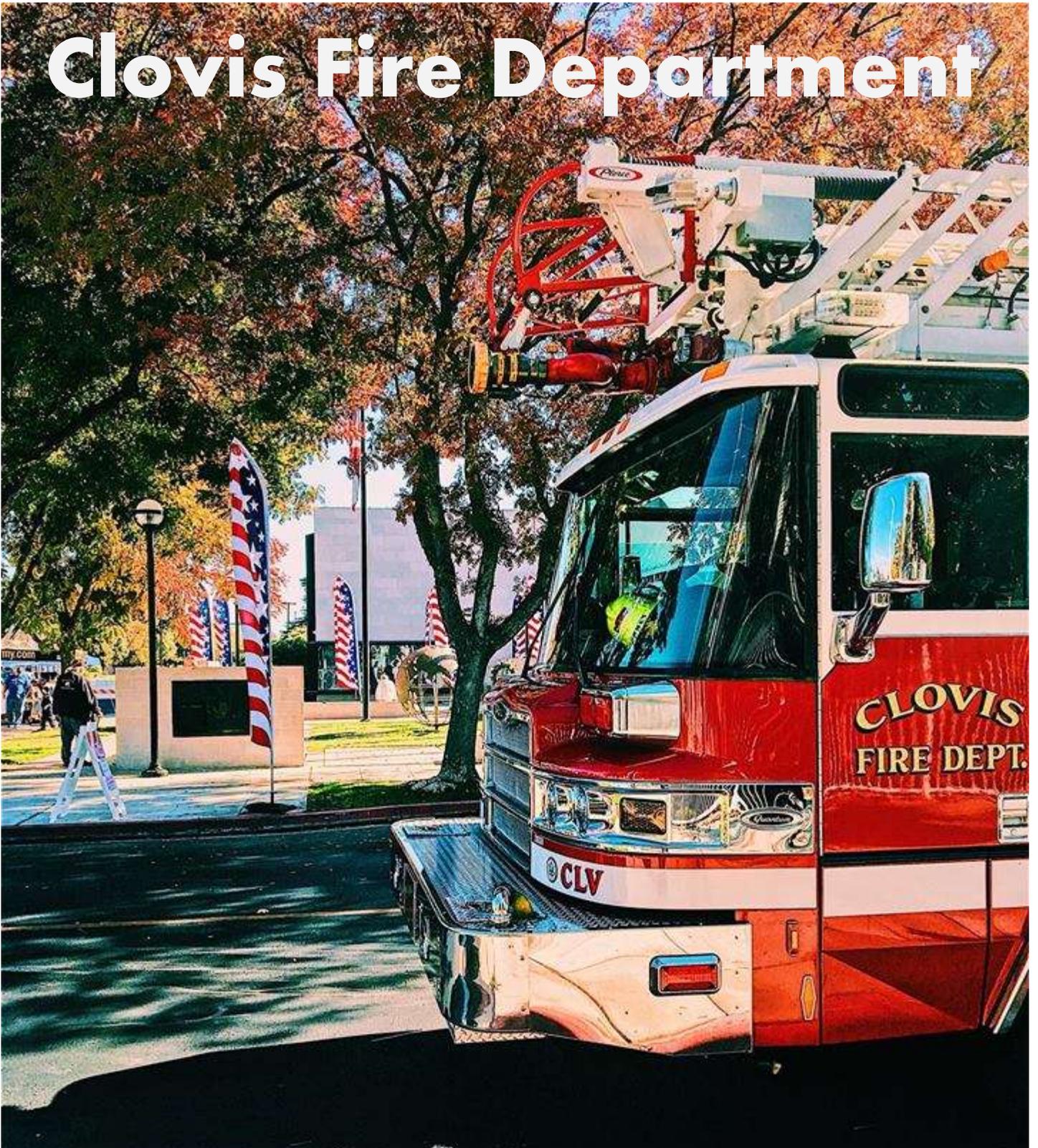


# Clovis Fire Department



ANNUAL REPORT

2017

## **CITY OFFICIALS**

**Bob Whalen, Mayor**

**Drew Bessinger, Mayor Pro Tem**

**Lynne Ashbeck, Council Member**

**Jose Flores, Council Member**

**Vong Mouanoutoua, Council Member**

**Luke Serpa, City Manager**

## **COMMAND STAFF**

**John Binaski, Fire Chief**

**Jim Damico, Battalion Chief**

**Jason Ralls, Battalion Chief**

**Bret Black, Battalion Chief**

**Anthony Gomes, Administrative Battalion Chief**

**Chad Fitzgerald, Life Safety Manager**

## **PREPARED BY**

**Katie Krahn, Principal Office Assistant**



## Our Mission

The Mission of the Clovis Fire Department is to provide for the fire and life safety of the community in the most professional, courteous, and efficient manner possible.

### Prevent Harm

- *To our Community*
- *To our Firefighters*
- *To our Environment*

### Be Professional

- *In our Appearance*
- *In our Performance*
- *In our Reputation*

### Use Resources Wisely

- *With our Budget*
- *With our Time*
- *With our People*

## Our Vision

The Clovis Fire Department is dedicated to serving the people of our community and we will work to continue to exceed community expectations. We will provide leadership locally, regionally, and nationally. We will establish and strengthen partnerships and cooperate with allied agencies to enhance our service. We will provide the best service possible within the fiscal opportunities available. We will exercise foresight in planning, preparing, and auditing for the safety and well-being of the community. We will promote confidence, trust, and self-reliance through personal and professional growth. We will support our workforce to maintain a healthy lifestyle and perform duties in a safe and responsible manner.

## Our Values

We Value the Clovis Way of Life Through...

- Teamwork** Empowerment of our personnel to provide quality customer service
- Traditions** Remembering the past
- Innovation** Always seeking to acquire knowledge and skill
- Integrity** Adherence to moral and ethical principles
- Honor** Integrity in one's beliefs and actions
- Respect** Deference to the rights or opinions of others
- Creativity** Transcending traditional ideas or patterns to create meaningful new ideas
- Courage** Facing difficulty without fear



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## MESSAGE FROM THE CHIEF



I am honored and humbled to serve as the Fire Chief of an amazing organization with a proven track record of success. On behalf of the men and women of the Clovis Fire Department, it is my pleasure to share with you the City of Clovis Fire Department's 2017 Annual Report. This document is the Fire Department's way of communicating to our elected officials, our cooperating fire agencies, and most importantly, our customers. This report is a compilation of our most significant accomplishments over the last year, the quantity and quality of service we provide, and future challenges we face over the next couple of years.

In 2017, the Fire Department responded to a record number of Out of County assignments for wildland and Urban Search and Rescue. As growth continues in the east of the city the Fire Department is seeing longer total response times and an increase in service demands from the citizens of Clovis. This increase is not sustainable based on future growth predictions and the desire to develop the northwest without improvements to our service delivery capabilities. Our firefighters continue to provide the best public safety service possible with great pride in the City and the organization. They are truly our greatest asset and I thank them for all they do to serve our community.

We have many great accomplishments to report and one of the primary reasons for such success is teamwork. Teamwork between the firefighters, City staff, our elected officials, and most importantly, our community members is what makes us a very successful fire department.

### **Accomplishments for 2017 are:**

- We have continued to be one of only nine accredited fire agencies within the State of California and have maintained an Insurance Services Office rating of Class 2 that exceeds a majority of our surrounding fire agencies.
- The Department replaced its Urban Search and Rescue apparatus with a new state of the art vehicle. The previous vehicle was over 30 years old and was not able to house all of the required equipment for a Type 1 USAR Team.
- Survival rates for patients suffering from a major heart attack continue to improve from a low of 9% and a three-year improvement to an average of 30%. This is the result of enhanced CPR techniques by emergency responders and early bystander hands-only CPR utilization.
- Achieved certification as an Accredited Local Academy from California State Fire Training so the Department will be able to complete required certification testing for Firefighter I and II.
- Department personnel assisted with an unprecedented amount of mutual aid support to State and Federal agencies due to the increased frequency and magnitude of wildland fires.
- Fire loss for 2017 was \$2.8 million, which is below the Department's goal of under \$3 million. This is directly related to the efforts of fire prevention, public education, fire sprinklers (both residential and commercial), and the great work of our firefighters.



## MESSAGE FROM THE CHIEF

### Accomplishments for 2017:

- Worked with the Central California Emergency Medical Service Agency to improve Advanced Life Support (ALS) service delivery within the City of Clovis. In the 2018 five-year Exclusive Operating Area Agreement for ambulance transport, the response time performance for the City of Clovis will be its own performance area. This should result in faster ALS response times and improved service to our citizens with no additional cost to the taxpayers.
- The Fire Department is still below the regional average of \$140 “cost per capita”. Currently we are at \$131, 12% below that of our comparable cities, while still maintaining service levels.
- We continue to maintain a high citizen satisfaction rating of 98%.

### Goals and Challenges for 2018 are:

- Call volume and population continues to increase year after year. This was the first year the Fire Department had experienced a significant increase in response times. The Department has an approved standard of the first-due fire unit arriving within 6:30 minutes. In 2017, our time to arrival performance dropped to 84% (6:54 at 90%).
- Managing past and future growth areas while recognizing the small increase in additional General Fund Revenue to support expansion of public safety.
- Purchase the property and start architectural design for a new Fire Station 6 in the Loma Vista Area (South of Bullard/East of Locan).
- Improve the current site for Logistics including ADA bathrooms and more ergonomics for better function.
- Complete the process for our five-year accreditation renewal.
- Improve the Fire Training Center with ADA bathrooms, showers, and enhanced fire props.

On behalf of the men and women of the Clovis Fire Department, thank you for your support as we serve our community.

John Binaski, Fire Chief



## MEASURING PERFORMANCE

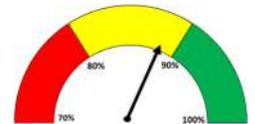
The Clovis Fire Department recognizes that service to the community is sometimes difficult to measure and that the value of the services we provide must excel in contrast to the cost of operating. The Department relies on a number of data sources and indicators to measure performance. The following list of performance measures are only a sample of the high-level indicators used to determine effectiveness and efficiency in a number of service delivery areas including emergency response. For the first time since being an accredited agency, the data shows that the Department is not meeting or exceeding its response time goals. This is the result of significant residential growth over the last 15 years without adding addition personnel or resources.

### EMERGENCY RESPONSE SERVICE LEVEL BASELINES

### 2017 PERFORMANCE

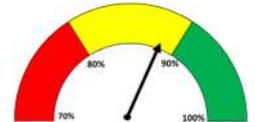
**Response Goal 1: First Unit Arrival—Total Response Time - EMS**  
= 6 Minutes & 30 Seconds at 90% and not less than 80%

7:17



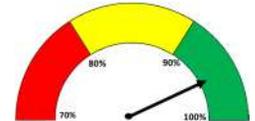
**Response Goal 2: First Unit Arrival —Total Response Time - MVA / Rescue**  
= 7 Minutes at 90% and not less than 80%

7:24



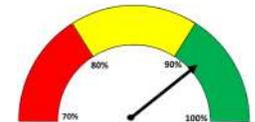
**Response Goal 3: First Unit Arrival—Total Response Time - Fire**  
= 7 Minutes at 90% and not less than 80%

6:00



**Response Goal 4: Effective Response Force (16 to 19 Firefighters)- Fire**  
= 10 Minutes & 30 Seconds at 90% and not less than 80%

10:18



### SUPPORT ACTIVITIES SERVICE GOALS

### 2017 PERFORMANCE

**Support Goal 1: Cost/Per Capita**  
(Annual Budget (- OES Rev/Exp) ÷ Population Served)  
= **Below \$140** (City Comparison: Chico, Davis, Lodi, Manteca, Merced, Roseville, Turlock, Visalia)

\$131

**Support Goal 2: Insurance Services Office Rating**  
= **Class 3 or Better** (Class 2 or 1)

Class 2

**Support Goal 3: Property Loss**  
= **Keep property loss due to fire below 5-year average (\$2.4 Million)**

\$2.8 Million



# MEASURING PERFORMANCE

## SUPPORT ACTIVITIES SERVICE GOALS

## 2017 PERFORMANCE

**Support Goal 4: Citizen Satisfaction Survey Score  
= 90% or Better**

**98%**

**Support Goal 5: Firefighter Injury Rate  
Less than 16 Reportable Injuries**

**7**

**Support Goal 6: Total Injury Claim Costs  
= \$150,000 or Lower**

**\$118,457**

**Support Goal 7: Accreditation Status Through CPSE  
= Maintain**

**Maintained**

## FIRE AND LIFE SAFETY BUREAU GOALS

## 2017 PERFORMANCE

**Fire and Life Safety Goal 1:  
=Return 100% of all fire protection system plans for permit issuance within ten days of submittal and building plans for permit issuance within ten days of submittal and provide inspections within 24 hours of request.**

**Completed at  
90%**

**Fire and Life Safety Goal 2:  
= Ensure all plan checks are completed within ten days 90% of the time.**

**Completed at  
90%**

**Fire and Life Safety Goal 3:  
= Approve 90% of projects within three (3) plan checks.**

**Completed at  
90%**

**Fire and Life Safety Goal 4:  
= Investigate 100% of all fires reported.**

**Completed at  
100%**

**Fire and Life Safety Goal 5:  
= Clear 90% of all fire investigation cases within one year.**

**Completed at  
92%**



# OVERVIEW

The Operations Division is responsible for delivering emergency services to those citizens who live, work and visit the City of Clovis. The Operations Division responds to all calls for emergency services including: incidents involving fires, emergency medical services, technical rescue and release of hazardous materials. Mutual/Auto Aid responses are provided to surrounding fire departments via agreements. The Clovis Fire Department is staffed 24 hours per day 365 days per year. This is accomplished by a three-shift schedule (A, B, C) spread amongst five fire stations strategically located throughout the City to provide the best service possible to the community. Each shift is comprised of one (1) Battalion Chief, five (5) Captains, five (5) Engineers and five (5) Firefighters. This is the same deployment and number of sworn personnel we have had in place since 2006.

# SIGNIFICANT EVENTS

During 2017, the Fire Department responded to an increased number of fires located in commercial or retail occupancies, compared to previous years. Fires still pose a significant threat to our residents and visitors. Fires in commercial properties can potentially reduce City revenues from both property and sales tax. In addition to life safety, this is another benefit to having an effective fire department.

**1059 Hoblitt Ave.  
September 6, 2017**



- May 25, 2017 at 1:55 am, structure fire at 1700 Sunnyside with a reported person trapped in a burning apartment. Upon arrival, fire units found a downstairs apartment with heavy fire lapping up to the second story. Unfortunately, this was a fatal fire.

Fire loss estimated at \$420,000

- June 6, 2017 at 5:26 pm, structure fire at 280 W. Alamos Ave #14. This fire was located in an auto body repair shop. This fire brought the business owners attention to good fire prevention practices in buildings not equipped with fire sprinklers.

Fire loss estimated at \$151,000

- September 6, 2017 at 1:48 pm, structure fire at a recycling processing plant located at 1059 Hoblitt Ave. The fire started from sparks while moving pallets of recycled cardboard.

Fire loss estimated at \$60,000



# SIGNIFICANT EVENTS

- October 17, 2017 at 3:35 pm, structure fire at 2055 Peach. This fire was reported in a commercial structure currently occupied, but a renovation was in progress. The fire went unnoticed for a significant period of time before being reported by a passerby.

Fire loss estimated at \$1,079,000

- October 23, 2017 at 5:12 pm, structure fire at 1777 Celeste. This fire started outside on the side of a single-story single family residence and damaged both homes.

Fire loss estimated at \$200,000



**2055 Peach  
October 17, 2017**

After reviewing fire incidents for 2017, fires in residential living units still account for a majority of our reported fires, but the largest dollar losses are related to commercial or retail occupancies. The Department saw a significant increase in commercial occupancy fires in 2017.

<b>2017 Call Volume By Type</b>				
<b>Incident Type</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>3-Year Average</b>
Emergency Medical	6,185	5,925	5821	5,977
Good Intent/Service Call	2,406	2,185	2253	2,281
Fire	388	441	421	417
Hazardous Materials/Condition	195	181	147	174
Rescues & Vehicle Accidents	518	489	538	515
False Alarm & False Call	560	592	604	585
<b>TOTAL</b>	<b>10,252</b>	<b>9,813</b>	<b>9,784</b>	<b>9,950</b>

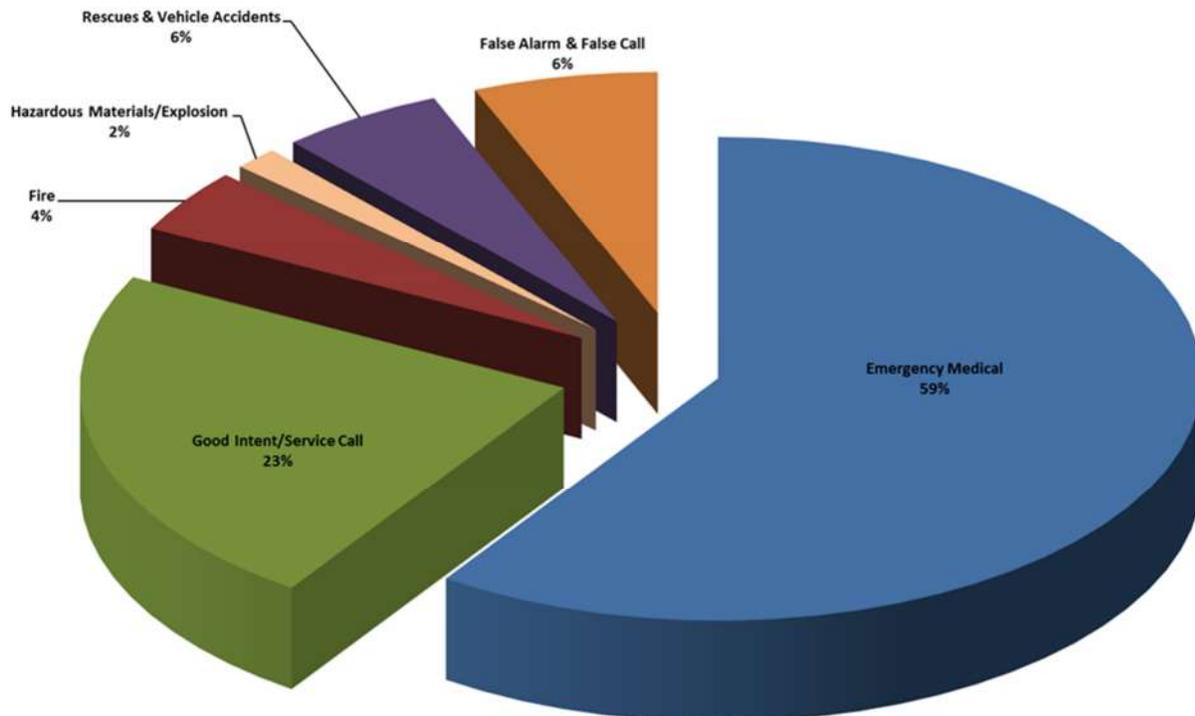


**Response Statistics**

**Mutual Aid Incidents**

	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>3-Year Average</u>
Fresno County - Received	295	273	272	280
Fresno County - Provided	335	276	285	299
Fresno City - Received	271	310	250	244
Fresno City - Provided	808	867	657	777
OES - Provided	30	41	74	48

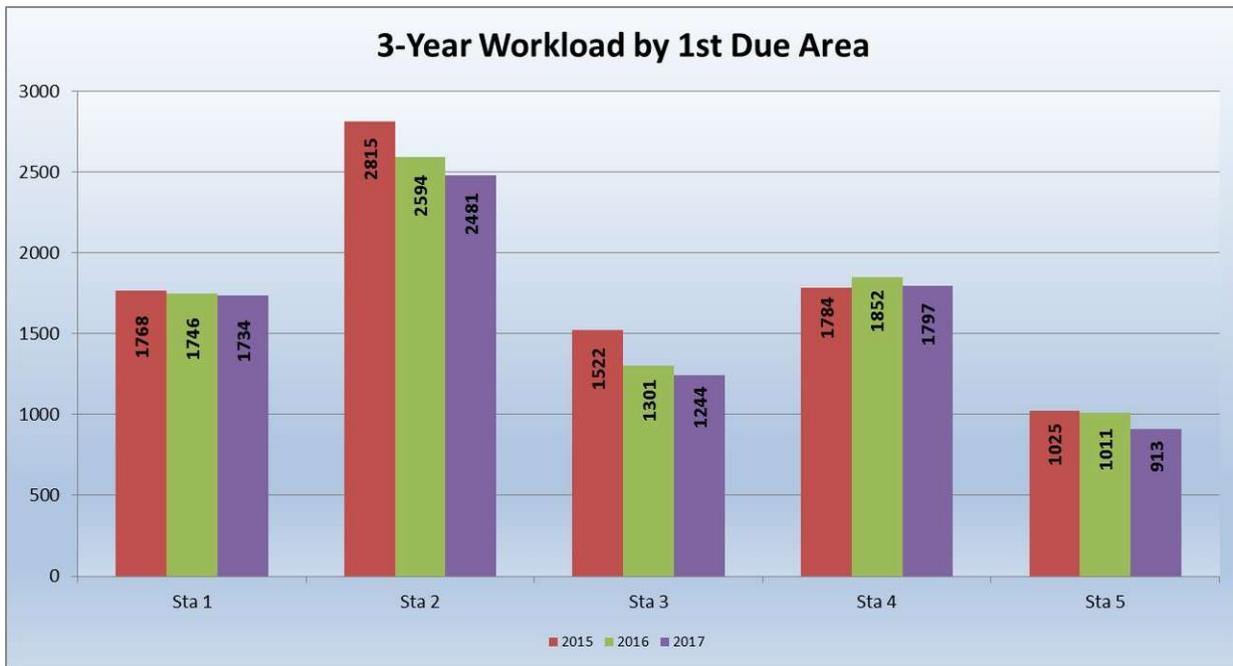
**2017 Call Volume by Type**



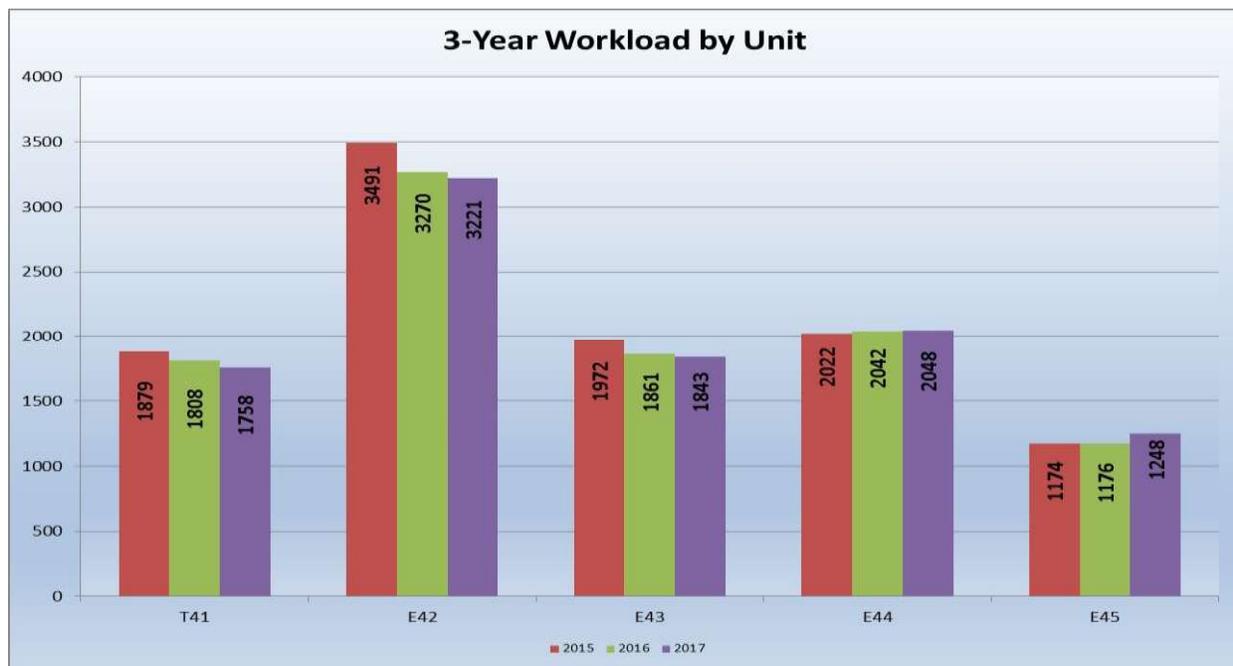
This chart illustrates the breakdown of call types for the year. **Emergency medical service calls make up approximately 60% of our call volume** when looking at call type. If we look at workload, EMS is closer to 50% of the workload; meaning how hours are spent on each type of emergency incident. When citizens run across a problem they don't inherently know how to solve or who else to call, they traditionally resort to calling the fire department. Good intent/service calls include minor emergencies such as a burst water pipe, smoke from a legal outdoor fire source that is mistaken to be a structure fire, trees and/or power lines down due to storm damage, controlled vehicle lock out with a child inside, and to assist a citizen after a fall to the floor.



### Response Statistics



This graph illustrates the demand for emergency services by fire station district. Fire Station 2 in the southwest area of the City, is historically the most active.



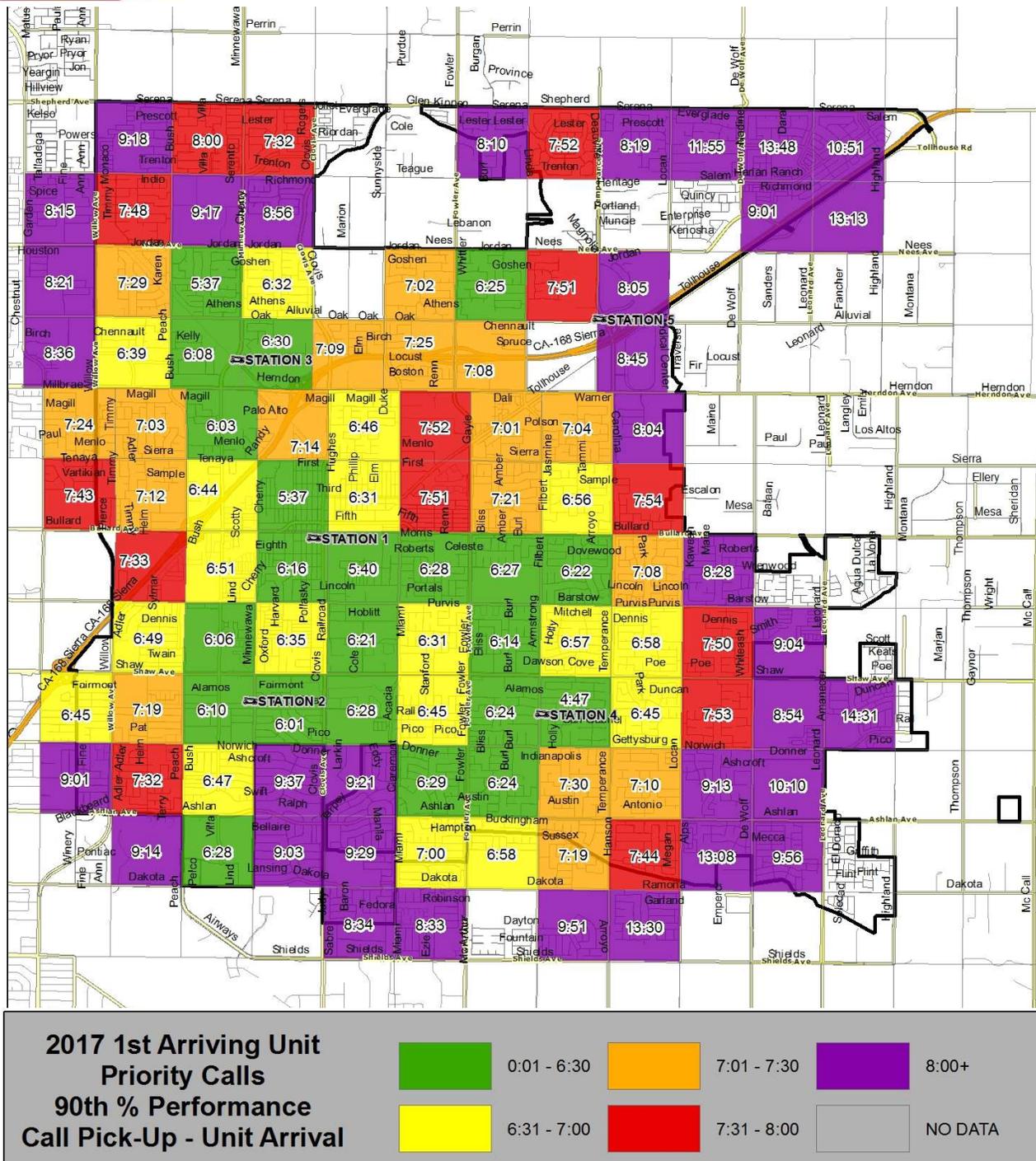
In contrast to the number of calls for service received by each fire station district, this graph shows actual number of runs made by each unit, as some types of calls require multiple units to respond, such as structure fires. Reliability of units will drop noticeably once the workload reaches closer to 4,000 runs per year assuming they follow a normal distribution pattern. ICMA and IAFF have determined when a fire unit is committed to emergency response between 25% and 30% of a 24-hour shift it is at the unit's maximum efficiency.



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## Total Response Time Performance



Areas colored red and purple reflect areas where response times are the longest. This is primarily due to either travel distance from a fire station (i.e., Station 4 traveling to Clovis East High School), a street network not yet finished (Harlan Ranch), or narrow streets/access that lowers fire apparatus speed (i.e., mobile home parks, Deauville Estates, Barclay Estates, European Park, etc.). The outlying peripheral areas are the biggest challenge in terms of response time performance over time. Almost all fire agencies will have peripheral areas with longer response times so the presence of red and purple is not uncommon, but the amount of area indicated by red and purple has grown significantly in 2017.



# CLOVIS FIRE DEPARTMENT ANNUAL REPORT

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## Station 6

With continued growth in the Southeast, the service area for Station 4 has stretched significantly in geography, population density, and call volume. Since 2014, single family homes have increased 25% and calls for service have risen 74%. Using these measures, along with the actual response times, the Department has developed a first-due response area for Station 6. The table below illustrates the number of single family residences has increased over the last three years, which correlates to an increase in call volume. The past practice for the City of Clovis is to open a fire station when calls for service to that area are approximately 500 or more per year. Using this as the Department's benchmark, we are currently working on land acquisition, station build-out, and staffing to open Station 6 by July 2021. This will ensure residents continue to receive the service levels adopted by Council.

	2014	2015	2016	2017
Single Family Homes	1,860	2,153	2,791	3,349
Calls for Service	187	278	326	371
Total Response Time	7:59	7:49	8:04	9:46





### Fire Facilities

Clovis Fire Department facilities are part of the City’s critical infrastructure and are positioned throughout the City for which each station serves an approximate population of 20,000 citizens. Stations are staffed 24/7 and also serve as living quarters for assigned personnel. Facility improvements are implemented using the Community Improvement Program (CIP), while maintenance and minor repairs are provided by Facility Maintenance (FM). Although significant investments were made to Fire Department facilities in 2007/2008, paid for with the Voter approved Sales Tax Initiative or Developer Impact Fee, several older buildings are in need of substantial improvements. Currently there are no funding sources allocated for these improvements.

All Fire facilities are inspected monthly for compliance with all regulations as outlined by the City’s Risk Management Division. We also participate in the voluntary CAL OSHA program which allows for a compliance inspection of one fire facility annually.

#### Ratings:

<b>A</b>	Meets current needs of the organization and complies with current applicable regulations (UBC, UFC, ADA, OSHA, etc.)
<b>B</b>	Meets the needs of the organization, but the building needs some ongoing repairs and/or improvements to comply with industry best practices or applicable regulations.
<b>C</b>	Meets the basic needs of the organization, but the building either lacks features needed by assigned personnel or needs significant repairs/improvements to comply with industry best practices or applicable regulations.
<b>D</b>	Substandard facility does meet the needs of the organization, the structure needs significant upgrades to comply with industry best practices and applicable regulations.
<b>F</b>	Facility has major structural issues, emergency crews cannot be assigned.

#### Station Analysis:

### Fire Station 1



**633 Pollasky Ave  
Built 2008**



**First Due Area**



#### Improvements made:

- Added video surveillance tied into CPD system, 2017.



### Fire Facilities

#### Fire Station 2



**2300 Minnewawa Ave  
Built 1979**



**First Due Area**



#### Improvements made:

- Added garage to south end of building, 1995.
- Remodeled dorm into small bedrooms, added two front bedrooms and small ADA bathroom, 2008.
- Solar panels, 2014.
- Low water landscape upgrade, 2015.
- Retrofit new windows, 2017.
- New generator, 2017.
- Replaced concrete driveways, added fencing and gates, 2014 & 2016.

#### Needs:

- Living quarters are substandard and need to be rebuilt in order to meet current codes and needs, which include kitchen update, fire sprinklers, workout room, ADA access, exiting issues, and additional storage.

#### Fire Station 3



**555 N. Villa Ave.  
Built 1989**



**First Due Area**



#### Improvements made:

- Solar panels, 2013.
- New garage doors, 2016.
- New security fence and gate, 2016.
- New generator, 2017.
- Added video surveillance tied into CPD system, 2017.

#### Needs:

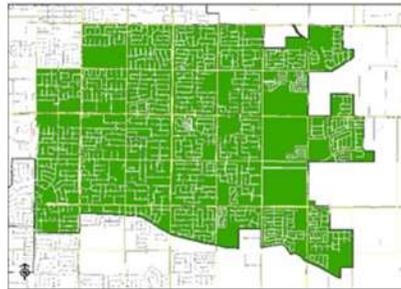
- Station needs remodeling, including a workout facility, dining area and additional storage.
- Low water landscaping.



**Fire Station 4**



**2427 Armstrong Ave  
Built 2000**



**First Due Area**



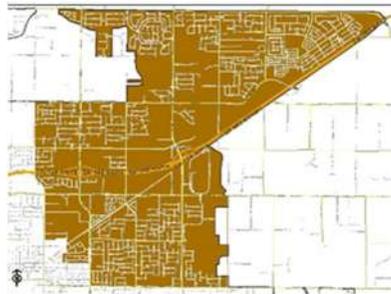
**Improvements made:**

- Solar panels, 2014.
- 2<sup>nd</sup> Floor Gym, 2014.
- Added video surveillance tied into CPD system, 2017.

**Fire Station 5**



**790 N. Temperance Ave.  
Built 2007**



**First Due Area**



**Improvements made:**

- Solar panels, 2013.
- Added video surveillance tied into CPD system, 2017.

**Needs:**

- Low water landscaping.



### Fire Facilities

#### Training Center



3455 Lind Ave.



#### Improvements made:

- Classrooms and Live Fire Training Prop added, 2008.
- Apartment prop added 2012.
- Added video surveillance tied into CPD system, 2017.

#### Needs:

- Generator, in process for 2018.
- ADA compliant bathrooms with showers. CIP submitted for FY 2018/19, funded by the existing PG&E lease.
- Training Tower is required to comply with training standards for elevated rescue scenarios.

#### Logistics



650 Fowler Ave.



Built in 1979 and was the original Fire Station #1. Now functions as the Fire Departments Logistics Center. Current CIP project to renovate interior and address the needs listed below. Estimated completion Spring 2019.

#### Needs:

- Still set up as a fire station and not designed for storage.
- ADA Bathroom with shower and office.



**Fire Apparatus**

Clovis Fire Department fire apparatus (4 fire engines and 1 Ladder Truck) are part of the City’s emergency response infrastructure and are positioned throughout the City. Five primary apparatus are staffed 24/7 and have a minimum of 3 personnel assigned to each piece of equipment. Apparatus replacement has a continual replacement cycle, with a total life expectancy of 20 years for engines/trucks, and 25 years for specialty apparatus. The Apparatus Committee (Fleet, Finance and Fire Department representatives) meets annually to discuss and review replacement plans for the upcoming budget year. They also discuss future plans for aging apparatus, in an effort to maintain a reliable fleet.

**Ratings:**

<b>A</b>	Meets current needs of the organization and complies with current applicable regulations (DOT, NFPA 1901, etc).
<b>B</b>	Meets the needs of the organization, but the apparatus needs some ongoing repairs and/or improvements to comply with industry best practices or applicable regulations.
<b>C</b>	Meets the basic needs of the organization for daily front-line use, but the apparatus either lacks features needed by assigned personnel, or needs significant repairs/improvements to comply with industry best practices (apparatus falls outside of the current edition of NFPA 1901 standard for fire apparatus), or other applicable regulations.
<b>D</b>	Apparatus minimally meets the needs of the organization, the apparatus is used for “reserve” (short term back-up vehicle status) and the apparatus begins to have significant vehicle maintenance costs due to costly repairs near the end of its service life.
<b>F</b>	Sub-standard apparatus does not meet the needs of the organization. The apparatus needs significant upgrades to comply with industry best practices and applicable regulations and the repairs may exceed the value of the apparatus.

<b>Apparatus Projected Life Expectancy</b>			
<b>Grading Scale</b>	<b>Engines</b>	<b>Trucks</b>	<b>Specialty</b>
<b>A</b>	0-5 yrs	0-5 yrs	0-8 yrs
<b>B</b>	6-10 yrs	6-10 yrs	9-15 yrs
<b>C</b>	11-15 yr	11-15 yr	16-20 yrs
<b>D</b>	16-20 yrs	16-20 yrs	21-25 yrs
<b>F</b>	>20 yrs	>20 yrs	>26

<b>Annual Vehicle Cost Split Over 20 Years</b>					
<b>Vehicle Type</b>	<b>Veh. Cost</b>	<b>Equip. Cost</b>	<b>Total Cost</b>	<b>Vehicle Life</b>	<b>Capital Cost per Year of Service</b>
Engine	\$ 689,000	\$ 55,000	\$744,000	20	\$37,200
Truck	\$ 1,198,000	\$ 100,000	\$1,298,000	20	\$64,900



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## Fire Apparatus

### Apparatus Analysis:

#### Fire Engines

Engine ID	Pur. Yr.	Age	Vehicle Type	Usage	Grade	Veh. ID
E42	2014	3	Engine	Front-line	A	21070
E242	1996*	21	Engine	Reserve	F	21023
E43	2003	14	Engine	Front-line	C	21027
E243	2000*	17	Engine	Reserve	D	21025
E44	2011	6	Engine	Front-line	B	21031
WT40	2003	14	Engine - Tender	Reserve	C	21026
BE40	2004	15	Engine - Wildland	Reserve	C	BE40
E45	2006	11	Engine	Front-line	C	21029

\*Reserve Engines are assessed for reliability based on historical maintenance records, not just age, to determine which apparatus will be retired from service.





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## Fire Apparatus

### Fire Trucks

Truck ID	Pur. Yr.	Age	Vehicle Type	Usage	Grade	Veh. ID
T41	2008	9	Truck	Front-line	B	21030
T241	1998	19	Truck	Reserve	D	21024



### Specialty Apparatus

Specialty ID	Pur. Yr.	Age	Status	Usage	Grade	Veh. ID
R40	2017	0	Specialty (Rescue)	Reserve	A	21015
HM40	2005	12	Specialty (Haz-Mat)	Reserve	B	21028





The Clovis Fire Department Training Division continues to provide quality, current, and essential training to all Department personnel. Our fundamental operational competencies center on best industry practice. Those practices are delivered consistently to all members by the Training Division. Consistent knowledge transfer within the Clovis Fire Department is vital to ensure effective training program management and effective incident mitigation.

The Training Division currently identifies training activities in three functions: Division Training, In-Service Training and Professional Development. Division Training incorporates subject matter required by NFPA, applicable governance statutes and policies as well as recurring subject matter to ensure personnel performance meets or exceeds the Department's adopted standards. In-Service Training is scheduled in addition to Division Training on a monthly basis in order to provide front line supervisors with the ability to evaluate the basic skill sets of their assigned personnel. Professional Development serves as a notice to members of educational opportunities related to the Fire Service from local education institutions as well as Fire Service related conferences.

There are numerous requirements from multiple sources that dictate how, when and the type of training required to keep a firefighter's skills proficient. These regulations, mandates, and consensus standards are utilized to develop training and the delivered curricula in order to maintain compliance with:

- National Fire Protection Association
- CAL-OSHA
- National Incident Management System
- Central California Emergency Medical Services Agency
- Insurance Services Office
- Federal/State Statutes
- California Incident Command Certification System
- California Vehicle Code
- California State Fire Marshal's Office
- International Society of Fire Service Instructors
- City of Clovis Personnel Division
- Firefighter Life Safety Initiatives



*Training scenario including a warehouse worker utilizing heavy equipment involved in a hazardous materials incident.*

State and national standards require a minimum of 240 training hours per employee annually. Meeting these requirements qualifies the Clovis Fire Department in multiple areas including maintaining our Commission on Fire Accreditation International (CFAI) and to sustaining our Insurance Services Office (ISO) rating. Clovis Fire Each Department employee averaged 342 hours for 2017, totaling 20,204 training hours for the year. This total is well over the minimum standard and is a testament to our personnel's level of involvement and personal engagement to not only maintain skills and knowledge, but enhance them through training, certification and formal education.



### Training

The Training Division maintains one full-time Training Officer, a Captain, overseen by a Battalion Chief. Support staff is provided through the Training Advisory Committee (TAC) and Training Cadres. As needed, the Training Division will task various individuals or cadre members to assist with training activities as subject matter experts and/or instructors. These employees are certified instructors and have been approved by State Fire Training to teach specific courses. Clovis Fire is also an integral part of the local fire department cooperative training activities.

In 2017, four new firefighters were put through a four-week recruit firefighter academy. Basic hands-on training was provided, reinforcing individual firefighting performance standards, emergency medical skills, and rescue practices.

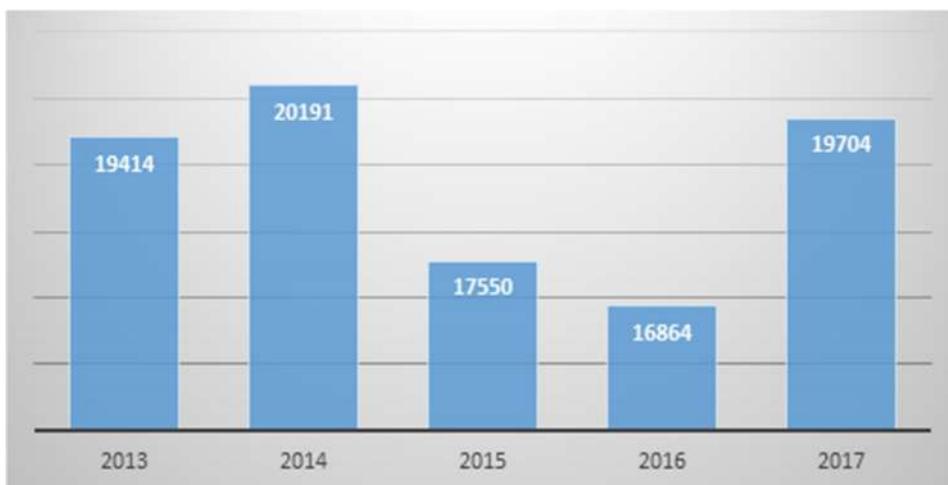
The Clovis Fire Department was awarded full certification as an Accredited Local Academy (ALA) by the Statewide Training and Education Advisory Committee and Board of Fire Services. An ALA is a partnership between Clovis Fire and the State Fire Marshal's Office to deliver approved State Fire Training curriculum. The Training Division was inspected upon a site visit which included examination of training records, classes offerings, equipment utilization, and a training center site review. A new car fire prop was added to qualify for ALA recognition.



*Clovis Fire Training Center during Training Symposium.*

In November, the California Training Officer's Training Symposium utilized the Clovis Fire Department Training Center once again, providing vital training that meets state and national standards. Annually, firefighters from across the state and country converge to attend the Training Symposium. Several hundred students rotated through classes at the Clovis Fire Department Training Center participating in credentialed courses such as: advanced fire control, thermal imaging cameras, ventilation training, rapid intervention, and Firefighter survival.

### Training Hours by Year





## HAZARDOUS MATERIALS

The Hazardous Materials Response Team (HMRT) is current on its Type I status with the Cal OES Fire & Rescue Division; the highest level of certification awarded in California. The Team currently consists of 12 paid members, 11 of which are all certified to the level of HazMat Specialist. Each year the calls for service are reviewed by the Team and evaluated for training needs in the upcoming year. For the 2017 calendar year, HM40 responded to zero calls for significant (Level 2 & 3) hazmat related incidents. However, team members were used as consultants throughout the year for various incidents including abandoned waste, CRM requests, and small traffic accidents within the City of Clovis. The Clovis HMRT receives annual training from CSTI certified instructors and has traditionally trained with other local HazMat teams including Fresno City Fire, Fresno County Fire, the National Guard, and the FBI.

The HMRT and their apparatus, HM40, participated in a large scale drill for our November 2017 quarterly team training in Kerman at Helena Industries. The drill simulated a possible hazardous materials leak/spill at an industrial/chemical mixing plant. This provided the team with a realistic opportunity to simulate responding to a hazardous incident at a local high-risk chemical facility. All team members were able to participate in several facets of the drill including, but not limited to, initial operations, deployment, technical reference, safety officer, entry, and decontamination.

## URBAN SEARCH AND RESCUE

Urban Search & Rescue (USAR) is a multi-hazard discipline, as it may be used for a variety of emergencies or disasters, requiring advanced rescue techniques. The Clovis Urban Search and Rescue Team consists of 12 members and meets the standard for Type I USAR operational level and is an active member of the Regional Task Force for California's Region 5. The Team represents the minimum capability to conduct safe and effective search and rescue operations at structural collapse incidents involving the collapse or failure of heavy floor, pre-cast concrete and steel frame construction. The Clovis USAR Team is also capable of conducting high angle rope rescue, confined space rescue, swift water rescue, trench rescue, and mass transportation rescue. In 2017, the Team responded to numerous motor vehicle accident calls for service where their training in vehicle extrication and stabilization were utilized.

In 2017, the Clovis USAR Team performed over 400 hours of training in all areas of specialized rescue operations and attended several regional team training days and mobility exercises. The new apparatus, Rescue-40, arrived in June 2017 and is now fully equipped and ready for rapid response.

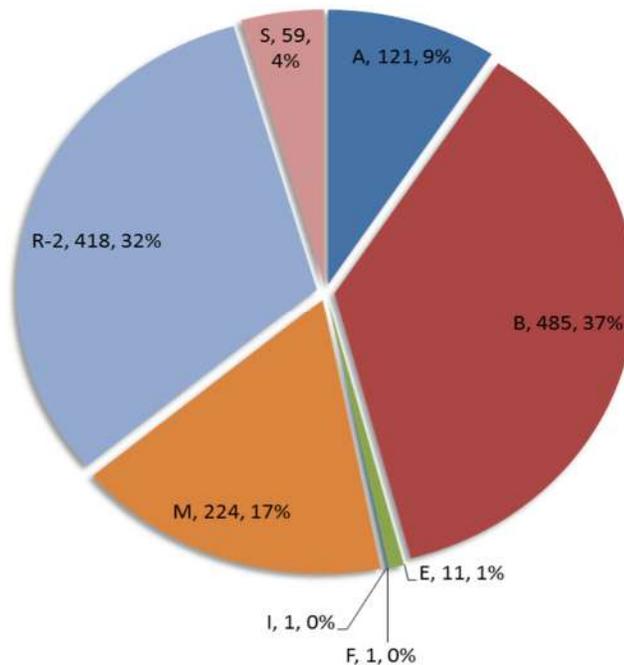


# FIRE PREVENTION

Inspections serve as the primary means of ensuring local businesses, churches, apartments, and institutions are maintaining a safe environment for their customers. In late 2016, the Oakland Fire Department experienced a devastating fire that killed 36 people stemming from a lack of enforcement and use of a warehouse as living spaces. Commonly known as “The Ghost Ship” fire, it is a prime example of why ongoing inspections are essential for fire protection, identifying potentially larger code enforcement violations before they become larger problems and preserving community.

With 3,510 inspectable occupancies in Clovis, Fire Prevention personnel and engine company staff prioritize inspections based on risk with the goal of accessing all businesses within three years. The State mandates annual inspections for assemblies (churches, theaters), educational facilities, and institutional occupancies (hospitals). Prevention personnel also conduct annual inspections of hotels/motels and apartments due to risk and population density. Inspections of new commercial buildings assesses the fire protection system, alarms, water supply, and exiting for the building prior to occupancy. A total of 1,888 inspections were completed in 2017. The chart below represents the types of existing business inspections and new construction inspections performed in 2017.

**Inspections by Type**



Community risk reduction begins with effective plan checking, fire protection system permitting and reviewing new construction for adopted code compliance. This past year, the Prevention division reviewed 642 plans and conducted 242 new construction inspections. Composed of primarily commercial/retail occupancies, these inspections not only ensure the safety of employees and patrons, they are essential in maintaining the economic vitality and employment in the event of a fire.



## ILLEGAL FIREWORKS

In 2017, the rampant use of illegal fireworks within the City limits continued. Each year the Fire Department in cooperation with Clovis Police Department deploy two-person teams to try to identify and confiscate illegal fireworks. In addition all marked fire apparatus patrol their first due response area with a goal of being seen in an effort to reduce the use of illegal fireworks. The dispatch center receives hundreds of calls over the Fourth of July holiday for illegal fireworks, but it is almost impossible for the Department to cover 25 square miles.

There are many reasons for the increase use of illegal fireworks including ease to acquire, cost is now on par with legal safe and sane fireworks, and little criminal prosecution. Over the past several years the Department has tried many enforcement ideas and techniques to stop these issue, unfortunately, without any real success. The current local fine for illegal fireworks is set at the state maximum of \$1,000. Unfortunately, the City does not collect on many of these fines for numerous reasons. In 2016, the Clovis Fire Department passed an ordinance which places legal responsibility on the property owner for what occurs on their property. Unfortunately, upon appeal, the City was not successful in defending this position because we did not immediately confiscate the illegal fireworks. In 2017, the Department tried aerial drones to identify illegal fireworks, but as a result of low light, the resulting images were of poor quality. Local fire departments have had an active public relations campaign over the years to stress the importance of not using illegal fireworks, the dangers, and fines, but this too has not reduced the use of illegal fireworks.



The last remaining issue is disposal of confiscated fireworks. Over the past couple of years this has become a significant issue for the fire service. The EPA has ruled fireworks a hazardous substance which requires specific permitting for disposal. This means the confiscated illegal fireworks must be transported out of state for disposal. The cost for this disposal is significant and there currently is no funding for it within the State of California. So even if local agencies increase the amount of confiscated fireworks they are responsible for the full cost of disposal.

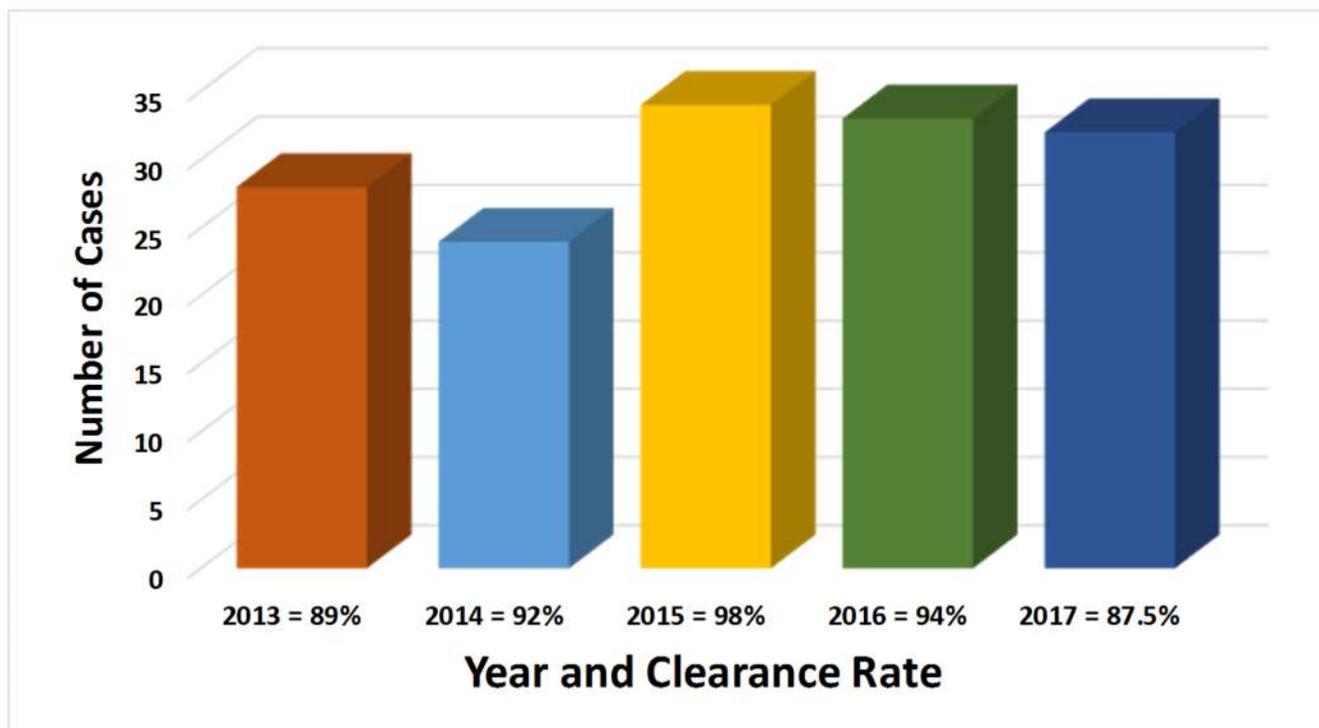
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# FIRE INVESTIGATIONS

The Clovis Fire Investigation Team (CFIT) is comprised of seven (7) members specially trained in the investigation of fires. The Department is tasked by the fire code, municipal code and industry standards to investigate all fires. This is primarily to eliminate the instances of intentionally set fires (arson) as a component of other criminal activities. Arson fires place unnecessary demands on both fire and police services, cause insurance premiums to increase and also adversely impact the quality of life for the rest of the community.

Prior investment in the fire investigation program has paid dividends in that our occurrences of arson are much lower than the State average, placing less demand on safety services than normal. In addition, the case clearance rate (currently at **87.5%**) is well above the State and National average. Clearance rate is the percentage of cases wherein origin and cause of the fire were determined and, if a suspect was identified, the case was turned over to the police department or district attorney.





## **PUBLIC EDUCATION**

Public education purpose is to educate in preventative measures and reinforces life saving concepts for children and adults. Firefighters In Safety Education (FISE) serves as the primary means of educating students in grades K-6<sup>th</sup>. A collaborative effort with the Alisa Ann Ruch Burn Foundation (AARBF), FISE deliveries are conducted by firefighters and testing is coordinated with Clovis Unified School District to measure curriculum efficacy. Results show that students (particularly in grades K-3) show a 40% improvement in pre/post testing that validates students improvement and retention of vital concepts such as stay-low-go, stop-drop-roll and home evacuation planning.

Utilizing CERT volunteer efforts, Clovis Fire also delivers safety education to adults at the Senior Center and through various mobile home parks. These sessions focus on home hazard reduction, fire extinguisher use, and maintaining accurate medical information essential for first responders in providing accurate treatment in the event of a medical emergency.

Finally, community based events such as Clovis Night Out and station tours provide the general public simple educational materials and act as effective opportunities to keep the public informed of the Department's activities and the array of services provided. In conjunction with regular public education messages posted on social media, these public education forums serve to bridge the gap between those who may not have used emergency services or experienced direct operational responses.

## **CLOVIS EMERGENCY RESPONSE TEAM**

In 2017, the Clovis Emergency Response Team (CERT) carried on its primary mission of developing citizen-based emergency preparedness training. With 2 classes generating 25 new graduates in 2017, CERT continues to supply Clovis neighborhoods the ability to help themselves in the event of a large scale event. The current leadership team is taking on new responsibilities, including organizing new classes to enhance the services they can provide to the City.

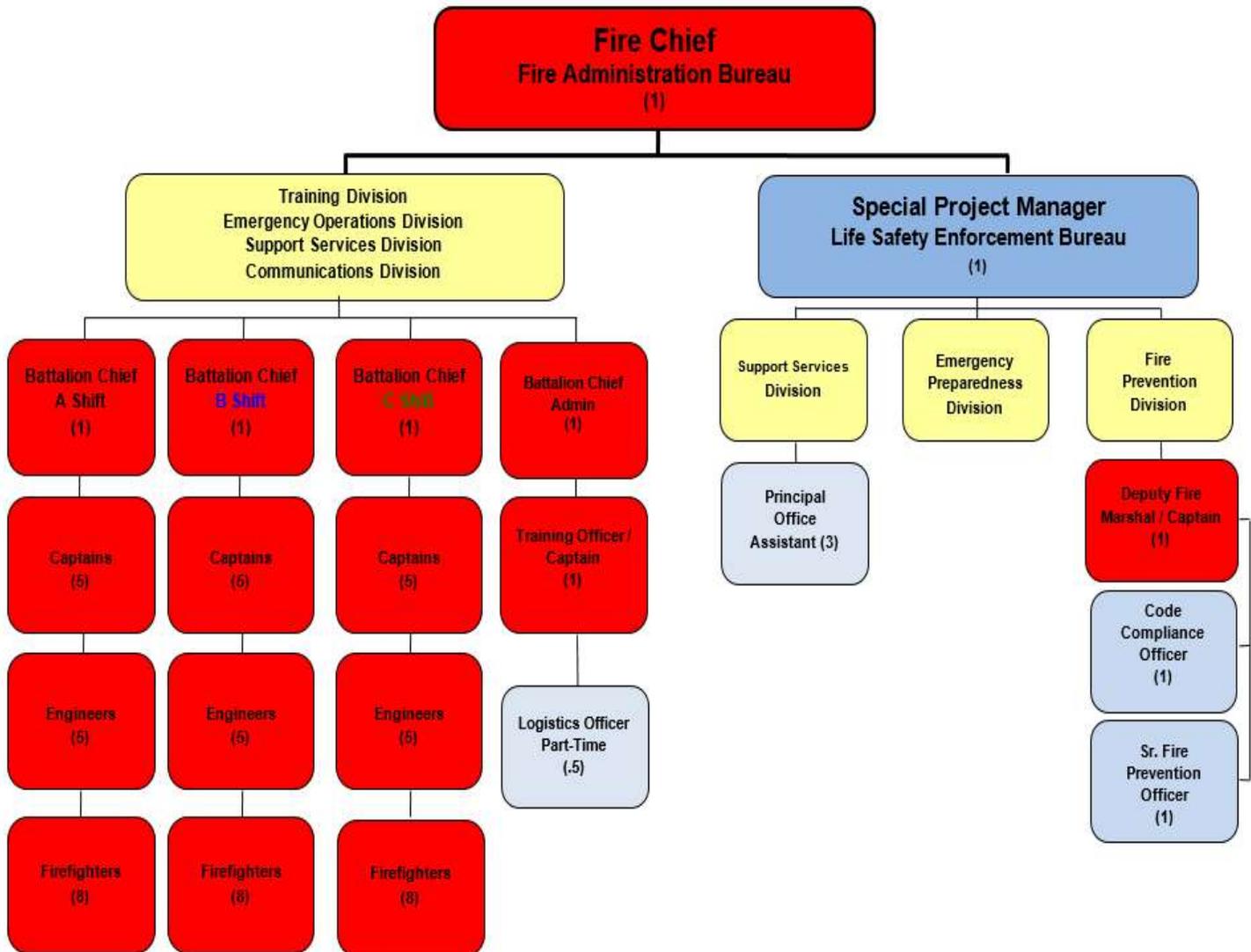
CERT in conjunction with the Clovis Fire Department's Fire Prevention division continues to provide assistance in delivering vital public education both to the youth as well as the high-risk senior community of Clovis. In 2017, the following public education outreach included:

- PELCO by Schneider Electric Kids Day
- Clovis Night Out
- Clovis Rodeo First Aid
- California Training Officers Training Symposium

CERT was utilized in 2017 as training support during a Mass Casualty Incident (MCI) at the Save-Mart Center that simulated a multi-department response to an active shooter situation. They also assisted with firefighter rehabilitation and logistical support during the California Training Officers' Symposium in November.



# ORGANIZATIONAL CHART



61 Sworn Personnel    6.5 Non-Sworn Personnel



# TRANSITIONS & AWARDS

## RETIREMENTS



Carol Guthrie  
Principal Office Asst.



John Leigh  
Captain/Training  
Officer



Jim Shackelton  
Captain

## PROMOTIONS



Tony Gomes



Chris Bridger



Nolan Stempson



Mike Dunkel



Duncan Reid



Katie Krahn

## YEARS OF SERVICE

- Rick Fultz—5 Years
- Lori Einem—10 Years
- James McLain—10 Years
- Nolan Stempson—10 Years
- Rob Wright—10 Years
- Zack Ziegler—10 Years
- Steve Bringetto—15 Years
- Paul Gilman—15 Years
- Danny Gonzales—15 Years



# CLOVIS FIRE DEPARTMENT ANNUAL REPORT

**2017**

## Accreditation Performance

**All Fire Calls, Code 3, in Clovis, First Unit at Scene  
Benchmarks at 90th Percentiles**

Time Interval	Benchmark	Metric	All	2013	2014	2015	2016	2017
Call Processing	01:30	Count 90th Percentile	1,006 01:29	204 01:25	178 01:13	215 01:30	206 01:29	203 01:51
Turnout	01:30	Count 90th Percentile	1,011 01:40	198 01:47	177 01:42	207 01:41	211 01:31	218 01:41
Travel	04:00	Count 90th Percentile	1,031 05:08	205 04:59	180 04:24	214 05:01	211 05:12	221 06:07
Total Response	07:00	Count 90th Percentile	1,021 07:25	205 07:06	180 06:48	216 07:32	212 07:28	208 08:13

**EMS Calls, Code 3, in Clovis, First Unit at Scene  
Benchmarks at 90th Percentiles**

Time Interval	Benchmark	Metric	All	2013	2014	2015	2016	2017
Call Processing	01:30	Count 90th Percentile	25,443 01:36	5,056 01:26	5,108 01:27	5,552 01:31	5,073 01:55	4,654 01:43
Turnout	01:00	Count 90th Percentile	25,499 01:26	5,033 01:26	5,111 01:25	5,590 01:27	5,058 01:25	4,707 01:27
Travel	04:00	Count 90th Percentile	25,525 04:36	5,125 04:37	5,200 04:30	5,639 04:30	4,838 04:34	4,723 04:49
Total Response	06:30	Count 90th Percentile	25,532 06:55	5,120 06:45	5,189 06:39	5,659 06:47	4,827 07:07	4,737 07:17

**MVA Calls, Code 3, in Clovis, First Unit at Scene  
Benchmarks at 90th Percentiles**

Time Interval	Benchmark	Metric	All	2013	2014	2015	2016	2017
Call Processing	01:30	Count 90th Percentile	3,686 01:30	699 01:22	769 01:28	857 01:24	665 01:39	696 01:40
Turnout	01:00	Count 90th Percentile	3,708 01:33	695 01:32	768 01:33	857 01:34	674 01:35	714 01:32
Travel	04:00	Count 90th Percentile	3,738 04:34	712 04:34	778 04:30	863 04:30	672 04:22	713 04:56
Total Response	06:30	Count 90th Percentile	3,727 06:42	707 06:31	773 06:19	863 06:40	676 06:37	708 07:24



**Five Year Capital Needs**

**Fiscal Year 2018/2019 - (\$1,800,000)**

**Fire Fleet Replacement - Total \$1,300,000**

\$1,300,000 for Fire Ladder Truck replacement for T241 purchased in 1998 (\$1,200,000 purchase and \$100,000 equipment). If approved the Fire Department would purchase February 2019 and expect delivery in January 2020, which would make the existing ladder truck 22 years old.

**Station #6 – Total \$500,000**

\$500,000 for architectural design (January 2019 to July 2019).

**Fiscal Year 2019/2020 - (\$3,892,729)**

**Station #6 – Total \$2,250,000**

\$250,000 for construction management (July 2019 to July 2020).

\$2,000,000 for initial build payments (July 2019 to July 2020).

**Fire Fleet Replacement - Total \$838,886**

\$838,886 for Station 6 Fire Engine (\$731,886 purchase and \$107,000 equipment). Order in May 2020 and expect delivery in May 2021. A 5% savings could occur if we purchase both the new engine for Station 6 and replace E45 at the same time. This cost savings is not shown in these cost estimates.

**Fire Fleet Replacement - Total \$803,843**

\$803,843 for Fire Engine replacement of E45 (\$753,843 purchase and \$50,000 equipment)

**Fiscal Year 2020/2021 - (\$2,180,000)**

**Station #6 – Total \$2,000,000**

\$2,000,000 for initial build payments (July 2020 to May 2020).

\*Issue \$5,000,000 in revenue bonds for a ten-year repayment at \$550,000 annually to replace the retiring bonds for Station 1 that will end in 2021 (use Builder DIF Fees to pay the annual bond payment).

**Staffing Increase May 2012 to July 2021– Total \$180,000**

Staffing for Station 6 – Hire nine firefighters to fill the openings made by the promotion of three captains and three engineers. Nine firefighters will be hired in May 2021 to complete the required training before the opening of Station 6 in July 2021.

**Fiscal Year 2021/2022 - (\$1,300,000)**

**Staffing Increase – Total \$1,300,000**

Staffing for Station 6 – Hire nine firefighters to fill the openings made by the promotion of three captains and three engineers. Nine firefighters will be hired in May 2021 to complete the required training before the opening of Station 6 in July 2021.

**Fiscal Year 2022/2023 - (\$883,843)**

**Fire Fleet Replacement - Total \$833,843**

\$833,843 for Fire Engine replacement of E44 (\$783,843 purchase and \$50,000 equipment).