



# 2023 Annual Report



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*Service with Pride*





# Message from the Fire Chief

It is my honor to present my first annual report as fire chief to our community. This document serves as our way to communicate our accomplishments, level of service, and the challenges that we face to our city council members, cooperating agencies, and most importantly our citizens and customers who we serve. Our team is made up of 73 dedicated professionals consisting of our firefighters, prevention personnel, and administrative support staff providing service to over 124,000 citizens from our six fire stations.

2023 saw many changes throughout the ranks of our Department. Fire Chief John Binaski and Captain Tim Wilson retired, and 10 personnel were promoted behind these retirements. The strength of our team is due to the work of our members and their dedication to our community.

These are our significant accomplishments for 2023:

- Re-accreditation for the fifth time through the Commission on Fire Accreditation International, extending our accreditation status for another five years from 2023-2027.
- Purchased six LUCAS automatic chest compression devices to outfit all frontline apparatus through grant funding to improve cardiac arrest survival during cardiac arrest events.
- The reconstruction of Station 2 began in February of 2023.
- New Training Center Classroom construction completed, temporarily housing the Station 2 crew until the station is completed.

With all of our successes, we are also facing some challenges in the near future that we will have to prepare for.

As Clovis continues to grow, our response times have also increased. Since 2008, the population has increased by 39% and our call volume has increased from 9,003 calls per year to 13,242 calls in 2023, a 44% increase. Within the next three years we will see significant turnover in our headquarter staff due to retirements. We are currently implementing a succession plan to ensure a smooth transition in these positions. Recruitment of firefighters has become more difficult in our last three recruitments over the last five years. What was once 400 to 500 applicants 10 years ago, has dwindled to less than 100 applicants in our last recruitment cycle. For the first time, we have created a recruitment committee to begin actively recruiting for future firefighter hiring.

Despite the challenges that lie ahead, I am positive that our Department will continue to provide the highest level of service possible that our citizens deserve. Our members are committed to supporting the mission of the City and our Department, and we will continue to look for the best solutions possible to overcome these challenges. Our members are our best asset, and I am proud to serve with them as their fire chief.

**Chris Ekk**  
Fire Chief





# Response Performance

The Clovis Fire Department utilizes the annual compiling of the Annual Report as an opportunity to evaluate the Department’s progress in meeting the goals and initiatives set for in the Strategic Plan. The metrics listed below are the high-level indicators that the Department uses to determine effectiveness and efficiency in a number of vital service delivery categories. The 2023 data shows that although we have added a new fire station in 2022, response times have not improved as expected. As the City’s service area expands, meeting our established service goals without a disparate impact to growth areas will become increasingly more challenging.

- Response Goal 1** **First Unit Arrival, Total Response Time - EMS**  
 Goal: 06:30, 90% of Responses  
 Actual Performance: **07:48**
- Response Goal 2** **First Unit Arrival, Total Response Time - MVA/Rescue**  
 Goal: 07:00, 90% of Responses  
 Actual Performance: **07:57**
- Response Goal 3** **First Unit Arrival, Total Response Time - Fire**  
 Goal: 07:00, 90% of Responses  
 Actual Performance: **08:35**
- Response Goal 4** **Effective Response Force, 18 personnel - Fire**  
 Goal: 10:30, 90% of Responses  
 Actual Performance: **14:17**
- Response Goal 5** **Total Turnout Time for All Priority Responses**  
 Goal: 01:30, 90% of Responses  
 Actual Performance: **01:34**
- Response Goal 6** **Fire Contained to Room of Origin**  
 Goal: 70% of all fire calls for service  
 Actual Performance: **53% of all fire calls for service**

# Strategic Initiatives

The goals outlined below represent critical goals we have set forth in the 2022-2027 Strategic Plan. Each goal is evaluated on an annual basis. Major increases were seen in annual property loss this year due to increased response times, increased property values, and an expanding service area.

Goal			Actual Performance
1A	Cost per Capita	Below \$170 (the average of cities comparable to Clovis in California)	\$165
1B	Annual Property Loss	Below 5-Year average of \$2.6M	\$4,229,272
1C	Total Injury Claim Costs	\$235,000 or lower (3% or less of total fire-suppression personnel salaries)	\$140,652
1C	Firefighter Injury Rate	Less than 14 reportable injuries (20% of all department personnel)	6 injuries
1D	Accreditation Status	Maintain Active Accreditation Status through CFAI	Active
1E	ISO Rating	Class 3 or better	Class 2
3C	Citizen Satisfaction Survey Score	90% or better	98%
5A	Processing time for permits and inspections	Issue permits within 10 days of submittal and complete inspections within 24 hours of request.	90%
5A	Plan Checks	Complete plan checks within 10 days, 90% of the time.	90%
5A	Project Approval	Approve 90% of projects within three plan checks	90%
5A	State-Mandated Inspections	Complete 90% of inspections annually (Occupancy types E, R.2, and R2.1)	100%
5C	Fire Investigations	Investigate 100% of all reported fires	100%
5C	Clearance of Fire Investigations	Clear 90% of all investigation cases within one year.	100%





# Calls for Service

Calls for service are tracked in nationally established categories, with a majority of annual calls pertaining to emergency medical services. Good Intent/Service calls make up the next largest category of calls received, as indicated in the table below. These calls represent calls for service from residents who are unsure who to call for minor emergencies such as a burst pipe, a child locked in a vehicle, or smoke mistaken for a structure fire.

Call Type by Type, 2021 - 2023				
Incident Type	2021	2022	2023	3-Year Average
Emergency Medical	7,155	7,844	7,859	7,619
Good Intent/Service Call	2,082	2,487	2,941	2,503
Fire	386	433	863	561
Hazardous Materials/Explosion	178	200	178	185
Rescues & Vehicle Accidents	397	427	553	459
False Alarm & False Calls	799	614	848	754
<b>TOTAL:</b>	10,911	12,244	13,242	12,132

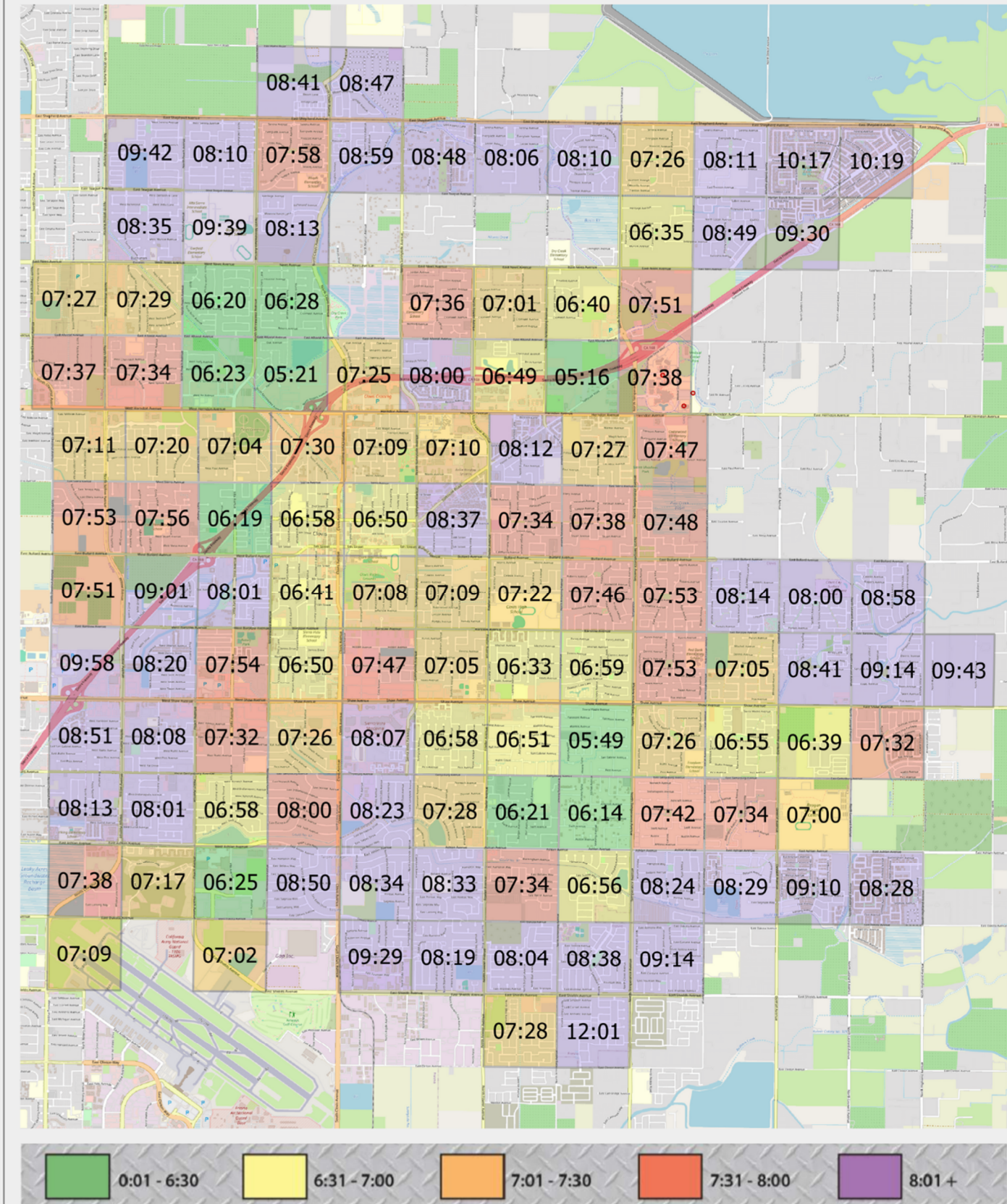
Mutual and Auto-Aid Calls by Year, 2019-2023						
	2019	2020	2021	2022	2023	5-Year Average
Fresno County - Received	322	234	313	310	455	327
Fresno County - Provided	283	217	280	260	331	274
Fresno City - Received	310	205	208	223	405	270
Fresno City - Provided	707	605	881	862	798	771
OES Provided	34	65	44	52	33	46

## Total Response Time Performance

The map on the next page illustrates the total response time performance for the Department displayed for the entire service area and broken down by district. The times indicate the period between call pick-up at the dispatch center and the first unit arriving on-scene. Deployment and service areas are evaluated on an annual basis and during the annexation process to ensure optimal service to all citizens.

# Total Response Time Performance

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





# Significant Events

**January 11**

Total Loss

**\$360,000**



The morning of January 11, crews responded to a reported residential fire. Once on-scene it was discovered that a medical emergency had occurred to a box truck driver who had subsequently driven into a residence. Two dogs were killed in the fire and the residence and box truck were both completely destroyed.



**March 3**

Total Loss

**\$390,000**

Crews arrived on-scene to a single family residence fully involved with heavy fire and smoke showing. Clovis PD pursued a suspect for this fire suspected of arson. No injuries or deaths were reported and the fire did not extend past the building of origin.



**May 2**

Total Loss

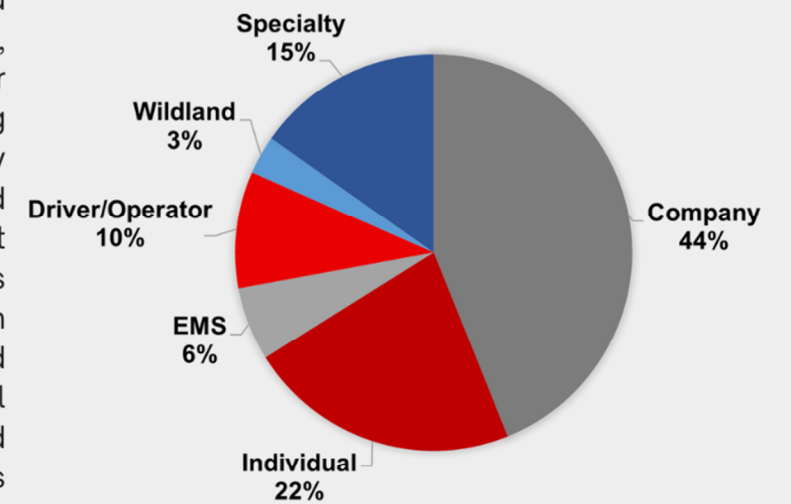
**\$400,000**

Crews were dispatched to a fire at a 3-story apartment complex under construction. Fire attack was delayed due to a locked gate and a badly damaged fire hydrant. Crews worked quickly on alternative water resources and the fire was contained with minimized damage. No injuries were reported.

# Training Bureau Activities

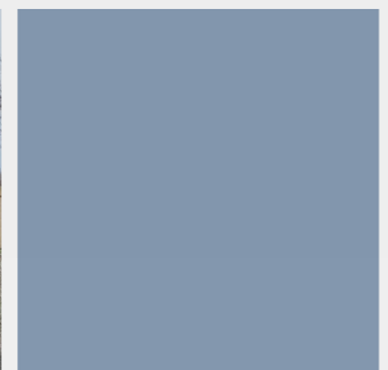
The Clovis Fire Department continues to focus on providing high-quality, up-to-date, and essential training to all personnel, including numerous required and recurring firefighter-related training programs mandated by multiple sources. State and national standards require an annual minimum of 240 training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

In 2024, personnel completed over 19,000 hours of training, averaging about 298 hours per Department member. Training continued with our community partners which included simulated utility fire incident drills with PG&E. Training drills were also performed with Fresno Fire which included Wildland Refresher training. All qualified Acting Captains and Acting Battalion Chiefs successfully completed their respective recertification.



The focus for the upcoming year will be to open the new training center building and carry out more specific training that has been requested through survey responses. The Clovis Training Center will welcome back the Fresno Training Symposium in partnership with the California Training Officers Association where training classes will be hosted. There will also be continued training with our agency partners.

The Training Bureau continues to focus on the goal of superior training capabilities which will allow for all members to train on varied disciplines. The Training Center is a huge part of this effort and its completed and planned improvements ultimately means better trained personnel to respond to calls for service.





# Resources

The Department has placed a major emphasis on improving the fire apparatus resources to decrease repair costs, reduce out-of-service time, and enhance vehicle capabilities to better serve the community. In 2017, an analysis of the Department's Facilities and Apparatus was conducted and a plan adopted to maximize efficiencies. The plan outlined that all frontline apparatus should have lifespan of 10 years before placed in the reserve status and all Facilities would be evaluated annually. Based upon these goals, money was set aside in the Fleet Replacement Schedule, apparatus purchases are scheduled and included in the five-year forecast and the annual Facilities Evaluation is used to properly fund the remodeling or building of facilities.

Since 2017, the Department has been able to replace 10 apparatus and the average age of the fleet went from 12.3 years to 9.7 years in 2023. In that same time we have seen the construction of Fire Station 6, a modular training building at the Training Center, and the demolition and rebuild of Fire Station 2 (set to open in August 2024).

As we look to the future, we have the replacement of Engine 42 set for delivery in Fall 2024. The Department has applied for grants through the San Joaquin Air Pollution Control District (SJVAPD) to assist with the replacement of Water Tender 40 (2003) and GEM Car (2002). Development has begun in the northwest region of the City and planning for Fire Station 7, including watching response times and established metrics, has begun. Fire Station 3 was constructed 35 years ago and is missing a gym, dining room, and proper storage. A remodel is required and funding avenues are being explored; additional resources may be needed through the CIP process.

## Fire Station 2



**Demolition:** Fire Staff assisted the construction crew to demo the nearly 50 year old station in April 2023.



**Reconstruction:** The new station expected to open in August 2024 will be the crowning jewel of Helm Ranch.

# Prevention Activities

The Prevention Bureau is part of the Community Risk Reduction Division which focuses on fire reduction and ensuring occupancies safety. Working closely with businesses, public agencies, schools, and community organizations, the Prevention Bureau conducts inspections, trainings, code enforcement, and other activities to reduce life-safety hazards. Plan Checks and inspections are completed at various stages of the construction process to ensure compliance. Compliance for all inspections, regular and State Mandated, are tracked annually.

## 2023 Inspection Statistics

Inspection Type	Total Number of Occupancies	Completed Inspections	Percentage Completed
Biennial Inspections - Crews	775	775	100%
Biennial Inspections - Prevention	494	479	97%
Annual Inspections - State Mandated	350	350	100%
<b>Total Inspections</b>	<b>1,619</b>	<b>1,604</b>	<b>99%</b>

## Public Education

The Department's public education efforts are the behavioral change component of the Community Risk Reduction Division. In addition to attending community events throughout the year, including Clovis Night Out, Hmong New Year, school carnivals, and, Sierra Vista Boo Fest, we also provide a comprehensive fire safety program to all Clovis Unified schools within Clovis. In 2023, the FISE program presented to more than 6,500 students.

## Clovis Emergency Response Team (CERT)

CERT is the Department's amazing team of volunteers that work to further the mission of serving the citizens of Clovis. This year, the volunteers assisted with the CA Training Symposium, taught citizens at the Old Town Farmers' Market, and ran the First Booth at the Clovis Rodeo. Their work is invaluable.





# Appendix

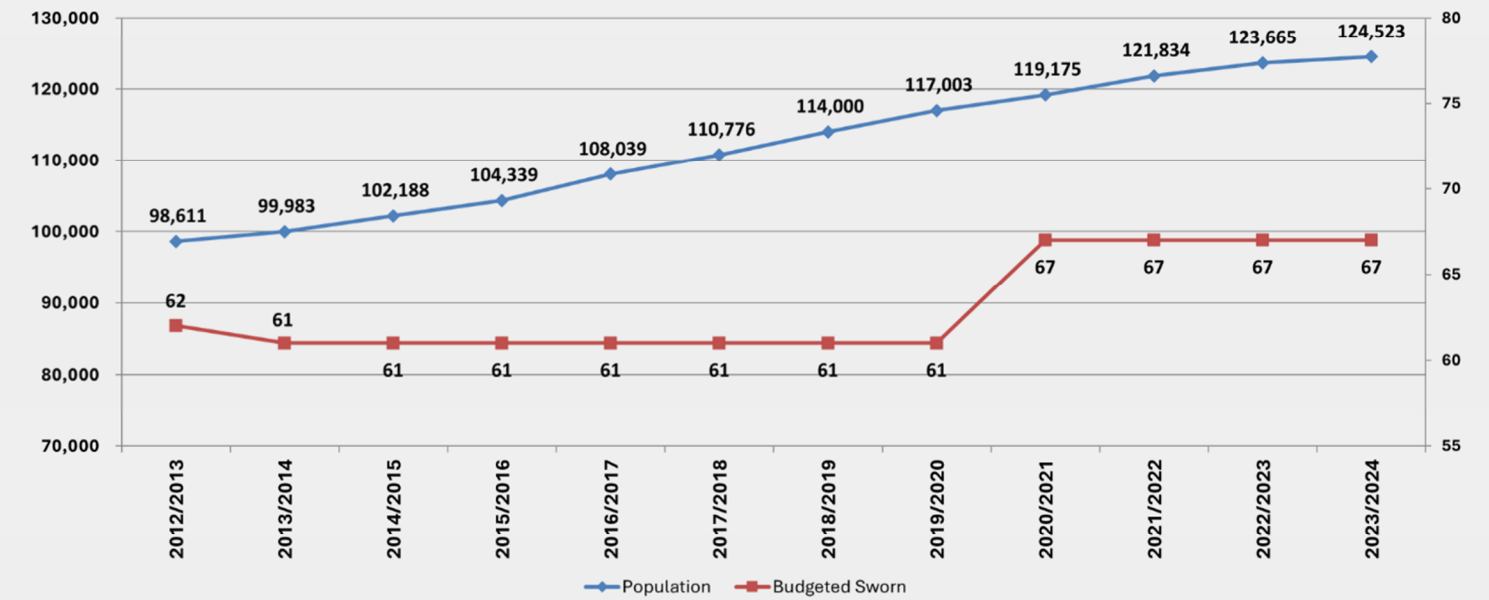
EMS Calls, Medium, Code 3, in Clovis, First Unit at Scene								
Benchmarks at 90th Percentile								
Time Interval	Benchmark	Metric	All	2023	2022	2021	2020	2019
Call Processing	01:30	Count	5707	6,615	6,249	5,079	5,309	5,285
		90th Percentile	01:53	01:49	01:48	02:12	01:58	01:42
Turnout	01:00	Count	5,849	6,739	6,334	5,378	5,434	5,361
		90th Percentile	01:28	01:31	01:29	01:29	01:28	01:25
Travel	04:00	Count	5,850	6,739	6,340	5,377	5,431	5,362
		90th Percentile	05:05	05:17	05:11	05:12	05:02	04:45
Total Response - 1st on Scene	06:30	Count	5,863	6,754	6,358	5,388	5,445	5,371
		90th Percentile	07:37	07:48	07:35	08:00	07:32	07:12

Structure Fire Calls, Low, Code 3, in Clovis, First Unit at Scene								
Benchmarks at 90th Percentile								
Time Interval	Benchmark	Metric	All	2023	2022	2021	2020	2019
Call Processing	01:30	Count	209	261	204	206	182	190
		90th Percentile	01:53	01:54	01:59	01:52	01:53	01:48
Turnout	01:00	Count	217	262	206	214	199	203
		90th Percentile	01:39	01:41	01:38	01:43	01:40	01:37
Travel	04:00	Count	217	263	207	216	201	199
		90th Percentile	05:27	5:25	05:08	05:18	05:52	05:33
Total Response - 1st on Scene	07:00	Count	212	264	209	208	189	192
		90th Percentile	08:04	08:35	07:43	08:00	08:24	07:41

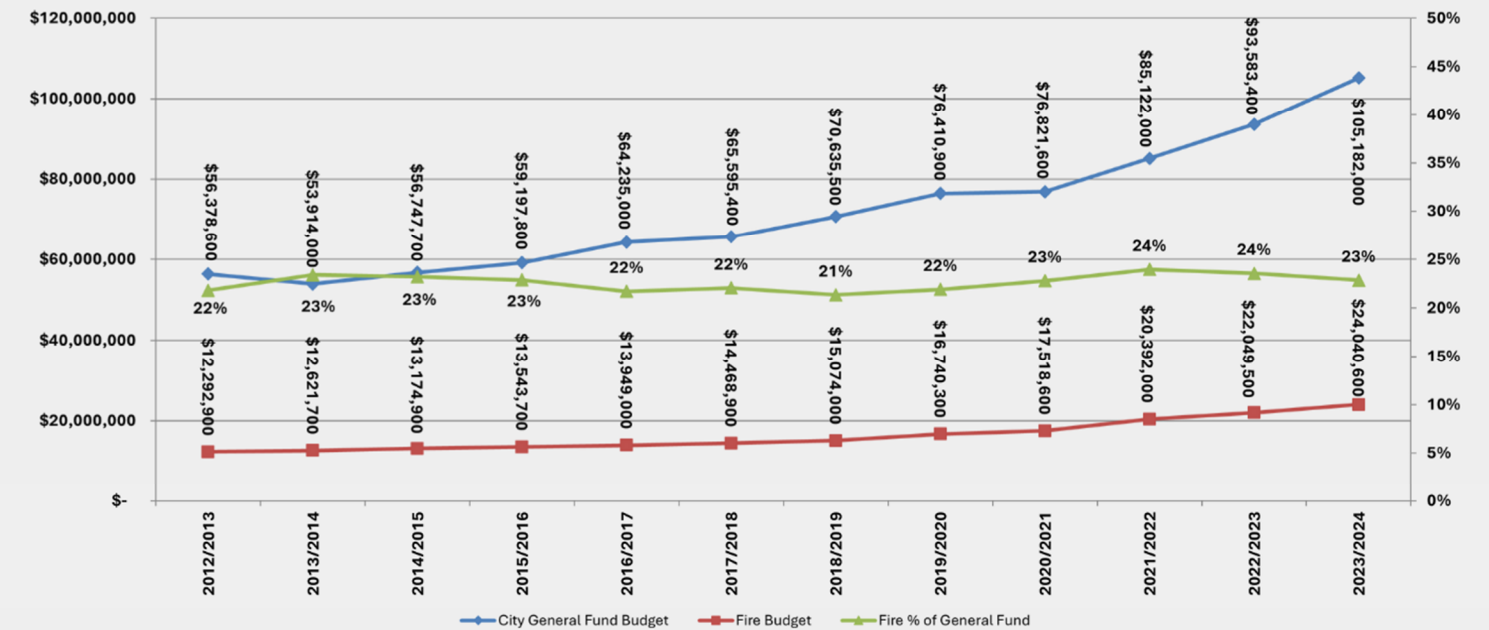
Technical Rescue Calls, Low, Code 3, in Clovis, First Unit at Scene								
Benchmarks at 90th Percentile								
Time Interval	Benchmark	Metric	All	2023	2022	2021	2020	2019
Call Processing	01:30	Count	600	680	658	569	539	555
		90th Percentile	01:50	01:56	01:47	01:58	01:46	01:44
Turnout	01:00	Count	611	693	665	583	546	567
		90th Percentile	01:32	01:35	01:36	01:34	01:29	01:26
Travel	04:00	Count	611	689	669	583	546	566
		90th Percentile	04:55	05:01	05:00	05:10	04:45	04:43
Total Response - 1st on Scene	07:00	Count	611	696	669	582	546	564
		90th Percentile	07:30	07:57	07:31	07:43	07:08	07:13

# Appendix

## City Population and CFD Sworn Staff Comparison



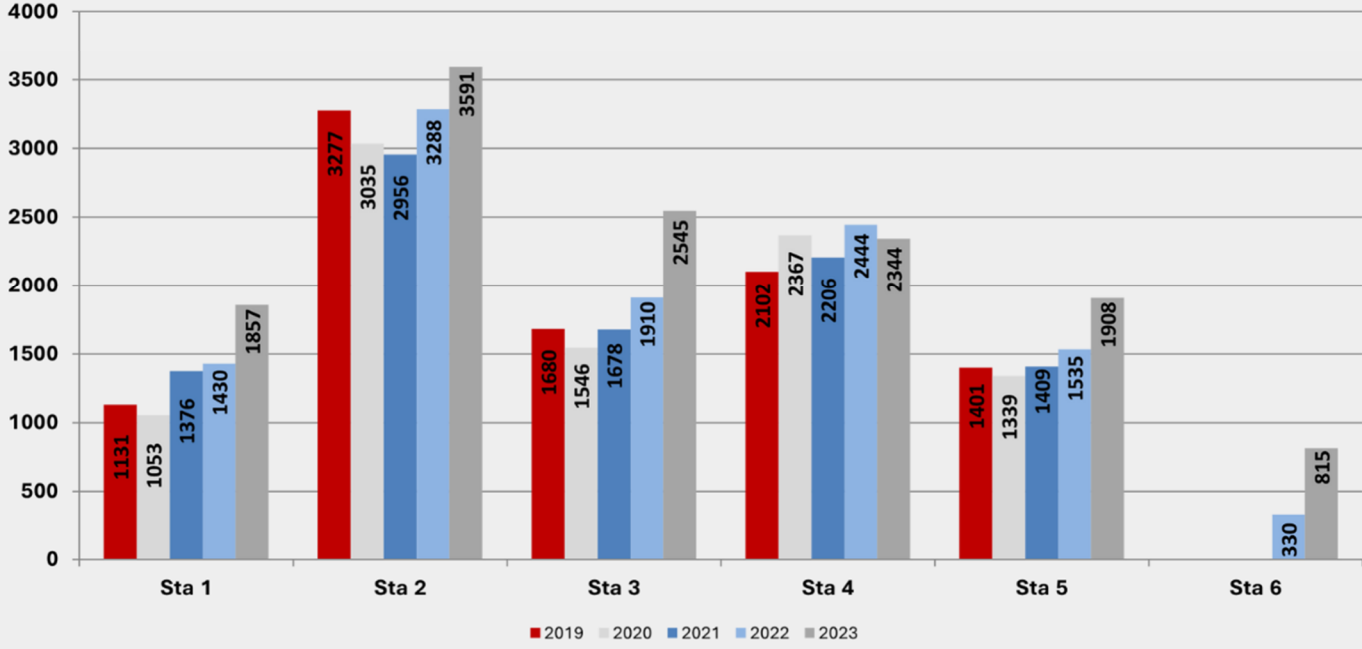
## City of Clovis General Fund and Fire Budget Comparison





# Appendix

## 5-Year Workload by First-Due Unit



## 3-Year Workload by First-Due Area

