

# Boulder City Fire Department



## Annual Report 2024

Respect | Accountability | Professionalism | Accountability  
Integrity | Diversity | Compassion

## VISION

The Boulder City Fire Department will continuously strive to meet the changing needs of our community. We will be accountable to those we serve, each other, and any organization we interact with. We are committed to maintaining a high level of readiness and providing the highest level of customer services and satisfaction through innovative training, education and equipment.

## MISSION

It is the mission of the Boulder City Fire Department to provide the highest level public safety services for our community. We protect lives and property through fire suppression, advanced life support (ALS) emergency medical transport, hazardous materials, technical rescue, disaster management, community service, and community risk reduction. It is our number one priority to provide the best emergency services to all Boulder City residents and visitors.

## CORE VALUES

We, the members of the Boulder City Fire Department are committed to the RAPID-C values in our interactions with coworkers and customers:

**R**espect – For each other, our department, our customers, our city officials, and the citizens/visitors of Boulder City

**A**ccountability – Professionally, personally and fiscally responsible for our actions

**P**rofessionalism – In application, appearance, attitude and standards

**I**ntegrity – Demonstrate honesty and fairness

**D**iversity – Be open minded and responsive to the uniqueness of our community without regard to age, gender, religion or ethnic origin

**C**ompassion – Demonstrate kindness and empathy



## Table of Contents

♦ <b>Message from the Fire Chief</b>	<b>pg. 1</b>
♦ <b>Accreditation</b>	<b>pg. 2</b>
♦ <b>2024 Organizational Chart</b>	<b>pg. 3</b>
♦ <b>Response Statistics</b>	<b>pg. 4</b>
♦ <b>Property Loss</b>	<b>pg. 5</b>
♦ <b>EMS Transport Report</b>	<b>pg. 5</b>
♦ <b>Customer Survey Report</b>	<b>pg. 5</b>
♦ <b>Training Report</b>	<b>pg. 6</b>
♦ <b>Fire Inspections and Plan Review Report</b>	<b>pg. 7</b>
♦ <b>Community Risk Reduction Report</b>	<b>pg. 7</b>
♦ <b>Emergency Management</b>	<b>pg. 7</b>
♦ <b>Improved Response Capabilities</b>	<b>pg. 8</b>
♦ <b>Department Accomplishments</b>	<b>pg. 10</b>
♦ <b>Employee Recognition</b>	<b>pg. 11</b>

2024



# A MESSAGE FROM THE FIRE CHIEF



It is with great pleasure that I present the Annual Report for Fiscal Year 2024 on behalf of the dedicated professionals of the Boulder City Fire Department. Despite the challenges and complexities of the Fire Service, our unwavering commitment to serving the community with respect, accountability, professionalism, integrity, diversity, and compassion remains steadfast. Our team responded to over 2,600 total request for services this year, reflecting a persistent demand for our services. We have been working diligently to expand our capabilities in an effort to fulfill the community's needs. We are excited to announce the opening of our training area with the completion of the training facility, as well as the addition of three new fulltime firefighter positions. Furthermore, the City has acquired two new rescue apparatus through the remount process to improve our emergency response capabilities. While emergency medical responses remained the most common type of incident we handled, we did experience several fire and other emergency-related losses this year.

Our team of skilled professionals in all areas of the department work tirelessly to serve the community, and I could not be prouder of their efforts. Their passion for serving and commitment to our mission are what sets us apart, and we are honored to have earned the respect and support of our community.

This report showcases our achievements and performance over the past year, and I am confident it will provide a sense of pride and honor to all those who read it. As Acting Fire Chief, I am deeply committed to our mission and values, and I hope this report conveys the same passion that our team brings to their work each day.

1  
Fire Station

6  
Administrative  
Staff

24  
Fulltime  
Firefighters

3  
Reserve  
Firefighters

3  
Reserve  
Battalion Chiefs

## ACCREDITATION

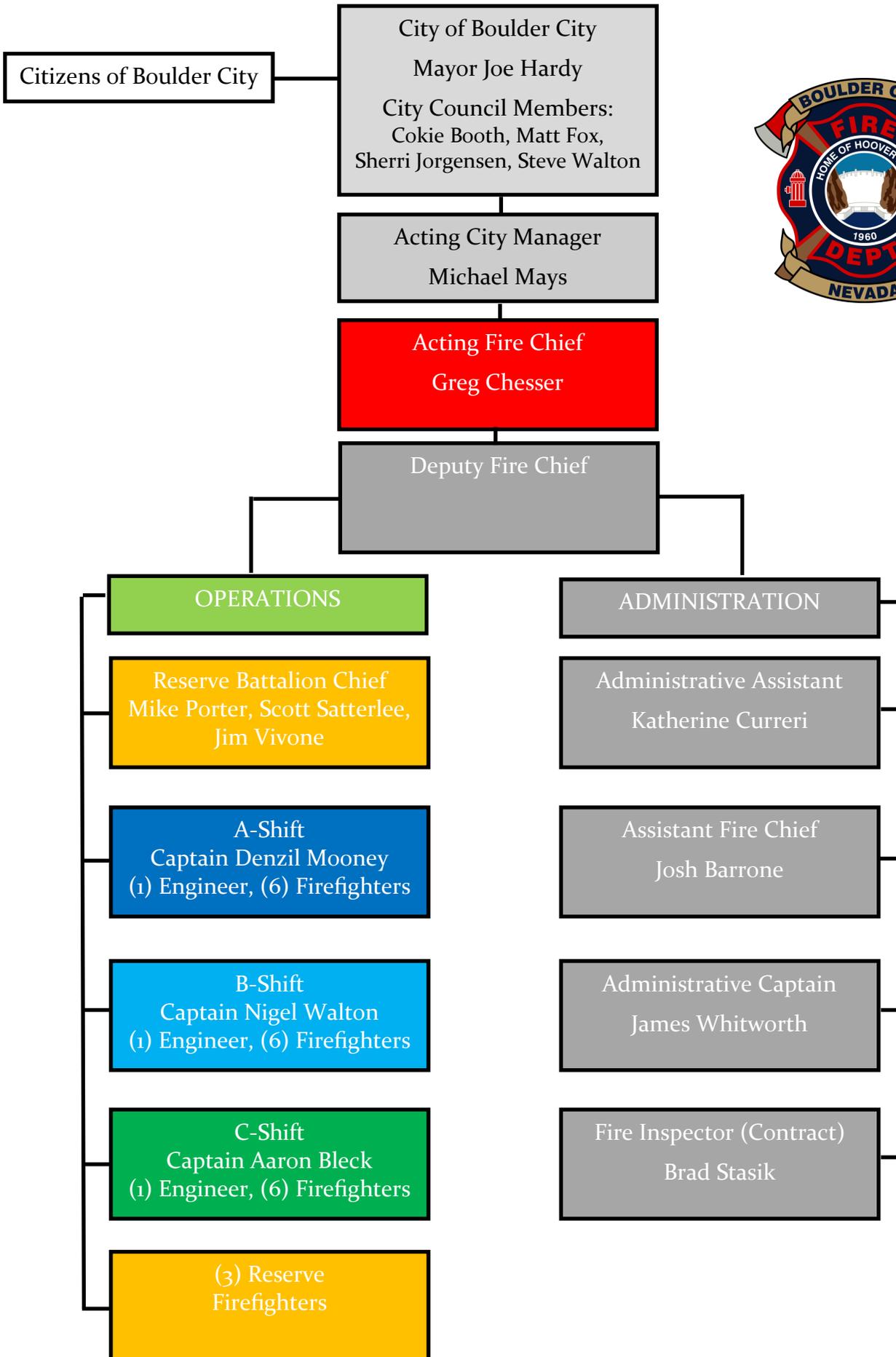


Accreditation is a comprehensive self-assessment and quality improvement model that enables organizations to examine past, current, and future service levels and internal performance and compare them to current research and industry best practices. This process leads to a more efficient and effective emergency service organization.

The Center for Public Safety Excellence (CPSE) is a primary resource for the fire and emergency profession to continuously improve services, resulting in a higher quality of life for communities. CPSE's Accreditation Program, administered by the Commission on Fire Accreditation International (CFAI) allows fire and emergency services agencies to compare their performance to determine community risk and safety needs and develop community-specific Standards of Cover, evaluate the performance of the department, and establish a method for achieving continuous organizational improvement.

Boulder City Fire Department began its journey towards achieving accredited status in 2021. The process involves identifying and developing a Community Risk Assessment, creating a Strategic Plan including goals and objectives for programs, creation of a Standards of Cover with benchmarks based on the community risk assessment, completing a performance and compliance study based on the benchmarks, and lastly the creation of a Self Assessment Manual which includes answering 255 performance indicators and criteria. In April of 2022 BCFD submitted its Community Risk Assessment and Standards of Cover document, and Fire and Emergency Service Self-Assessment. In October of 2022 the peer assessment team conducted an onsite 4-day visit at BCFD, interviewed staff members to obtain clarity on the submitted documentation, and reviewed our data and reference materials to verify and validate our submission. The peer assessment team then prepared a full report of findings, recommended changes, and a recommendation to the CFAI board of commissioners to accept our application for accreditation.

In March of 2023, BCFD staff members attended the 2023 CPSE Excellence Conference which provides training opportunities for agencies considering accreditation, in the process of obtaining accreditation, or who have already achieved accredited status. In addition to the trainings, the CFAI board of commissioners conducted hearings for agencies seeking final accredited status. The CPSE peer team leader assigned to our site visit presented the BCFD final report to the CFAI commissioners, and BCFD staff answered questions from the commissioners. After all questions were answered the commissioners conducted a vote which resulted in a unanimous decision to accept BCFD as an accredited agency.

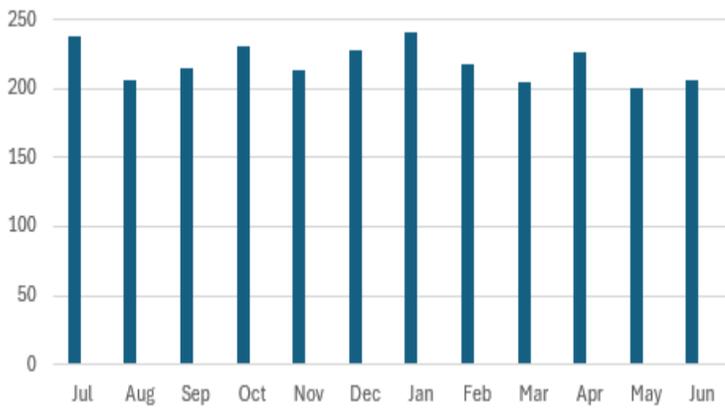


# RESPONSE STATISTICS

Boulder City Fire has recorded a steady call volume for both Fire and EMS incidents. The majority of these calls (81%) are classified as emergency medical services incidents. In terms of fire-related calls, of the 29 reported fires, 5 involved structures.



## MONTHLY CALL VOLUME CHART



## CALLS BY TYPE

Medical	2,132
Fire Suppression	29
Technical Rescue	7
Hazardous Materials	6
Aircraft Emergencies	3
Wildland Fires	2
Mutual Aid Responses Given	110
Vehicle Accidents—no injuries	39
Service Calls/Good Intent Calls	203
Alarm Activations	98

2,629

CALLS FOR SERVICE

29

FIRE CALLS

2,132

EMS CALLS

30

CALLS MUTUAL AID  
RECEIVED

# PROPERTY LOSS

## TYPES OF INVESTIGATIONS

Structures	4
Mobile Property	3

## VALUE/LOSS

Value	Loss
\$3.7M	\$962K

7

FIRE INVESTIGATIONS

# TRANSPORT TRENDS

BCFD responded to 2,132 EMS calls in 2024 compared to 1,904 the previous year, representing a 10% increase. Of the 2,132 EMS incidents, 82% (1,759) resulted in transport to area hospitals compared to 74% in 2023.

The hospital destination is determined by the type of call or by patient’s request, in accordance with Southern Health District protocol. In FY24 41% (722) of transports were to Boulder City Hospital, 31% (551) to St. Rose Dominican Hospital – Siena, 25% (436) to Henderson Hospital, and 3% to others.

4

CARDIAC LIFE SAVES

# CUSTOMER SERVICE

BCFD is committed to delivering exceptional service to our residents and visitors. Customer feedback is instrumental in measuring performance and identifying areas of improvement. In CY2023, the department mailed questionnaires to 142 customers and received 57 responses, representing a 40% return rate. Overall, 98% of respondents were satisfied with the services provided, and 98% agreed that the department met or exceeded customer service expectations.

Survey Questions	Agreement Rate
Your 9-1-1 call was answered promptly by an operator.	99%
The 9-1-1 operator who handled your call was courteous and caring	99%
Fire Department personnel arrived promptly.	99%
Fire Department personnel presented themselves with professional conduct.	98%
Fire Department personnel were compassionate and caring.	98%
Fire Department personnel clearly explained procedures performed.	98%
Fire Department personnel reduced your pain or discomfort.	98%
Fire Department personnel provided you with high-quality service.	98%
Fire Department personnel exceeded your overall expectations of service.	98%

# TRAINING REPORT

8,485

TRAINING  
HOURS

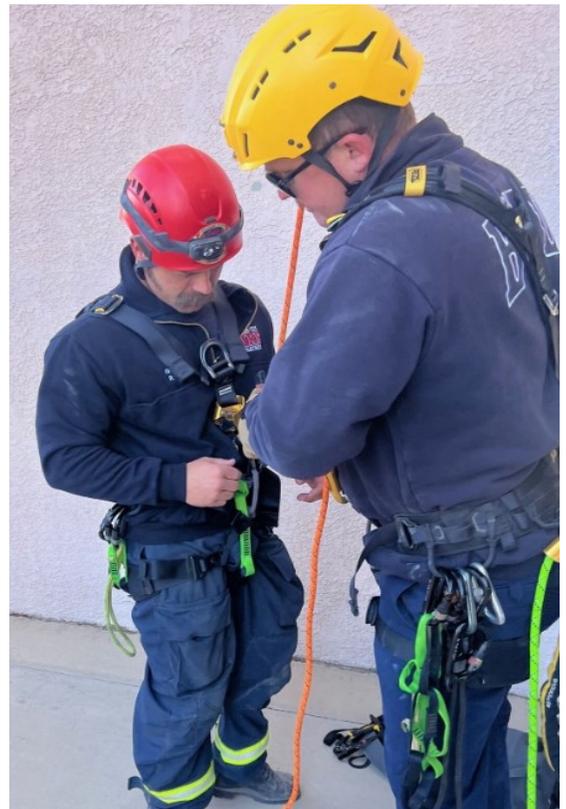
## TRAINING HOURS BY SUBJECT:

Company Training	5,197
Driver Operator	461
Fire Officer	715
Health and Safety/OSHA	103
Hazardous Materials	193
Technical Rescue	289
Emergency Medical	1,527



## CERTIFICATIONS ACHIEVED

Firefighter I - 1
Firefighter II - 3
Driver Operator - 2
Hazmat Operations - 1
Hazmat Technician - 4
Fire Investigator I - 1
Fire Instructor I - 4
Swift Water Operation - 24
Swift Water Technician - 1
Vehicle and Machinery Rescue Technician - 21



# FIRE INSPECTIONS/PLANS REVIEW REPORT

458	FIRE INSPECTIONS
385	PLANS REVIEW
205	CONSTRUCTION INSPECTIONS



# COMMUNITY RISK REDUCTION REPORT



## PUBLIC EDUCATION

CPR	22 Classes 174 attendees
Stop-the-Bleed	2 Classes 11 attendees
Senior Safety Day	1 Event 40 attendees
First Aid	8 Classes 64 attendees
Fire Extinguisher Training	1 Class 10 attendees

23

AEDS IN SERVICE  
AROUND THE CITY

# EMERGENCY MANAGEMENT REPORT

## Emergency Operations Center Activities

Events requiring EOC on stand-by	5
Events requiring EOC partial activation	0
Events requiring EOC full activation	1



## Emergency Management Accomplishments

1. Drafted new Emergency Operations Plan covering minimum NRS requirements and aligning plan with Clark County.
2. Developed Emergency Support Function checklists.

## IMPROVED RESPONSE CAPABILITIES

BCFD celebrated the groundbreaking on our 2-acre training area next door to Fire Station 1 with the purchase and build of the two-story training building. This training building will provide opportunities to training personnel in live fire situations, confined space, search and rescue, high-angle rescue and much more. Plans for the area include concrete and fencing of the area and training pads for a vehicle fire trainer, vehicle extrication, and electrical fire trainer.



## IMPROVED RESPONSE CAPABILITIES

Through the Vehicle and Equipment Replacement Fund (VERF), the department obtained two new rescue units to replace two units that were over 12-years old. Both units are remount apparatus which means the box was removed and placed on a newer chassis. This process saves the city up to \$200K per vehicle.

Rescue 541—2024 Ford F450



Rescue 544—2022 Dodge 5500



# DEPARTMENT ACCOMPLISHMENTS

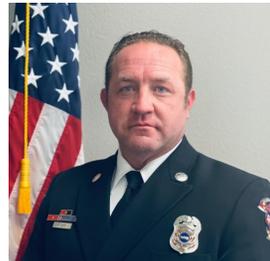


## PROFESSIONAL CREDENTIALING

The credentialing process through the Commission on Professional Credentialing (CPC) helps you achieve continuous professional improvement and gain recognition for your career achievements and excellence.

Over the past year, five individuals achieved credentialing.

Walt West	Chief EMS Officer
Justin Clift	Fire Officer
Nigel Walton	Fire Officer
Aaron Bleck	Fire Officer
Jimmy Whitworth	Fire Officer



## SENIOR SAFETY DAY

October 26, 2023, the department organized the first Senior Safety Day bringing vendors together to provide seniors with health, wellness, and safety information. Over 40 residents attended the event.



# EMPLOYEE RECOGNITION

## Safety Officer Award Recognition (SOAR) Award

Captain Nigel Walton

Captain Josh Barrone

Engineer Mike Gabiola

Firefighter Harold Hadley

Firefighter Ryan Spradling

Reserve Firefighter Robert Acevedo

Firefighter Sarah Mitre

## Retirements

Paramedic/Firefighter Walter West (23 years)

## Promotions

Josh Barrone (Assistant Fire Chief)

James Whitworth (Captain)

Jason Tullis (Firefighter)\*

Elijah Hubbard (Firefighter)\*

\* Promoted from Reserve Firefighter to Fulltime

## Annual Awards

Firefighter of the Year:

Brian Shea

Reserve Firefighter of the Year:

Elijah Hubbard

Fire Chief's Award:

Brian Shea

Medal of Merit:

Walter West (retirement)

Commendation Medal:

Josh Barrone

Mike Porter

Scott Satterlee

Aaron Bleck

Carl Ford

Life Save Award:

Nigel Walton

Josh Barrone

Mike Gabiola

Harold Hadley

Ryan Spradling

Robert Acevedo

James Whitworth

Kurt Thien

Elijah Hubbard

Dan Schuster

Alex Zoukas

Quincie Hines

Greg Chesser

Denzil Mooney

Justin Clift

Jay Dardano

Nick Giles

Casey Jones





# GAPS ANALYSIS

The Standard of Response Coverage declares the Boulder City Fire Department's service level, defines the basic resources necessary to meet the stated objectives, and identifies the current effectiveness of these objectives. This Standard was developed to ensure the citizens of Boulder City receive an adequate emergency response from the Boulder City Fire Department. The Standard of Cover provides for emergency response determined by the nature and type of incident and assigns Department resources accordingly. It is the duty of the senior staff members to monitor incident data to ensure the requirements for this standard are met. When any non-conforming trends are identified, senior staff members shall make recommendations to bring response times within compliance. It is the duty of each Captain to adhere to the staffing requirements of this standard. It is the responsibility of all fire department personnel to respond quickly and safely to life-threatening emergencies.

The 2024 Performance Gap Analysis provides a summary review of all 2024 incidents based upon the Standard of Response Coverage. Gaps in performance are reported according to this Standard.

<u>Planning Zone</u>	<u>Performance Gap Identified</u>	<u>Proposed Solution</u>
Urban 2 (Del Prado, Temple Rock, Lake Mountain, Hemenway, San Felipe, Keys)	Total response time in excess of industry standards	Evaluating future fire station needs
17% of total calls (444/2,629) occurred concurrently, reducing response capabilities and often requiring need for mutual aid assistance	Total response time in excess of industry standards. Requires mutual aid ambulance (15-20 minute delay)	Staff increase from 8 to 10 per day to staff three rescues (6 personnel) and one engine (4 personnel) per day.



# ISSUES

The following identifies issues that affect the department that could potentially reduce response capabilities

<u>Issue</u>	<u>Proposed Solution</u>
Fire Station One lacks sufficient restroom/shower facilities for more than one female on duty.	Expand/upgrade female restroom.
Fire Station One lacks sleeping quarters allowing for only a minimum number of firefighters to be on duty. Currently set up to sleep 10, however, two rooms have bunkbeds which is not an industry standard.	Relocate administrative staff to another location. Convert office area into sleeping quarters and a Captain's office. Expand/upgrade admin restroom for showers. This would create sleeping quarters for up to 12 personnel.



