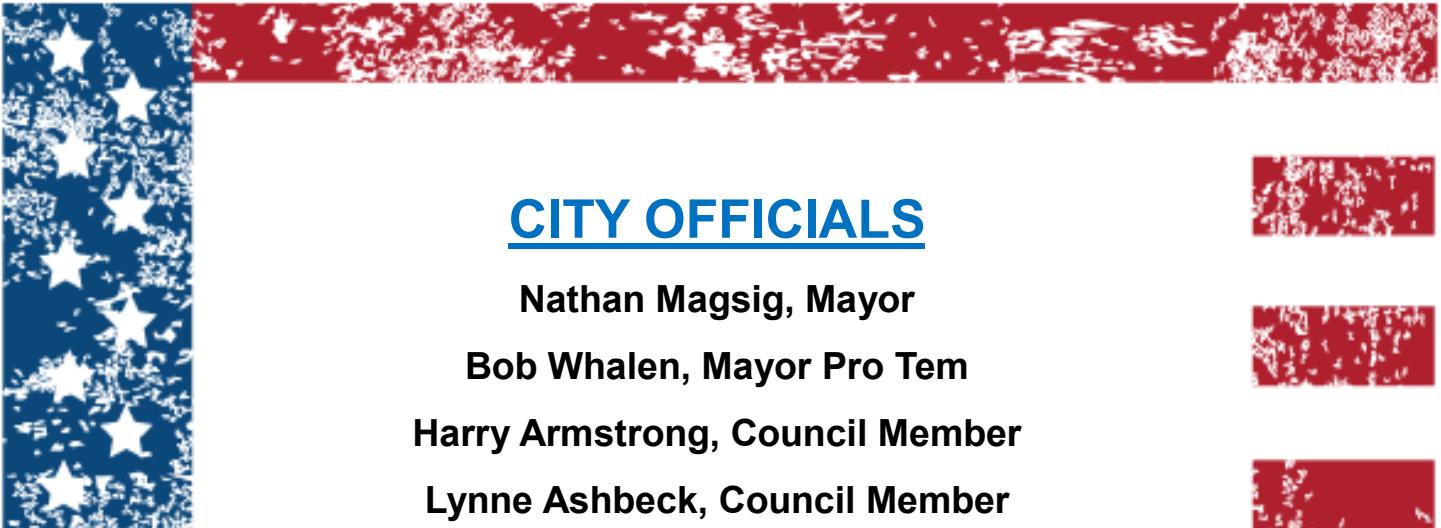


# Clovis Fire Department

## ANNUAL REPORT

# 2015





## CITY OFFICIALS

Nathan Magsig, Mayor

Bob Whalen, Mayor Pro Tem

Harry Armstrong, Council Member

Lynne Ashbeck, Council Member

Jose Flores, Council Member

Rob Woolley, City Manager

John Holt, Assistant City Manager/City Clerk

Andrew Haussler, Deputy City Manager

## COMMAND STAFF

Micheal Despain, Fire Chief

John Binaski, Deputy Chief

Jim Damico, Battalion Chief

Jason Ralls, Battalion Chief

Richard Cadigan, Battalion Chief

Chad Fitzgerald, Life Safety Manager

## PREPARED BY

Melinda Feist, Principal Office Assistant

Carol Guthrie, Principal Office Assistant

Katie Krahm, Office Assistant



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## MESSAGE FROM THE CHIEF

The Annual Report is our way of communicating to our personnel, our elected officials, our cooperating fire agencies and, most importantly, our customers, the quantity and quality of service we provided during the prior year. The report is also a valuable historic record of our activities and accomplishments for future reference and comparison.

Our intent is to provide an executive summary of accomplishments up front to address key areas that might be of most interest to the taxpayer and elected officials. As you progress through the report, additional detail is added to help address key areas that will be of more interest to our neighboring fire agencies as well as fire agencies throughout the region and the State.

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.



### Accomplishments for 2015:

- ◆ Almost all response time categories saw measureable improvement, even in light of a 6% increase in call volume and population.
- ◆ Survival rates for patients suffering a heart attack improved from **9% to 40%** in part due to improved response times and CPR techniques by emergency responders and bystanders.
- ◆ Modified our Code 3 response protocols to improve unit availability for higher priority calls and lower our risk of accidents and injuries on lower priority calls.
- ◆ Assisted with an unprecedented amount of mutual aid support to State and Federal agencies due to the increased frequency and magnitude of wildland fires.
- ◆ Completed an update to the fire department Strategic Plan.
- ◆ Continued to see a lowering of our Workers' Compensation Claims Costs. Costs have **dropped 75%** since 2013.
- ◆ Reduced our "cost per capita" of providing service to **13% below** that of our comparable cities, while still improving service levels.
- ◆ Completed a number of capital investment projects that will save on ongoing operating expenses for many years into the future.
- ◆ Maintained a citizen satisfaction rating of 98%.

### Challenges for 2016:

- ◆ Recruit, hire and train new firefighters in time for the higher service demand period of June to November 2016.
- ◆ Negotiate a new Advanced Life Support/Transport performance contract for the Exclusive Operating Area to improve ALS service to areas of the city south of Shaw Avenue.
- ◆ Coordinate the sale of Old Fire Station 1 and the transfer of logistical support functions to the Training Center.
- ◆ Negotiate a public/private partnership agreement with Pacific Gas & Electric for shared use of the Training Center.
- ◆ Maintain response time performance in the Loma Vista growth area (South of Bullard/East of Locan) and the existing area serviced by Station 4 (West of Locan).

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

  
Micheal D. Despain, Fire Chief



## MEASURING PERFORMANCE

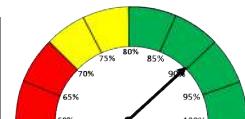
The Clovis Fire Department recognizes that service to the community is sometimes difficult to measure and that the value of the services we provide must excel in contrast to the cost of operating. The Department relies on a number of data sources and indicators to measure performance. The following list 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. The data shows that the Department is meeting or exceeding our goals in all categories.

### EMERGENCY RESPONSE SERVICE LEVEL GOALS

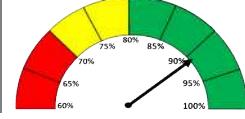
### 2015 PERFORMANCE



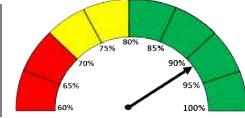
89.3%



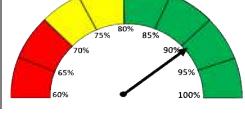
90.9%



92.1%



91.3%

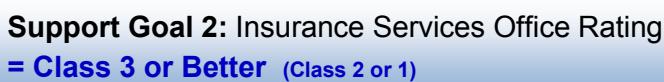


### SUPPORT ACTIVITIES SERVICE GOALS

### 2015 PERFORMANCE



\$112



Class 2



\$1.3 Million



## ADMINISTRATION

# MEASURING PERFORMANCE

### SUPPORT ACTIVITIES SERVICE GOALS

### 2015 PERFORMANCE

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

98%

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

13

**Support Goal 6:** Total Injury Claim Costs  
= \$200,000 or Lower

\$55,520

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

Maintained

### FIRE AND LIFE SAFETY BUREAU GOALS

### 2015 PERFORMANCE

**Fire and Life Safety Goal 1:**

= Return 100% of all fire protection system plans for permit issuance within 10 days of submittal and building plans for permit issuance within 10 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 10 days 90% of the time.

Completed at 90%

**Fire and Life Safety Goal 3:**

= Approve 75% 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 1 Year

Completed at 92%



# COST OF SERVICE

## **How Much Does it Cost for Effective and Efficient Service**

Throughout the City of Clovis, there is a shared recognition that one of the strengths of our City is the continuous effort to balance exceptional service levels against the cost for that service. Measuring effectiveness versus efficiency can be accomplished in a variety of ways. For example here are some interesting facts regarding the Clovis Fire Department as compared to industry standards and our usual eight (8) comparable cities:

- the Clovis Fire Department has some of the best response times;
- the City of Clovis has one of the lowest property/dollars lost due to fire;
- the Clovis Fire Department runs more calls for service per year and protects a larger population than average;
- the Clovis Fire Department has fewer personnel than average; and
- the Clovis Fire Department has a 98% citizen approval rate.

On their own, these facts show that our personnel are highly effective at their jobs. It would be reasonable to think that this level of service requires a larger than average budget, yet when compared to the per capita costs of the National Average and a Regional Average (8 comparable cities), the Clovis Fire Department is considerably more efficient.

National Average	Regional Average	Clovis Fire Department
\$163	\$133	\$112 (FY15/16)

So, what does a citizen get for \$112 per year?

- improved odds of survivability and quality of life due to sudden cardiac arrest, stroke, traumatic injury or other medical emergency;
- improved chance of surviving a fire and reduced fire loss in a home or business;
- a better than average chance of containing the fire to the room of origin and not being displaced for an extended period of time;
- a highly responsive hazard abatement program to protect your property and “quality of life” in your neighborhood;
- an improved rate on the ‘fire’ portion of your property insurance;
- a higher than average level of fire safety education for your children due to our safety programs within the local elementary schools; and
- a 100% chance that you will be treated with respect and professionalism by the men and women of the Clovis Fire Department.

(City Comparison: Chico, Davis, Lodi, Manteca, Merced, Roseville, Turlock, Visalia = \$148 minus \$15 for estimated revenue)



## FIRE DEPARTMENT ADMINISTRATION

## CITIZEN SATISFACTION

Customer service is a cornerstone of our organization. To ensure the services we provide are meeting the needs of our citizens, we provide customer satisfaction surveys to a random number of service recipients each day. The results are tabulated and tracked month by month. Our goal is to maintain a rating above 90%. **For 2015 our rating was 98%.**

*Richard says, "he can't express the relief he feels each time the fire team arrives. The way they take control of his needs and listening to his concerns is most comforting. He is also impressed with their response only being minutes." Thank you all!!!*

*I thank God for your agency! I believe in my spirit that you look at me as a human being. And you took care of me in order to get me to the care of the hospital.*

*We were totally impressed with the response to our 911 call. The team that responded were professional, yet caring in their handling of our emergency. Thanks.*

*The crew sent to our house couldn't have been more calm, caring and professional. We were stressed but they were reassuring and wonderful. The Junior Firefighter stickers were a nice touch too.*

*The awesomeness of our emergency responders is one of the main reasons we live in Clovis California. Thank you very much :)*

*As an elderly widow, I feel very secure knowing help is a phone call away and I'm in the hands of very competent and caring professionals.*





## OPERATIONS

# 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 the 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 1 Battalion Chief, 5 Captains, 5 Engineers and 7 Firefighters.



During 2015, the Clovis Fire Department completed several strategic goals in the area of improving firefighter health and safety. The Department saw a significant reduction in reported injuries, which will hopefully assist with the goal of reducing the costs for workers' compensation. All personnel were issued additional Personal Protective Equipment to reduce the potential of contamination from smoke byproducts, that have been shown to cause cancer. The Department provided additional training in risk management and the initial strategies to reduce risk on the fire ground. Lastly, after the completed evaluation of the Departments' facilities and fleet, improvements were made to existing facilities and station security.

# 2015 COMPLETED STRATEGIC GOALS



## OPERATIONS

60 W. 9th Street  
March 22, 2015



- March 22, 2015 structure fire at 60 W. 9th Street, Clovis fire units arrived on scene to find a six-unit single story multi-family apartment. The fire was contained to the attic space above two units. As a result of meeting NFPA 1710 response times and quick action by fire crews, only the residents in two units were displaced.

Fire loss estimated at \$102,000

- September 13, 2015 structure fire at 850 San Jose. This fire was located in a single-story commercial warehouse with multiple tenants. This building was an unsprinklered building, but because of the good work by Clovis firefighters, the fire was contained to only one unit. This again highlights the importance of fire sprinklers and good fire prevention practices.

Fire loss estimated at \$120,000

- September 13, 2015 structure fire at 1415 Beverly. This fire occurred while Clovis Fire personnel were still completing extinguishing efforts at the fire above. This fire occurred in a single-family residence with 2 patients suffering burns. Significant damage to the garage and interior of the structure.

Fire loss estimated at \$195,000

Beverly Single Family Residence  
September 13, 2015

## SIGNIFICANT EVENTS

After reviewing fire incidents for 2015, fires in unsprinklered structures, still one of the biggest threats for significant fire loss and the potential for injuries of occupants.



# HAZARDOUS MATERIALS

## SPECIAL TEAMS

The Hazardous Materials Response Team (HMRT) is a 12-person team developed from fire department personnel that are highly specialized and trained in order to provide a high level of technical service to the community. Within the City of Clovis, reside many businesses that use or distribute very dangerous and toxic chemicals. These chemicals are transported throughout the City of Clovis on a daily basis, and therefore, travel throughout our roadways in placarded or unmarked transportation vehicles. The HMRT is not only trained to handle leaks and spills of known chemicals, but also handle the improper disposal and dumping of unknown materials. The HMRT trains with local businesses and other responding agencies on a regular basis preparing for the possibility of both large and small scale emergencies.

In 2015 the Hazardous Materials Unit (HM40) Team is primarily used for identifying substances that are improperly disposed of during the City's annual curbside drop off. This program, on average, generates three to five calls per year for the fire department. On occasion, these incidents require a complete hazardous materials response. During annual training for 2015, each team member completed over 40 hours of refresher training and the HMRT maintains a Type 1 Certification through the California Office of Emergency Services (OES).

Urban Search and 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 meets the standard for Type I USAR operational level. This 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. During 2015, members responded to numerous motor vehicle accident calls where their training in vehicle extrication and stabilization were utilized.

In 2015, the Clovis USAR team performed over 400 hours training in all areas of specialized rescue operations. In addition, a new USAR apparatus has been ordered and should arrive in early 2017. This will replace a vehicle that was built in the 1970's.

USAR



## TRAINING

The Clovis Fire Department's Training Division is responsible for entry-level training and job-specific continuing education. Various regulations, mandates and consensus standards are utilized to develop training curricula in order to maintain compliance with:



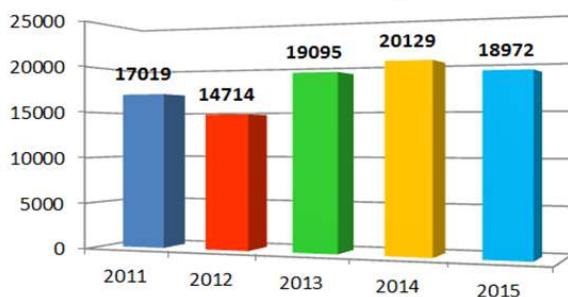
911 Memorial at the National Fire Academy in Emmitsburg, MD. These bronze statues are 20 feet tall.

- National Fire Protection Association
- CAL-Osha
- National Incident Management System
- Central California Emergency Medical Services Agency
- Insurance Services Office
- California Incident Command Certification System
- California Vehicle Code
- California State Fire Marshal's Office
- International Society of Fire Service Instructors

**TOTAL TRAINING FOR 2015 - 18,972 Hours**

An average of 333 hours of training per employee was completed for 2015. State and national standards require a minimum of 240 hours. Additional responsibilities include promotional testing, managing the Training Center and regional training with local emergency service partners.

### 2011 ~ 2015 Training Hours



In recent years the Training Division has developed topic-specific training cadres that specialized in specific skills and competencies. Members of the training cadres, referred to as subject matter experts (SME's), support the Training Division in developing training that meets industry standards and mandates. The SME's have refined their focus and routinely collaborate with other industry experts from around the state to bring back the most current and relevant training to the Clovis Fire Department. Frequently these cadres collaborate with other regional partners to maximize the efficiency of curriculum delivery.



## TRAINING



*Clovis firefighters receiving hands-on training in modern fire attack practices.*

### Refresher Training (required for minimum qualifications)

**Live Fire Training** – Members of the Live Fire Cadre attended Train-the-Trainer workshops throughout California and delivered updated training utilizing NIST & UL to all personnel.

**Emergency Medical Technician** – In addition to the required subjects, Pit Crew CPR has been rolled out to all members. EMT and CPR renewal has also been completed.

**OES and Single Resource Refresher Training** – Two workshops taught that meet the CICCS and NWCG requirements for supervision and deployment of resources for mutual aid. Some recent case studies, check-in procedures, and equipment needs were also reviewed.

**Training Program Management NFA** – The Training Officer attended a two-week course at NFA that encompassed various practices for training program management.

**Utility Safety Workshop** – 1.5 hour refresher training taught by PG&E. Topics reviewed were gas and electrical safety at emergency scenes. CAL-OSHA mandate.

**High Rise Training** – Multiple sessions that encompassed high-rise specific fire command, fire attack, hose handling, water delivery, RIC, lobby, staging and base management. Each member participated in over 12 hours of training.

**Wildland Fire** – All personnel completed mandated training relevant to wildfire tactics, strategies and general safety procedures. Mandated by OES, NWCG, CICCS, FIRESCOPE annually.

**RIC Refresher Exercise** - Deployment, command and control of the Mayday in the old UMC basement. A 3.5-hour class with various interagency partners. This training addresses various standards: OSHA 29CFR 1910 & 1926, NFPA 1500, 1710, 1407, IAFF, IAFC, CSFM.

**Harassment Prevention & Risk Management** – Guest speaker Gordon Graham delivered mandated training for supervisors (AB 1825 compliant) and provided some fundamental risk management practices.



*Clovis firefighters participating in annual wild-fire training, extending hose lines to extinguish vegetation.*



## TRAINING

### Course Delivery

The Training Division facilitates and/or delivers recognized courses that satisfy requirements for core competences. In addition to required refresher training, 132 hours of recognized courses were offered for the professional development of all fire personnel in 2015.

**ICS 300** – Training division taught State Fire Training (SFT) certified course that included pre-course material and online learning. Curriculum encompasses intermediate ICS, setting incident objectives, etc.

**Prevention 1** - Fulfills prevention requirements for the company officer certification tract. 40-hour course taught by Code Compliance Officer Rick Fultz.

**S203 Public Information Officer** – Interagency class hosted by Clovis, taught by CAL FIRE.

**Check-in/ Status Recorder** – 16-hour interagency class hosted by Clovis, taught by CAL FIRE.

**Command 1B** – Taught by Training Division personnel and several company officers. 40-hour SFT course that meets requirements for Company Officer certification.

### Training Center

The facility continues to see an increase in use from numerous agencies. Additional props have been added to deliver refresher training to fire department personnel; therefore, enhancing our ability to train in a realistic manner in a safe environment. Cost sharing for the project included the California Training Officer's Association.

**Training Symposium:** Each year in November, the Training Officer's Training Symposium uses the Clovis Fire Department Training Center, providing vital training that meets State and National standards. Annually, firefighters from across the country converge to attend the Training Symposium.

*A Clovis Engine is supplying water to Fresno and CAL FIRE at the mandated training led by our wildfire SME's.*

*Annual wildland firefighter training is delivered in collaboration with CalFire and Fresno Fire Department's Training Divisions.*



*Clovis and other regional partners participating in High-Rise training developed in collaboration with our SME's. The scenario included a fire on the 9<sup>th</sup> floor of the Helm Building.*

*The training also included procedures for rescuing a downed firefighter, known as a MAYDAY.*





## RESPONSE STATISTICS

### 2015 Call Volume By Type

Incident Type	2013	2014	2015	3-Year Average
Emergency Medical	5,471	5,881	6,185	5,845
Good Intent/Service Call	2,292	2,235	2,406	2,311
Fire	369	373	388	376
Hazardous Materials/Condition	153	155	195	167
Rescues & Vehicle Accidents	408	461	518	462
False Alarm & False Call	612	514	560	562
<b>TOTAL</b>	<b>9,305</b>	<b>9,619</b>	<b>10,252</b>	<b>9,725</b>

There were 10,252 calls for service within the City of Clovis in 2015. This does not account for the calls where the Department assisted other agencies (see chart below); however, it does include incidents where other agencies came in to assist. The total number of calls were slightly lower than 2014 and slightly lower than the three-year average. This drop in call volume is partly due to the improvements made through our prevention and public education efforts. Less calls for service equate to lower risk and costs to the City, and lower risk of fire, injury and economic loss to the community.

### Mutual Aid Incidents

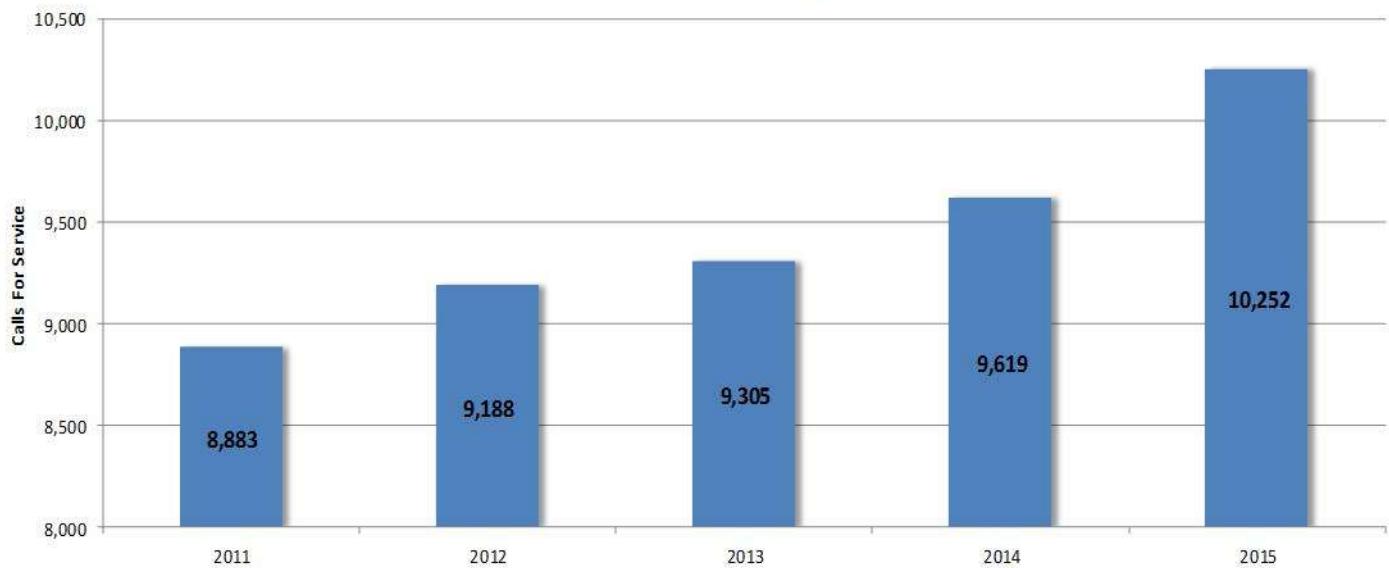
	2013	2014	2015	3-Year Average
Fresno County - Received	17	270	295	194
Fresno County - Provided	65	305	335	235
Fresno City - Received	395	300	271	322
Fresno City - Provided	709	735	808	750
OES - Provided	8	19	30	19

In December 2013, the City of Clovis entered into a new Auto Aid Agreement with the Fresno County Fire Protection District. As a result, the ratio of calls exchanged with Fresno County Fire increased significantly in 2014, but well within our anticipated range. Also significant was the increase in the number of requests for statewide mutual aid (OES).



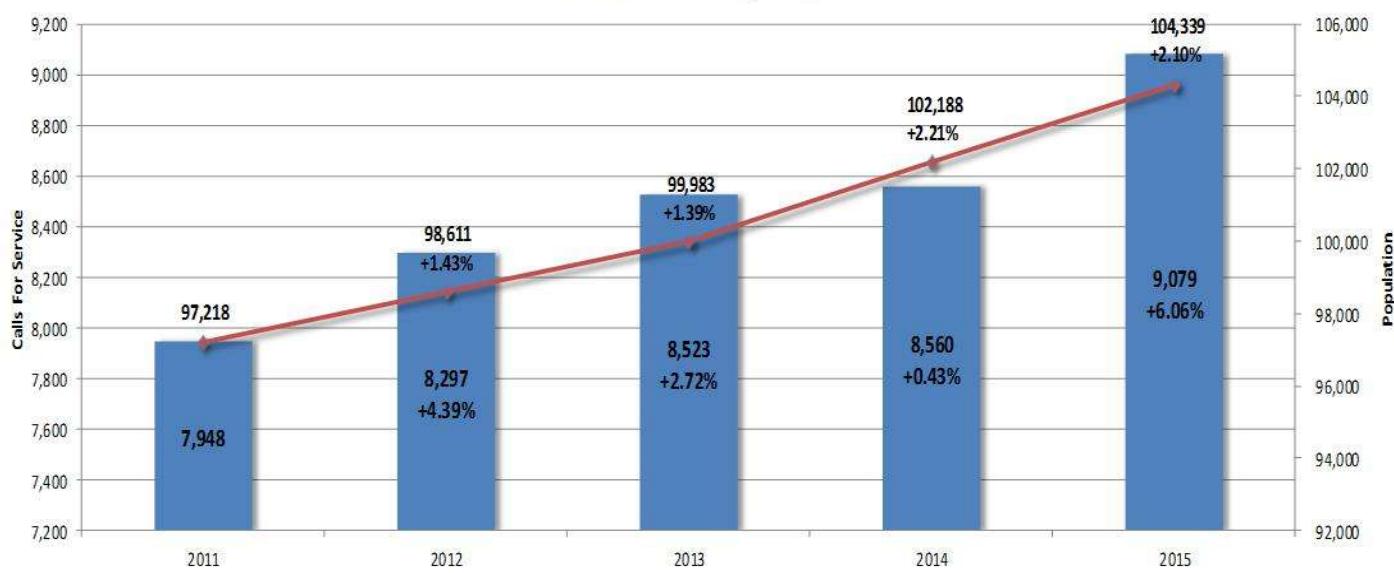
# RESPONSE STATISTICS

## CFD Calls For Service by Year



The chart above reflects call volume for the Clovis Fire Department. These calls include automatic aid responses into Fresno City and Fresno County. Call volume growth within this context can be affected as green space is annexed into the City or by unit availability as local automatic aid partners resources are stretched thin within their own boundaries.

## Calls Within City Limits

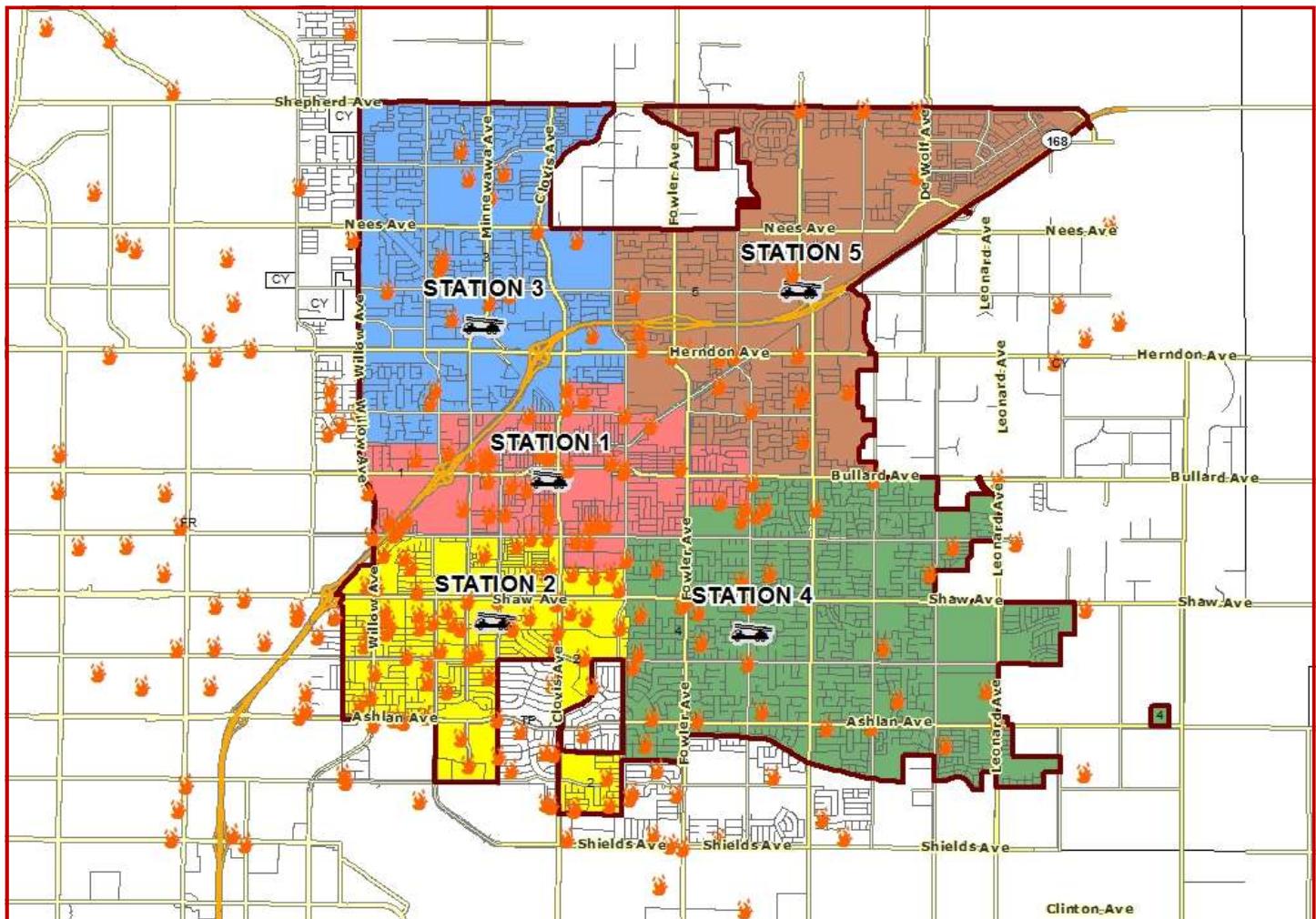


The graph above reflects call growth within the City Limits including automatic aid provided by other agencies as compared to population. While City population growth has only increased by 2%, emergency response calls have increased 6%. This trend can be affected by the aging Baby-Boomer Generation, changes in the health care industry and socioeconomic conditions.



## RESPONSE STATISTICS

# Fires

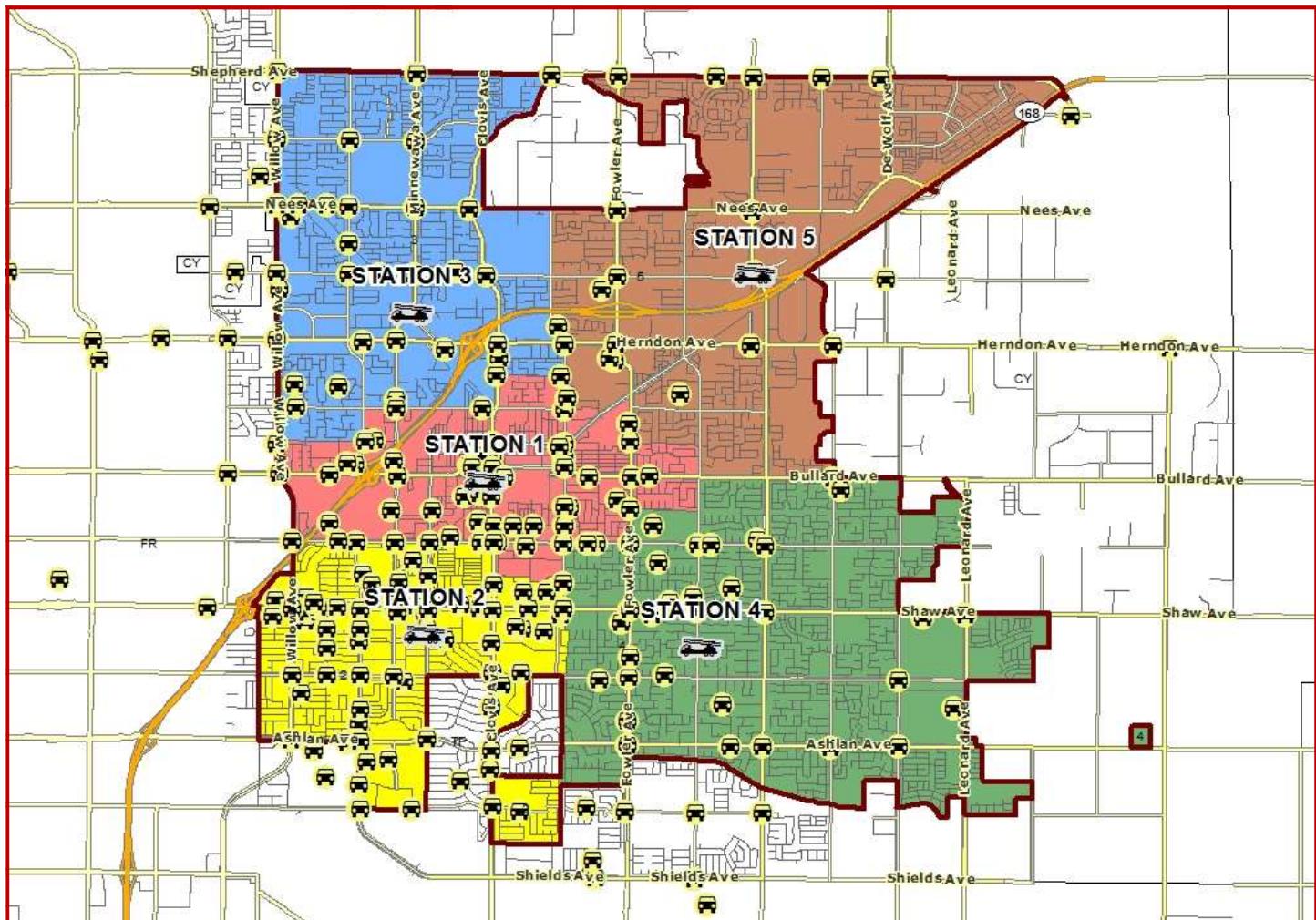


The Department responded to 388 fires (a 24% increase over 2014). Residential structure fires accounted for the majority of property loss for the year and highest risk for fire-related injury, though both statistics are lower than historical averages. Three incidents were multi-alarm fires requiring assistance from surrounding agencies. This map also reflects fires where the Department assisted other agencies along the city limits.



## RESPONSE STATISTICS

# Vehicle Accidents

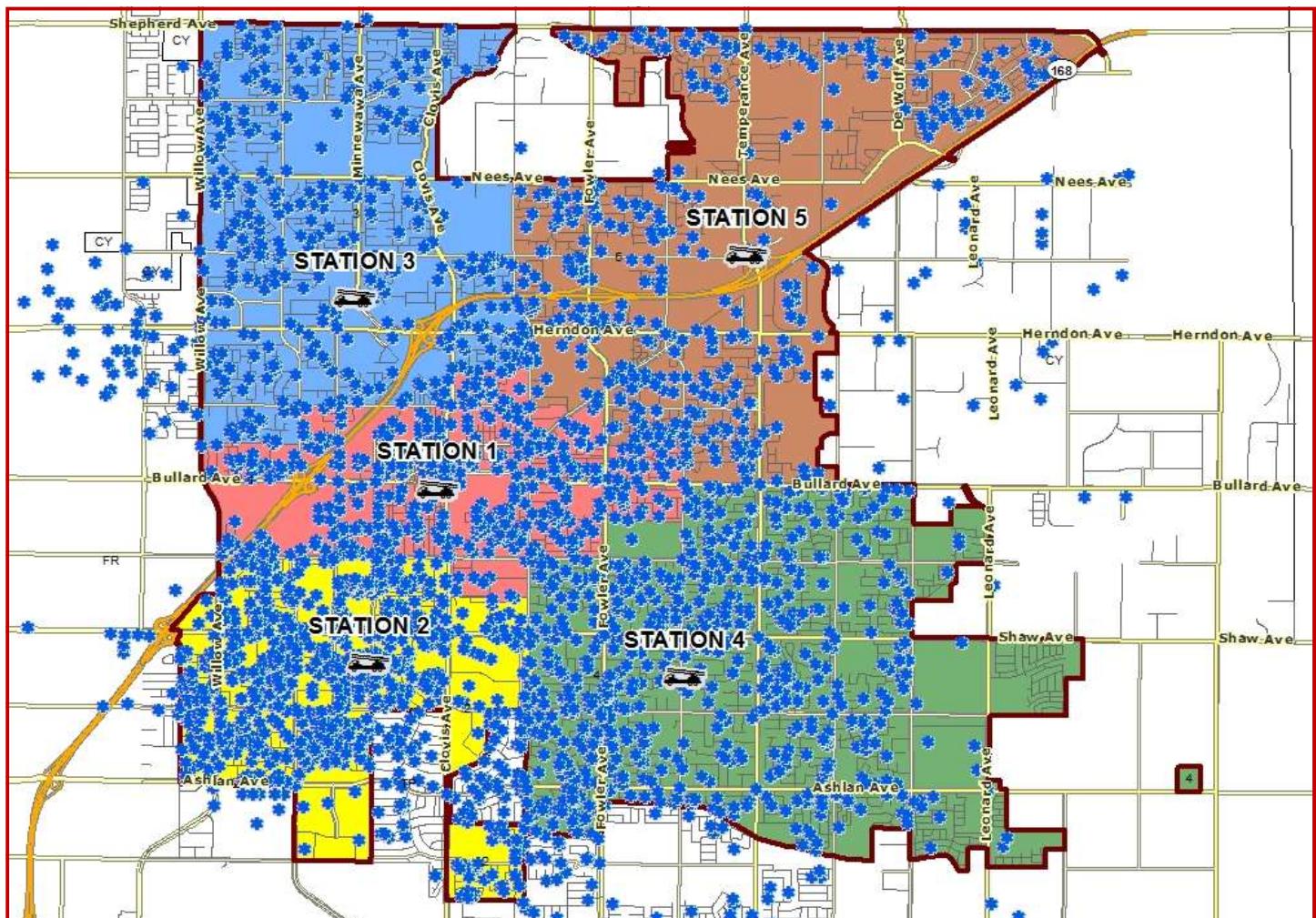


The Department responded to approximately 500 motor vehicle-related accidents (MVA). This incident category saw the second greatest increase as a percentage as compared to all other incident types. Fires accounted for the largest increase as a percentage for the first time in many years.



## RESPONSE STATISTICS

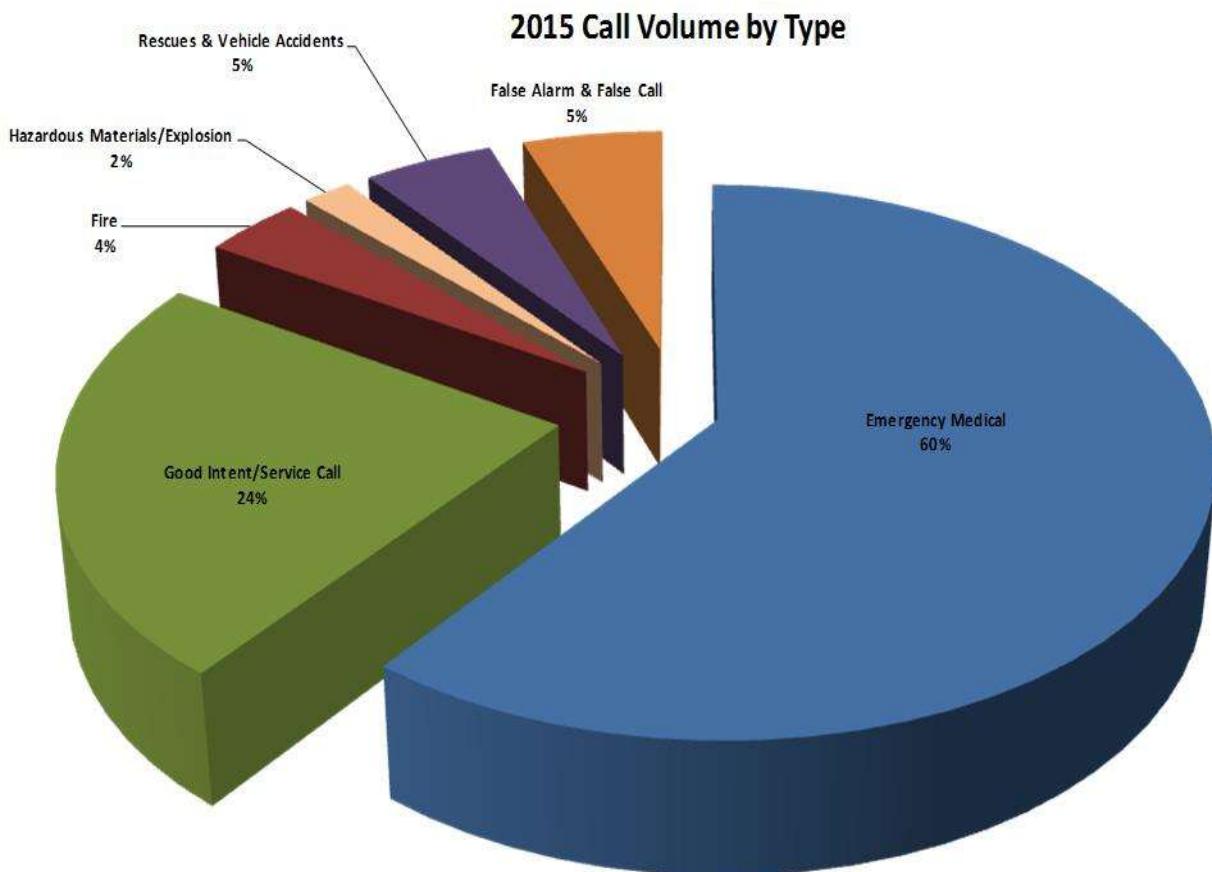
# EMS



The Department responded to 6,185 emergency medical calls. EMS calls were well distributed throughout the City but higher concentrations of calls did occur in the southwest quadrant. **EMS calls account for 60% of our emergency response call types, but fortunately had the lowest increase as a percentage of calls (2%).**



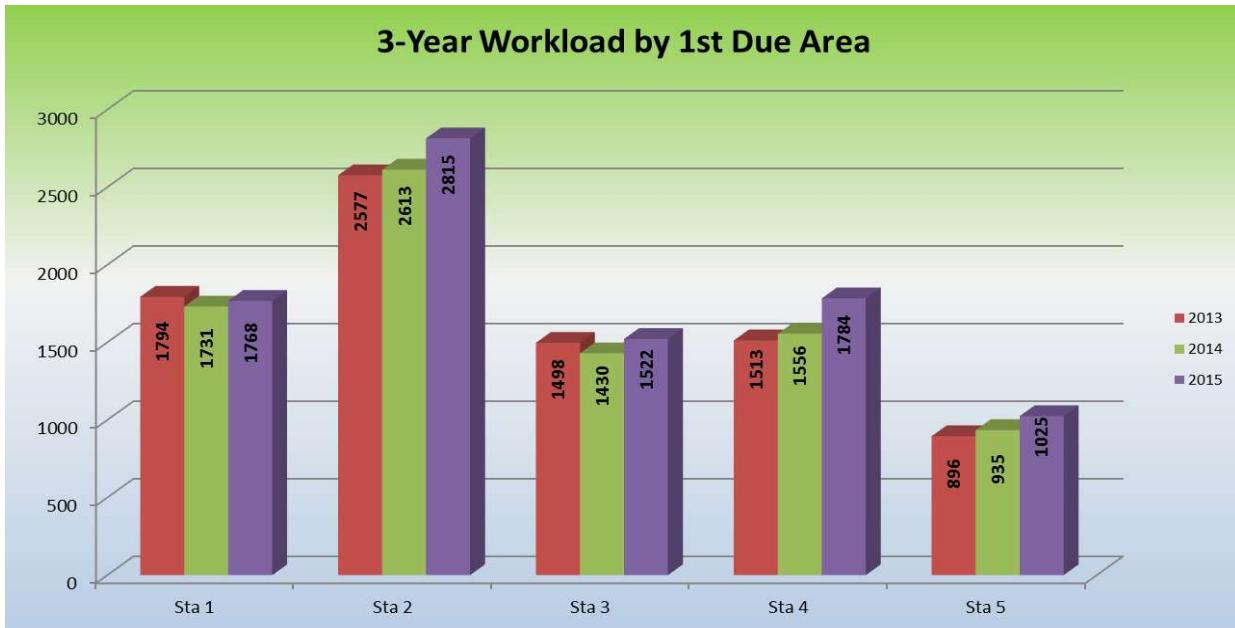
## RESPONSE STATISTICS



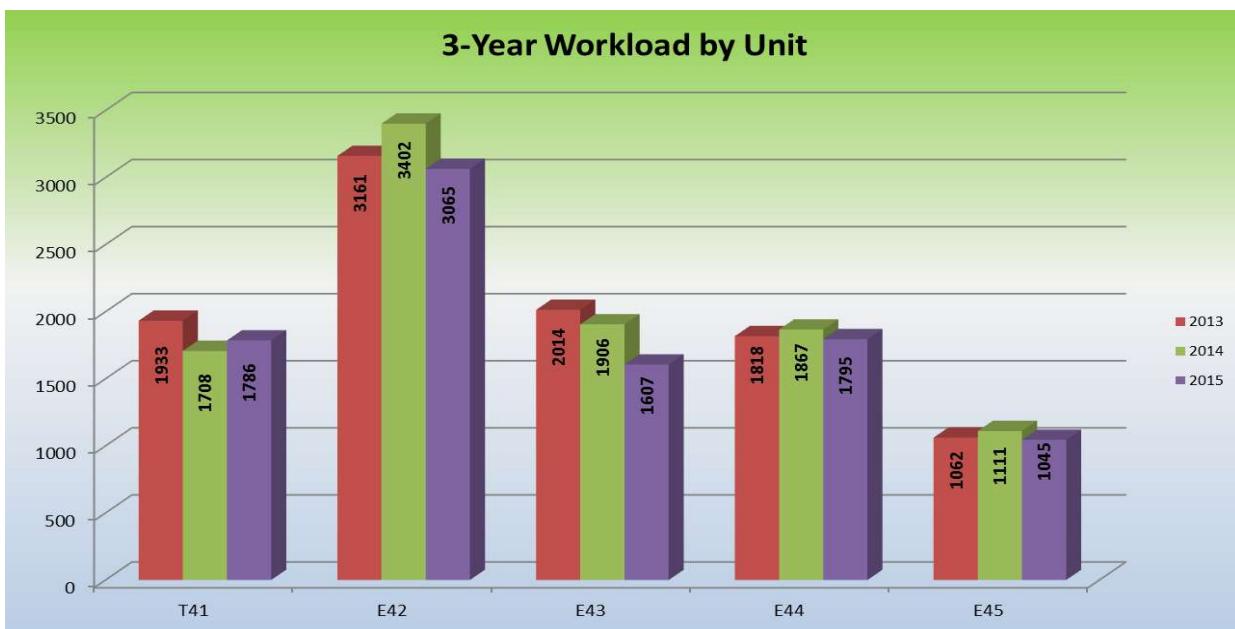
This chart illustrates the breakdown of call types for the year. **Emergency medical service calls make up approximately 60% of our call volume** when looking at call type. If we look at workload, EMS is closer to 50% of the workload, meaning how hours are spent on each type of emergency incident. When 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, perhaps smoke from an outdoor BBQ that is mistaken to be a structure fire, trees and/or power lines down due to storm damage, controlled and permitted agricultural burns that are mistaken for a grass fire, or even the proverbial cat in a tree.



# RESPONSE STATISTICS



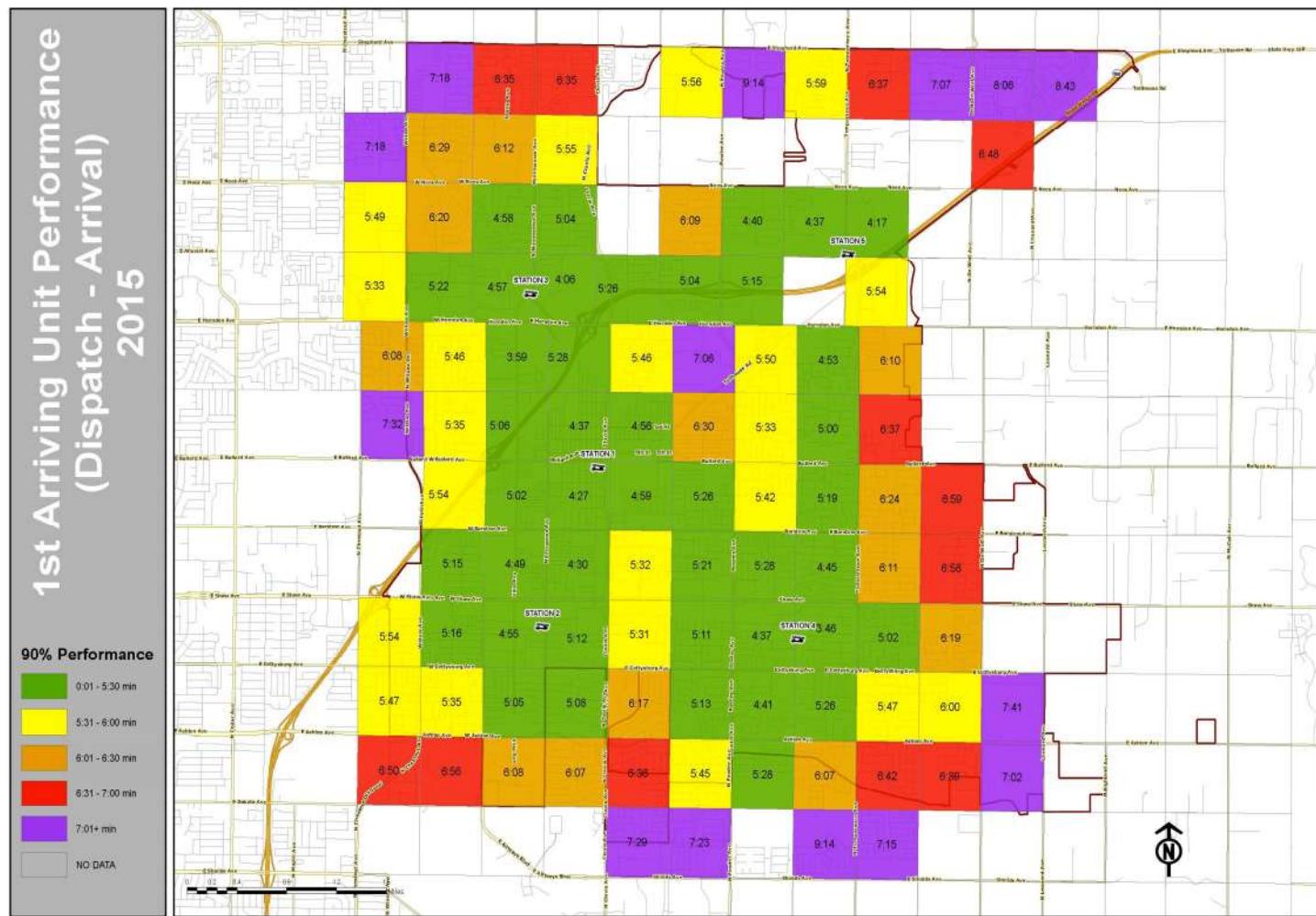
This graph illustrates the demand for emergency services by fire station district. See maps on pages 30 – 34 for the boundaries of these districts. Fire Station 2 in the southwest area of the City, is historically the most active.



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 because some types of calls require multiple units to respond, such as a structure fire. Reliability of units will drop noticeably once the workload reaches closer to 4,000 runs per year assuming they follow a normal distribution pattern. **Currently all fire stations are at least 93% reliable.** Meaning 93% of the time, the closest unit should be available to take the call and 7% of the time another unit will need to backfill with a potentially delayed response.



# RESPONSE STATISTICS

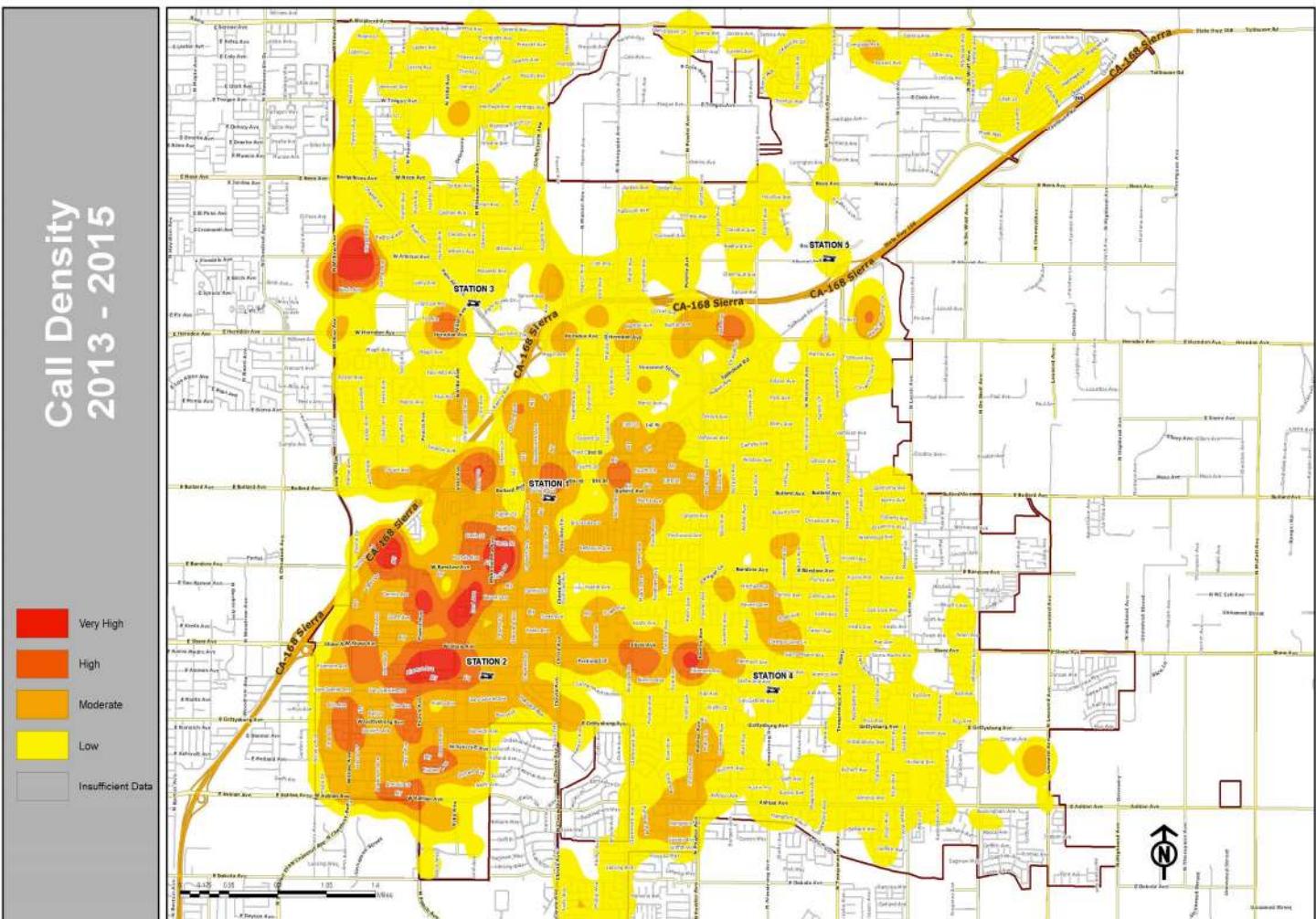


Areas colored red and purple reflect areas where response times are the longest. This is primarily due to either travel distance from a fire station (i.e., Station 4 traveling to Clovis East High School), a street network not yet finished (Harlan Ranch), or narrow streets/access which lowers fire apparatus 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; however these areas also have the lowest number of calls for service. Almost all fire agencies will have peripheral areas with longer response times so the presence of red and purple is not uncommon.



## RESPONSE STATISTICS

Call Density  
2013 - 2015

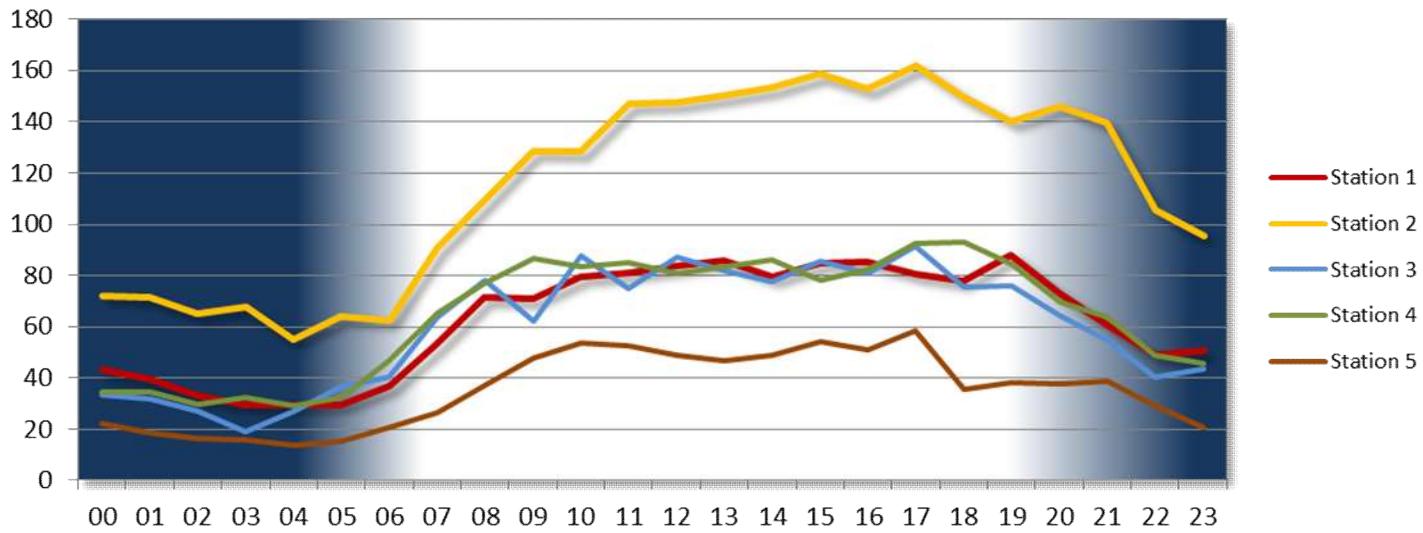


On this map, red and orange illustrate the highest call demand areas. Areas with the longest response times (see page 22) are generally yellow and white on this map, reflecting a much lower number of responses. **When comparing these two maps, we see the primary areas of concern are with any new developments that are far from a fire station and/or with diminished accessibility.**



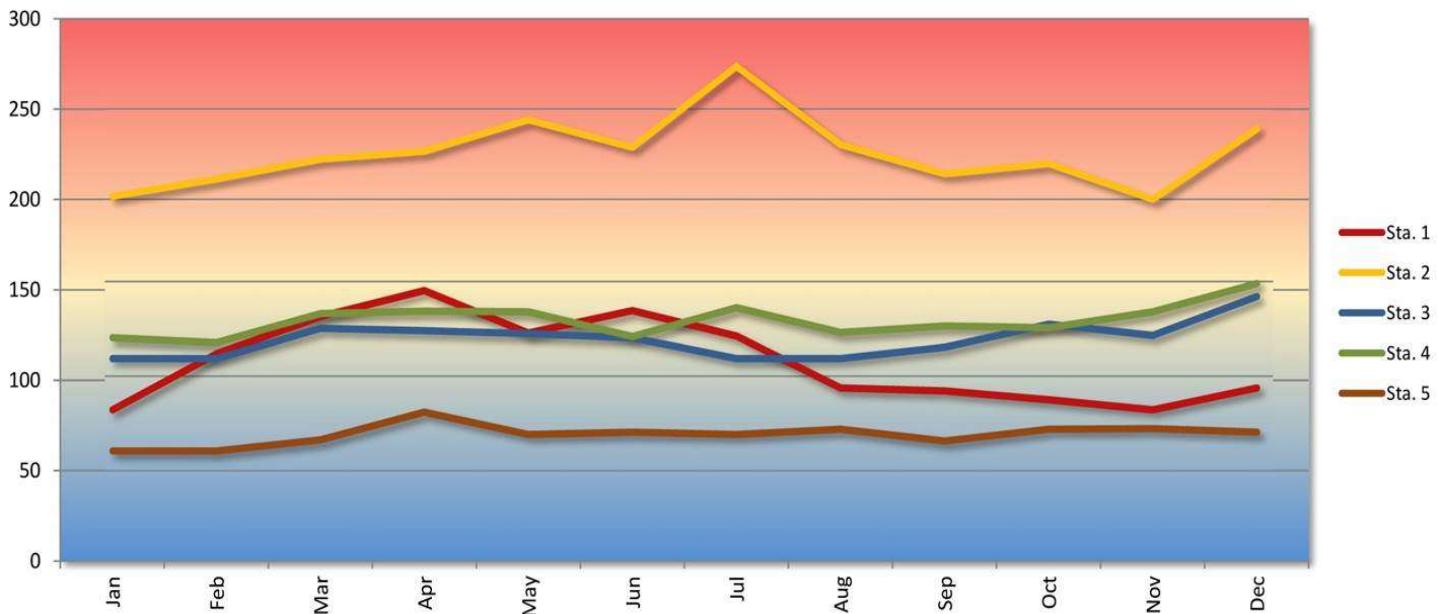
## RESPONSE STATISTICS

### 3-Year Average Calls By Time of Day



This graph shows the significant increase in activity between the hours of 11 a.m. and 11 p.m., affecting Fire Station 2 in particular.

### Calls Per Month 3-Year Average



From this graph, we can see that all the fire stations maintain a relatively stable call volume throughout the year, except for Fire Station 2, which experiences a spike in call volume during the summer months. This is primarily attributed to socioeconomic factors that also traditionally generate a greater workload for law enforcement as well.



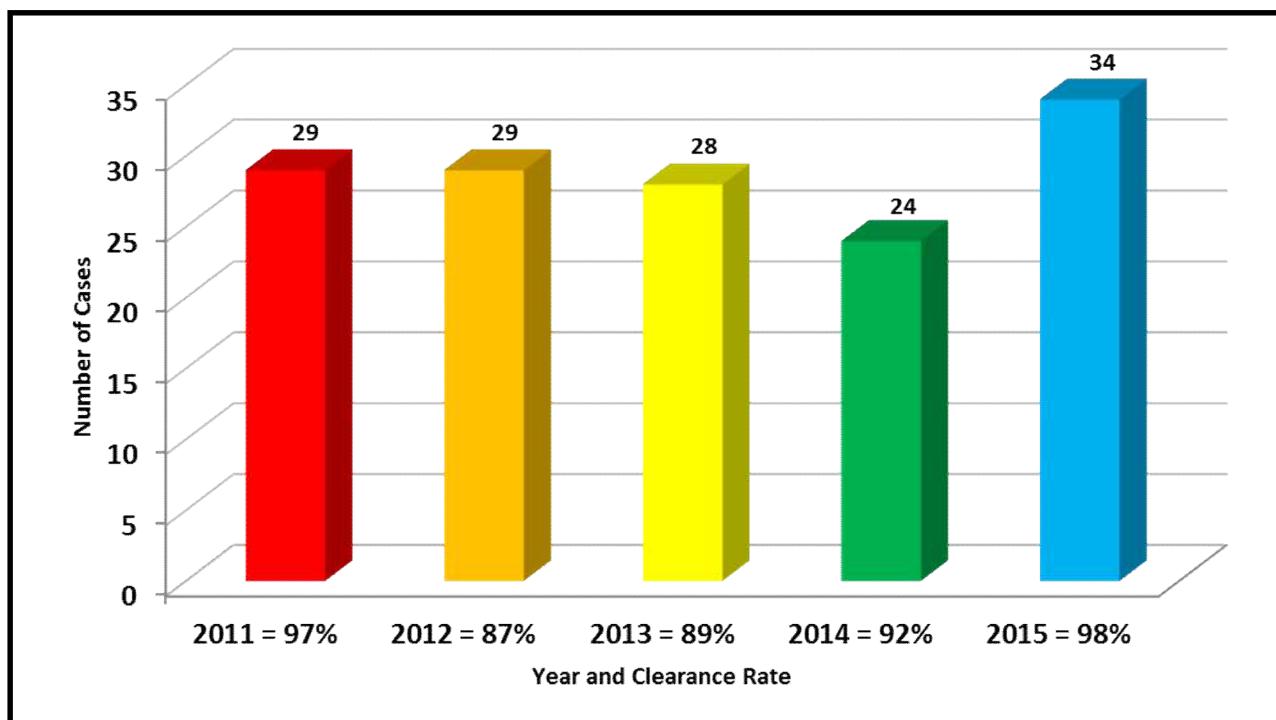
## LIFE SAFETY & ENFORCEMENT

# INVESTIGATIONS

The Clovis Fire Investigation Team (CFIT) is comprised of seven 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 put unnecessary demand on both fire and police services, cause insurance premiums to increase and also adversely impacts 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 **98%**, is well above the State and National average.

Clearance rate is the percentage of cases wherein origin and cause of the fire was determined and, if a suspect was identified, the case was turned over to the police department or district attorney.

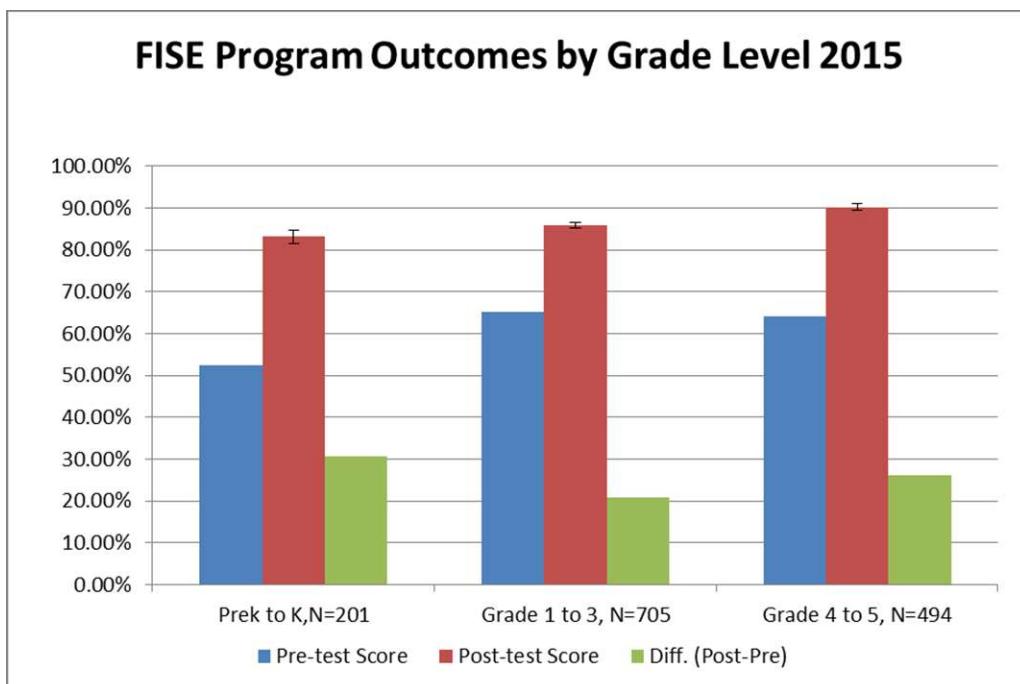




## LIFE SAFETY & ENFORCEMENT

# PREVENTION

Public education is the cornerstone in reducing life/property loss from fire. In 2015, the Firefighters In Safety Education (FISE) Program targeted our sixteen elementary schools with fire safety curriculum developed by the Alisa Ann Ruch Burn Foundation (AARBF). Pre and post testing of students shows a clear impact these sessions have in improving students' fire safety and survivability in the event of a fire. Over the next two years, Clovis will be participating with other agencies to refine upper grade curriculum to include concepts such as first aid that would be appropriate for that grade level. The graph below demonstrates the improvement in students' understanding of basic life saving skills before and after a fire safety presentation.



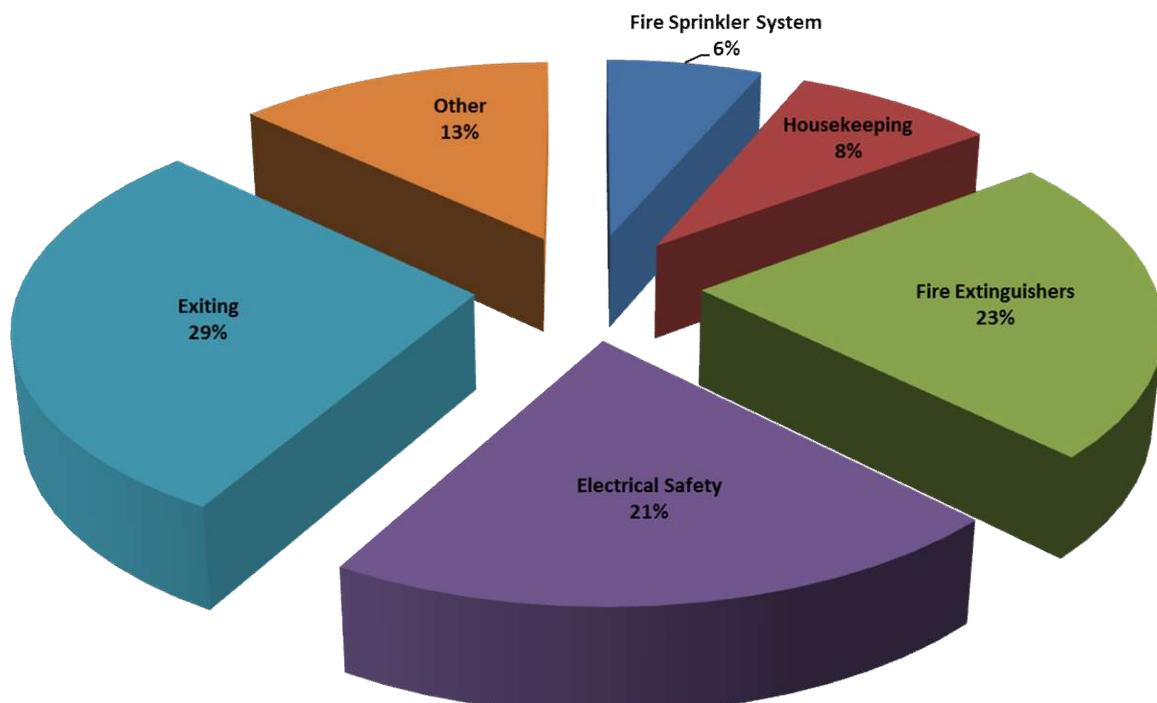
In addition to targeted outreach, Clovis Fire participated in the Clovis Night Out event with other City departments. Members of the Urban Search and Rescue Team conducted a rescue demonstration where they repelled and picked up a victim in a basket using Truck 41. Clovis Emergency Response Team (CERT) volunteers and Teen CERT volunteers staged a booth that taught kids how to use 9-1-1 using a simulated phone and dispatch operator. This exercise emphasized the importance of knowing their address, telephone number and being able to give information and follow directions during an emergency.





## CODE ENFORCEMENT

Community Risk Reduction is the most effective means to prevent emergencies, save life/property and keep local businesses contributing to the economy. This effort is achieved primarily through inspections. Performed by engine companies and Bureau personnel, they represent not only enforcement, but education and the City's commitment to making Clovis a community of choice. With 2,300 businesses in Clovis, the Bureau must prioritize inspections based on risk. State-mandated inspections for assemblies (theaters, churches), educational facilities and institutional occupancies (hospitals) are generally considered most important due to risk and the importance they play in the community. Inspections of R1's and R2's such as hotels, apartment units and motels are considered a second level of risk requiring annual inspection. The final layer of inspections are sprinklered buildings and restaurants. In a given year, our engine companies complete 600 inspections with all assemblies, educational facilities and institutional occupancies being done by Bureau personnel due to the technical expertise required for those occupancies. The chart below represents the primary violations found during the first inspection. It should be noted that the vast majority of these violations were corrected on-site or at the time of re-inspection.



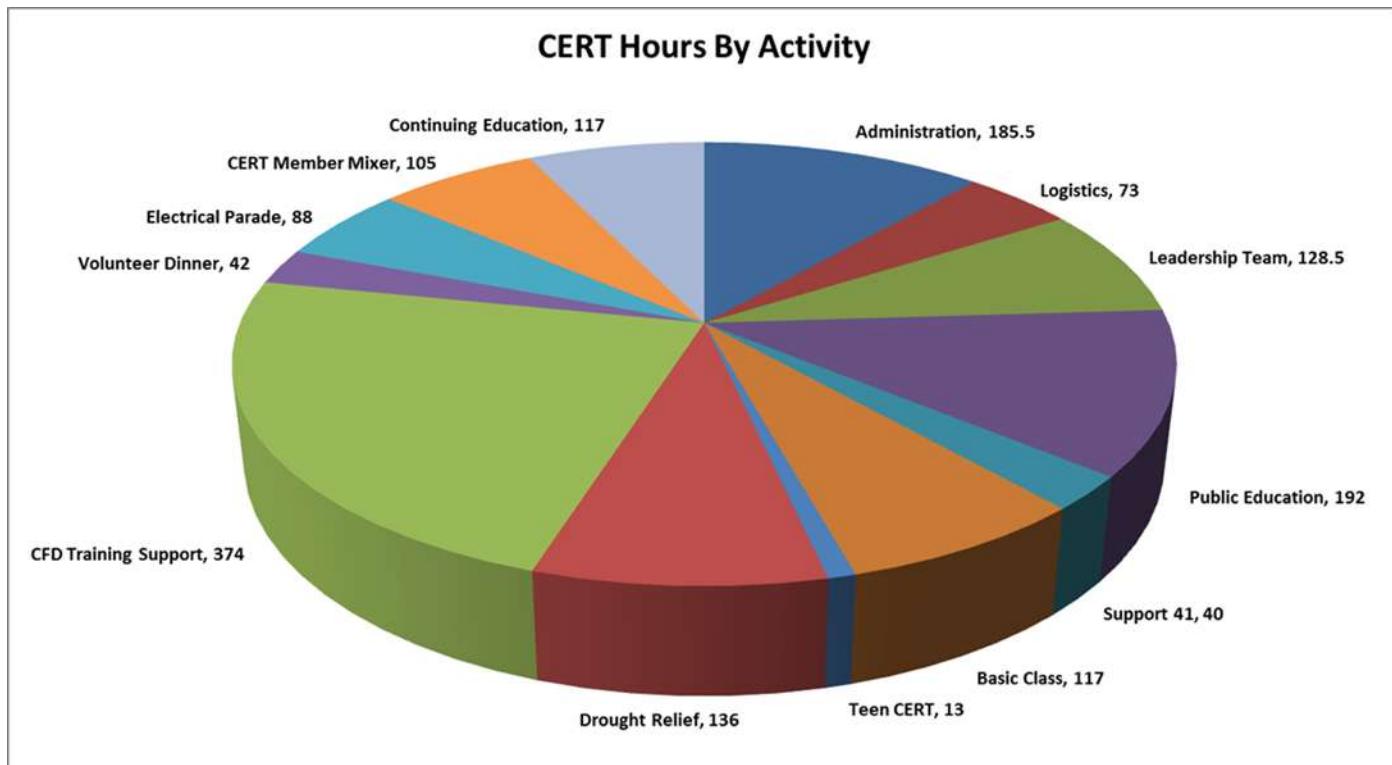


The California drought has forever changed Central Valley economies and disparately impacted low income families living in agrarian-based communities. As of April 2015, there were 975 dry wells in Tulare County alone.

This past year, seventeen volunteers from the Clovis Fire Department CERT and Teen CERT program traveled to East Porterville to assist in the Drought Housing Relocation Assistance (DHRA) Program. Funded through the California Office of Emergency Services (OES), DHRA allows eligible tenants and homeowners that do not have access to potable water the ability to: relocate to a home with direct access to potable water, receive one-time moving cost assistance, and rental subsidies for 12 months. To ensure eligible families were identified, OES used Clovis CERT volunteers to canvass over 200 homes to gather information from residents regarding their access to water and provide the DHRA Program information to those whose landlords were unable or unwilling to adequately maintain the individual wells. For many families, their only access to showers and daily drinking water has been through the Drought Assistance Center where cases of water are distributed and a mobile bathing trailer has been staged for the past several months. While the primary mission was to tie-in residents with available resources, CERT volunteers were able to develop a deeper understanding of the disaster recovery process. The drought is a prime example of a disaster that lacked the shock and coverage of an earthquake or tsunami, but has had a human impact most don't realize. The CERT volunteers' efforts exemplified the interconnectedness of our Valley communities and represented the best Clovis had to offer.



## CLOVIS EMERGENCY RESPONSE TEAM



CERT continues to play an essential role in community risk reduction and department support activities. For 2015, Clovis CERT focused on:

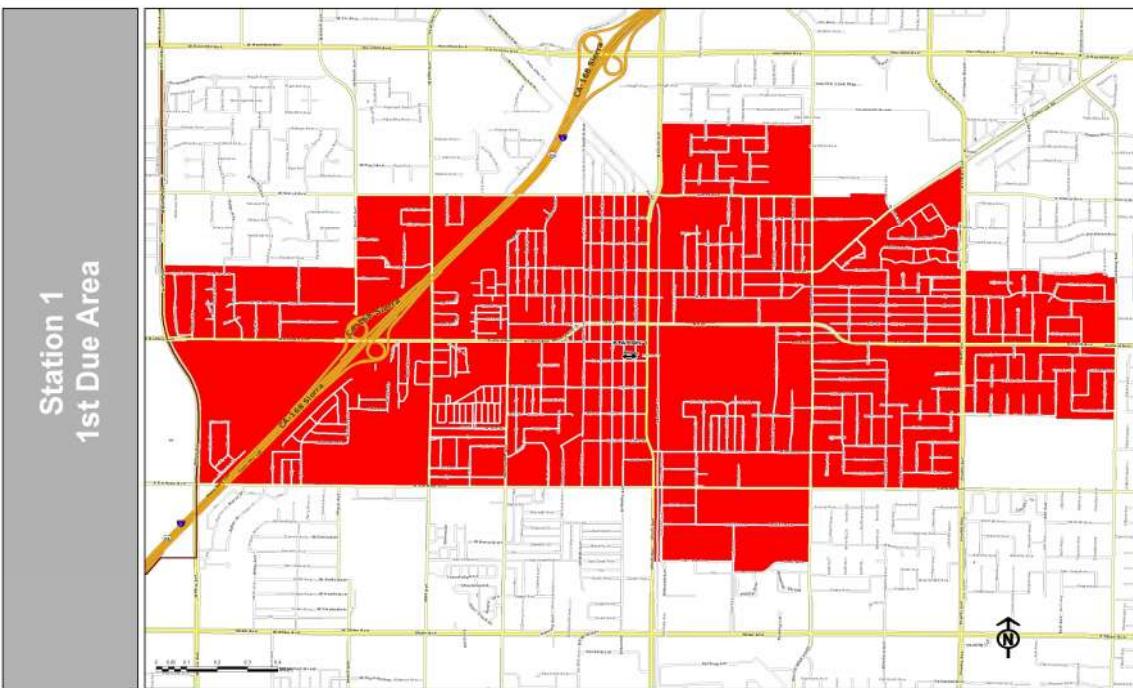
- participating with our firefighters in school-based public education;
- conducting one CERT basic class delivery with over 31 attendees;
- staffing and instructing public education stations at Clovis Night Out;
- providing Drought Relief Assistance to Porterville through the California Office of Emergency Services; and
- providing emergency preparedness training to older adults at the Senior Center.



## FACILITIES

### FIRE STATION 1

633 Pollasky Avenue, Clovis, CA 93612

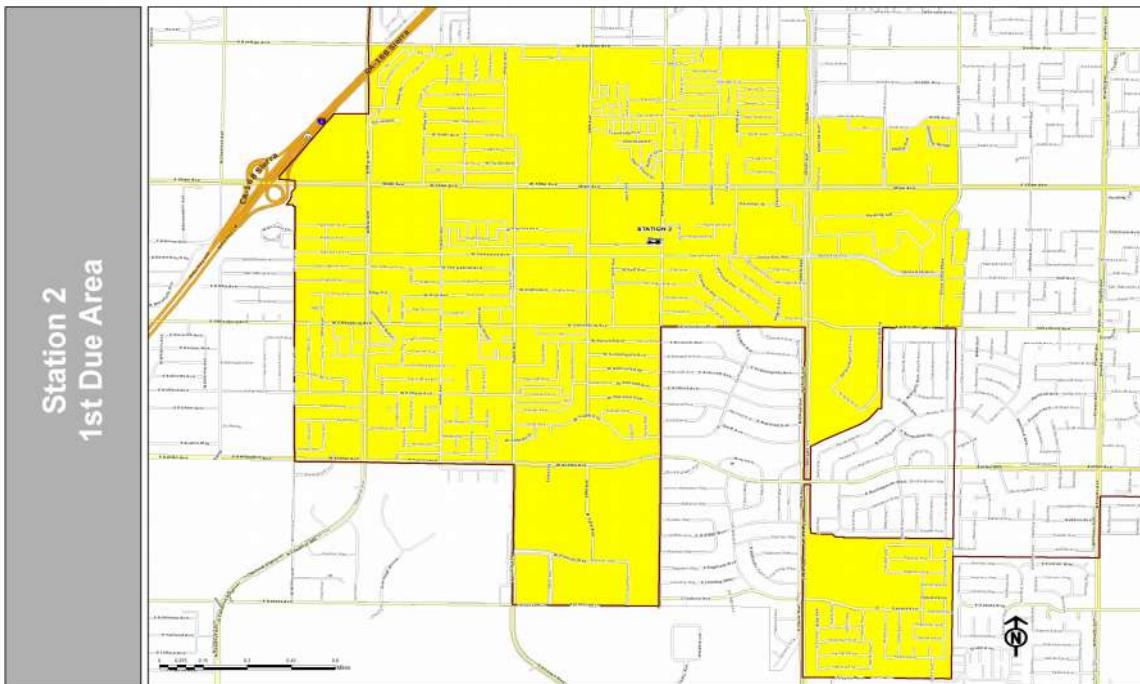




## FACILITIES

### FIRE STATION 2

2300 Minnewawa Avenue, Clovis, CA 93612

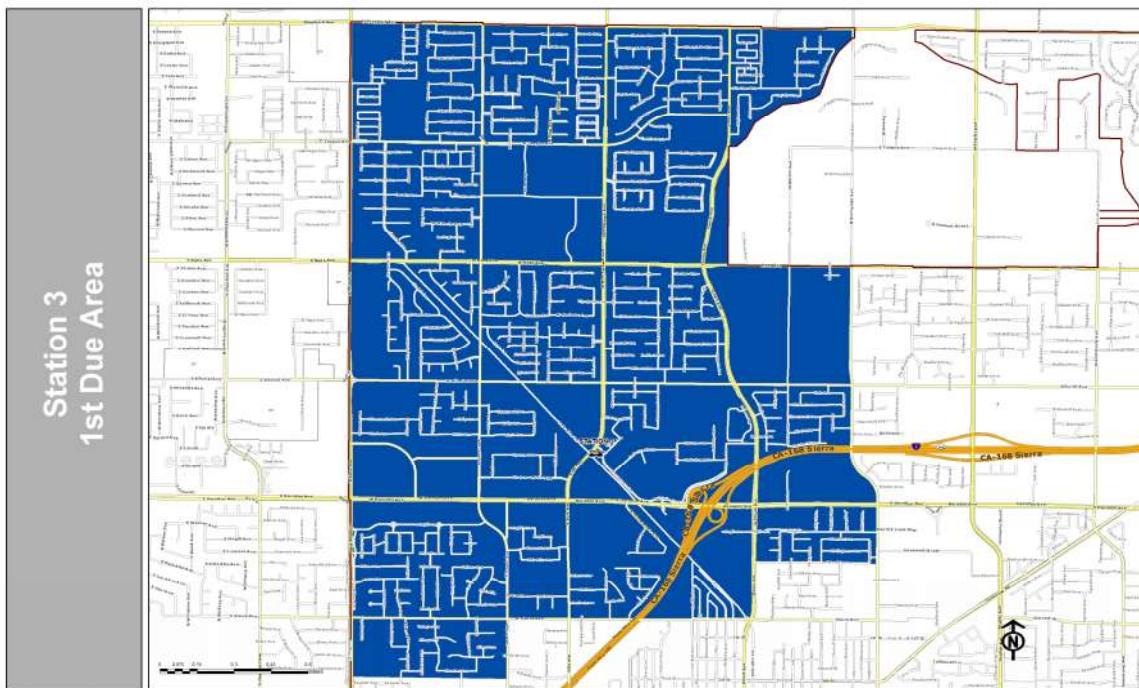




## FACILITIES

### FIRE STATION 3

555 N. Villa Avenue, Clovis, CA 93612





## FACILITIES

### FIRE STATION 4

2427 Armstrong Avenue, Clovis, CA 93611

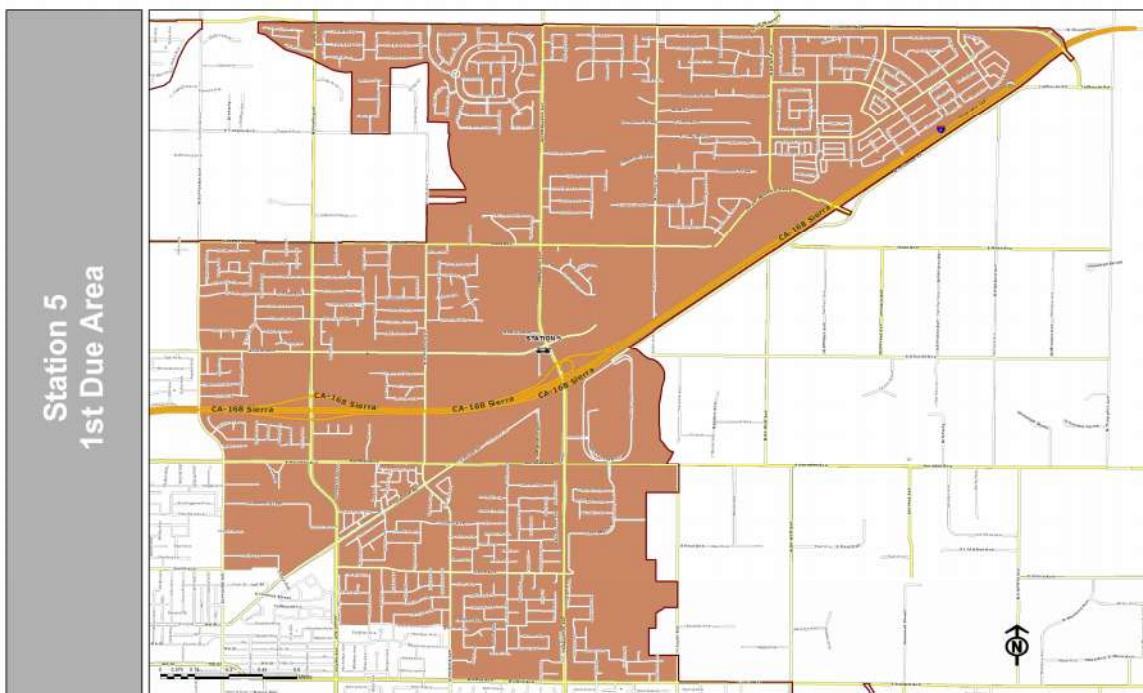




## FACILITIES

### FIRE STATION 5

790 N Temperance Avenue, Clovis, CA 93611





## FACILITIES

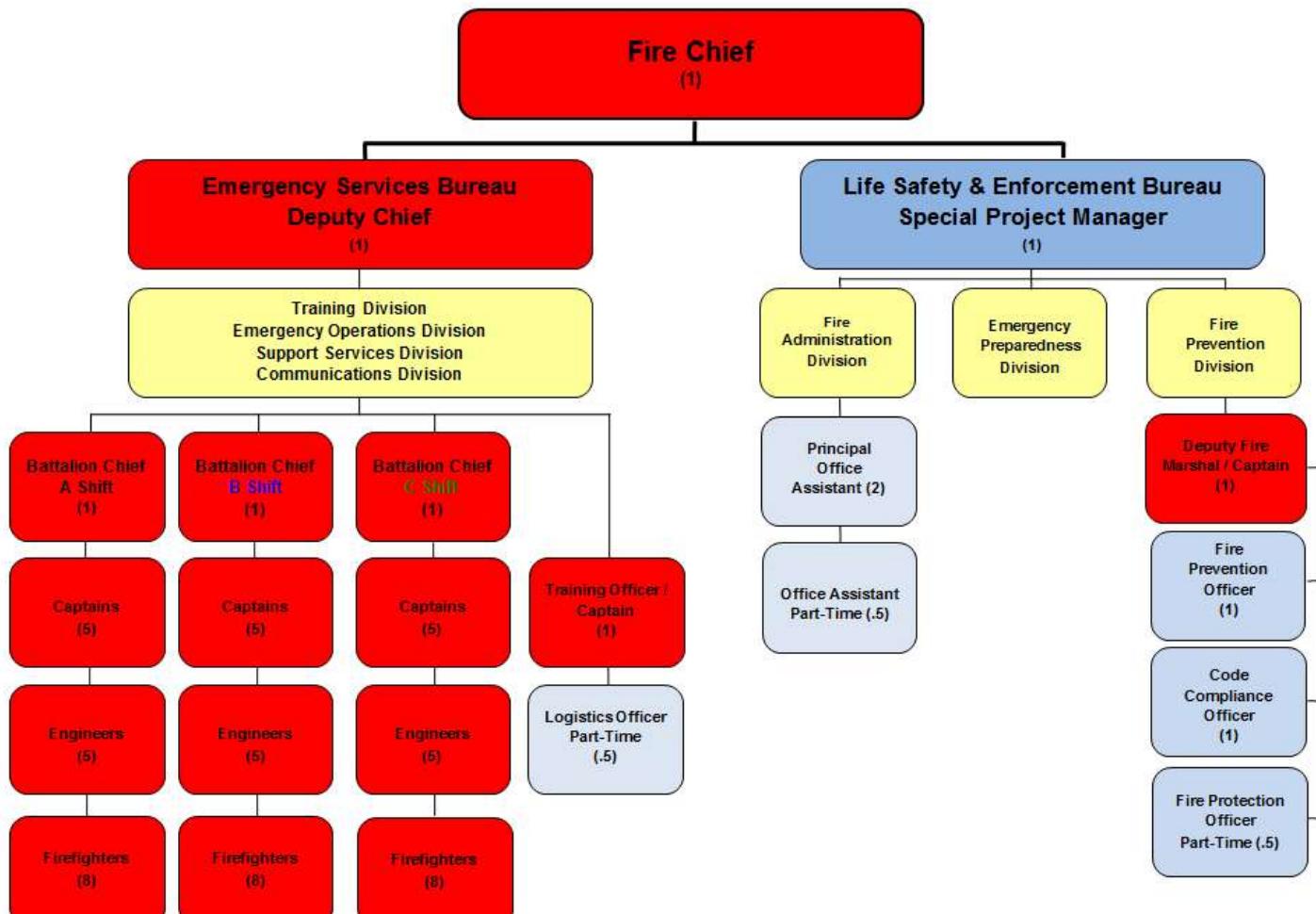
# TRAINING CENTER

3455 Lind Avenue, Clovis, CA 93611





# ORGANIZATIONAL CHART



61

Sworn Personnel

5.5

Non-Sworn Personnel

(2015/2016) Revised: August 2015



## HEADQUARTERS FIRE PERSONNEL



Micheal Despain  
Fire Chief



John Binaski  
Deputy Fire Chief



Jim Damico  
Battalion Chief - A



Jason Ralls  
Battalion Chief - B



Rich Cadigan  
Battalion Chief - C



Gary Sawhill  
Deputy Fire Marshal



Rick Fultz  
Code Compliance  
Officer



Andy Isolano  
Fire Prevention  
Officer



Chad Fitzgerald  
Life Safety Enforcement  
Officer



Bret Black  
Captain/Training  
Officer



Melinda Feist  
Principal Office Asst.



Carol Guthrie  
Principal Office Asst.



Katie Krahn  
Office Assistant



Brad Richter  
Logistics



## FIRE CAPTAINS



Todd Adams



Don Banta



Steve Bringetto



Ryan Brubaker



Troy Coleman



Eric Connors



Tony Gomes



John Leigh



Jim Shackelton



Jim Stemler



C.J. Tisinger



Brian Torosian



Mark Van Ornam



Tim Wilson



Steve Yandell



## FIRE ENGINEERS



Chris Bridger



Joe Chicoine



Joe Christl



Brad Couchman



Brian Cox



Fred Edwards



Danny Gonzales



Jeff Jenkins



Tim Lesmeister



Mike Macy



Nolan Stempson



Darryl Turney



Troy Vaughn



Rob Wright



Jon Young



# FIREFIGHTERS



Greg Adams



Nick Batrich



Josh Bennett-Snow



Charlie Bonello



Jeremy Dobson



Chris Doda



Mike Dunkel



Lori Einem



Evan Ferreira



Paul Gilman



Shawn Glynn



Tommy Guice



Andy Lovejoy



James McLain



Kory Mullin



Duncan Reid



Brian Weireter



Sam Wilson



Matt Winn



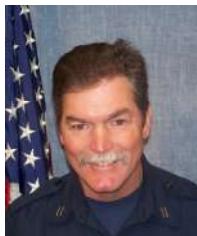
Zack Ziegler



## TRANSITIONS & AWARDS

### FF OF THE YEAR

### RETIREMENT



Darrell Adams  
Captain



Pete Olvera  
Engineer



Chris Bridger  
Engineer

### PROMOTIONS



Eric Connors  
Captain



Jeff Jenkins  
Engineer

### LIFESAVING AWARD RECIPIENTS

Mar. 2, 2015 - E44C - Inc. #5011622



John Leigh  
Captain



Rob Wright  
Engineer



Paul Gilman  
Firefighter



Jon Young  
Act. Captain



James McLain  
Act. Engineer



Jeremy Dobson  
Firefighter

Aug. 29, 2015 - E42A - Inc. #5049114



Tony Gomes  
Captain



Tim Lesmeister  
Engineer



Andy Lovejoy  
Firefighter



Tim Wilson  
Captain



Chris Bridger  
Engineer



Evan Ferreira  
Firefighter

### YEARS OF SERVICE

Gary Sawhill 20 Years

Todd Adams 15 Years

Troy Coleman 15 Years

Tim Lesmeister 15 Years

Brian Torosian 15 Years

Darryl Turney 15 Years

Charlie Bonello 10 Years

Eric Connors 10 Years

Chad Fitzgerald 10 Years

Tim Wilson 10 Years



## Mission, Vision and Motto

### 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 work-force 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



## REMEMBRANCES

### In Remembrance



Firefighter Clinton J. Lettermann, 44

Died in the line of duty, May 30, 1969

Clovis Fire Department  
1233 5th Street  
Clovis, CA 93612-1316



Phone: 559-324-2200  
Fax: 559-324-2846  
[www.cityofclovis.com](http://www.cityofclovis.com)



# Accreditation Performance

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

Time Interval	Benchmark	Metric	All	2011	2012	2013	2014	2015
Call Processing	0:01:10	Count	26,505	5,144	5,167	5,211	5,312	5,671
		90th Percentile	0:01:38	0:01:35	0:01:35	0:01:40	0:01:41	0:01:43
		Benchmark Compliance	83.3%	83.8%	84.4%	83.2%	83.4%	81.7%
Turnout	0:01:20	Count	26,820	5,196	5,246	5,286	5,350	5,742
		90th Percentile	0:01:26	0:01:27	0:01:27	0:01:26	0:01:25	0:01:27
		Benchmark Compliance	86.1%	85.4%	85.4%	86.0%	87.3%	86.2%
Travel	0:04:00	Count	26,768	5,183	5,234	5,270	5,354	5,727
		90th Percentile	0:04:30	0:04:26	0:04:27	0:04:36	0:04:30	0:04:31
		Benchmark Compliance	83.1%	83.7%	84.1%	82.1%	82.9%	82.7%
Response	0:05:20	Count	26,826	5,191	5,243	5,287	5,363	5,742
		90th Percentile	0:04:31	0:04:27	0:04:27	0:04:38	0:04:31	0:04:32
		Benchmark Compliance	95.2%	95.3%	95.3%	94.5%	95.5%	95.3%
Total Response	0:06:55	Count	26,825	5,206	5,238	5,275	5,363	5,743
		90th Percentile	0:06:41	0:06:39	0:06:34	0:06:46	0:06:39	0:06:47
		Benchmark Compliance	91.5%	91.5%	92.4%	90.8%	91.9%	90.9%

Structure Fire Calls, Code 3, in Clovis, First Unit at Scene  
Benchmarks and 90th Percentiles

Time Interval	Benchmark	Metric	All	2011	2012	2013	2014	2015
Call Processing	0:01:20	Count	702	133	137	171	140	121
		90th Percentile	0:01:38	0:01:36	0:01:14	0:01:29	0:01:49	0:02:09
		Benchmark Compliance	84.3%	82.7%	90.5%	85.4%	82.9%	79.3%
Turnout	0:01:10	Count	705	134	136	172	141	122
		90th Percentile	0:01:45	0:01:40	0:01:47	0:01:52	0:01:34	0:01:43
		Benchmark Compliance	48.1%	50.0%	47.8%	50.6%	49.6%	41.0%
Travel	0:04:00	Count	712	135	139	174	142	122
		90th Percentile	0:04:54	0:04:42	0:04:23	0:05:18	0:04:58	0:04:45
		Benchmark Compliance	77.0%	80.0%	83.5%	71.3%	73.2%	78.7%
Response	0:05:20	Count	713	136	139	174	142	122
		90th Percentile	0:06:10	0:06:03	0:05:39	0:06:29	0:06:07	0:05:59
		Benchmark Compliance	77.7%	77.2%	84.2%	70.7%	78.2%	80.3%
Total Response	0:06:55	Count	712	136	139	173	142	122
		90th Percentile	0:07:11	0:07:05	0:06:32	0:07:19	0:07:20	0:07:07
		Benchmark Compliance	87.6%	88.2%	92.1%	82.7%	87.3%	89.3%

MVA-Rescue Calls, Code 3, in Clovis, First Unit at Scene  
Benchmarks and 90th Percentiles

Time Interval	Benchmark	Metric	All	2011	2012	2013	2014	2015
Call Processing	0:01:10	Count	1,830	354	352	351	384	389
		90th Percentile	0:01:19	0:01:24	0:01:21	0:01:29	0:01:13	0:01:11
		Benchmark Compliance	86.7%	85.9%	86.6%	82.1%	89.6%	88.9%
Turnout	0:01:20	Count	1,857	362	363	355	386	391
		90th Percentile	0:01:33	0:01:37	0:01:31	0:01:36	0:01:29	0:01:33
		Benchmark Compliance	76.9%	73.2%	78.2%	74.1%	81.9%	76.5%
Travel	0:04:00	Count	1,855	363	362	353	387	390
		90th Percentile	0:04:29	0:04:27	0:04:25	0:04:50	0:04:26	0:04:27
		Benchmark Compliance	84.9%	85.4%	85.4%	83.9%	84.5%	85.4%
Response	0:05:20	Count	1,861	363	363	356	387	392
		90th Percentile	0:05:30	0:05:22	0:05:21	0:05:46	0:05:23	0:05:40
		Benchmark Compliance	88.2%	89.5%	89.8%	85.4%	89.4%	86.7%
Total Response	0:06:55	Count	1,853	361	358	355	387	392
		90th Percentile	0:06:28	0:06:30	0:06:23	0:06:37	0:06:18	0:06:37
		Benchmark Compliance	92.9%	93.4%	92.7%	91.5%	94.8%	92.1%