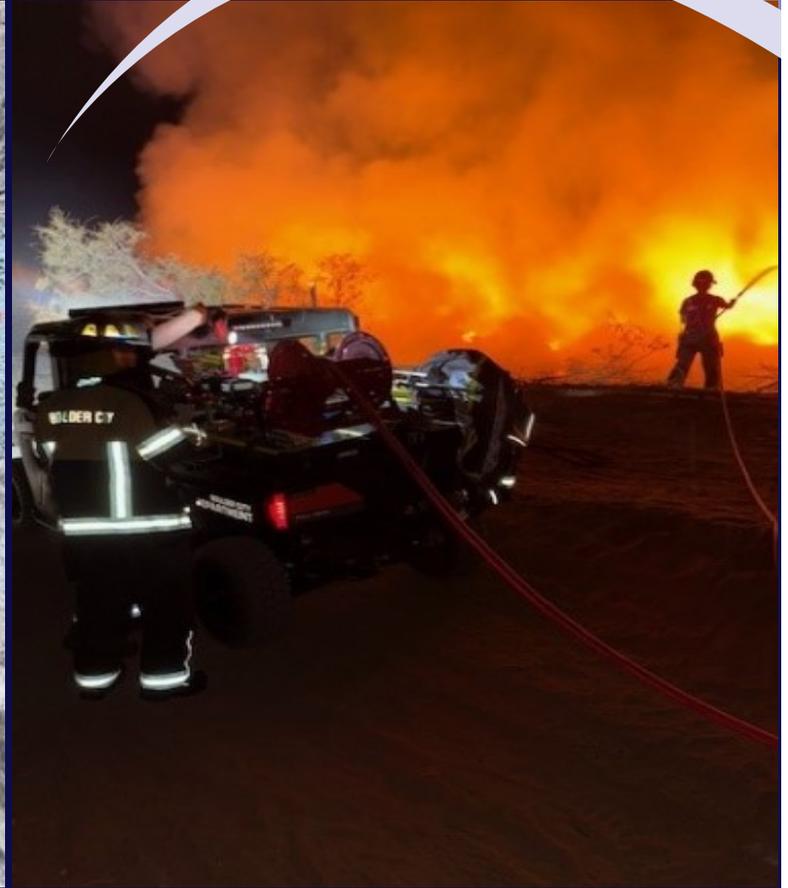


Boulder City Fire Department



Annual Report 2025

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:

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

Accountability – Professionally, personally and fiscally responsible for our actions

Professionalism – In application, appearance, attitude and standards

Integrity – Demonstrate honesty and fairness

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

Compassion – Demonstrate kindness and empathy



Table of Contents

♦ Message from the Acting Fire Chief	pg. 1
♦ Accreditation	pg. 2
♦ 2025 Organizational Chart	pg. 3
♦ Response Statistics	pg. 4
♦ Property Loss	pg. 5
♦ EMS Transport Report	pg. 5
♦ Customer Survey Report	pg. 5
♦ Training Report	pg. 6
♦ Fire Inspections and Plan Review Report	pg. 7
♦ Community Risk Reduction Report	pg. 7
♦ Emergency Management	pg. 7
♦ Improved Response Capabilities	pg. 8
♦ Department Accomplishments	pg. 10
♦ Employee Recognition	pg. 11
♦ Gap Analysis	pg. 12
♦ Issues	pg. 13

2025

July 1, 2024—June 30, 2025



A MESSAGE FROM THE ACTING FIRE CHIEF



It is with great pleasure that I present the Annual Report for Fiscal Year 2025 on behalf of the dedicated professionals of the Boulder City Fire Department. It was another busy year filled with challenges, but we remained focused on providing superior services to our community.

In Fiscal Year 2025, the department responded to 2,755 calls for service. We also started the year adding three new firefighters to the team, increasing our staffing to eight personnel assigned to each shift.

In October 2024, we kicked off a three month campaign seeking input from our stakeholders conducting both internal and external customer surveys, and received feedback from 225 citizens. Our training grounds continued to evolve with the completion of the road work around the training facility. We also received another fire training prop to improve our response capabilities.

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. We are eager to continue our mission in the year ahead.

Greg Chesser
Acting Fire Chief

1	6	24	1	2
Fire Station	Administrative Staff	Fulltime Firefighters	Reserve Firefighters	Reserve Battalion Chiefs

ACCREDITATION

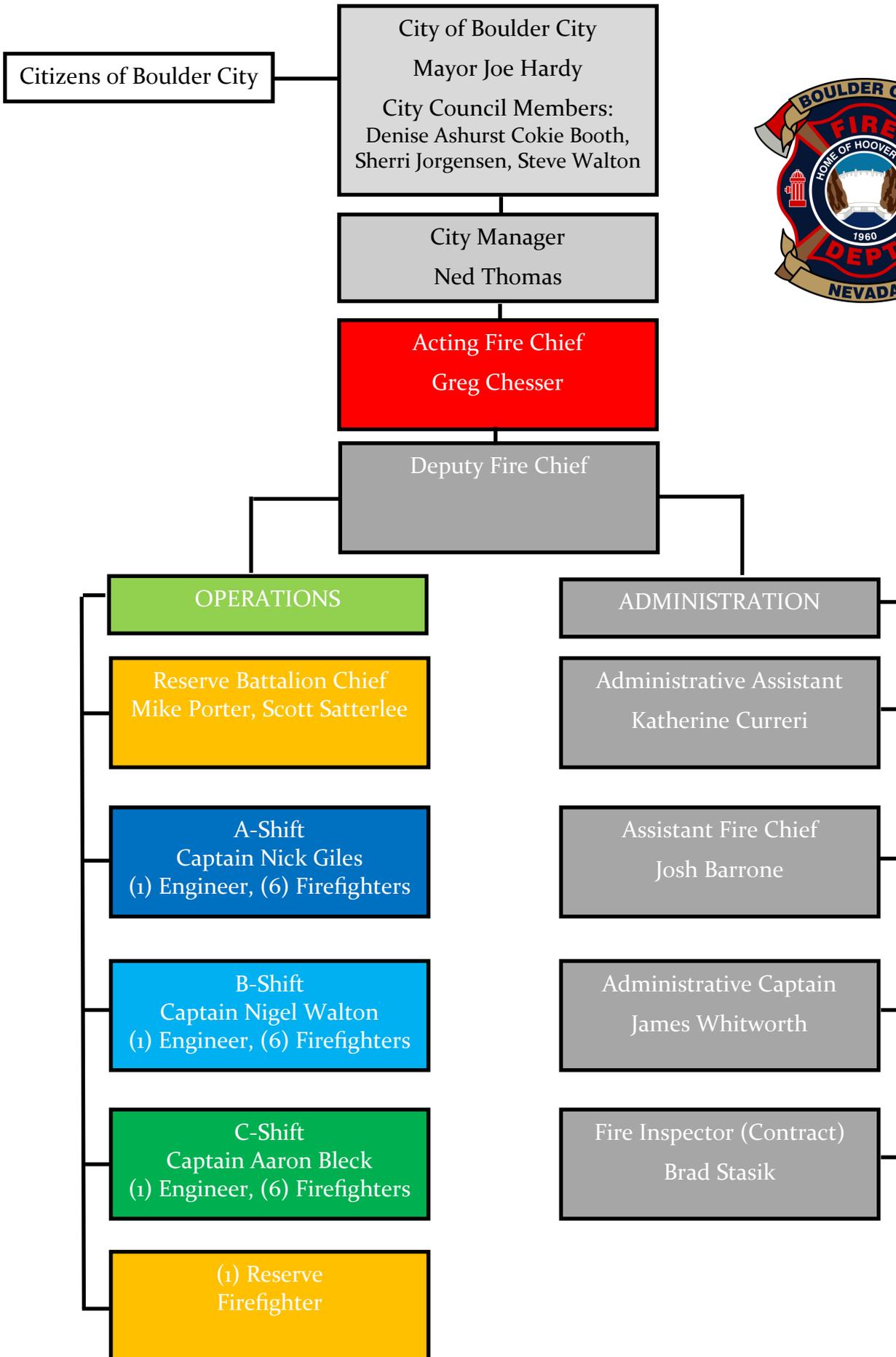


Accreditation is a comprehensive self-assessment and quality improvement model that enables organizations to examine past, current, and future service levels and internal performance and compare them to current research and industry best practices. This process leads to a more efficient and effective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

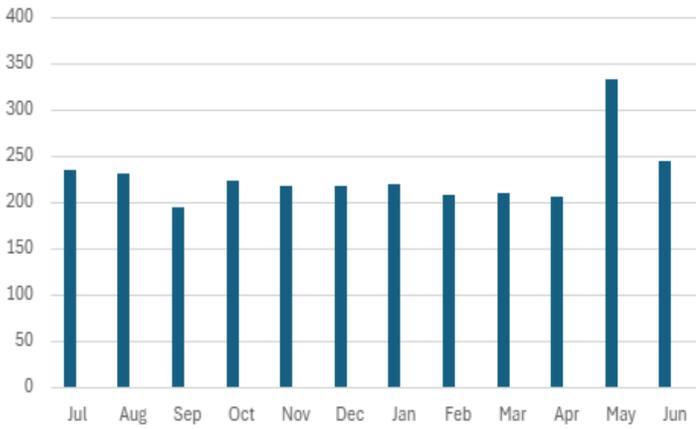


RESPONSE STATISTICS

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	2039
Fire Suppression	44
Technical Rescue	2
Hazardous Conditions	11
Aircraft Emergencies	0
Wildland Fires	11
Mutual Aid	143
Vehicle - No injuries/leaks	34
Other Service Calls	234
Good Intent	168
Fire Alarm	69
TOTAL	2755

2,755

CALLS FOR SERVICE

44

FIRE CALLS

2,039

EMS CALLS

29

CALLS MUTUAL AID
RECEIVED

PROPERTY LOSS

TYPES OF INVESTIGATIONS

Structures	7
Mobile Property	7

VALUE/LOSS

Value	Loss
\$1.4M	\$415K

14

FIRE INVESTIGATIONS

TRANSPORT TRENDS

BCFD responded to 2,039 EMS calls in 2025 compared to 2,132 the previous year, representing a 5% decrease. Of the 2,039 EMS incidents, 66% (1,350) resulted in transport to area hospitals compared to 82% 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 FY25 45% (618) of transports were to Boulder City Hospital, 29% (389) to St. Rose Dominican Hospital – Siena, 23% (304) to Henderson Hospital, and 3% to others.

3

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 CY2024, the department mailed questionnaires to 207 customers and received 69 responses, representing a 33% return rate. Overall, 99% of respondents were satisfied with the services provided, and 97% 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.	100%
The 9-1-1 operator who handled your call was courteous and caring	100%
Fire Department personnel arrived promptly.	100%
Fire Department personnel presented themselves with professional conduct.	100%
Fire Department personnel were compassionate and caring.	99%
Fire Department personnel clearly explained procedures performed.	100%
Fire Department personnel reduced your pain or discomfort.	99%
Fire Department personnel provided you with high-quality service.	97%
Fire Department personnel exceeded your overall expectations of service.	97%

TRAINING REPORT

12,159

TRAINING
HOURS

TRAINING HOURS BY SUBJECT:

Company Training	3,918
Driver Operator	489
Fire Officer	612
Health and Safety/OSHA	36
Hazardous Materials	372
Technical Rescue	1,351
Emergency Medical	1,861.5
Other	3,519.5



66

CERTIFICATIONS
ACHIEVED

FIRE INSPECTIONS/PLANS REVIEW REPORT

773	FIRE INSPECTIONS
510	PLANS REVIEW
411	CONSTRUCTION INSPECTIONS



COMMUNITY RISK REDUCTION REPORT



PUBLIC EDUCATION

CPR	7 Classes 75 attendees
Stop-the-Bleed	5 Classes 92 attendees
First Aid	4 Classes 25 attendees
Helmet Safety Program	22 Helmets provided
Smoke Detector Program	172 Detectors provided

21

AEDS IN SERVICE
AROUND THE CITY

EMERGENCY MANAGEMENT REPORT

Emergency Operations Center Activities

Events requiring EOC on stand-by	6
Events requiring EOC partial activation	0
Events requiring EOC full activation	0
Events requiring support to Clark County MACC	2



Emergency Management Accomplishments

1. Conducted table top fire and evacuation exercise for city directors

IMPROVED RESPONSE CAPABILITIES

In 2024, BCFD's training area began with the construction of the two-story training building. Over the last year, improvements continued with the completion of the road and concrete pad around the building, a security fence around the training area, and the purchase of the car fire training prop.



DEPARTMENT ACCOMPLISHMENTS

We are constantly looking for opportunities to improve our services, contributions, and ways to overcome challenges. The follow is an overview of what the department has achieved during Fiscal Year 2025.

- Installed cover over the station patio area to improve operations living quarters area and morale.
- Completed an internal and external customer survey (3-year accreditation requirement).
- Completed the draft 2025-2030 Fire Department Strategic Plan (in draft to City Manager).
- Upgraded record management system to include staffing and payroll. Eliminated duplicated payroll processes.
- Purchased four new LifePak Monitors enhancing critical lifesaving equipment.
- Purchased and received simulated car fire prop for training grounds. Enhanced capabilities to train and respond to car fires.
- Completed road and concrete around training grounds.
- Installed G2 dispatch system. Improved dispatch and response times to calls.
- Began utilizing cellphone radio system to improve communications on emergencies.
- Upgraded command vehicle radios to enhance emergency communications.
- Purchased computer program for incident command to enhance capabilities during emergency situations.
- Conducted EOC Tabletop exercise for city leadership on Tesla Megapak fires to increase awareness and hone response skills.

EMPLOYEE RECOGNITION

Safety Officer Award Recognition (SOAR) Award

Assistant Fire Chief Josh Barrone
Battalion Fire Chief Scott Satterlee
Captain Aaron Bleck
Captain Jimmy Whitworth
Engineer Jon Kingma

Paramedic/Firefighter Ryan Bodily
Paramedic/Firefighter Colton Dody
Paramedic/Firefighter Jason Tullis
Firefighter Carl Ford

Retirements

Captain Denzil Mooney (28 years)

Promotions

Casey Jones (Paramedic/Firefighter)*
Jordan Perez (Firefighter)*
Colton Dody (Paramedic/Firefighter)*

* Promoted from Reserve Firefighter to Fulltime

Annual Awards

Firefighter of the Year:

Jason Dardano

Fire Chief's Award:

Brad Stasik

Commendation Medal:

Nigel Walton

Nick Giles

Justin Clift

Mike Gabiola

Brian Shea

Brandon Featherly

Carl Ford

Elijah Hubbard

Dominique Mirjanian

Dan Schuster

Alex Zoukas

Jay Dardano

Ryan Spradling

Life Save Award:

Nigel Walton

Mike Gabiola

Justin Clift

Jay Dardano

Ryan Spradling

Alex Zoukas

Brian Shea

Elijah Hubbard

Brandon Featherly

Jason Tullis

Dominique Mirjanian



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 2025 Performance Gap Analysis provides a summary review of all 2025 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	Evaluate/Plan for future fire station long range.
ALL ZONES	15 to 20% of total calls annually occur concurrently, reducing response capabilities.	Evaluate feasibility of future staffing increases to address response capabilities.



ISSUES

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

Issue	Proposed Solution
Fire Station lacks sufficient restroom/shower facilities for more than one female on duty.	Expand/upgrade female restroom.
Fire Station lacks sleeping quarters allowing for only a minimum number of firefighters to be on duty. Fire Station Administration lacks space for personnel. Currently Fire Inspector is located at City Hall.	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.
Replace Engine 122 (505). 2007 Pierce Engine. Has exceeded the 15-year use standard. Current engine serves as back-up to Engine 121. Engine is not designed to meet the needs of response for carrying all required equipment.	Plan for and purchase new engine in FY27 VERF Program. Would take up to four years to receive.
Replace Rescue 124 (542). 2012 GMC. Has exceeded the 10 to 12 year use standard.	Plan for and purchase remount rescue in FY28 VERF Program. Would take up to 12 months to receive.



