic
Anthony Hines	Firefighter Paramedic	Cole White	Firefighter Paramedic
Joel Lee	Firefighter Paramedic	Steven Wike	Firefighter Paramedic
Nolan Long	Firefighter Paramedic	Matthew Young	Firefighter Paramedic





Cadet Academy Class 53
July 6, 2023

Welcome New Employees

Christopher Aranbasich	Firefighter	Conner Maroushek	Firefighter
Alexis Berrios	Firefighter	Walker Memmott	Firefighter
Tyler Cluff	Firefighter Paramedic	Michael Mikuski	Firefighter
Benson Deml **	Firefighter	Erick Mondragon **	Firefighter
Cash Donovan	Fire Services Asst. PE	Troy Mosley	Firefighter Paramedic
Gerardo Gonzalez	Fire Services Asst.	Juan Munoz Vega	Firefighter
James Hardy	Firefighter Paramedic	Dustin Pitzer	Firefighter
Jason Hart	Firefighter	Michael Rivera	Firefighter
Cory Hendricks	Firefighter	Robert Romo **	Firefighter
Billy Howard	Firefighter	Rebekah Tenoso	PAO*
Ryan Kilburn	PAO*	Matthew Thomas	Firefighter
Korbin Koch	Fire Services Asst.	Ryan Wolff	Firefighter

*Paramedic Ambulance Operator (PAO)

**Part-Time to Full-Time

MICHELLE ROMERO

Mayor

JIM SEEBOCK

Councilman, Ward I

DAN K. SHAW

Councilman, Ward II

CARRIE COX

Councilwoman, Ward III

DAN H. STEWART

Councilman, Ward IV



RICHARD A. DERRICK

City Manager

Chief Executive Officer

SHAWN WHITE

Fire Chief



240 S. Water St.

Henderson, NV 89015

cityofhenderson.com/fire

T 702-267-2222

HENDERSON