



ANNUAL REPORT

Service with Pride **2020**



CLOVIS FIRE DEPARTMENT



Message from the Fire Chief

It is my honor and privilege to serve the residents of Clovis as their Fire Chief. I work alongside 61 well-trained and highly skilled professional firefighters, fire engineers, fire officers, chief officers, fire inspectors, and administrative professionals. Together, we provide incredible emergency services to over 119,000 residents with 26 square miles in our first-due response area. 2020 was a great challenge; not only for the City of Clovis, but California and the U.S. Your Fire Department has performed admirably. We experienced COVID-19, the largest wildland fire in state history was unfortunately here in Fresno County, and now we are working on vaccinating our community. While the role of the fire service has dramatically changed and increased in complexity over the years, the commitment to serve our community to the best of our ability remains steadfast. Our Department recognizes the importance of adaptability and the continual demand to change with the needs of the community.

In 2020, the Fire Department saw the retirement of some long standing members who served our community well. We want to wish Fire Captain Jim Stemler and Fire Prevention Captain Gary Sawhill a happy well earned retirement.

As development continues in the southeast area of the City, plans are moving forward to build a new fire station to better serve this area. Fire Station 6 will be located in the area of Leonard and Loma Vista Parkway. The City hired an architect in 2019 to develop the plans, the road and offsite improvements are being completed, and a construction bid award should be accepted by City Council in January 2021. This fire station is planned for opening in February 2022.

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 highly successful fire department.

Accomplishments of 2020:

- The Fire Department was fortunate to receive federal funding through the SAFER grant program to hire nine additional firefighters. This grant award is for three years and provides over \$3.9 million in funding. These nine firefighters will be used to staff the new Fire Station 6, located in the southeast area of the City.
- The Fire Department also received federal grant funding for a health and safety project to replace all of the outdated diesel exhaust removal systems at all of our fire stations.
- The Fire Department has participated for many years with the Office of Emergency Services mutual aid system and in 2020 the City took delivery of a new Type III fire engine which will be utilized to respond to emergency incidents throughout California, when called upon.

I am exceptionally proud of the men and women that serve in all areas of the Clovis Fire Department. I hope their commitment to our mission and values provide you with the same pride and satisfaction I enjoy each day as their Fire Chief.

John Binaski, Fire Chief



Deputy Fire Marshal
Gary Sawhill



Captain Jim Stemler

CLOVIS FIRE DEPARTMENT



Response Performance

This Annual Report is the Clovis Fire Department’s method of communicating with our elected officials, cooperating fire agencies, and, most importantly, our community about the quality and quantity of services provided in 2020. This report also services as a record of our activities and accomplishments for future reference and comparison.

The illustration below shows the high-level indicators that the Department uses to determine effectiveness and efficiency in a number of service delivery categories. The data shows, in 2020, the Fire Department did not meet or exceed its response time goals, as it has in past years. This fact is explained by the significant residential growth in all areas of the City over the past 15 years without a corresponding increase in personnel or resources for our Department.

Response Goals and Response Time Performance





Strategic Goals

Strategic Initiative Goals and Actual Results

Strategic Initiative Number and Goal		Actual Result
1A	Cost per capita (CAFER annual fire budget - OES rev/exp ÷ population served = cost per capita) > Below \$155 City comparisons: Chico, Davis, Lodi, Manteca, Merced, Roseville, Turlock, Visalia	\$133
1C	Insurance Services Office rating > Class 3 or better	Class 2
2B	Property loss > Keep property loss due to fire below 5-year average (\$2.4 million)	\$2,403,523
3A	Citizen Satisfaction Survey score > 90% or better	98%
6A	Firefighter injury rate > Less than 13 reportable injuries (less than 20% of personnel)	4 injuries
6B	Total injury claim costs > \$150,000 or lower (3% or less of total fire-suppression personnel salaries)	\$111,397
1B	Accreditation status through the Center for Public Safety Excellence > Maintain accreditation status	Maintained accreditation status

Fire and Life Safety Strategic Initiative Goals and Actual Results

Strategic Initiative Number and Goal		Actual Result
5A	Timing of permits and inspections > Return 100% of all fire-protection system and building plans for permit issuance within 10 days of submittal and provide inspections within 24 hours of request.	90%
5A-1	Plan checks > Complete plan checks within 10 days, 90% of the time.	90%
5A-2	Project approval > Approve 90% of projects within three (3) plan checks.	90%
5A-3	State-mandated inspections > Complete 90% of State-mandated inspections (E, R-2, R2.1, H).	99%
5C	Fire investigations > Investigate 100% of all fires reported.	100%
5C-1	Clearance of fire investigations > Clear 90% of all fire investigations cases within one year.	100%

CLOVIS FIRE DEPARTMENT

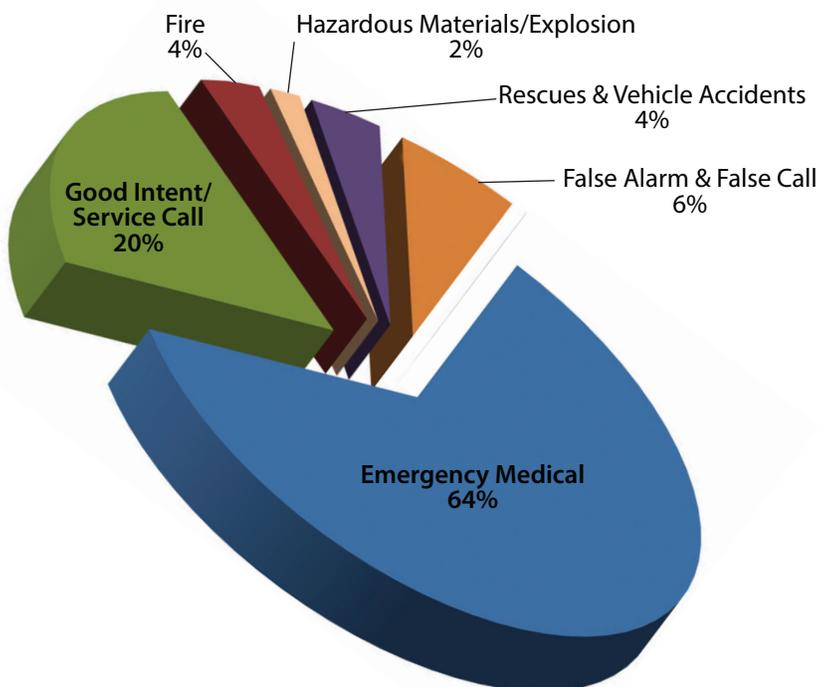


Calls for Service

When citizens encounter a problem they do not inherently know how to solve, and they do not know who else to call, they often call 9-1-1/dispatch. Good intent/service calls are minor emergencies that require a response to investigate or mitigate before becoming significant emergencies. Examples of these call types include a burst water pipe, smoke mistaken to be a structure fire, trees and/or power lines down due to storm damage, vehicle locked with a child inside, and a citizen who needs help getting up after a fall. The numbers of good intent/service calls and calls of other types are outlined in the table below.

Call Volume by Type, 2018-2020				
Incident Type	2018	2019	2020	3-Year Average
Emergency Medical	6,142	6,599	6,566	6,436
Good Intent/Service Call	2,467	2,253	2,097	2,273
Fire	336	351	386	358
Hazardous Materials/Explosion	177	193	178	183
Rescues & Vehicle Accidents	375	467	397	413
False Alarm & False Call	621	799	647	689
TOTAL	10,122	10,662	10,274	10,353

2020 Call Volume by Type



Total Response Time Performance

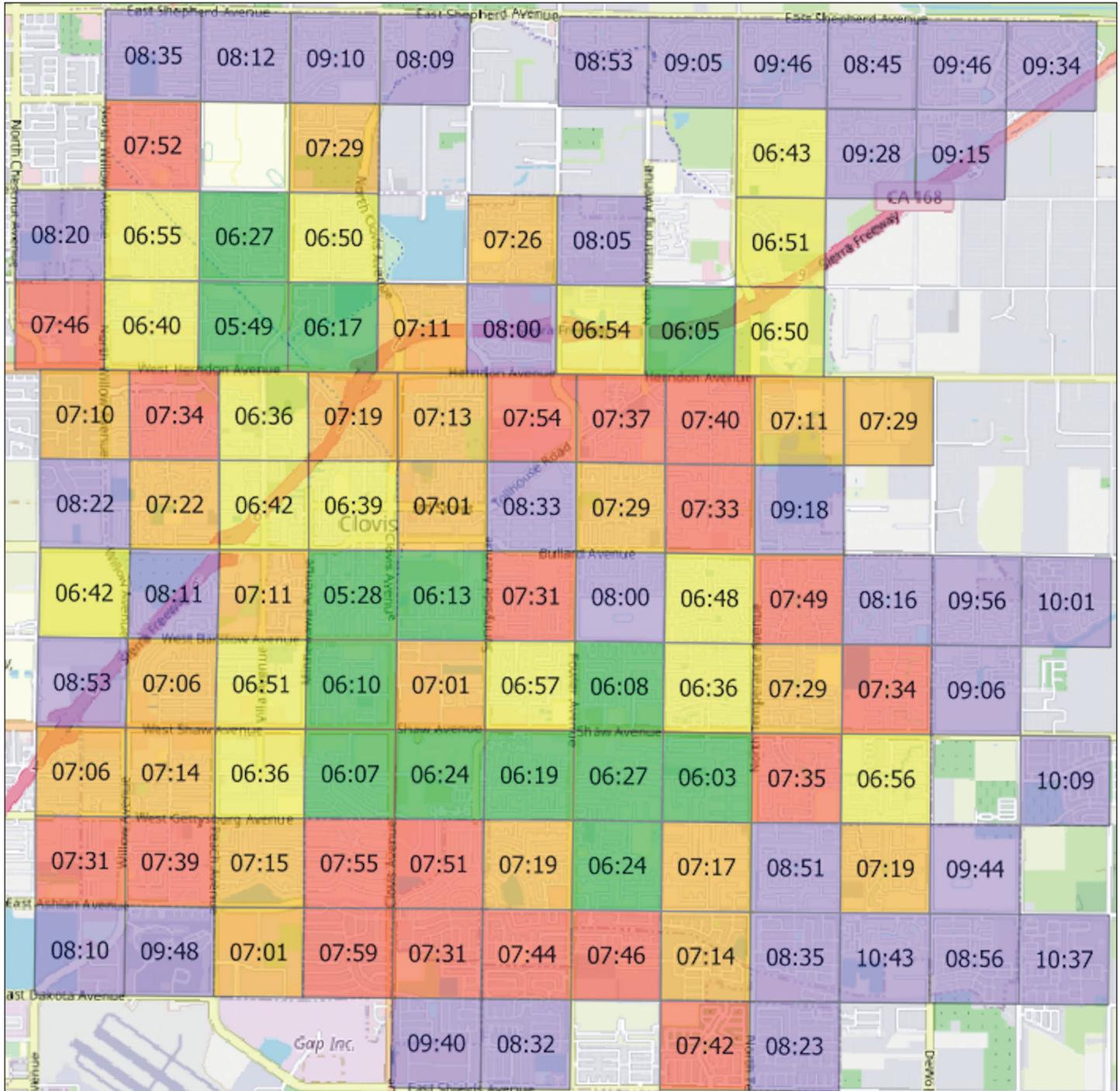
The graphic on the next page shows total response time performance in the Department's service area, color coded to show the 90th percentile performance of first-arriving units to priority calls. The times indicate the period from call pick-up to unit arrival. Areas in red and purple are those in which response times are the longest, which is primarily due to the travel distance from a fire station. The outlying peripheral areas are the most significant challenge in terms of response time performance over time. Almost all fire agencies have peripheral areas with longer response times; as such, the presence of red and purple areas is not uncommon. Longer response times, as noted in the graphic, are well above industry norms and continue to grow based on projected development.

Total Response Time Performance

CLOVIS FIRE DEPARTMENT



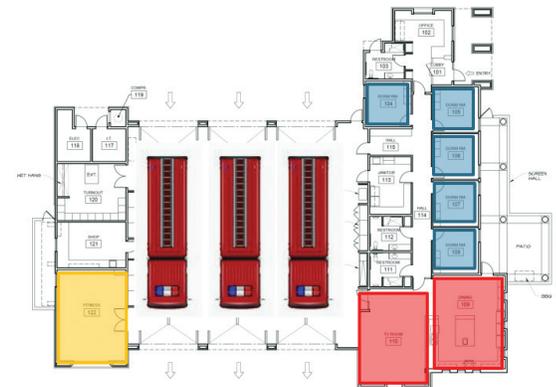
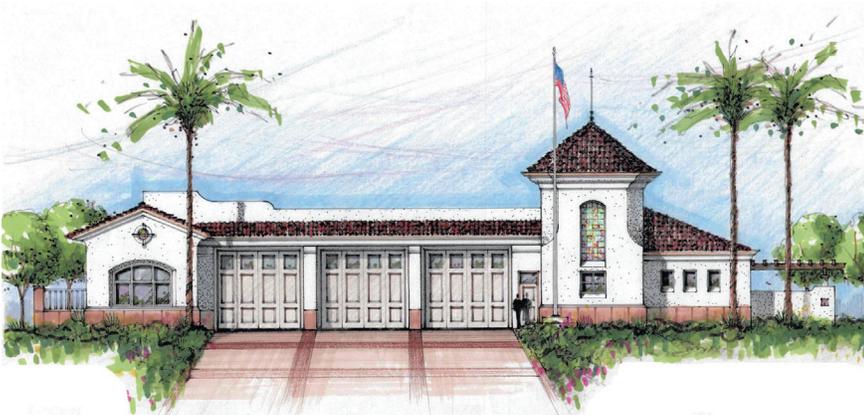
First-Arriving Unit, Priority Calls, 90th Percentile Performance





Southeast Area Statistics, 2016-2020					
Statistic	2016	2017	2018	2019	2020
Single Family Homes	2,791	3,349	5,059	7,474	8,056
Calls for Service	326	371	410	731	948
Total Response Time	8:04	9:46	9:48	10:17	9:49

With continued growth in the Southeast area of the City, the service area for Station 4 continues to rise in geography, population density, and call volume. In this area, single-family homes have increased 289% and calls for service have risen 291% since 2015. Using these statistics, along with the actual response times, the Department has developed a first-due response area for Station 6. The table above illustrates how the number of single family residences has increased over the last five years, which correlates to an increase in call volume. Having surpassed this benchmark, the planning stage for Station 6 is at its conclusion and we are set to break ground in the Spring of 2021 with the targeted build out by February 2022. This will ensure residents continue to receive the service levels adopted by City Council.



- = 4 dorm rooms
- = Dining / living room
- = Fitness room
- ▮ = 3 fire truck bays

07:58	08:16	09:56	10:01
07:23	07:47	09:45	
07:25	06:56		10:55
08:51	07:19	09:44	
08:42	08:50	08:56	10:37

First-Arriving Unit, Priority Calls, 90th Percentile Performance in Southeast Service Area

The graphic to the left shows total response time performance in the southeast area, color coded to show the 90th percentile performance of first-arriving units to priority calls. The times indicate the period from call pick-up to unit arrival.



Significant Events

On January 10, 2020, at approximately 8:58 p.m., a residential structure fire occurred at 930 Nees Ave. The fire originated in the kitchen due to a stove that was left on after cooking, which caused major damage throughout the house.

➤ **Fire loss for this incident was estimated at \$220,000.**

On July 31, 2020, at approximately 1:34 p.m., two houses were destroyed by a fire that originated at 216 Keats Ave. Upon arrival of the first fire engine, the fire had already extended from the first house to the neighbor’s home. Additional resources from Fresno Fire and Fresno County Fire were required to extinguish this fire because it involved more than one home. Both houses suffered significant damage and residents from both houses were displaced.

➤ **Fire loss for this incident was estimated at \$714,500.**

On October 16, 2020, at approximately 2:34 p.m., a fire occurred at a house located at 464 Rialto. The fire started in the garage and extended into the kitchen and living room. The fire caused extensive smoke damage throughout the rest of the home and displaced the residents.

➤ **Fire loss for this incident was estimated at \$210,000.**



Residential fires remain the most common property type for fire loss within the City of Clovis. Residences with an extended history of contacts with the Clovis Police Department appeared to be a common factor in most house fires in 2020.

Number of Mutual Aid Incidents, 2018 – 2020					
Mutual Aid Partner	Clovis Fire Department Role	2018	2019	2020	3-Year Average
Fresno County	Received aid	265	322	234	286
Fresno County	Provided aid	239	283	217	269
Fresno City	Received aid	233	310	205	264
Fresno City	Provided aid	592	707	605	652
Office of Emergency Services	Provided aid	49	34	65	48

CLOVIS FIRE DEPARTMENT



The Clovis Fire Department continues to focus on providing high-quality, up-to-date, and essential training to all personnel, including numerous required and recurring firefighting-related training programs mandated by multiple sources. State and national standards require a minimum of 240 training hours per employee, annually. Various regulations, mandates, and consensus standards are utilized to develop training curricula to ensure compliance with National Fire Protection Association, CAL-OSHA, the Insurance Services Office, and other state and national organizations.

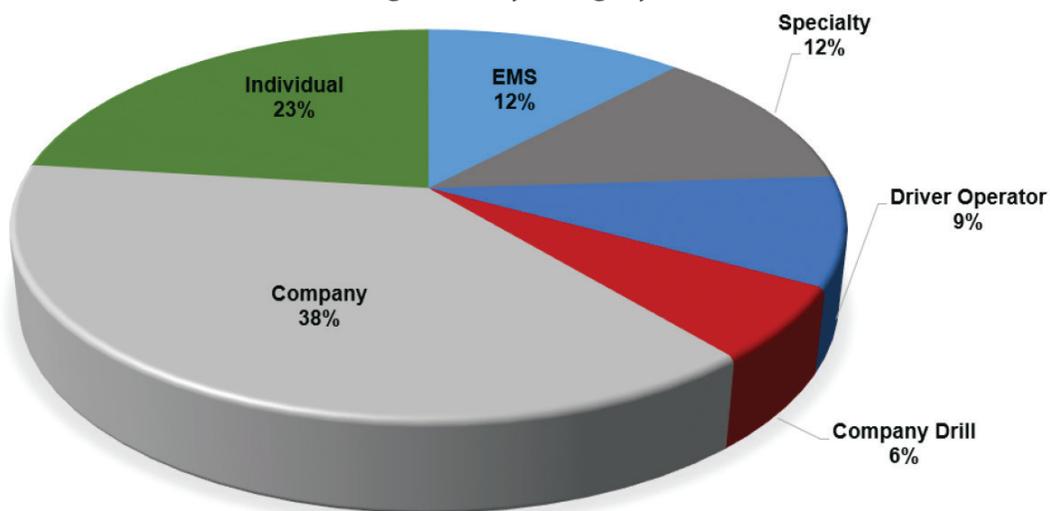
In 2020, the average firefighter completed more than 241 hours of training, for a Department aggregate total of 13,760 hours. Due to COVID-19, training hours were impacted and reduced by 16% from the previous year, primarily due to not being able to conduct in-person, multi-company drills. Through Instructional Service Agreements and the California Joint Apprenticeship Committee (CalJAC), the Department was reimbursed (\$27,529.95 + JAC) for annual training, which enabled us to make valuable additions to our Training Center and other training resources.

The Training Center grounds were upgraded with the addition of a new three story prop that was built in collaboration with the CUSD ROP program, all of the training props at the Training Center were repainted, and a new sign was installed outside of the grounds identifying it as a public safety training center in cooperation with the Clovis Police Department. The facility did see less use from outside fire agencies because of COVID-19 restrictions, but it was still used to implement multiple internal trainings within our Department and by the Clovis PD K-9 team. ALA re-accreditation was also granted for an additional 5 years through State Fire Training.

The Training Bureau's focus has been on mandated training, continued education, and preparing for an upcoming training academy in Spring 2021. A Firefighter Skills Cadre has been formed to provide instruction covering many firefighter discipline topics to new recruits and to deliver training to Department personnel as part of our training plan in the most cost-effective manner.



2020 Training Hours by Category



CLOVIS FIRE DEPARTMENT



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

Ratings	
Rating	Description
A	Meets current needs of the organization and complies with current applicable codes and regulations (UBC, UFC, ADA, OSHA, etc.).
B	Meets the needs of the organization, but the building needs some ongoing repairs and/or improvements to comply with industry best practices or applicable regulations.
C	Meets the basic needs of the organization, but the building either lacks features needed by assigned personnel or needs significant repairs/improvements to comply with industry best practices or applicable regulations.
D	Sub-standard; facility does not meet the needs of the organization, the structure needs significant upgrades, and it is out of compliance with current building codes or applicable regulations.
F	Facility has major structural issues; emergency crews cannot be assigned.

Station Analysis			
Facility	Age	Needs	Grade
Station 2	42	<ul style="list-style-type: none"> · The fire station is approximately 40 years old without any major interior remodeling or upgrades. · Many areas of the fire station are not ADA compliant. · Only one bathroom and not private. · Illegal bedroom configuration with only one exit · No fire sprinklers 	D-
Training Center		<ul style="list-style-type: none"> · The bathrooms are not ADA compliant and showers need to be added for proper personnel decon after training. · Breakroom needs to be reconfigured for ADA compliance and reduced in size to expand office area. · Bathroom to be accessible from the exterior for when personnel are dirty from live fire training. 	D
Station 3	32	<ul style="list-style-type: none"> · The station was never designed with a workout room, a dining area, or proper storage. · Low-water landscaping retrofit. 	B
Station 4	21	<ul style="list-style-type: none"> · Kitchen remodeling to add a dining area. · Bathroom update. 	B
Station 5	14	<ul style="list-style-type: none"> · Low-water landscaping retrofit. 	A
Station 1	13	<ul style="list-style-type: none"> · Upgrade exhaust system to comply with CA Emission Standards. 	A



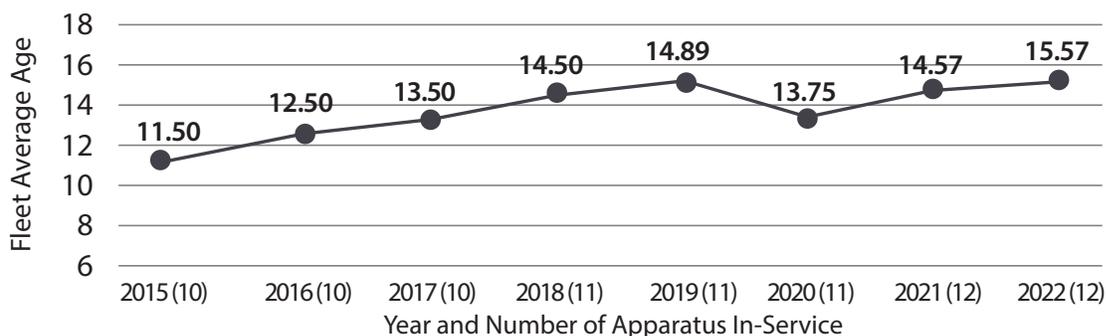
The Clovis Fire Department’s front-line apparatus, comprised of four fire engines and one ladder truck, are part of the City’s emergency response infrastructure and are positioned throughout the service area. The Department also owns three reserve vehicles and two specialty vehicles. All apparatus are graded in the table below, according to the American Public Work Association (APWA) Fleet Replacement Guide.

Projected Vehicle Life Expectancy				
Grading Scale	Engines	Trucks	Specialty	Description
A	0-5 years	0-5 years	0-8 years	Meets the needs of the organization; many items are under manufacturer’s warranty.
B	6-10 years	6-10 years	9-15 years	Meets the needs of the organization; apparatus needs minor to moderate ongoing repairs.
C	11-15 years	11-15 years	16-20 years	Meets the basic needs of the organization for daily front-line use; may need significant repairs.
D	16-20 years	16-20 years	21-25 years	Minimally meets the needs of the organization.
F	>20 years	>20 years	>26 years	Sub-standard apparatus does not meet the needs of the organization.

Unit	Year	Age	Vehicle Type	Usage	Grade	Veh.ID
E243	2000*	20	Engine	Reserve	D	21025
E40	2003*	17	Engine	Reserve	D	21027
WT40	2003	17	Engine - Tender	Specialty	D	21026
BE40	2004	16	Engine - Wildland	Specialty	C	21011
E45	2006	14	Engine	Front-line	C	21029
T241	2008*	12	Truck	Reserve	C	21030
E44	2011	9	Engine	Front-line	B	21031
E42	2014	6	Engine	Front-line	B	21070
E43	2018	2	Engine	Front-line	A	21071
T41	2019	1	Engine	Front-line	A	21071

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

Year and Number of Apparatus In Service





Prevention Bureau

Inspections of new businesses and existing occupancies are an integral component to ensure the economic vibrancy of the community while reducing community risk for residents. Recurring inspections maintain a connection of citizens to the Fire Department and reduce potential threats to customers, occupants, and first responders alike. Continuing from 2019, Clovis Fire Department has continued to progress in achieving compliance with SB-1205 which requires schools, hotels, hospitals, nursing facilities, and apartments be inspected annually.

There are 2,847 occupancies in Clovis that qualify for inspection. Of these, 336 are required to be inspected annually by the State Fire Marshal's Office. The Department has a goal of inspecting the remaining occupancies on a biennial basis. Fire Prevention personnel and engine companies prioritize inspections based on risk. The number of occupancies fluctuates annually as new businesses are built and old businesses are redeveloped. In addition to existing occupancies, inspections of new commercial buildings are completed at various stages of construction prior to occupancy to ensure fire protection and supply systems are within code.

Inspection Statistics			
Inspection Type	Total Number of Occupancies	Completed Inspections	Percentage Completed
Existing Annual or Biennial	1,723	1,433	83%
Annual State Mandated	336	333	99%
Type		Completed in 2020	
Residential Plan Reviews		189	
Commercial Plan Reviews		384	
TOTAL		573	

Public Education

Public Education serves as the behavioral change component of community risk reduction efforts. While inspections and plan checking provide for the necessary safety elements of the built-out community, training and public outreach provide a foundation for actions citizens can take to further reduce property/life loss in their homes or workplace. Beginning with our youngest residents, Clovis Firefighters, in conjunction with the Alisa Ann Ruch Burn Foundation, conduct annual assemblies in 15 Clovis elementary schools. Firefighters In Safety Education (FISE) use props and an interactive format allowing students to learn core concepts such as stop/drop/roll, stay low under smoke, and how to develop and execute a home escape plan. As in prior years, post testing of students shows a 40% improvement of lifesaving concepts that reduce life and property loss within the community. With in-classroom learning curtailed, FISE personnel have established several videos to push in coordination with CUSD to continue reinforcing essential life-saving concepts.



Emergency Preparedness

As a shared responsibility led by the Clovis Fire Department, 2020 required staff at all levels to take an active role in both the COVID-19 and Creek Fire response efforts. Starting in March, personnel from all City departments were involved in logistics, continuity of operations, and public support as COVID-19 unfolded in the US. With changing metrics, data and impacts across the sociodemographic of the community, staff proved that the continued EOC/EOP training conducted in prior years was a worthwhile investment. The timeliness of department head training in 2019 allowed for rapid development of an incident action plan (IAP) and service level modifications to best protect the public and staff alike.

While the Creek Fire in the Sierra National Forest saw the most support from Clovis Fire Department, members of the Clovis Police Department were also deployed in a response role to support the Fresno Sheriff's Department. Clovis CERT deployed our mass care/shelter trailer to the Clovis North evacuation center. Personnel from Administration and Clovis Fire Department supported the Fresno County Public Information Office, and many City staff assisted with food distribution.

Clovis Community Emergency Response Team

This past year, Clovis CERT training was paused due to COVID-19 restrictions on in-person meetings. While training was paused, CERT members did play a valuable role in several COVID-19 related activities locally. Via the MyTurn portal for vaccinations, CERT members were able to assist in vaccinations and support on-site operations at vaccine sites. CERT members also supported the City of Clovis Food Delivery program in coordination with the Senior Center to assist in meeting food needs for those in the high-risk groups. Finally, CERT members signed up to assist with the State 'Social Bridging' project. The Social Bridging Project started with contacting California adults of any age with lifesaving information on how to prepare for natural disasters. CERT 'Bridgers' received Disaster Directories for each county they called, with state and county resources on emergency alerts, wildfire and earthquake resources, and Public Safety Power Shutoffs. The directory also offered resources on COVID-19.



CLOVIS FIRE DEPARTMENT



EMS High								
Time Interval	Benchmark	Metric	Average	2016	2017	2018	2019	2020
Call Processing	0:01:30	Count	4,987	5,073	4,654	4,387	5,285	5,309
		90th Percentile	00:01:48	0:01:55	0:01:43	0:01:39	0:01:42	0:01:58
Turnout	0:01:30	Count	5,076	5,058	4,707	4,447	5,360	5,434
		90th Percentile	00:01:26	0:01:25	0:01:27	0:01:25	0:01:25	0:01:28
Travel	0:04:00	Count	5,086	4,838	4,723	4,448	5,362	5,431
		90th Percentile	00:04:50	0:04:34	0:04:49	0:04:45	0:04:55	0:05:02
Total Response	0:06:30	Count	5,095	4,827	4,737	4,453	5,371	5,445
		90th Percentile	00:07:15	0:07:07	0:07:17	0:07:01	0:07:12	0:07:32

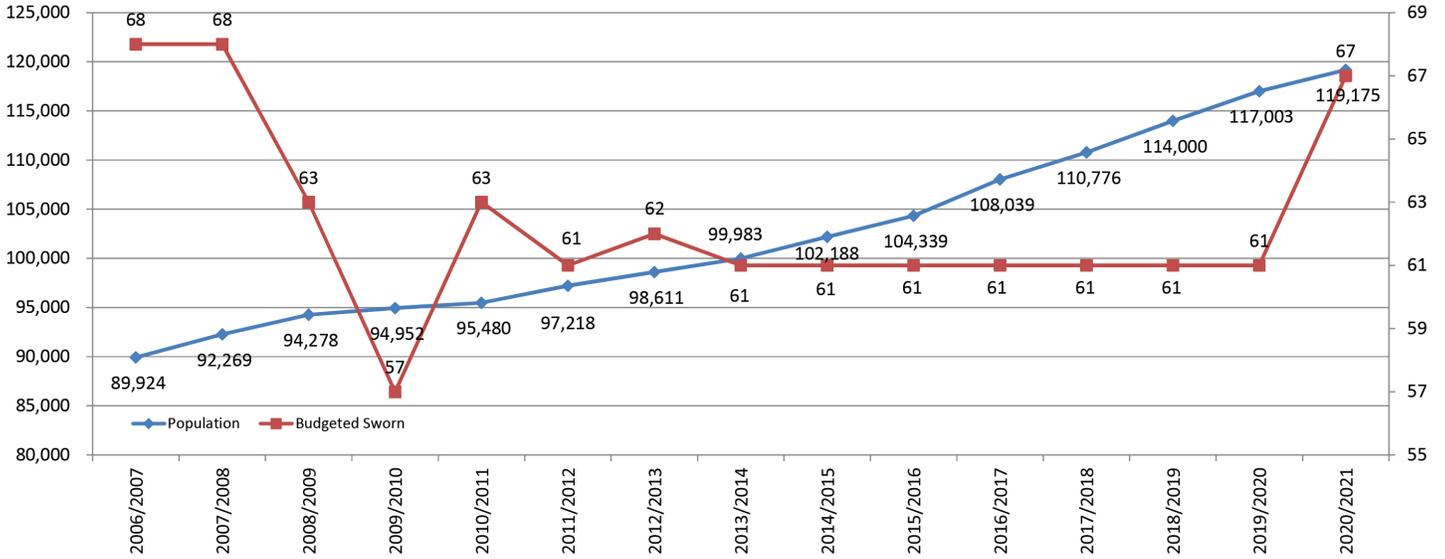
Fire Calls								
Time Interval	Benchmark	Metric	Average	2016	2017	2018	2019	2020
Call Processing	0:01:30	Count	189	206	203	155	190	182
		90th Percentile	00:01:48	0:01:29	0:01:51	0:01:48	0:01:48	0:01:53
Turnout	0:01:30	Count	199	211	218	157	204	202
		90th Percentile	00:01:38	0:01:31	0:01:41	0:01:36	0:01:37	0:01:40
Travel	0:04:00	Count	199	211	221	156	199	201
		90th Percentile	00:05:45	0:05:12	0:06:07	0:05:28	0:05:27	0:05:51
Total Response	0:06:30	Count	193	212	208	157	192	189
		90th Percentile	00:07:56	0:07:28	0:08:13	0:07:41	0:07:41	0:08:24

Rescue and Vehicle Accidents								
Time Interval	Benchmark	Metric	Average	2016	2017	2018	2019	2020
Call Processing	0:01:30	Count	608	665	696	528	555	539
		90th Percentile	00:01:43	0:01:39	0:01:40	0:01:44	0:01:44	0:01:46
Turnout	0:01:30	Count	621	674	714	545	567	546
		90th Percentile	00:01:31	0:01:35	0:01:32	0:01:30	0:01:26	0:01:29
Travel	0:04:00	Count	619	672	713	546	566	546
		90th Percentile	00:04:49	0:04:22	0:04:56	0:04:49	0:04:43	0:04:45
Total Response	0:06:30	Count	619	676	708	544	564	546
		90th Percentile	00:07:18	0:06:37	0:07:24	0:07:26	0:07:13	0:07:08

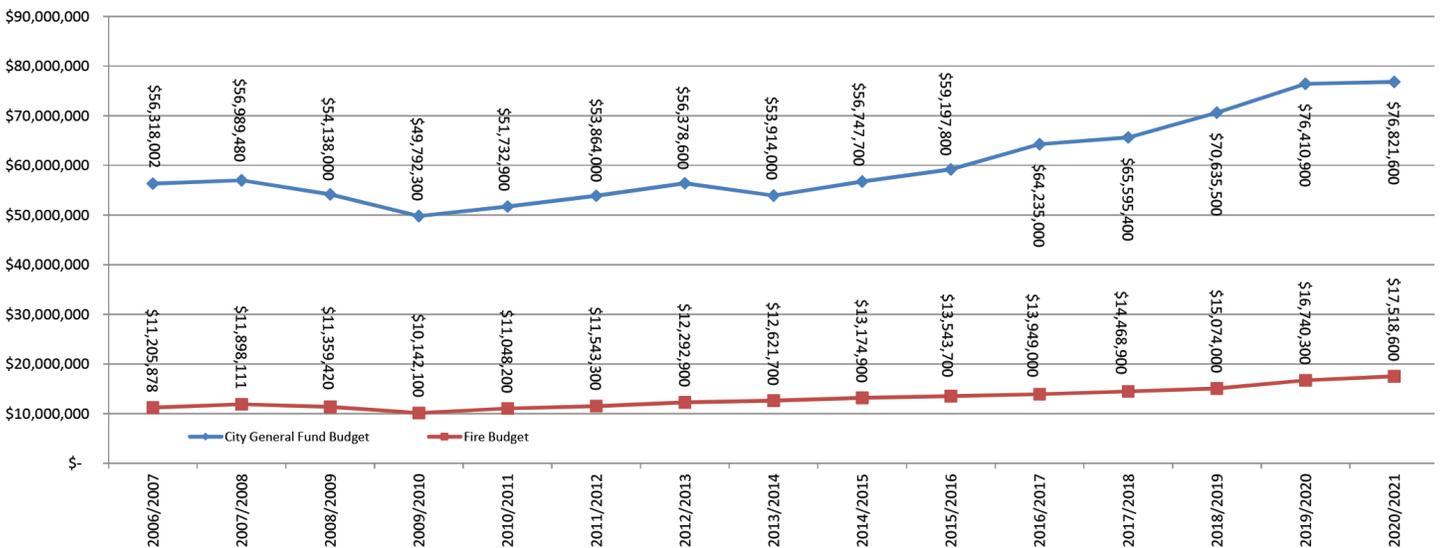
CLOVIS FIRE DEPARTMENT



City Population and CFD Sworn Staff Comparison



City General Fund and Clovis Fire Department Budgets

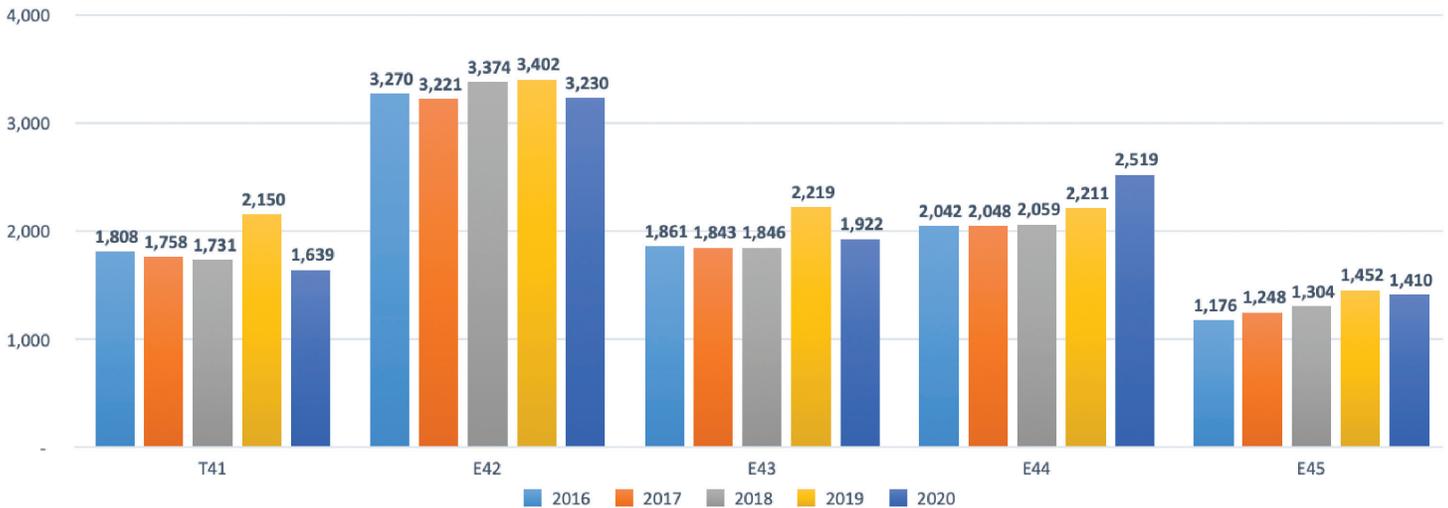


CLOVIS FIRE DEPARTMENT



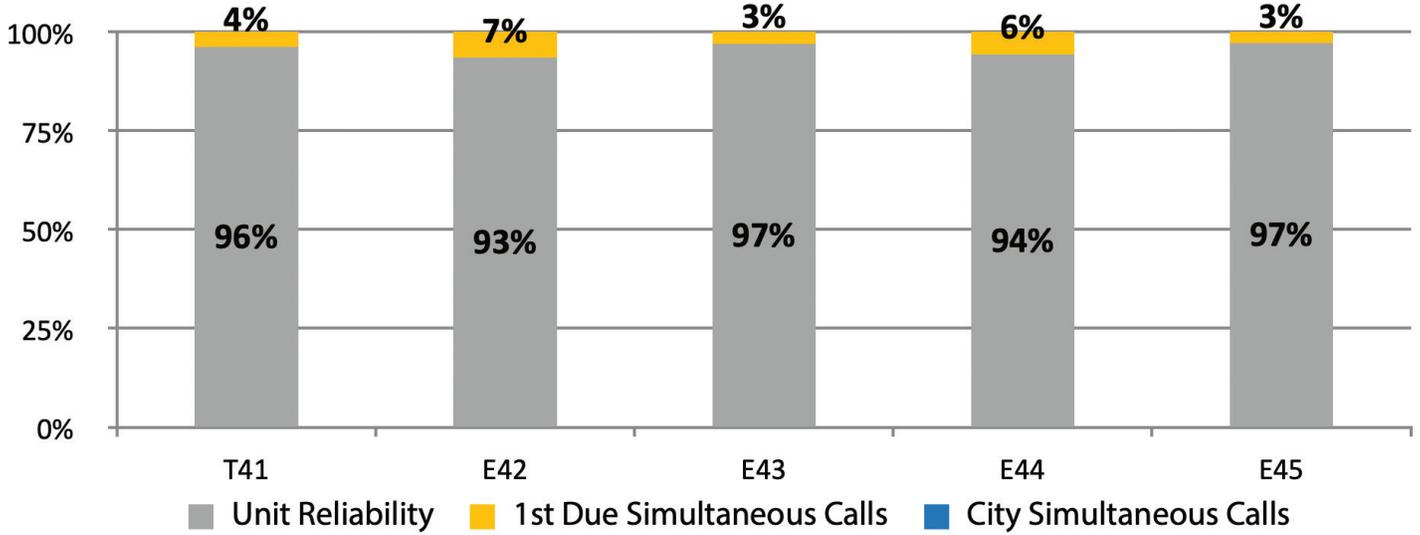
Number of Calls by First Due Unit, 2016-2020						
Unit	2016	2017	2018	2019	2020	5-Year Average
T41	1,808	1,758	1,731	2,150	1,639	1,817
E42	3,270	3,221	3,374	3,402	3,230	3,299
E43	1,861	1,843	1,846	2,219	1,922	1,938
E44	2,042	2,048	2,059	2,211	2,519	2,176
E45	1,176	1,248	1,304	1,452	1,410	1,318
TOTAL	10,157	10,118	10,314	11,434	10,720	10,549

5-Year Workload by First-Due Area

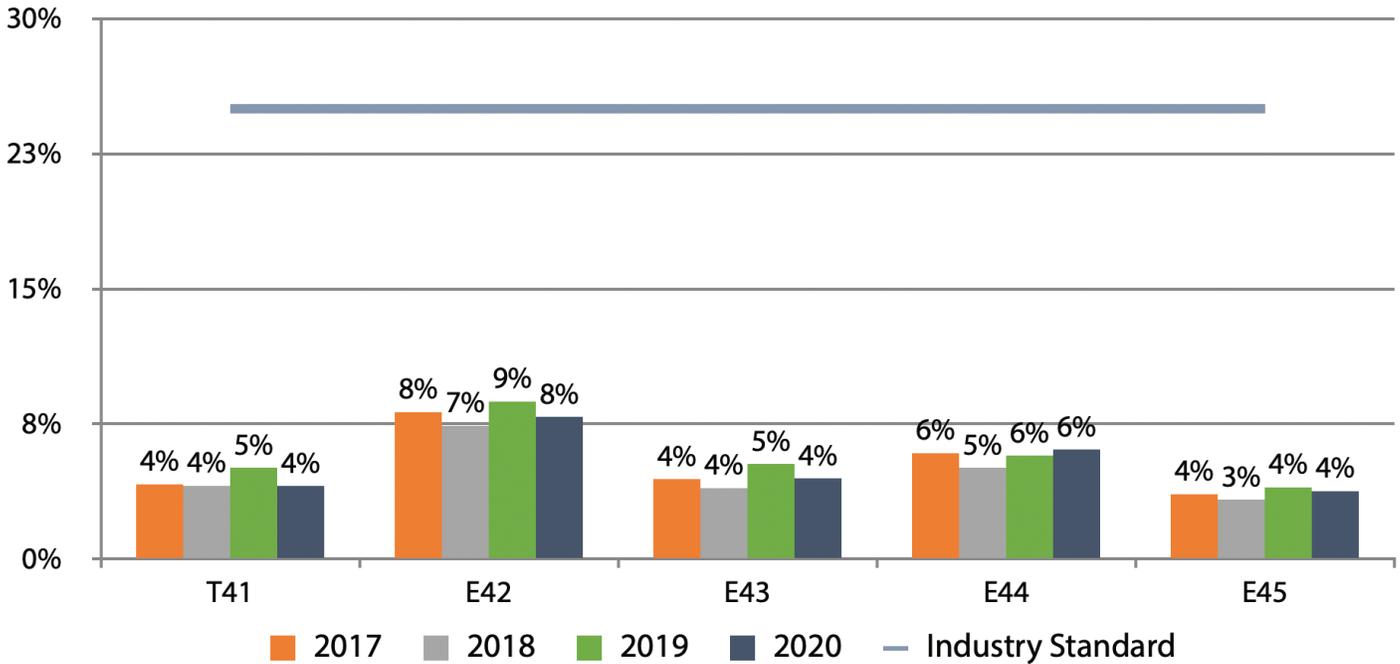




Unit Reliability



Unit Hour Utilization by Year



COMMAND STAFF

John Binaski, Fire Chief

Chris Ekk, Deputy Chief

Jim Damico, Battalion Chief

Jason Ralls, Battalion Chief

Anthony Gomes, Battalion Chief

Chad Fitzgerald, Life Safety
Enforcement Manager

Katie Krahn
Management Analyst

