



2021

CITY OF 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, Check Your Seats in the Heat, and Safe Pools Rule.

During 2021, our community and our nation continued to manage the difficulties created by the persistent Covid 19 pandemic. Despite these added challenges, our department maintained our high-performance standards. HFD was the only fire department in the valley that did not reduce any of our services during the two-year pandemic. This is a testament to the commitment of our city leadership and the quality of our personnel.

The enduring challenges of the pandemic did not prevent our organization from making additional progress. We broke ground on the construction of Fire Station 87, which will serve the Cadence master planned community in east Henderson. This 12th station will open in December of 2022. We also worked with our labor group to develop a new position in our organization – the Paramedic Ambulance Operator. This is a single role position which will help us improve our medical services during the peak hours of the day. In addition, we added new state-of-the-art heart monitors, ventilators, and AutoPulse resuscitation devices. This new medical equipment has already helped us to improve critical patient outcomes.

Moving into 2022, the department is positioned to build upon our history of exceptional performance. As the City continues to grow, we maintain our commitment to provide the highest level of public safety. Our organization will achieve these goals through an intentional focus on our vision, alignment of our team members, and a concentrated determination to execute outstanding service.

Sincerely,

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

Shawn White
Fire Chief

HENDERSON



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An American flag is shown on the left side of the image, waving on a silver pole against a clear blue sky. The flag's stars and stripes are 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 334,471 residents and 865,000 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.

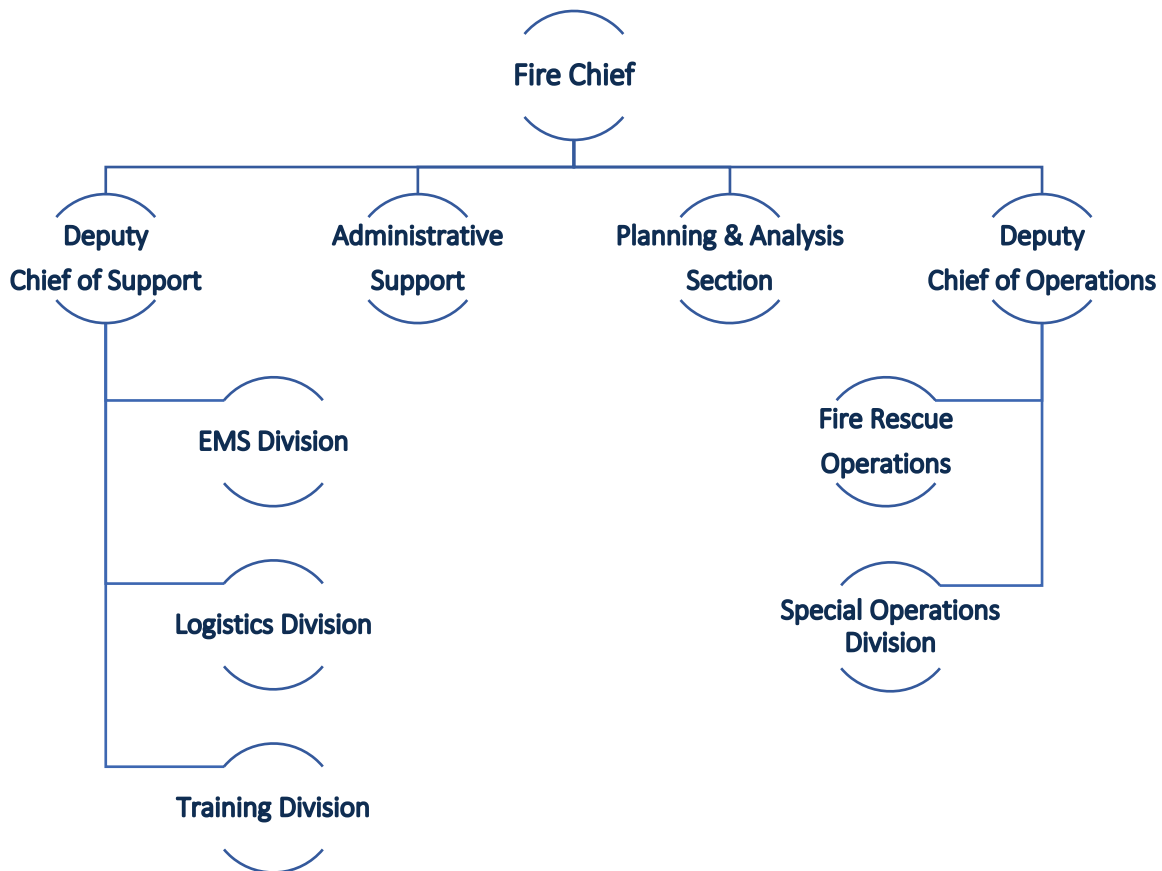
The Henderson Fire Department's services are primarily funded by an annual general fund expenditure budget of \$64 million. Operations are conducted from 11 fire stations strategically located throughout the City's 118 square miles to provide rapid and effective responses. Fire and rescue services are delivered utilizing 11 engine companies, 10 transport-capable paramedic rescue units, two peak load paramedic rescue units, two ladder trucks, one heavy rescue, one hazardous materials response unit and five all-terrain 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. After achieving CFAI accredited status for the fifth time in 2019, the department was awarded "Legacy" status. 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 one percent of rated communities in the United States have achieved a Class 1 rating.

Organizational Chart

The Fire Department currently has 290 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.

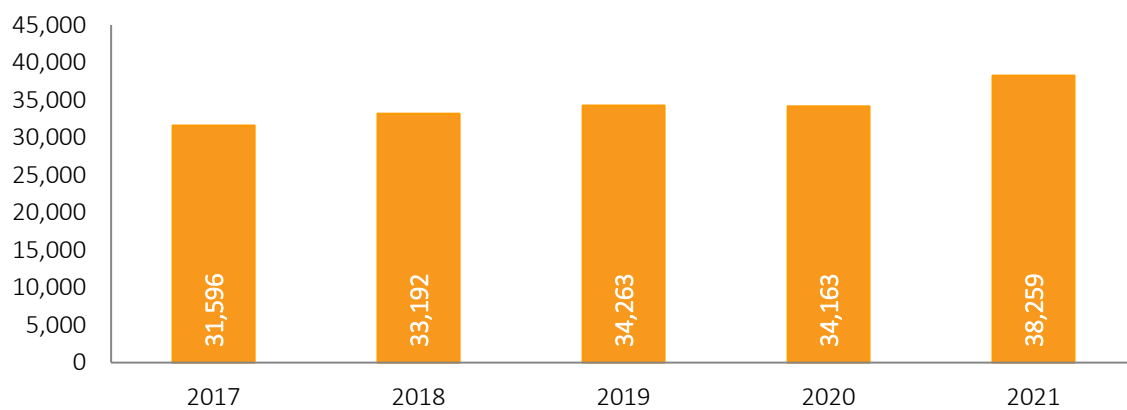
The department has grown to include 13 chief officers, 247 fire rescue operations personnel responding from fire stations and 25 full-time support positions. There are also four part-time employees and one part-time medical director who provides support to the operations of the Fire Department.



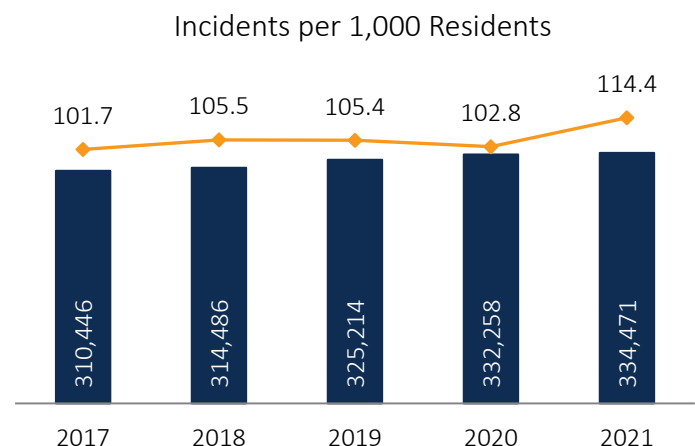
Incident Count Trend

The Henderson Fire Department responded to 38,259 requests for service in 2021, a 12% increase from the previous year due to the COVID-19 pandemic and a 21% increase over five years.

Emergency Medical Service (EMS) calls reached 28,642 this year and represent the highest number of requests for service at 74.9% of total calls. Service calls represent the second-highest percentage of calls at 10.8%, followed by Good Intent calls at 8.8%. Fire calls accounted for 1.8% of total incidents.



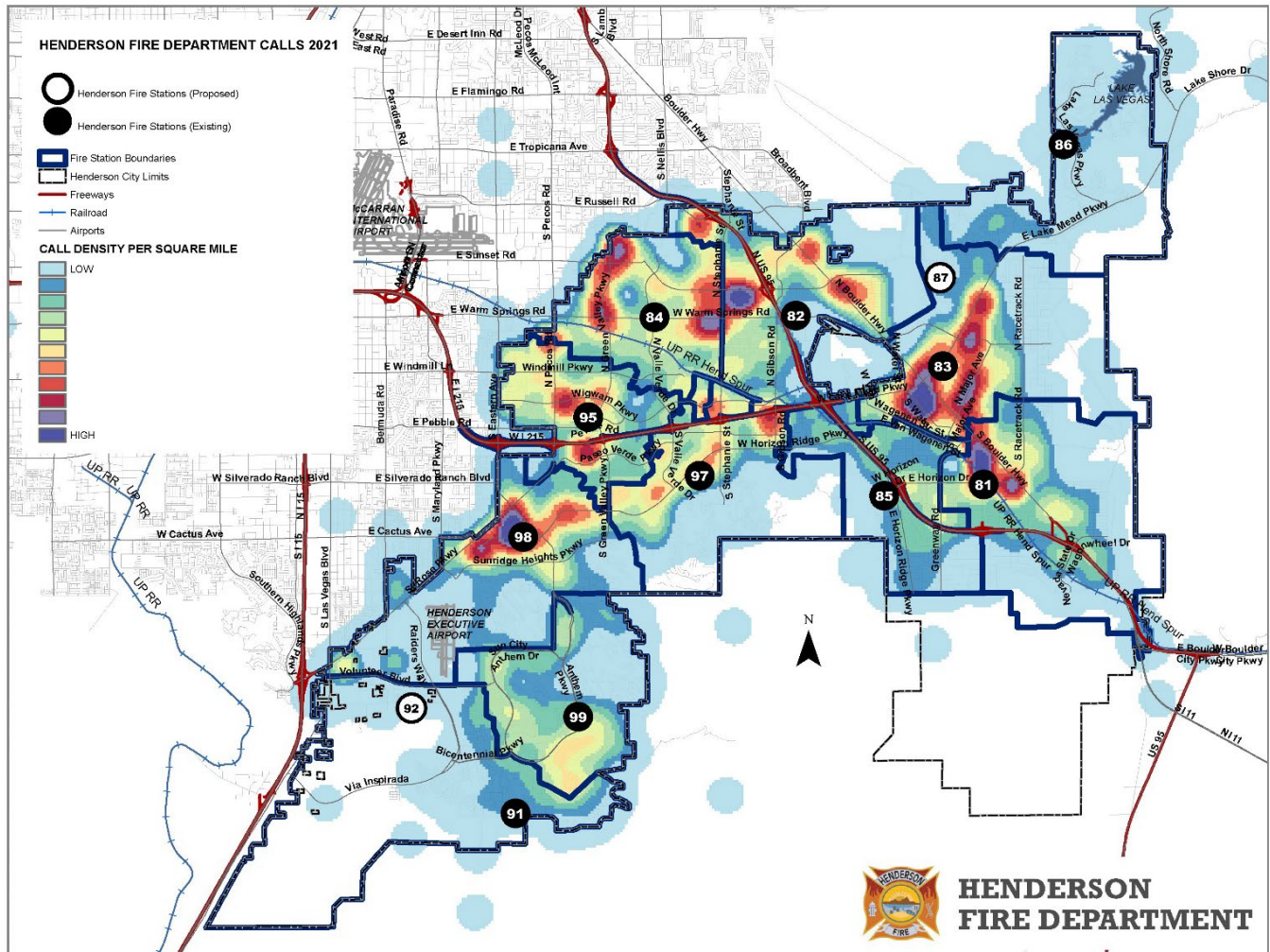
With 334,471 residents in Henderson, the number of incidents per 1,000 residents increased to 114.4 in 2021 compared to 102.8 in 2020.



Incidents by NFIRS Category

ALL INCIDENTS BY NFIRS CATEGORY		2021	2020	% Change
1.	Private Dwellings (1 or 2 family, mobile homes)	107	88	21.6%
2.	Apartments (3 or more families)	36	52	-30.8%
3.	Hotels and Motels	0	1	-100.0%
4.	All Other Residential (dormitories, boarding houses, tents)	0	1	-100.0%
5. Total Residential Fires		143	142	0.7%
6.	Public Assembly (churches, restaurants, clubs)	11	10	10.0%
7.	Schools and Colleges	1	3	-66.7%
8.	Health Care and Penal Institutions (hospitals, nursing homes, prisons)	2	0	-
9.	Stores and Offices	4	8	-50.0%
10.	Industry, Utilities, Defense, Laboratories and Manufacturing	0	2	-100.0%
11.	Storage in Structures (barns, vehicle storage garages)	1	2	-50.0%
12.	Other Structures (vacant, buildings under construction, bridges)	0	0	-
13. Structural Fires		162	167	-3.0%
14a.	Fires in Highway Vehicles (autos, trucks, buses)	124	88	40.9%
14b.	Fires in Other Vehicles (planes, trains, ships, construction vehicles)	4	2	100.0%
15.	Fires Outside of Structures with Value Involved (outside storage, crops)	44	34	29.4%
16.	Fires in Brush, Grass, Wildland (excluding crops and timber)	68	99	-31.3%
17.	Fires in Rubbish, Including Dumpsters (outside of structures)	290	276	5.1%
18.	All Other Fires	10	13	-23.1%
19. Total Fires		702	679	3.4%
20.	Rescue, Emergency Medical Responses	28,642	25,538	12.2%
21.	False Alarm Responses	1,066	1,084	-1.7%
22.	Mutual Aid or Assistance Responses	58	49	18.4%
23a.	Hazardous Materials Responses (spills, leaks)	188	167	12.6%
23b.	Other Hazardous Responses (arcing wires, power line down)	77	78	-1.3%
24.	All Other Responses (smoke scares, lockouts, animal rescues)	7,526	6,568	14.6%
25. Total for All Incidents		38,259	34,163	12.0%

The Henderson Fire Department responded to 38,259 requests for service in 2021, representing a 12% increase from 2020 or 4,096 more calls for service. The number of incidents per 1,000 residents increased to 114.4 in 2021 compared to 102.8 in 2020. Total fires increased by 3.4% in 2021 (702) compared to 2020 (679). The number of residential structure fires increased by one incident in 2021. Emergency crews responded to 28,642 emergency medical responses (EMS) in 2021, a 12.2% increase from 2020. The number of EMS calls per 1,000 residents increased from 76.9 in 2020 to 85.6 in 2021.



Incident Activity by District Map

The City of Henderson is divided geographically into 11 fire districts, or planning zones, to maintain effective resource management and deployment. Districts are organized into two battalions, Battalion 8 and Battalion 9. Battalion 8 generally responds to the north and east sides of the City and includes districts 81, 82, 83, 84, 85, and 86. Battalion 9 responds to the south and west sides of the City and includes districts 91, 95, 97, 98, and 99.

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

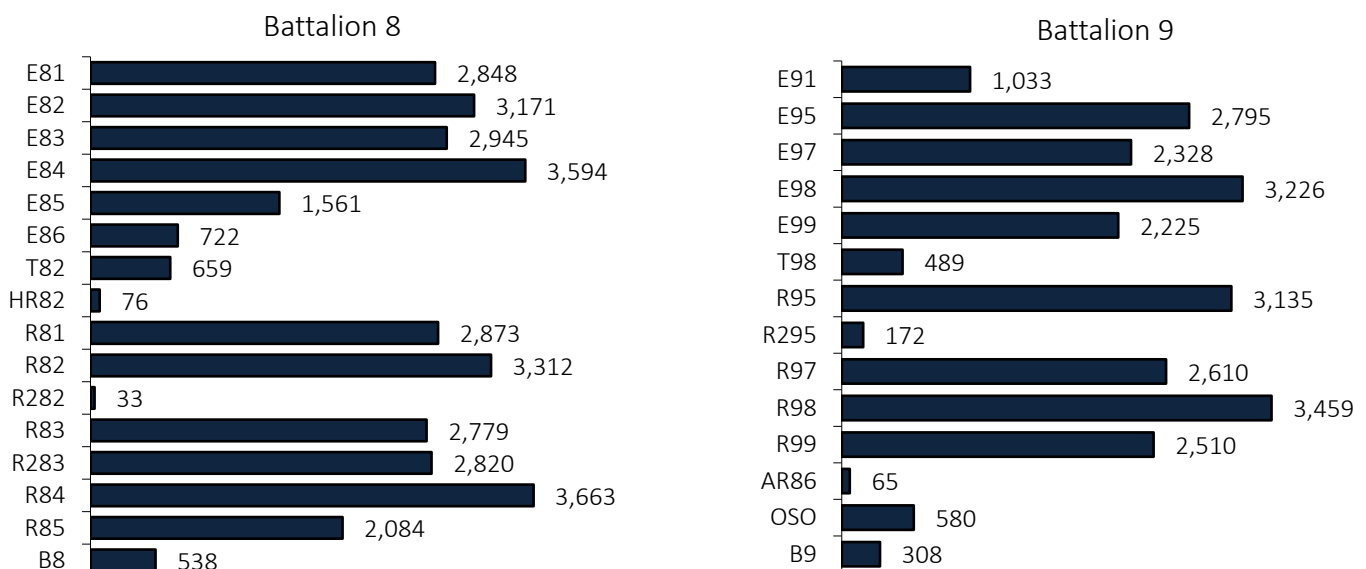
The map above depicts the location of fire stations and proposed fire stations and the distribution of calls for service in 2021.

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	12	11	45	0	2,919	29	521	281	104	1	0	3,923	10.3%
82	26	33	138	1	3,743	27	400	711	117	1	0	5,197	13.6%
83	39	27	71	1	3,924	41	595	568	102	0	0	5,368	14.0%
84	28	14	56	0	3,933	40	485	401	140	1	3	5,101	13.3%
85	10	4	16	1	1,592	15	253	155	49	0	0	2,095	5.5%
86	3	0	8	1	553	6	66	59	38	1	1	736	1.9%
91	4	5	5	0	772	7	119	47	55	0	1	1,015	2.7%
95	12	6	23	0	3,081	20	379	315	87	2	0	3,925	10.3%
97	13	12	12	1	2,310	27	391	219	100	0	0	3,085	8.1%
98	9	14	22	0	3,609	41	348	462	176	1	0	4,682	12.2%
99	6	2	15	0	2,206	12	590	133	98	0	0	3,062	8.0%
Outside	0	0	1	0	0	0	1	17	0	51	0	70	0.2%
Total	162	128	412	5	28,642	265	4,148	3,368	1,066	58	5	38,259	100.0%

Note: Other category includes 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	2021			2020		
	Fires	Loss Estimate	% of Loss	Fires	Loss Estimate	% of Loss
Residential	143	\$4,592,400	71.9%	142	\$3,131,355	68.6%
Non-Residential	19	\$740,000	11.6%	25	\$759,000	16.6%
Vehicles	128	\$877,935	13.7%	90	\$444,400	9.7%
Outside	402	\$66,750	1.0%	409	\$229,925	5.0%
Other	10	\$112,000	1.8%	13	\$2,000	0.0%
Total	702	\$6,389,085	100.0%	679	\$4,566,680	100.0%

In 2021, there were a total of 702 fires. Of these fires, 162 were structure fires representing 23% of the total compared to 25% (167 out of 679) in 2020. Of the 162 structure fires, 88% involved a residential dwelling.

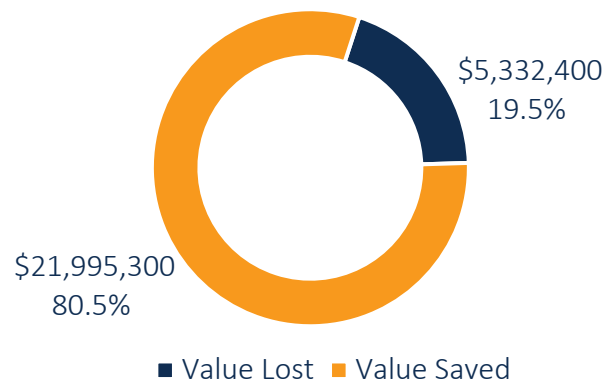
Vehicle fires accounted for 18% of total fires in 2021, while outside and other fires continue to represent the highest percentage of all fires at 59%.

The estimated dollar loss for fires totaled \$6,389,085 in 2021. The amount represents an increase of 40% compared to 2020 when estimated losses were \$4,566,680.

While the total estimated dollar loss for structure fires was \$5,332,400, the overall estimated value was \$27,327,700 representing 80.5% of the saved value.



Structure Fire
Value Lost vs. Value Saved



Structure Fires

Area of Origin and Heat Source

Of the 111 fires evaluated, the highest number of structure fires continue to originate in functional areas of the structure (51). Other top origins include storage areas (17) and structural areas (16).



Out of 51 functional area structure fires, 14 originated in the kitchen/cooking area. The second-highest number of functional area structure fires originated in the laundry area (11) and the bedroom (11) and the bathroom (11).

Operating equipment was the highest ignition source for these fires at 39.6%, with an average estimated dollar loss per fire at \$29,073. The second-highest ignition source was open flame or smoking material, and heat spread from another fire at 14.4%, with the average estimated dollar loss respectively at \$34,844 and \$57,281.



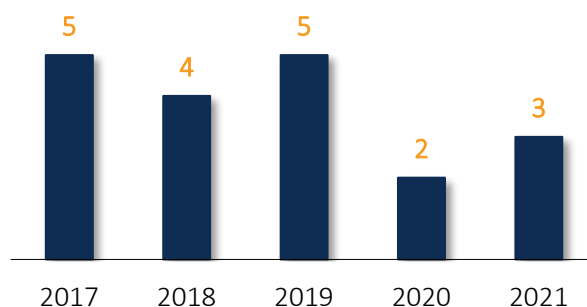
Fire Investigations

City of Henderson fire investigators investigated 146 fires in 2021. Of the fires investigated, 28 were determined to be intentional compared to 21 in 2020. Seven of the 28 intentional fires resulted in an arrest. There were three juveniles referred to the Partnerships for Youth at Risk program in 2021 compared to none in 2020.

Civilian Fire Deaths and Injuries

There were three civilian fire-related deaths in the City of Henderson in 2021. Over the past five years, there have been a total of 19.

Twenty-three civilians were injured during fire incidents in 2021, five fewer than the previous year. Seventeen injuries were minor in nature, five were moderate, and one was severe. Twenty injuries occurred because of residential fires, one occurred in a commercial structure and two were caused by outside equipment.



Medical Incidents by Final Dispatch Category

Medical Priority Dispatch Category	2021	2020	% Change
1 – Abdominal Pain	880	774	13.7%
2 – Allergies (reactions)	218	217	0.5%
3 – Animal Bites	53	46	15.2%
4 – Assault	821	657	25.0%
5 – Back Pain (non-traumatic or non-recent)	388	339	14.5%
6 – Breathing Problems	3,493	3,130	11.6%
7 – Burns (scalds)	22	20	10.0%
8 – Carbon Monoxide	30	17	76.5%
9 – Cardiac or Respiratory Arrest	614	571	7.5%
10 – Chest Pain (non-traumatic)	2,041	1,897	7.6%
11 – Choking	118	113	4.4%
12 – Convulsions	1,127	1015	11.0%
13 – Diabetic Problems	533	521	2.3%
14 – Drowning (near)	26	10	160.0%
15 – Electrocution	2	6	-66.7%
16 – Eye Problems	39	28	39.3%
17 – Falls	3,511	3,224	8.9%
18 – Headache	146	145	0.7%
19 – Heart Problems	527	442	19.2%
20 – Heat / Cold Exposure	188	144	30.6%
21 – Hemorrhage	1,135	966	17.5%
22 – Inaccessible Incident	1	1	0.0%
23 – Overdose	655	599	9.3%
24 – Pregnancy	118	124	-4.8%
25 – Psychiatric	455	426	6.8%
26 – Sick Person (specific diagnosis)	6,633	5,960	11.3%
27 – Penetrating Trauma	83	77	7.8%
28 – Stroke (CVA)	643	669	-3.9%
29 – Traffic Accidents	1,888	1,498	26.0%
30 – Traumatic Injuries (specific)	455	405	12.3%
31 – Unconscious	2,211	2,020	9.5%
32 – Unknown Problem (person down)	1,894	1,912	-0.9%
33 – Inter-facility	750	372	101.6%
34 – ACN Automatic Crash Notification or other	0	-	-
Total	31,698	28,345	11.8%

The top five most common EMS concerns reported by citizens include: sick person, fall, breathing problem, unconscious, and chest pain. The top five categories account for over 56% of all EMS calls reported. Sick person calls accounted for 21% of total medical incidents and was the number one reason for medical response for the seventh consecutive year.

Transport Trend

The Henderson Fire Department provided medical care to 28,809 patients in 2021 compared to 25,772 the previous year, representing a 12% increase. The Fire Department transported 72% (20,751) of patients to area hospitals.

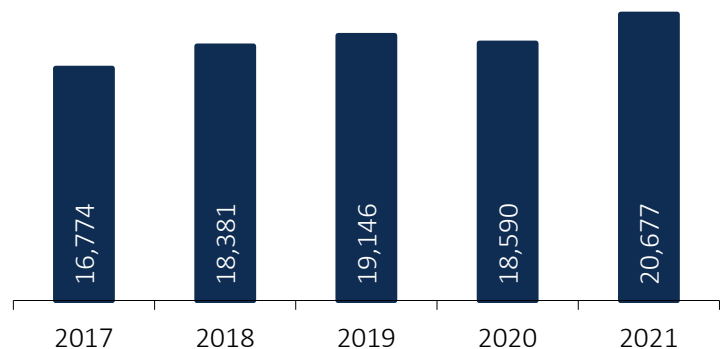
In 2021, there were 20,677 transport runs by Fire Department rescues. The number of transports increased by 2,087 over the previous year (11%) and 3,903 over a five-year-period (23%). On average, there were 57 transport runs per day in 2021 and 51 in 2020.

Rescue 84 (R84) handled the highest number of transport runs citywide for the last two years at 2,613. Rescue 98 (R98) handled the second-highest number of transports at 2,516. Rescue 82 (R82) had the highest increase in the number of transports at 538, followed by Rescue 84 (R84) at 324.

The highest number of transport runs occurred in District 84, followed by District 83. District 84 also experienced the highest increase in the number of transport runs over the previous year at 486, followed by District 82 at 290.

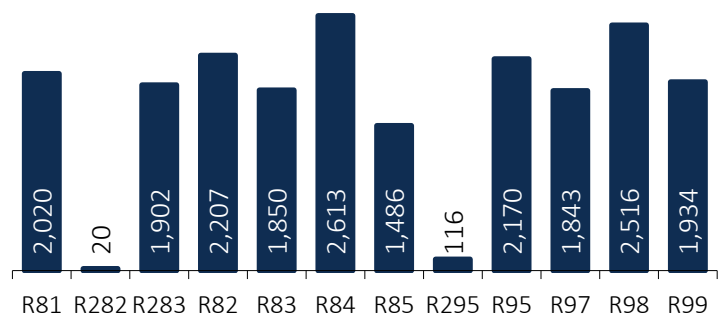


Transports

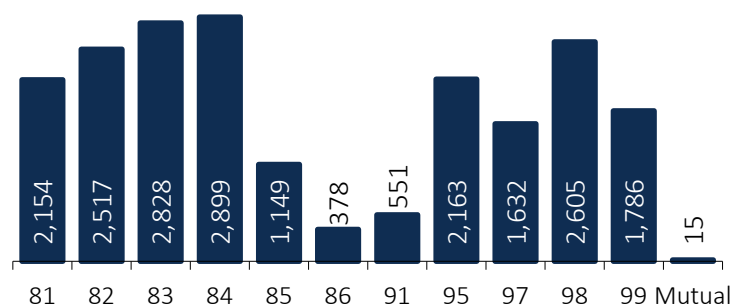


Note: Chart based on number of transport runs by HFD units, not the number of patients transported. Some transport runs have multiple patients. Private ambulance is not included.

Transports by Rescue



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 2021, the department mailed questionnaires to 7,864 customers and received 1,895 responses, representing a 24.1% return rate. Overall, 98.5% of respondents were satisfied with the services provided, and 98.2% 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.	99.3%
The 9-1-1/3-1-1 operator who handled your call was courteous and caring.	99.5%
Fire Department personnel arrived promptly.	99.5%
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.	98.5%
Fire Department personnel resolved your issue or concern to your satisfaction.	96.8%
Fire Department personnel reduced your pain or discomfort.	95.7%
Fire Department personnel provided you with high-quality service.	98.9%
Fire Department personnel met or exceeded your overall expectation of service.	98.2%

In addition, the department mailed questionnaires to 3,908 customers who were treated but declined medical transport to an area hospital. Of the 559 respondents, 97.6% agreed that Henderson Fire 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 the City of 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 comprised of 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 resulted from 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. 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.





Finalized a firefighter recruitment process and conducted a graduation ceremony on June 10th for the 50th Cadet Academy. Nineteen full-time firefighters and four part-time firefighter trainees joined the Henderson Fire Department to fill vacancies and provide additional response capability.

Completed and passed all Southern Nevada Health District (SNHD) annual compliance inspections. Over the course of two days, SNHD inspected all front-line response units by verifying inventories, equipment condition, expiration dates, and crew knowledge. SNHD notified the EMS Division that all units were well organized and had no deficiencies.

Construction of Fire Station 87 commenced in November. The station will serve the Cadence Master Plan and surrounding communities. The new station will divide Districts 82, 83, and 86, which experience high call volume. The 11,000-square-foot facility will consist of three apparatus bays, training facilities, equipment and supply storage, and accommodations for 10 firefighters. Fire Station 87 is scheduled to open in December 2022.

Received the Mission: Lifeline EMS Gold Plus Achievement Award by the American Heart Association (AHA) for implementing specific quality improvement measures to treat patients who suffer severe heart attacks. The Henderson Fire Department's 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 third year in a row the department has achieved the "Gold Plus" award, which is AHA Mission Lifeline's highest level of recognition for emergency medical services.

Completed and received funds related to the Fiscal Year 2020 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 15.2 million dollars to the City of Henderson.



Developed and implemented a plan to manage peak-hour workload demand in the city's core by creating the Paramedic Ambulance Operator (PMAO) job description and classification. The new classification is a paramedic licensed "single-role" employee that will staff full-time ambulances for Henderson. These units will operate during the peak-load hours of the day. PMAO positions are projected to save the City millions of dollars over a decade, shorten the recruitment and training time, and allow the department to respond to increasing call volumes.

AutoPulse resuscitation devices were purchased and implemented to provide high-quality automated CPR to victims of sudden cardiac arrest. The devices attach to the patient's entire chest, delivering compressions and improving blood flow to the heart and brain. Compared with manual CPR, the equipment allows rescuers to continue providing high-quality CPR during transport - down steep stairwells, around sharp corners, or even in a cramped elevator. AutoPulse can reduce interruptions in compressions during transport by more than 85%.

Launched the Medical Services Officer (MSO) recruitment to add positions to the EMS Division. MSOs are influential in developing and implementing a comprehensive emergency medical services program. The recruitment is historic for the department, with the EMS Division doubling in size. The MSOs plan to assist the EMS Division with one of the most ambitious yearly schedules ever planned.



Trained Henderson Hospital personnel on how to operate the department's new AutoPulse CPR devices. AutoPulse equipment helps firefighters provide uninterrupted chest compressions to cardiac arrest victims. Autopulse has shown improved patient outcomes in numerous clinical trials.

Sustained a cardiac survival rate of 42.3% or 11 out of 26 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.

Aided in the Federal Emergency Management Agency's response to help those impacted by Hurricane Ida in Louisiana. Members of the Nevada Task Force 1 Urban Search and Rescue included three Henderson Fire Department captains and one engineer.

Sponsored 11 firefighters to attend the College of Southern Nevada's paramedic program to increase the number of paramedics within the City of Henderson. Ten employees completed the program in 2021.

Tested Cradlepoint Wi-Fi hotspots in rescues and engines in September. Full implementation of the hotspots will occur in 2022. The hotspots will provide constant and reliable connectivity to all the associated devices in fire engines, trucks, and rescues. The Smart Cities initiative funded the project, which focuses on integrating technology solutions to improve public safety operations.

Replaced aging projector system at the Fire Training Center with four large televisions on stands. Each television has a dedicated computer associated with it, and all televisions can be synced to one computer and display the same image. The new technology will enhance training and efficiency in the training classrooms.

Partnered with City electricians to find more resilient lighting options and enhanced lighting locations in the Fire Training Center tower. The new fixtures are designed to better handle constant use and exposure to fire streams.

Saved 117,687 gallons of water utilizing the fire engine pump simulator. The pump simulator was purchased by the Southern Nevada Water Authority (SNWA) to enhance training, reduce maintenance costs, and prevent water waste during training exercises and pump testing sessions. The cutting-edge technology utilizes a closed loop system recycling water rather than flowing water onto the ground.



Coordinated a ceremony recognizing Joe Smith Jr. for his groundbreaking service as one of the city's first African American firefighters. At the ceremony, Joe was presented with a ceremonial firefighter helmet to thank him for his service. Smith started as a firefighter with Basic Magnesium Industrial in 1966 and provided mutual aid to HFD.

Developed a process to install and maintain Power-LOAD gurney systems in all frontline rescues. The Power-LOAD systems are designed to improve emergency medical services personnel and patient safety by supporting the gurney throughout the loading and unloading process in and out of ambulances.

Hosted the U.S. Army North Command Reservists at the Henderson Fire Training Center. Three hundred reserve members conducted emergency response training and exercises in hazardous materials and urban search and rescue. The U.S. Army North works with public authorities at local, state, and federal levels to handle critical and complex missions.



Hosted the first annual Camp 9-1-1. The Henderson Fire and Henderson Police Department partnered together and invited 20 children from local schools to join Camp 9-1-1. The interactive camp introduced middle-school children to law enforcement and emergency services.

Conducted three open houses at fire stations 85, 91, and 86. 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 2,425 people attended the station open houses.

Provided pool safety education and awareness to thousands of Henderson families with the ninth annual “Safe Pools Rule!” drowning prevention campaign in April. The “Safe Pools Rule!” campaign is provided through a continuing partnership with city and community organizations to eliminate drowning tragedies valley-wide.

Partnered with the City of Henderson Safety Department in coordinating a flu shot clinic. Fire department personnel administered 349 flu shots to City of Henderson employees in late October.

Promoted the “Check Your Seats in the Heat” safety campaign to stop heat-related deaths and injuries that can occur when children and pets are left unattended in vehicles. Nevada has ranked among the top 20 states hardest hit by heatstroke fatalities. The campaign began in 2010 with a mission to educate the community in hopes to prevent these tragedies.

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 positive community partnership. The family-friendly event was free and included kids' activities, safety demonstrations, police and fire vehicles, and a performance by the stars of Disney Junior's "Choo Choo Soul."



Attained a total of 13,028 Facebook fans and 541,326 total impressions (the number of people who saw, reacted to, commented, or shared a post). Gained 7,474 Twitter followers and earned 138,569 impressions. Nextdoor has established 108,667 followers and achieved 106,562 impressions.

Achieved 98.5% overall customer service approval rating. Of the 1,895 survey responses received this year, 98.2% agreed that fire department personnel met or exceeded their overall expectation of service.

Accomplished a 94% performance rating for incident response to structure fires. Ninety-seven 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.

Continued the tradition of participating in the Fill the Boot Campaign for MDA. For 67 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 the 2021 Women in the Fire Service Workshop. Aspiring firefighters were introduced to the physical and mental job requirements through a combination of classroom lectures, physical agility exercises, and hands-on experience with firefighting equipment. The free workshop was open to women 18 years and older.

Partnered with Neighborhood Housing Services, Lowe’s Pro, and the Just One Project to provide free smoke detectors and food to the first 200 households. The drive-up event was on a first-come, first-served basis at the Henderson Fire Training Center.





Safety Officer Award Recognition (SOAR) Award

Todd Ford

30 Years of Service

Daniel Madden

Timothy McKeever

Michael Wood

25 Years of Service

Corey Herbert

Sean Patterson

Shannon Long

William Rotroff

20 Years of Service

Brian Arboreen

Zee Helmick

Chad Engel

Monica Manig

Retirements and Resignations

Donald Spellman	Sr. Fire Investigator	32 years, 10 months
Anthony Rice	Fire Captain	30 years, 9 months
Brent Hannig	Fire Captain	29 years, 5 months
Kevin Flynn	Fire Captain	23 years, 2 months
Eric Mathews	Firefighter	22 years, 2 months
Clay Fontaine	Fire Engineer	22 years, 0 months
James Petrolia	Fire Captain	21 years, 9 months
Alex Johnston	Fire Engineer	21 years, 2 months
Douglas Donovan	Firefighter Paramedic	17 years, 10 months
Richard Arcenas	Firefighter Paramedic	16 years, 5 months
Stephanie Davidson	Sr. FD Business Analyst	16 years, 5 months
Shawn Lustig	Firefighter Paramedic	12 years, 9 months
Matthew Behrens	Fire Engineer	11 years, 10 months
Derek Hornaday	Firefighter Paramedic	11 years, 0 months
Clayton Mahana	Firefighter Paramedic	5 years, 1 month
Wendy Knauff	Administrative Asst. I	3 years, 5 months

Promotions

Michael Blasingame	Fire Captain
David Bower Jr.	Fire Engineer
Ian Bradley	Fire Captain
Harmony Cole*	Office Support Asst. PE
Monica Day	FD Business Analyst II
Monica Denison	Sr. FD Business Analyst
Cameron Gatter	Fire Engineer
Koral Huxford	FD Business Analyst I
Colin McTaggart	Fire Engineer
Ryan Nardi	Fire Engineer
Ryan Poulsen	Fire Captain
Robert Rodriguez	Fire Captain
Nicholas Sebastian	Fire Battalion Chief
Sydney Smith**	Administrative Asst. I
Lars Utt	Fire Engineer
Derek Voels	Fire Captain
Matthew Weise*	Fire Services Asst. PE

**Promotion from another City Department*

***Part-time to Full-Time*

Certificate Upgrades

Dereak Albright	Firefighter Paramedic
Nakoa Aliviado	Firefighter Paramedic
Brendan Chesser	Firefighter Paramedic
Robert Delp	Firefighter Paramedic
Zachary Fitzpatrick	Firefighter Paramedic
Benjamin Forbes	Firefighter Paramedic
Troy Goldbaum	Firefighter Paramedic
Charles Konell	Firefighter Paramedic
Dakoda Mayer	Firefighter Paramedic
Cody Morris	Firefighter Paramedic
Austin Stilson	Firefighter Paramedic
Lorenzo Thomas	Firefighter Paramedic
Jonathan Ufers	Firefighter Paramedic

Welcome New Employees

Chelsea Anderson**	Office Support Asst.	Marcus Hudson*	Sr. Fire Investigator
Omar Bikle	Firefighter	Braize Huxford	Firefighter
Kieran Boothroyd	Firefighter	Juan Islas	Firefighter
Hunter Chaney	Firefighter	Karlee Koopman	Firefighter
Jad Cheetany	Firefighter	Brandon Maroushek	Firefighter
Jackson Cofer	Firefighter	Andrew Martinez	Firefighter
Tyler Colburn	Firefighter	Joseph Mecham	Firefighter
Kamani Dossett-O'Ferrell	Firefighter	Cynthia Messina**	Administrative Asst. I
Zachary Fitzpatrick	Firefighter	Frank Pellegrino	Fire Services Asst.
Shadontae Florial	Firefighter	Cole Schaefer	Firefighter
William Gonzalez Jr.	Firefighter	Tyrone Smith	Firefighter
Luis Gonzalez	Firefighter	Derek Sutcliffe	Firefighter
Anthony Hines	Firefighter	Sarah Viets	Firefighter

**Transfer from another City Department*

***Part-Time to Full-Time*

HENDERSON™

**City of Henderson
Fire Department**
240 S. Water St.
Henderson, NV 89015
cityofhenderson.com/fire
702-267-2222

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

Richard Derrick, City Manager/CEO
Shawn White, Fire Chief

