

# Clovis Fire Department

## ANNUAL REPORT



# 2016

**CLOVIS**  
CALIFORNIA



## CITY OFFICIALS

**Bob Whalen, Mayor**

**Drew Bessinger, Mayor Pro Tem**

**Lynne Ashbeck, Council Member**

**Jose Flores, Council Member**

**Vong Mouanoutoua, Council Member**

**Luke Serpa, Interim City Manager**

## COMMAND STAFF

**John Binaski, Fire Chief**

**Jim Damico, Battalion Chief**

**Jason Ralls, Battalion Chief**

**Bret Black, Battalion Chief**

**Chad Fitzgerald, Life Safety Manager**

## PREPARED BY

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# TABLE OF CONTENTS

<b>MESSAGE FROM THE CHIEF .....</b>	<b>4</b>
<b>ADMINISTRATION.....</b>	<b>6</b>
<b>OPERATIONS .....</b>	<b>8</b>
<b>RESPONSE STATISTICS .....</b>	<b>10</b>
<b>STATION 6.....</b>	<b>15</b>
<b>SPECIAL TEAMS.....</b>	<b>16</b>
<b>TRAINING .....</b>	<b>17</b>
<b>LIFE SAFETY &amp; ENFORCEMENT.....</b>	<b>19</b>
<b>CLOVIS EMERGENCY RESPONSE TEAM .....</b>	<b>22</b>
<b>FACILITIES .....</b>	<b>23</b>
<b>ORGANIZATIONAL CHART .....</b>	<b>29</b>
<b>PERSONNEL .....</b>	<b>30</b>
<b>TRANSITIONS, AWARDS &amp; CITIZEN REMARKS .....</b>	<b>34</b>
<b>MISSION, VISION AND MOTTO.....</b>	<b>36</b>
<b>ACCREDITATION PERFORMANCE .....</b>	<b>37</b>



## MESSAGE FROM THE CHIEF

As the Fire Chief for the City of Clovis, it is my pleasure to share with you the City of Clovis Fire Department's 2016 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 details some of our most significant accomplishments over the last year, the quantity and quality of service we provided and future challenges we face over the next couple of years.

In 2016, the Fire Department hired two new firefighters and promoted several others. I say thank you to the veteran firefighters who have left our ranks and welcome our next generation of Clovis Firefighters. I am never at a loss for the admiration I have for the outstanding work our firefighters do, both on emergency incidents, and giving back to the community that has given them so much.



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 2016 are:**

- We have continued to be one of only nine (9) 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.
- We were recertified as a Type 1 Hazardous Materials Team with the California State Office of Emergency Services. In addition, we ordered a replacement vehicle for our Type 1 Urban Search and Rescue Team. This unit should be in service by May 2017.
- Survival rates for patients suffering from a major heart attack continue to improve from a low of 9% to a three-year average of 30%. This is the result of enhanced CPR techniques by emergency responders and early bystander hands-only CPR.
- In November 2015, the Fire Department 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. This change has had a significant impact on system reliability, without adverse impact to the citizens in their time of need.
- The Department worked with the Central California Emergency Medical Service Agency to improve service delivery to the area south of Shaw Avenue. In the new 2017, five-year Advanced Life Support (ALS) Transport Performance Contract for the Exclusive Operating Area, 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 costs to the taxpayers.
- In what appears to be the final year of the current drought, we assisted with an unprecedented amount of mutual aid support to State and Federal agencies due to the increased frequency and magnitude of wildland fires.





## MESSAGE FROM THE CHIEF

### Accomplishments for 2016:

- The Department continues to see a reduction in our Workers' Compensation Claims costs. Costs have dropped 75% since 2013 and are holding steady at 3% of salary. This is considerably less than other agencies that are in the 12% range of employer salaries.
- The Fire Department is still below the regional average of \$133 "cost per capita". Currently we are at \$128, 13% below that of our comparable cities, while still improving service levels.
- We continue to maintain a high citizen satisfaction rating of 98%.
- Fire loss is at a five-year average low of \$2.2 million. This is directly related to fire prevention, public education, fire sprinklers (both residential and commercial) and the great work our firefighters do.
- The Department entered into a public/private partnership agreement with Pacific Gas & Electric for shared use of the Training Center. The first year revenue from this agreement is being used to improve video security for the entire center and cover all utility costs.

### Goals and Challenges for 2017 are:

- Call volume and population continues to increase year after year. This was the first year the Fire Department has 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 2016, our time to arrival performance dropped to 84% (6:54 at 90%).
- The Fire Department is entering a period of higher than normal predicted retirements, so the Department must speed up its succession planning and professional development training. These predicted retirements will result in the need to recruit, hire and train new firefighters at a rate higher than usual.
- Purchase the property and start architectural design for a new Fire Station #6 in the Loma Vista Area (South of Bullard/East of Locan).
- The Department needs to improve the current site for Logistics including ADA bathrooms and more ergonomics for better function.
- Start the process for our five-year accreditation renewal. This will include updating the Department's Standard of Cover and Strategic Plan.
- Improving service delivery based on current and future needs, while recognizing and managing the future increases in costs.
- To achieve certification as an Accredited Local Academy from California State Fire Training, so CFD will be able to complete required certification testing for Firefighter I and II.

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

  
John Binaski, Fire Chief



# ADMINISTRATION

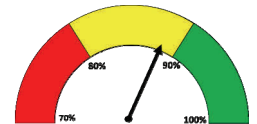
## MEASURING PERFORMANCE

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 BASELINES

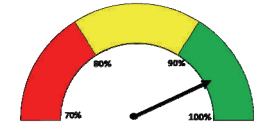
**Response Goal 1: First Unit Arrival—Total Response Time - EMS**  
= 6 Minutes & 30 Seconds at 90% and not less than 80%

7:07



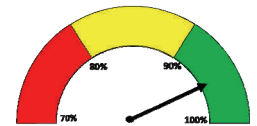
**Response Goal 2: First Unit Arrival —Total Response Time - MVA / Rescue**  
= 7 Minutes at 90% and not less than 80%

6:37



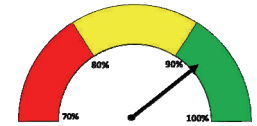
**Response Goal 3: First Unit Arrival—Total Response Time - Fire**  
= 7 Minutes at 90% and not less than 80%

6:16



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

9:59



### 2016 PERFORMANCE

### SUPPORT ACTIVITIES SERVICE GOALS

**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)

\$128

**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)**

\$2.2 Million

### 2016 PERFORMANCE



# ADMINISTRATION

## MEASURING PERFORMANCE

### SUPPORT ACTIVITIES SERVICE GOALS

### 2016 PERFORMANCE

<b>Support Goal 4: Citizen Satisfaction Survey Score</b> = 90% or Better	98%
<b>Support Goal 5: Firefighter Injury Rate</b> Less than 16 Reportable Injuries	5
<b>Support Goal 6: Total Injury Claim Costs</b> = \$150,000 or Lower	\$120,122
<b>Support Goal 7: Accreditation Status Through CPSE</b> = Maintain	Maintained

### FIRE AND LIFE SAFETY BUREAU GOALS

### 2016 PERFORMANCE

<b>Fire and Life Safety Goal 1:</b> =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%
<b>Fire and Life Safety Goal 2:</b> = Ensure all plan checks are completed within ten days 90% of the time.	Completed at 90%
<b>Fire and Life Safety Goal 3:</b> = Approve 90% of projects within three (3) plan checks.	Completed at 90%
<b>Fire and Life Safety Goal 4:</b> = Investigate 100% of all fires reported.	Completed at 100%
<b>Fire and Life Safety Goal 5:</b> = Clear 90% of all fire investigation cases within one year.	Completed at 92%



# 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 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



During 2016, the Fire Department continued to train with our auto-aid fire agencies, responded to a significant amount of wildland master mutual aid requests throughout the State of California and improved our emergency medical service capabilities with an increase in higher performance CPR (Pit Crew CPR) used by emergency responders. 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.

**2016 COMPLETED  
STRATEGIC GOALS**





## OPERATIONS

2430 Deauville Circle  
May 29, 2016



- April 1, 2016 at 1:55 am, structure fire at 1232 Harvard 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 & One (1) Civilian Fatality

- May 11, 2016 at 5:26 pm, structure fire in the commercial district at 735 Barstow Avenue. This fire was located in an auto body repair shop. This fire brought business owners attention to good fire prevention practices in buildings not equipped with fire sprinklers.

Fire loss estimated at \$340,000



2224 Hampton Way  
May 22, 2016

- May 22, 2016 at 3:35 pm, structure fire at 2224 Hampton Way. This fire was reported with the occupant at home, but the fire went unnoticed for a significant period of time before being reported.

Fire loss estimated at \$260,000

- May 29, 2016 at 5:12 pm, structure fire at 2430 Deauville Circle. This fire was in a large single-story single family residence, that extended into the attic.

Fire loss estimated at \$250,000

# SIGNIFICANT EVENTS

After reviewing fire incidents for 2016, fires in residential living units still account for a majority of our reported fires and losses. In a majority of these fires, the fire extended to the attic, resulting in significant fire loss. Even residential fire sprinklers do not cover the attic.





# RESPONSE STATISTICS

## 2016 Call Volume By Type

<u>Incident Type</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>3-Year Average</u>
Emergency Medical	5,881	6,185	5,925	5,997
Good Intent/Service Call	2,235	2,406	2,185	2,275
Fire	373	388	441	401
Hazardous Materials/Condition	155	195	181	177
Rescues & Vehicle Accidents	461	518	489	489
False Alarm & False Call	514	560	592	555
<b>TOTAL</b>	<b>9,619</b>	<b>10,252</b>	<b>9,813</b>	<b>9,895</b>

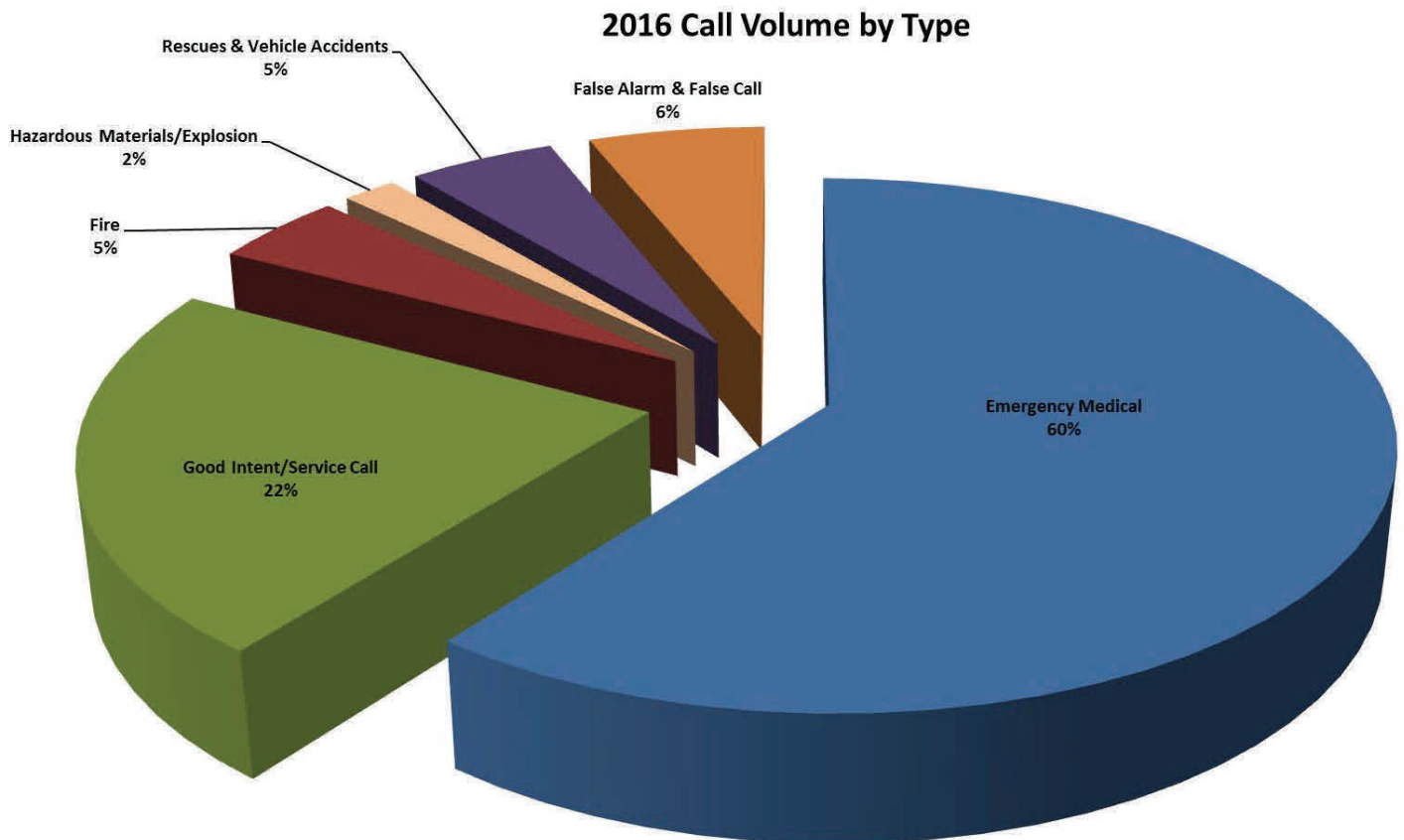
The Fire Department continuously looks for areas of improvement and to refine what can efficiently be accomplished with the financial resources provided by the taxpayer. If the Department was to respond to the same calls for service as we did ten years ago, we would be responding to over 16,000 calls annually. In conjunction with the Central California Emergency Medical Services Agency, we reviewed over 385,000 medical calls to determine if a fire department and/or advanced life support response was needed. What was determined is these low priority calls did not require a response from Fire. This enables our units to be available for fires and higher priority calls.

## Mutual Aid Incidents

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>3-Year Average</u>
Fresno County - Received	270	295	273	279
Fresno County - Provided	305	335	276	305
Fresno City - Received	300	271	310	294
Fresno City - Provided	735	808	867	803
OES - Provided	19	30	41	30



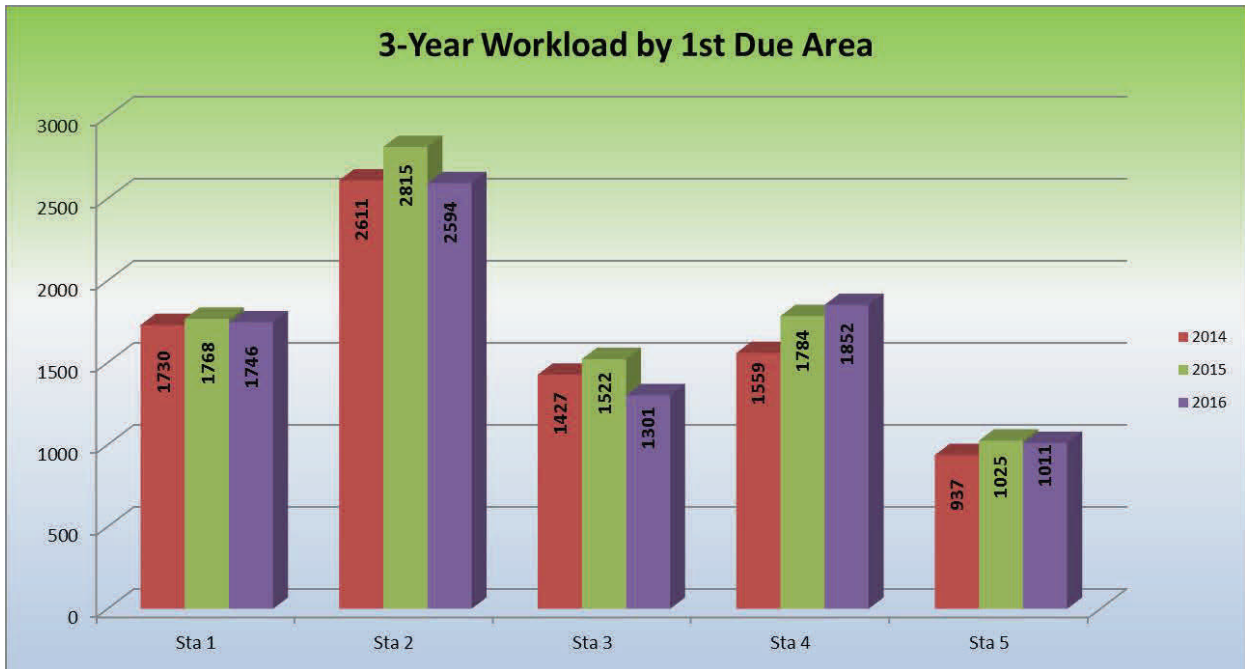
# RESPONSE STATISTICS



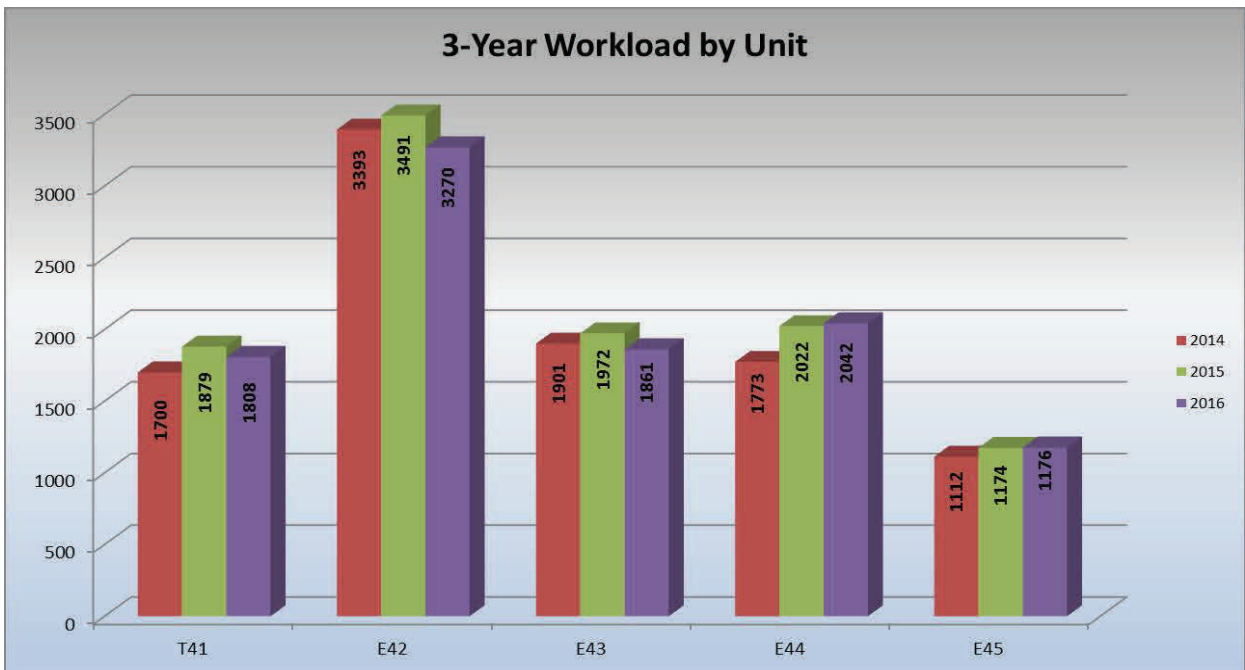
This chart illustrates the breakdown of call types for the year. **Emergency medical service calls make up approximately 60% of our call volume** when looking at call type. If we look at workload, EMS is closer to 50% of the workload, meaning how hours are spent on each type of emergency incident. When 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 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 or to assist a citizen after a fall to the floor.



# RESPONSE STATISTICS



This graph illustrates the demand for emergency services by fire station district. See maps on pages 23 - 27 for the boundaries of these districts. Fire Station 2 in the southwest area of the City, is historically the most active.

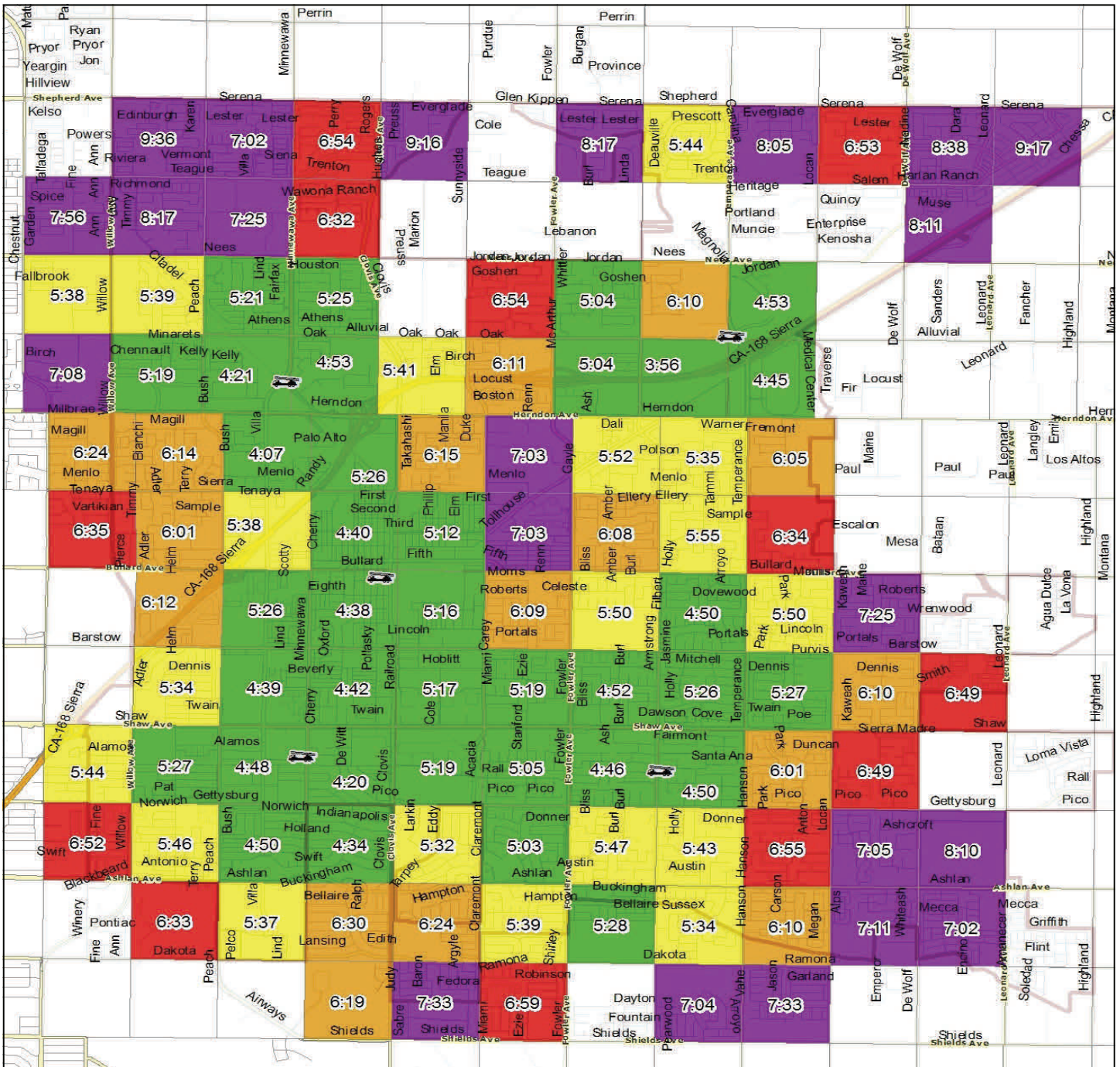


In contrast to the number of calls for service received by each fire station district, this graph shows actual number of runs made by each unit because some types of calls require multiple units to respond, such as a structure fire. Reliability of units will drop noticeably once the workload reaches closer to 4,000 runs per year assuming they follow a normal distribution pattern. 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.





# RESPONSE STATISTICS



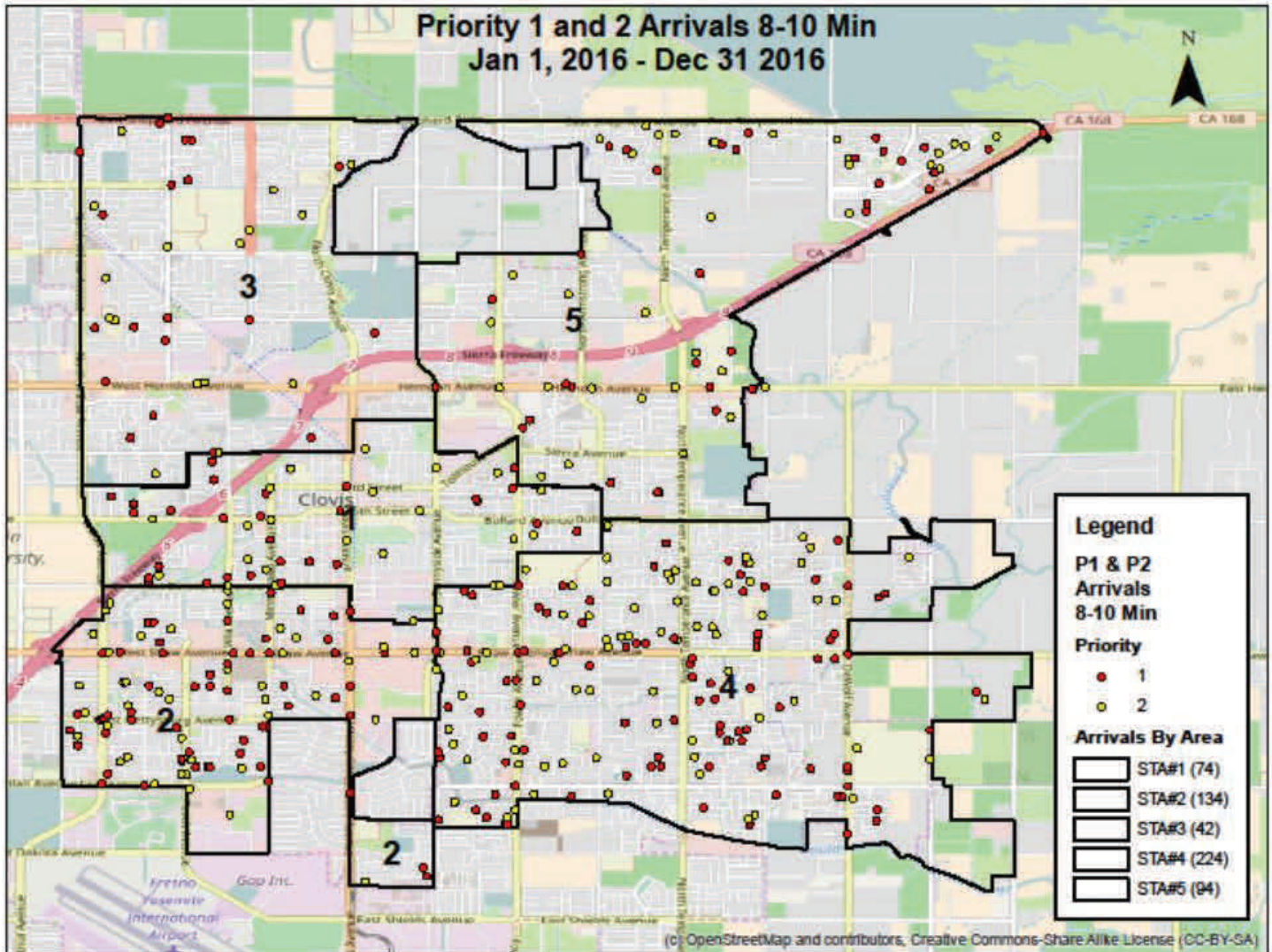
Areas colored red and purple reflect areas where response times are the longest. This is primarily due to either travel distance from a fire station (i.e., Station 4 traveling to Clovis East High School), a street network not yet finished (Harlan Ranch), or narrow streets/access that lowers fire apparatus 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; 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

## Advance Life Support Response Times



Emergency medical calls account for the largest percentage of responses from the Fire Department. All medical aid calls are handled with a response from both Fire and American Ambulance or for lower priority calls just American Ambulance. The map above shows the distribution locations for all high priority calls within the City where the ambulance had an 8 to 10 minute response time. As you can see, there is a significant impact to the southern portion of the City south of Bullard Avenue. The same distribution is seen when comparing high-priority calls with an ambulance response time over ten minutes. Improvements need to be made to provide a faster Advanced Life Support (ALS) response to the southern half of the City. Improvements should be seen when the new Exclusive Operating Area (EOA) goes into effect in July 2017.





# 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, CFD has developed a first due area for Station 6 and is using those measures to benchmark land acquisition, station build-out and staffing to ensure residents continue to receive the service levels adopted by Council.

	2014	2015	2016
Single Family Homes	2840	3127	3770
Calls for Service	187	278	326
Total Reflex Time	7:59	7:49	8:04





## SPECIAL TEAMS

### HAZARDOUS MATERIALS

The Hazardous Materials Response Team (HMRT) is a twelve person team developed from fire department personnel who 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 2016, the Hazardous Materials Unit (HM40) Team was recertified as a Type-1 Response Team with the California Office of Emergency Services (OES), which is capable of responding to known and unknown chemical spills and weapons of mass destruction. The HazMat Team generates an average of three to five calls per year for the fire department. On occasion, these incidents require a complete hazardous materials team response. In the course of annual training for 2016, each team member completed over forty hours of refresher training.

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. Members responded to numerous motor vehicle accident calls where their training in vehicle extrication and stabilization were utilized.

In 2016, the Clovis USAR Team performed over 400 hours of training in all areas of specialized rescue operations. In addition, a new USAR apparatus was ordered and should arrive in April 2017. This will replace a vehicle that was built in the 1970's.

### URBAN SEARCH & RESCUE



## TRAINING

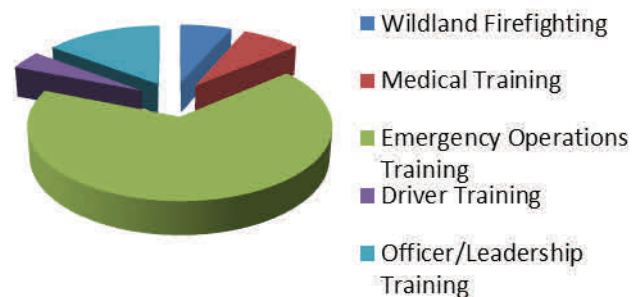
Training efforts within the Clovis Fire Department continue to provide quality, up-to-date and essential training to its members. The hub of knowledge management within the Clovis Fire Department is the Training Division.

Currently, there are countless requirements from multiple sources that dictate necessary, recurring firefighting-related training. From the Federal Government all the way down to the local level, training standards decree how, when and the type of training required to keep a firefighter's skills proficient. The Training Division utilizes a hierarchy of requirements based on regulations, mandates and best practices as outlined in the *Firefighter Life Safety Initiative 3 White Paper* that guides the development of the annual training plan.

Optimization of the organization's intellectual resources is coordinated by the Training Officer and overseen by a Chief Officer. Staffing levels in the Training Division have not grown despite significant increases in required training and continuing education. By increasing efficiencies and delegating topics to subject matter experts within the organization, the results have produced more evenly distributed tacit knowledge, skills and abilities in the most cost-effective manner possible. Various regulations, mandates and consensus standards are utilized to develop training 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
- California Incident Command Certification System
- California Vehicle Code
- California State Fire Marshal's Office
- International Society of Fire Service Instructors
- Firefighter Life Safety Initiatives

### 2016 Training Topic Hours



*Clovis Fire Department Explorers training to deploy hose lines for a coordinated fire attack.*

Although State and national standards require a minimum of 240 training hours per employee annually, our employees averaged 316 hours for 2016, totaling 17,703 training hours for the year.

The Clovis Fire Department Training Division is an active participant within the firefighting community where vocational outreach develops current and future firefighters. The Clovis Fire Department has a robust Fire Explorer Program that trains adolescents for the fire service, many of which are now professional firefighters including here in Clovis. The Explorer Post recruits new members from the Clovis Unified School

District and prepares them for a potential career in the fire service.





## TRAINING

The Training Division utilizes topic-specific training cadres that specialize 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 collaborate with other regional partners to deliver training that addresses high/risk, low/frequency topics such as: fire behavior, downed firefighter, truck company operations and many more.



*Clovis and other regional partners participating in VES training developed in collaboration with our SME's. The scenario included a rescue on the second floor, while coordinating between rescue crews, command and fire attack*

The Training Division addressed the safety of firefighting operations with an eight hour safety refresher workshop. To reinforce the skills and knowledge of our SME's, the local community college supplements their instructors with several of the Clovis Fire Department instructors.

Over 60% of our emergency responses are categorized as emergency medical incidents; therefore, a significant portion of our training is dedicated to continuing education in basic and advanced emergency medical skills. In addition, several specialized subjects were delivered such as: tourniquet application, mass casualty incidents and defibrillator training.

Basic hands-on refresher training was conducted, reinforcing basic individual firefighting performance standards, driver safety, hydraulics and rescue practices. Two new firefighters were put through a four-week recruit academy, covering all Clovis Fire individual performance standards. Other high-risk events occur when Clovis Fire personnel respond outside the City while assigned to mutual aid incidents throughout the State. Several workshops were conducted to reinforce safe practices while operating at wildfire incidents.

The Training Center added new props supporting refresher and specialized training to fire department personnel, enhancing our ability to train in a realistic and safe environment. Cost sharing with the California Training Officer's Association continues to support the facility. Fresno Community College Firefighter Academy and Fresno City Fire Department utilize the facility on a regular basis for a variety of hands-on training. 2016 also saw the addition of PG&E where they provide continuing education and testing for journeyman lineman from Bakersfield to Merced and West to San Luis Obispo. The Clovis Police Department put all personnel through crowd control tactics, K9 training, driver training and multiple drills for their officers utilizing the apartment prop.



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

**Training Symposium:** Each year in November, the California 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. 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.

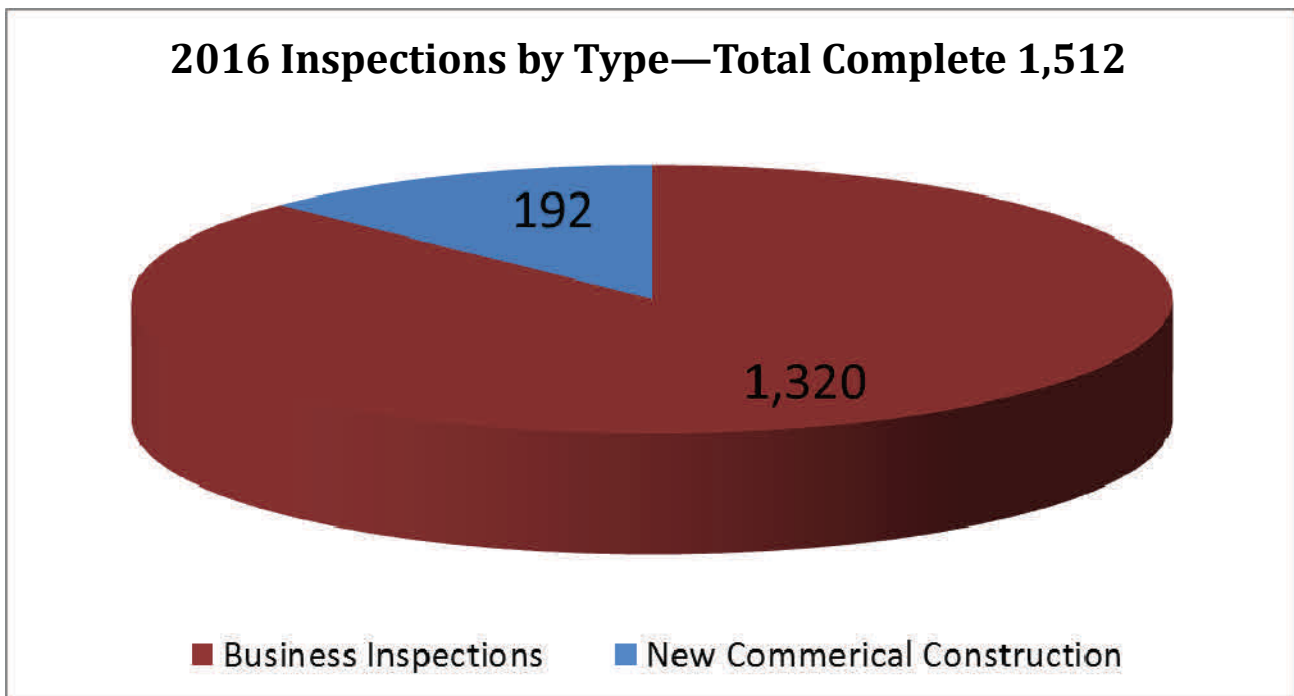


## FIRE PREVENTION

Inspections serve as the primary means in ensuring local businesses, churches, apartments and institutions are maintaining a safe environment for their customers. In addition, regular inspections help keep local businesses contributing to the economy through correcting violations before they become a greater threat to life and property. With 3,515 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. In 2016, Fire Prevention invested in an electronic inspection program that allows for:

- improved data collection and retention;
- improved timeliness and accuracy of inspections; and
- electronic notification for violations/corrections to customers and staff.

Inspections of new commercial buildings assesses the fire protection system, alarms, water supply and exiting for the building prior to occupancy. The chart below represents the number of existing business inspections and new construction inspections performed in 2016.

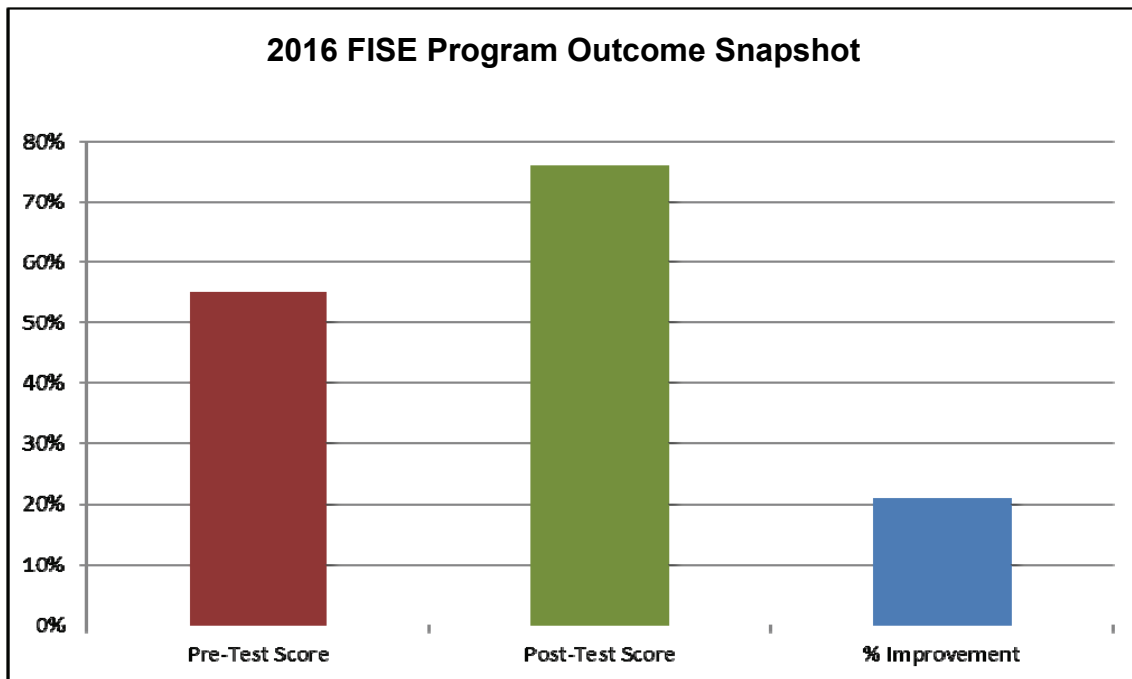






# PUBLIC EDUCATION

Public education plays a vital role in community risk reduction. A cornerstone of our outreach is our Firefighters In Safety Education (FISE) that focuses on our sixteen elementary schools within the Clovis Unified School District. With curriculum developed in conjunction with the Alisa Ann Ruch Burn Foundation (AARBF), fire personnel cover essential concepts such as having a family escape plan, stop/drop/roll and the dangers of playing with fire. Pre- and post-testing of students demonstrates a clear improvement in students’ understanding of preventing and escaping a fire. Staff is actively working on refining curriculum in coordination with AARBF to maximize the benefits of repetition and inject new concepts that are grade-level appropriate. The graph below demonstrates students’ improvement in understanding basic lifesaving skills before and after a fire safety presentation.



In addition to recurring public school presentations, Clovis Fire Department personnel actively support community events throughout the year. For 2016, ten additional public education presentations were performed for local mobile home parks, Blair, Church and Flynn and Anlin Industries. In coordination with other City departments, Clovis Fire proudly participated in the annual Clovis Night Out event by providing tours of fire apparatus, home evacuation planning resources and discussions with personnel on home hazards reduction.

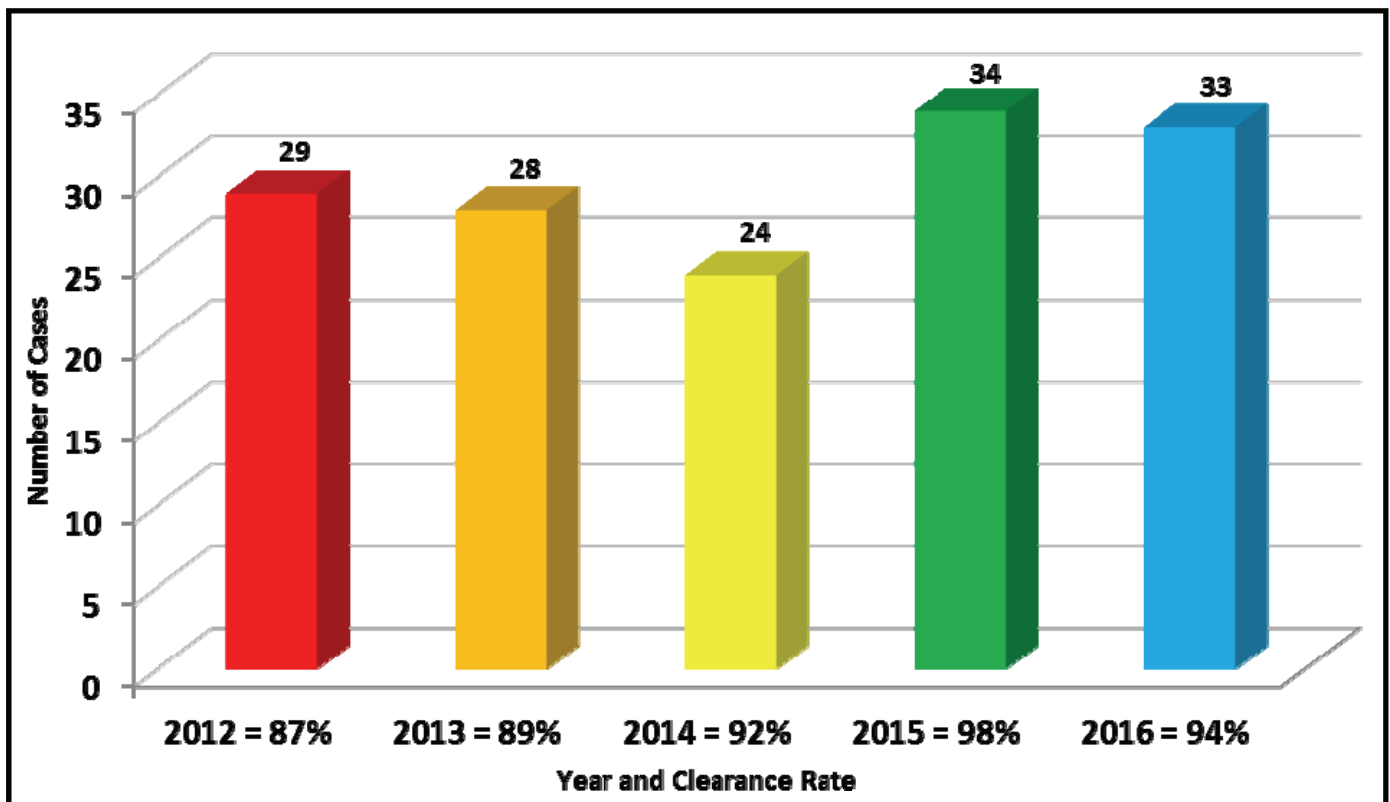


## FIRE CAUSE & INVESTIGATIONS

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 **94%**) 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.





## CLOVIS EMERGENCY RESPONSE TEAM

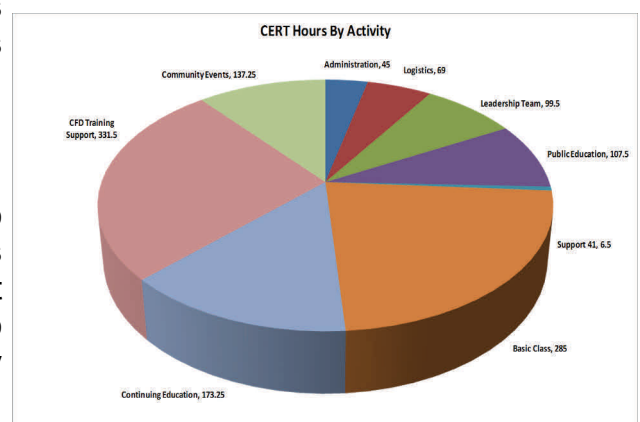
In 2016, CERT continued to deliver on the primary mission of developing citizen-based emergency preparedness training. With another 25 CERT graduates in 2016, those members not only improved the resiliency of their neighborhoods, some have continued with CERT as Support 41 members, Leadership Team participants and become an integral component of our public education program.

As ambassadors for the Clovis Fire Department, Clovis CERT members' public education efforts not only extend the message of the Department, but are instrumental in complementing the public school education program undertaken by Prevention and Operations Staff. This past year, CERT public education outreach included:

- Clovis Night Out – Twelve (12) CERT members recruited for the next CERT class and staffed the 9-1-1 booth for children. The 9-1-1 booth provides children the opportunity to simulate an emergency call and practice staying calm while providing the dispatcher key information such as address, name, phone number and describing what is happening. Practicing this essential skill reduces child stress in the event of a real call and helps get the right response in a shorter amount of time.
- Firefighters In Safety Education (FISE) – While our Operations Personnel are the primary presenters, CERT Personnel provide logistical support, assist in the pre/post-testing and provide backup onsite during the assembly. In 2016, there were fifteen (15) school-based FISE deliveries in grades K-6<sup>th</sup>.
- PELCO Kids Day – Each year, PELCO provides physically and mentally challenged youth the opportunity to meet first responders in the community and develop lifesaving skills. CERT members supplement our complement of Operations personnel by handing out information, talking with students and caregivers and taking pictures of students with our personnel and apparatus.

Clovis CERT members also assist by providing training support as simulated victims, staffing the firefighter rehabilitation station and logistical support. In 2016, they were active in Wildland Urban Interface (WUI) Training over a six-day period. CERT volunteers also assisted at the statewide firefighter symposium held in Clovis and during a mass casualty incident (MCI) that allowed our Operations Personnel to triage and respond to a simulated, large-scale incident with multiple victims.

During community events such as the Clovis Rodeo, Clovis CERT volunteers have staffed the rodeo grounds first aid booth. This support not only provides direct relief to those experiencing minor injuries, but allows Operations Personnel (assigned to the event) to be mobile and treat more complex injuries should they arise.







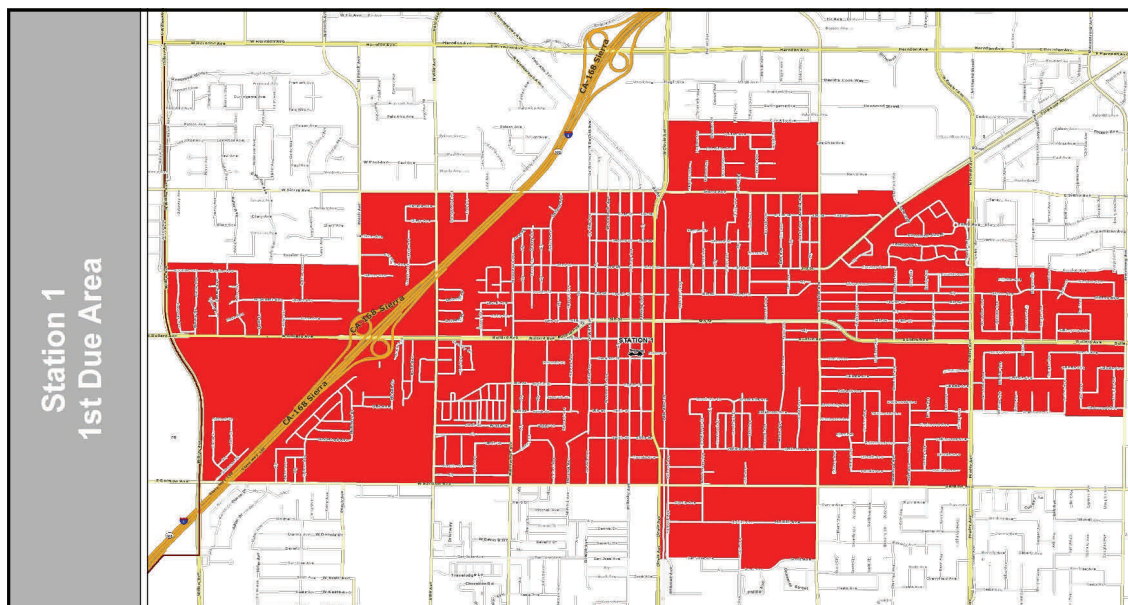
# FACILITIES

## FIRE STATION 1

633 Pollasky Avenue, Clovis, CA 93612



\* 3 Person Ladder Truck \* 1 Reserve Ladder Truck \* CFIT





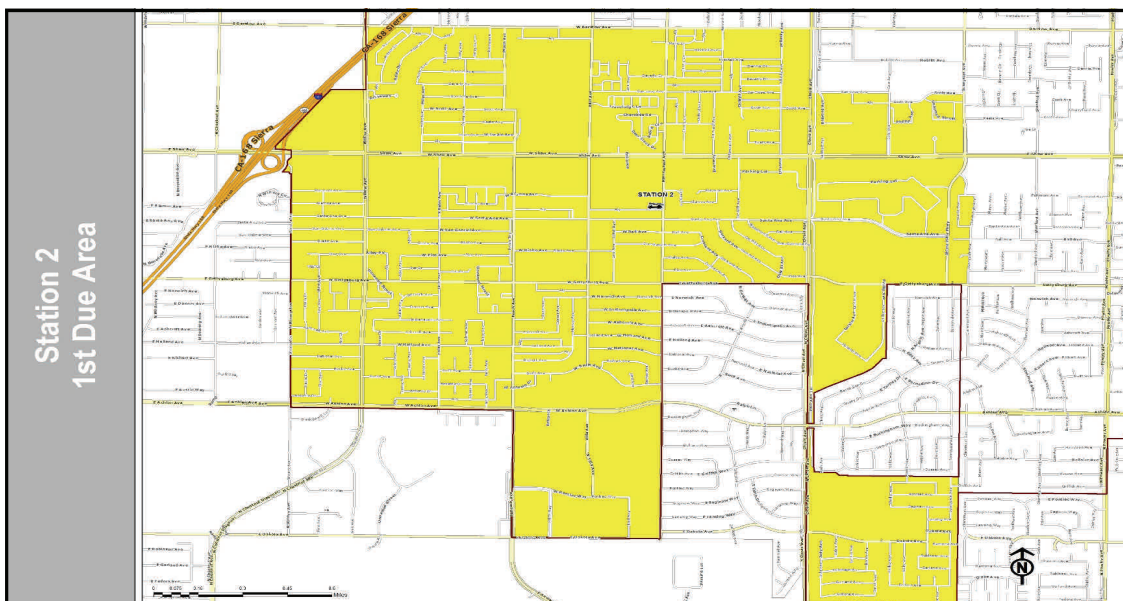
# FACILITIES

## FIRE STATION 2

2300 Minnewawa Avenue, Clovis, CA 93612



\* 3 Person Engine Co. \* 1 Reserve Engine \* 1 Type 1 Haz Mat







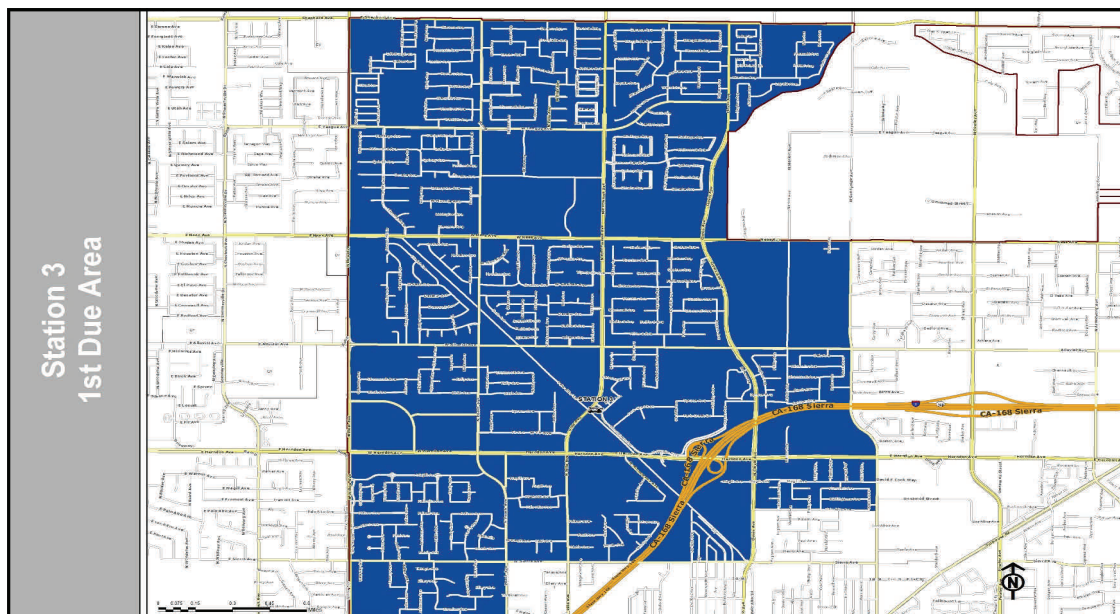
# FACILITIES

## FIRE STATION 3

555 N. Villa Avenue, Clovis, CA 93612



\* 3 Person Engine Co. \* 1 Reserve Engine





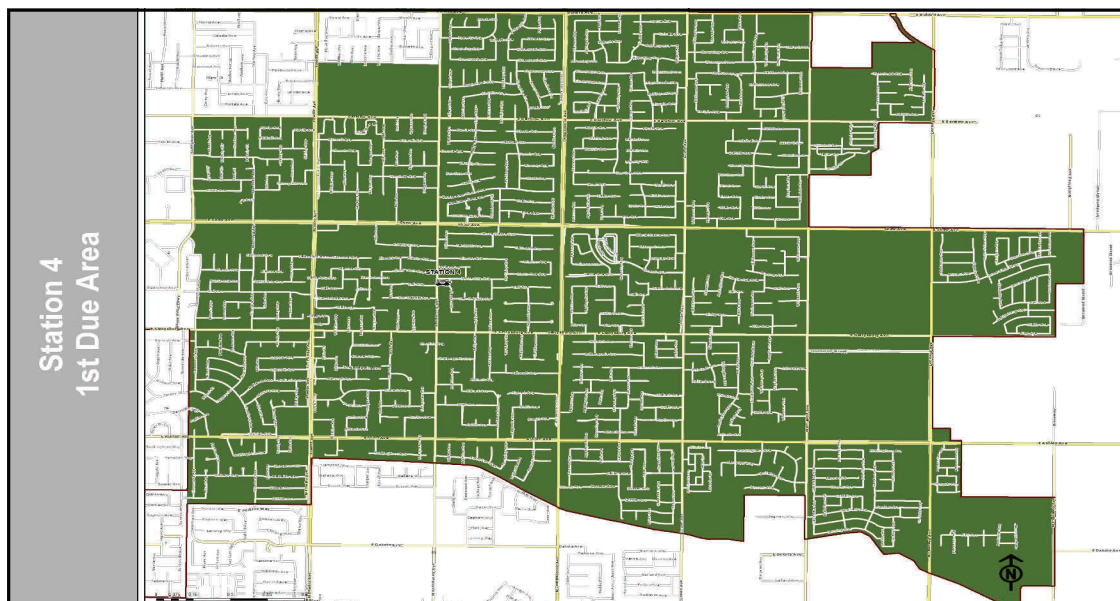
# FACILITIES

## FIRE STATION 4

2427 Armstrong Avenue, Clovis, CA 93611



- \* 3 Person Engine Co.
- \* 1 Type 3 Engine
- \* 1 Water Tender
- \* 2 Trailers







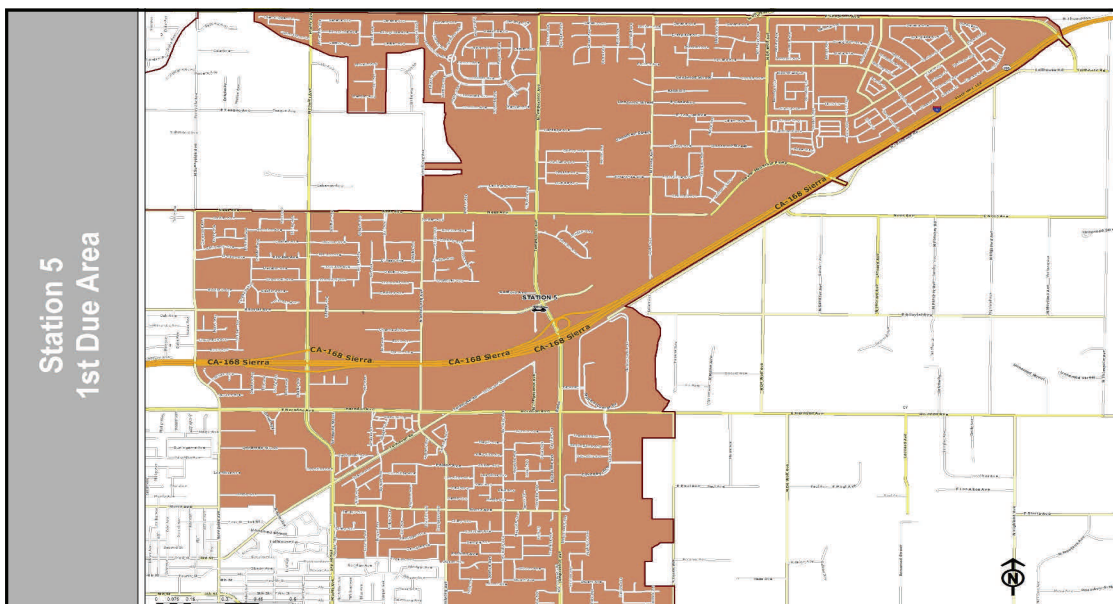
# FACILITIES

## FIRE STATION 5

790 N. Temperance Avenue, Clovis, CA 93611



\* 3 Person Engine Co.   \* 1 OES Type I Engine   \* 1 Type I USAR







# FACILITIES

## TRAINING CENTER

3455 Lind Avenue, Clovis, CA 93611

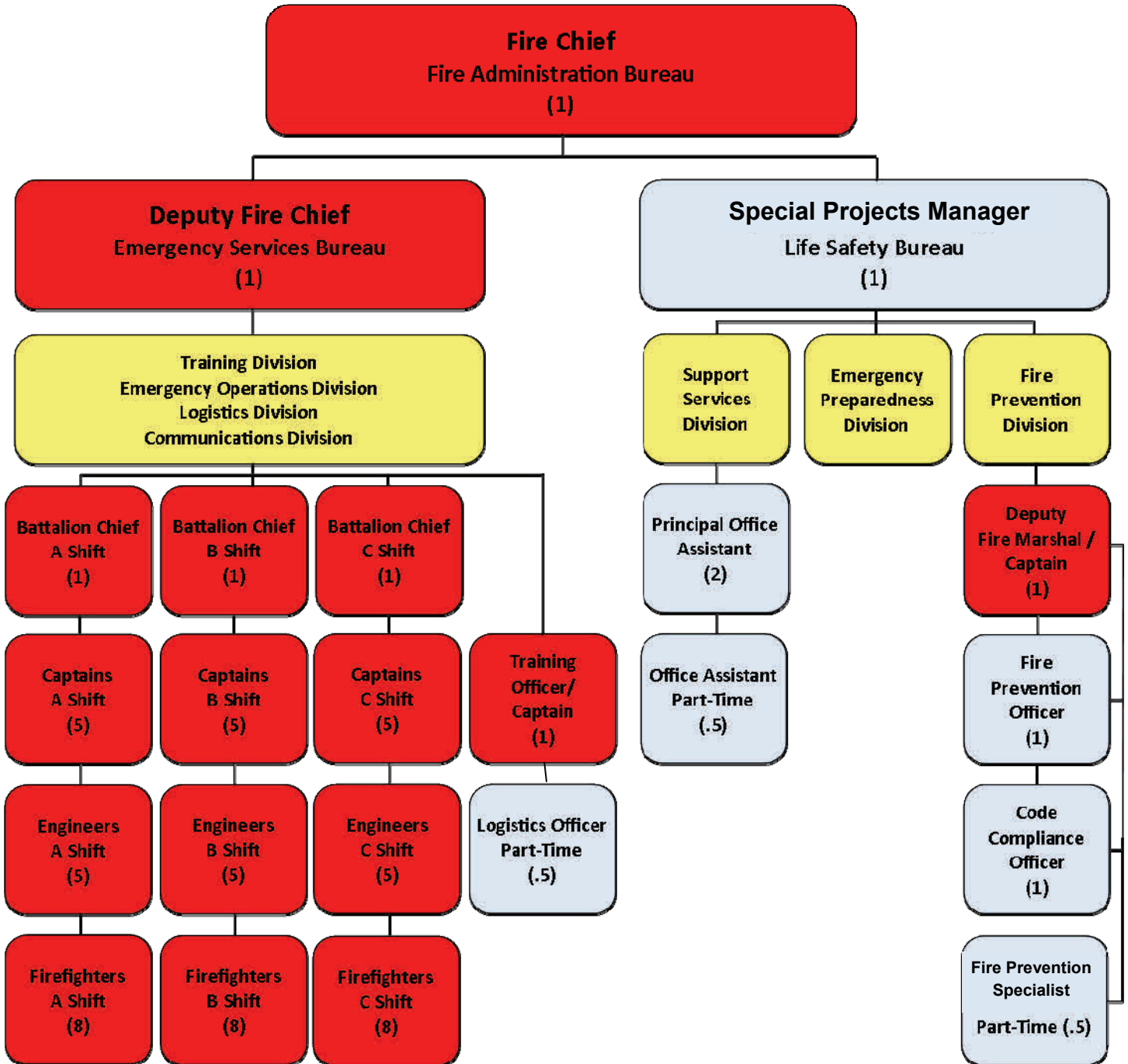


\* 1 Training Captain \* 1 Training Engine





# ORGANIZATIONAL CHART



61 Sworn Personnel    5.5 Non-Sworn Personnel



# HEADQUARTERS FIRE PERSONNEL



John Binaski  
Fire Chief



Jim Damico  
Battalion Chief - A



Jason Ralls  
Battalion Chief - B



Bret Black  
Battalion Chief - C



Chad Fitzgerald  
Life Safety Enforcement  
Officer



Rick Fultz  
Code Compliance  
Officer



Andy Isolano  
Fire Prevention  
Officer



Gary Sawhill  
Deputy Fire Marshal



John Leigh  
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



Jim Shackelton



Jim Stemler



C.J. Tisinger



Brian Torosian



Mark Van Ornam



Tim Wilson



Rob Wright



Steve Yandell



# FIRE ENGINEERS



Nick Batrich



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



Jon Young





# FIREFIGHTERS



Greg Adams



Rick Archuleta



Josh Bennett-Snow



Charlie Bonello



Jeremy Dobson



Chris Doda



Mike Dunkel



Lori Einem



Paul Gilman



Shawn Glynn



Tommy Guice



Andy Lovejoy



Trenton McGill



James McLain



Kory Mullin



Duncan Reid



Brian Weireter



Sam Wilson



Matt Winn



Zack Ziegler





# TRANSITIONS & AWARDS

## FIREFIGHTER OF THE YEAR



Greg Adams  
Firefighter

## RETIREMENT



Micheal Despain  
Fire Chief



Rich Cadigan  
Battalion Chief

## PROMOTIONS



Bret Black  
Battalion Chief



Rob Wright  
Captain



Nick Batrich  
Engineer

## YEARS OF SERVICE

\* Jason Ralls - 20 Years  
\* Joe Christl - 10 Years  
\* Chris Doda - 10 Years  
\* Kory Mullin - 10 Years

\* Joe Chicoine - 10 Years  
\* Jeremy Dobson - 10 Years  
\* Mike Dunkel - 10 Years  
\* Steve Yandell - 10 Years



## TRANSITIONS & AWARDS

### LIFESAVING AWARD RECIPIENTS

**Mar. 18, 2016 - E44B - Inc. #6015113**

Jim Stemler (C), Rob Wright (E), Mike Dunkel (F)

**July 1, 2016 - E42A - Inc. #6037275**

Steve Yandell (C), Joe Christl (E), Rick Archuleta (F)

**Aug. 16, 2016 - E44C - Inc. #6047831**

Jim Stemler (C), Jon Young (E), James McLain (F)

**May 11, 2016 - E44C - Inc. #6025963**

Jim Stemler (C), Jon Young (E), Charlie Bonello (F)

**July 24, 2016 - E44B - Inc. #6043047**

Troy Coleman (C), Brad Couchman (E), Zack Ziegler (F)

**Sept. 4, 2016 - E42A - Inc. #6051835**

Steve Yandell (C), Andy Lovejoy (AE), Rick Archuleta (F)

### CITIZEN REMARKS

**“Very fast to respond and courteous. I feel better knowing its only a few minutes until they are at my door. Thank you all!” - John A**

**“We are extremely lucky in Clovis to have such an exceptional fire department.” - Patty G.**

**“Very quick response time. I was still talking on the phone to 911 and I heard F.D. & Ambulance arriving! God Bless Them!!!” - Richard P.**

**“I am thankful for the quick response. It is a nice feeling to know when you are scared, these caring professionals calmed my fears!” - Mary Ann W.**

**“Thank you for all you have done for me. They have seen me through something that I did not know what was going to happen.” - Nancy S.**

**“They were amazing during an extremely stressful time for our family. We are thankful for all their help.” - Ava D.**



## 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...

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





# Accreditation Performance

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

Time Interval	Benchmark	Metric	All	2012	2013	2014	2015	2016
Call Processing	01:30	Count 90th Percentile	117 01:24	24 01:03	20 00:57	21 01:22	24 01:33	28 01:32
Turnout	01:30	Count 90th Percentile	117 01:48	23 01:42	21 01:40	21 02:06	24 01:49	28 01:36
Travel	04:00	Count 90th Percentile	119 04:08	24 03:56	21 04:10	22 04:08	24 04:19	28 04:00
Total Response	07:00	Count 90th Percentile	118 06:35	24 05:55	21 06:28	21 06:50	24 06:42	28 06:16

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

Time Interval	Benchmark	Metric	All	2012	2013	2014	2015	2016
Call Processing	01:30	Count 90th Percentile	25,555 01:34	4,860 01:03	5,056 01:26	5,108 01:27	5,552 01:31	4,979 01:55
Turnout	01:00	Count 90th Percentile	25,643 01:26	4,851 01:28	5,033 01:26	5,111 01:25	5,590 01:27	5,058 01:25
Travel	04:00	Count 90th Percentile	25,926 04:31	4,838 04:26	5,125 04:37	5,200 04:30	5,639 04:30	4,838 04:34
Total Response	06:30	Count 90th Percentile	25,921 06:47	4,827 06:33	5,120 06:45	5,189 06:39	5,659 06:47	4,827 07:07

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

Time Interval	Benchmark	Metric	All	2012	2013	2014	2015	2016
Call Processing	01:30	Count 90th Percentile	1,649 01:13	317 01:05	299 01:10	331 01:02	377 01:13	325 01:27
Turnout	01:00	Count 90th Percentile	1,598 01:35	300 01:31	287 01:37	325 01:30	369 01:35	317 01:37
Travel	04:00	Count 90th Percentile	1,627 04:28	309 04:24	297 04:34	333 04:30	369 04:30	319 04:22
Total Response	06:30	Count 90th Percentile	1,627 06:29	308 06:20	296 06:31	330 06:19	372 06:40	321 06:37