



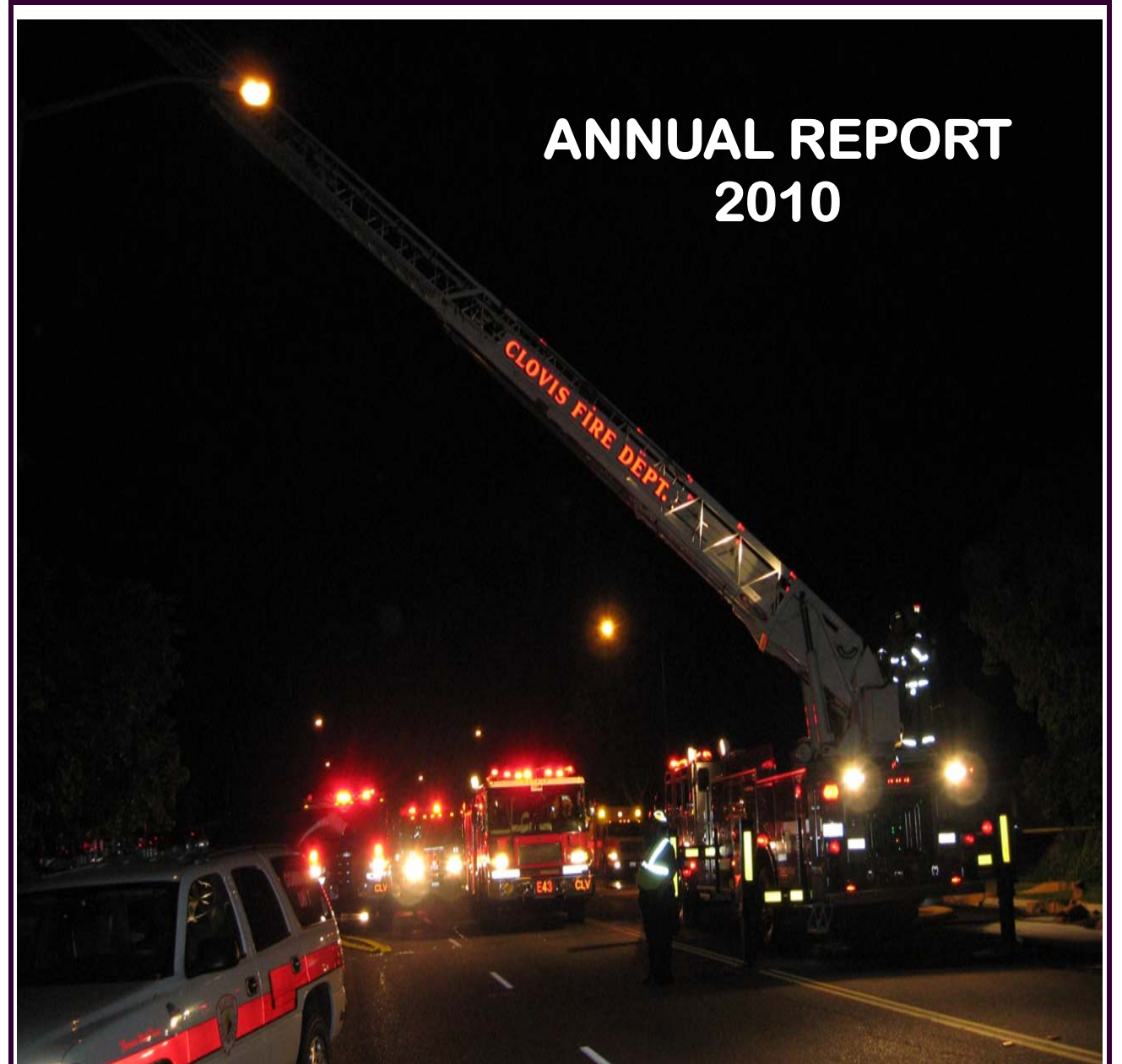
Service With Pride

Report Designed by Carol Guthrie, Clovis Fire Department
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CLOVIS FIRE DEPARTMENT

ANNUAL REPORT 2010



*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.*

MESSAGE FROM THE CHIEF

Clovis Fire Department presented a lean-forward profile throughout 2010 in an effort to provide quality service to the community while planning for future improvements.

Several of our personnel participated in the Serve Clovis Trails Clean-up in January. In February, we hosted the pilot class of a new State Fire Marshal course, Command and Control of the RIC Deployment. CFD staff participated in the curriculum development throughout the year. The course was approved for delivery and the first class offering presented at the Training Officers' Fall Symposium in Fresno with two CFD personnel presenting as instructors.

CFD participated in a regional consortium to develop a purchase process for Self-Contained Breathing Apparatus (SCBA). The intent of the consortium was to standardize the type of SCBA purchased while providing financial advantage through economy of scale. After a great deal of staff time, CFD personnel developed the RFP ("Request for Proposals") and flew it through the City of Clovis system. The end result has allowed several local agencies to purchase through the RFP and it will allow CFD to purchase SCBA next year.

We worked with Planning and Development Services to anticipate fire service needs long into the future. Specifically, we provided input on station location as well as area design for the South East annexation and the North West annexation. We also participated in the City's General Plan update process.

We worked with Finance to develop a Citizen's Oversight Committee for the Community Facilities District. This group held meetings and endorsed continued collection of District funds for public safety.

We coordinated efforts with the Personnel Division to conduct a Captain's exam, updated several job classifications, and created policies to comply with the Firefighter's Bill of Rights. General Services assisted with updating the Appeals Board to make for an efficient and effective process.

A significant milestone occurred with the retirement of Fire Captain Randy Finrock. Having finished his career as our Training Officer, he coordinated a smooth transition to Captain John Watson, our new Training Officer. Larry Hernandez was declared the Firefighter of the Year and his proclamation was presented to him at the June 7, 2010 City Council meeting. In January the Central Valley Fire Chiefs' Association honored Captain John Leigh as the region's Firefighter of the Year.

We applied to the Federal Emergency Management Agency for a grant to hire firefighters to eliminate the ongoing brown-out of a company. We prepared to hire based on the grant and then waited several months until we were notified in October that we would receive the grant. We moved forward with the hiring process, completing it in time for six new firefighters to start January 3, 2011.

After a three-year absence, we hosted an Open House at Fire Station 2 during National Fire Prevention Week. Residential fire sprinklers become a requirement January 2011. In 2010, our Prevention staff spent a great deal of time working with other City departments as well as the development community to lay the groundwork needed for smooth implementation. Through the efforts of Deputy Chief/Fire Marshal Kraft, Clovis hosted a seminar open to code officials and developers to provide factual information to help develop local standards. A full auditorium demonstrated the value of his efforts.

Through employee initiatives, we have made many changes in our operations. These include: change of fuel mixture for portable equipment, use of lock bumping for non-emergency entry, re-equipping of two special team trailers, assigned the Van Pelt to Explorer Post 330, implemented CAD to RMS data transfer, and ongoing policy review and updates. We provided stress management training to all of our personnel in the hopes of reducing future problems for our employees.

Through the City Council, we have placed an order for an engine. The delivery date is in April of 2011.

Our personnel remain committed to providing great fire and life safety service to the community. For 70% of 2010, we browned-out one company. This resulted in a significant reduction of service to the community. Our personnel have done everything we can to minimize that impact. However, the end result has been longer response times and less resources available to serve emergency needs. With the fulfillment of the FEMA grant, we are planning for a 2011 without brown-outs. This will reduce stress on our personnel while dramatically improving service to the people we serve.



Rick Bennett, Fire Chief

**Clovis Fire Department
Mission, Vision, Values, Motto and Slogan**

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.

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 wellbeing 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 Core 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**

Our Motto:

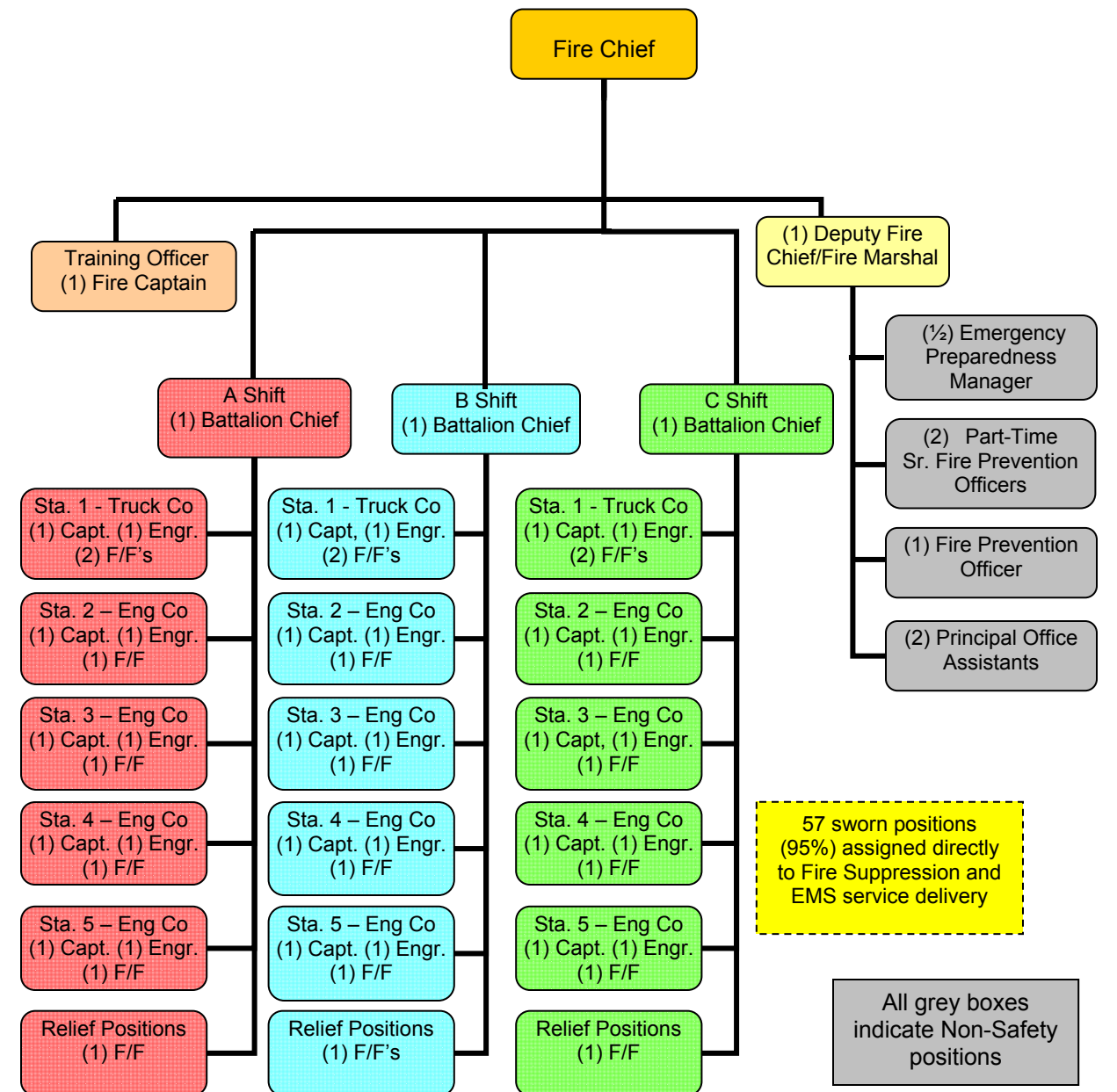
Service with Pride

Our Slogan:

PRIDE – Positive Results In Daily Efforts



Clovis Fire Department
Distribution of Positions
December 2010

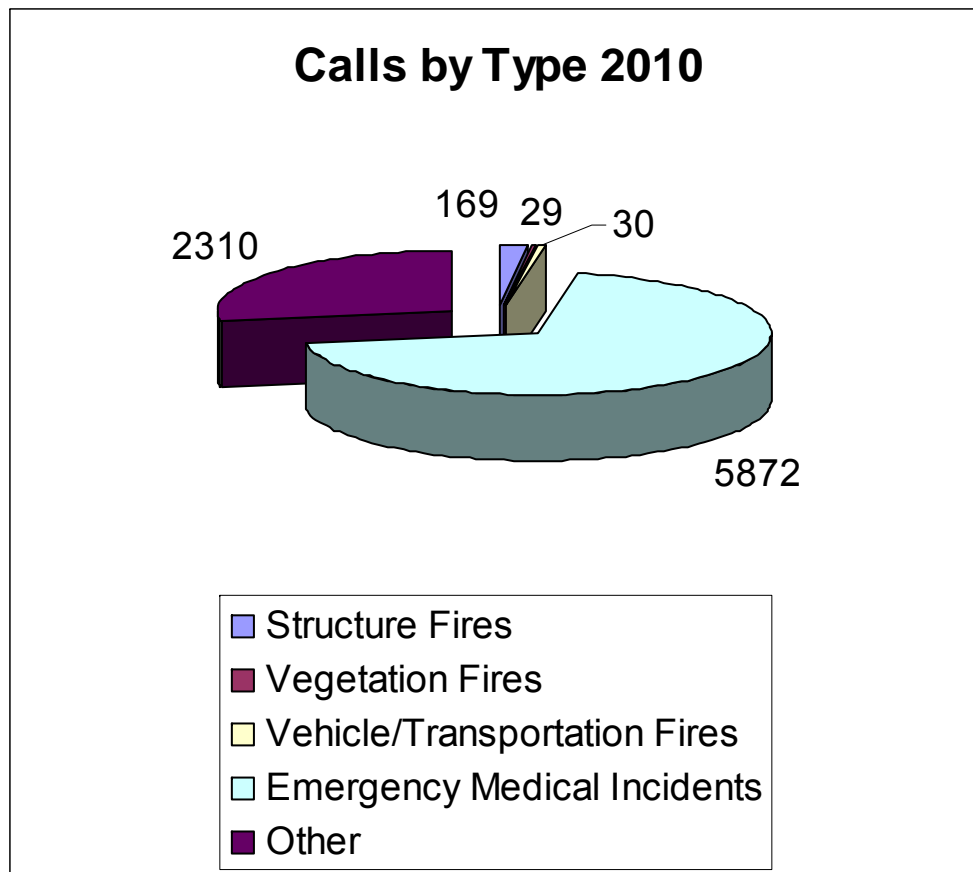


57 Sworn Personnel, 4.5 Non-Sworn Personnel

Fire Department Statistics

Calendar Year Incident Responses for 2010

Response Type	Year to Date	
	2009	2010
Structure Fires	176	169
Vegetation Fires	53	29
Vehicle/Transportation Fires	41	30
Hazardous Materials Condition	101	73
Public Assistance	201	209
Emergency Medical Incidents	6257	5663
False Alarms	452	460
Other	1494	1777
Response Totals	8775	8410



Fire Station 4



Fire Station 5

Training Center





Fire Station 1



Fire Station 2



Fire Station 3

Company Level Responses:

Company	2010
41	518
42	3125
43	2337
44	1904
45	967
Special Apparatus	20
Total Responses	8871

This table demonstrates workload of companies specific to the number of incidents to which they were assigned. Some incidents will receive multiple companies which is why these numbers will be larger than total number of incidents. Specialty apparatus will only be sent to incidents for special needs so their numbers will be lower.

Five-Minute Emergency Response Time by Station:

Calendar Year for 2010				
Fire Station	Total Calls in Clovis	Priority Calls In Clovis	Arrival in Five Minutes or Less	%
Station 1 Pollasky & 7th	1233	968	711	73
Station 2 2300 Minnewawa	2733	2302	1927	83
Station 3 555 N. Villa	1580	1224	990	80
Station 4 2427 Armstrong	1485	1215	972	80
Station 5 790 N. Temperance	693	527	333	63
Total	7725	6237	4933	79

CLOVIS FIRE DEPARTMENT 2010

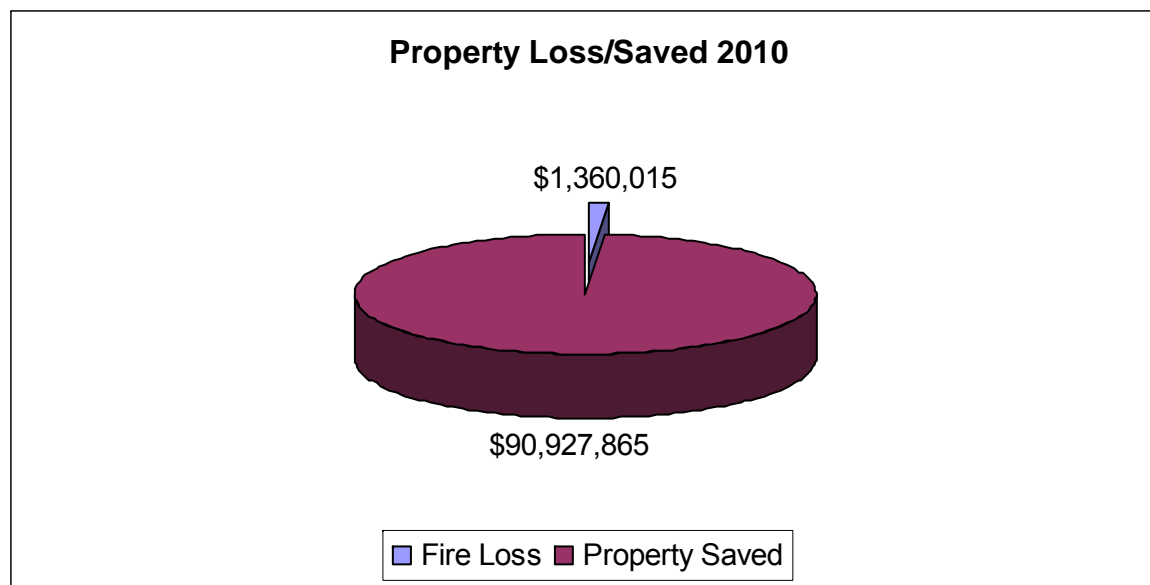
Calendar Year Automatic /Mutual Aid Statistics:

Aid Type and Agency	2010
Aid Given to Fresno City Fire	637
Aid Received from Fresno City Fire	290
Aid Given to Fresno County Fire	26
Aid Received from Fresno County Fire	24
Aid Given to OES	0
Aid Given to All Other Fire Agencies	23

Stacked Calls for Calendar Year by Station

Stacked Calls by Station Response Area	2010		2009		2008		2007		2006	
Station 1	253	14%	326	17%	413	19%	66	2%	386	20%
Station 2	556	32%	524	28%	598	28%	883	39%	778	41%
Station 3	332	19%	299	16%	336	15%	488	21%	390	20%
Station 4	296	17%	347	18%	395	18%	448	20%	253	13%
Station 5	150	8%	172	9%	190	9%	248	11%		
Covering Auto / Mutual Aid Request	127	7%	163	8%	175	8%	91	4%	56	3%

	2009	2010
Fire Loss	\$ 1,688,567	\$ 1,360,015
Property Saved	\$36,078,876	\$90,927,865



CLOVIS FIRE DEPARTMENT 2010

To support the Clovis Fire Department and the Community of Clovis with the EAU, additional volunteers were trained as authorized drivers of the EAU to emergency situations, disaster training or community events. Volunteers were also trained as attendants to support events. Summary of volunteers currently trained to drive the EAU is as follows:

Total additional volunteers trained :	
As drivers	2
As attendants	6
Currently active (drivers/assistants/supervisors)	23

We continue to draw from basic Clovis-CERT classes and Emergency Responders classes for staffing the EAU.

A \$7,000 grant was awarded to Clovis CERT from the Approval Authority to improve the following areas:

- Training (videos, First Aid supplies-practical training and simulations);
- Train the Trainer course including Fresno, Clovis CERT, and Teen CERT members;
- Emergency Response Team member equipment;
- Emergency Assistance Unit (comfort equipment for victims, installation of existing equipment and upgrades).



CLOVIS FIRE DEPARTMENT 2010

CERT demonstrates commitment to our mission statement and the citizens of Clovis every year:

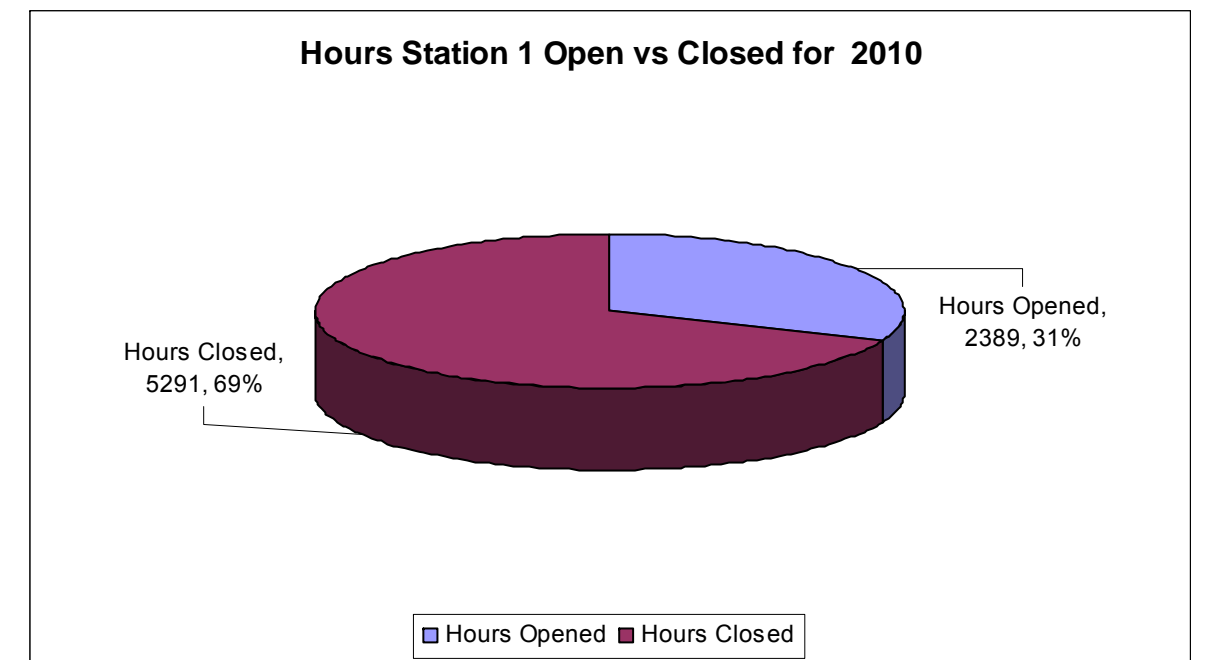
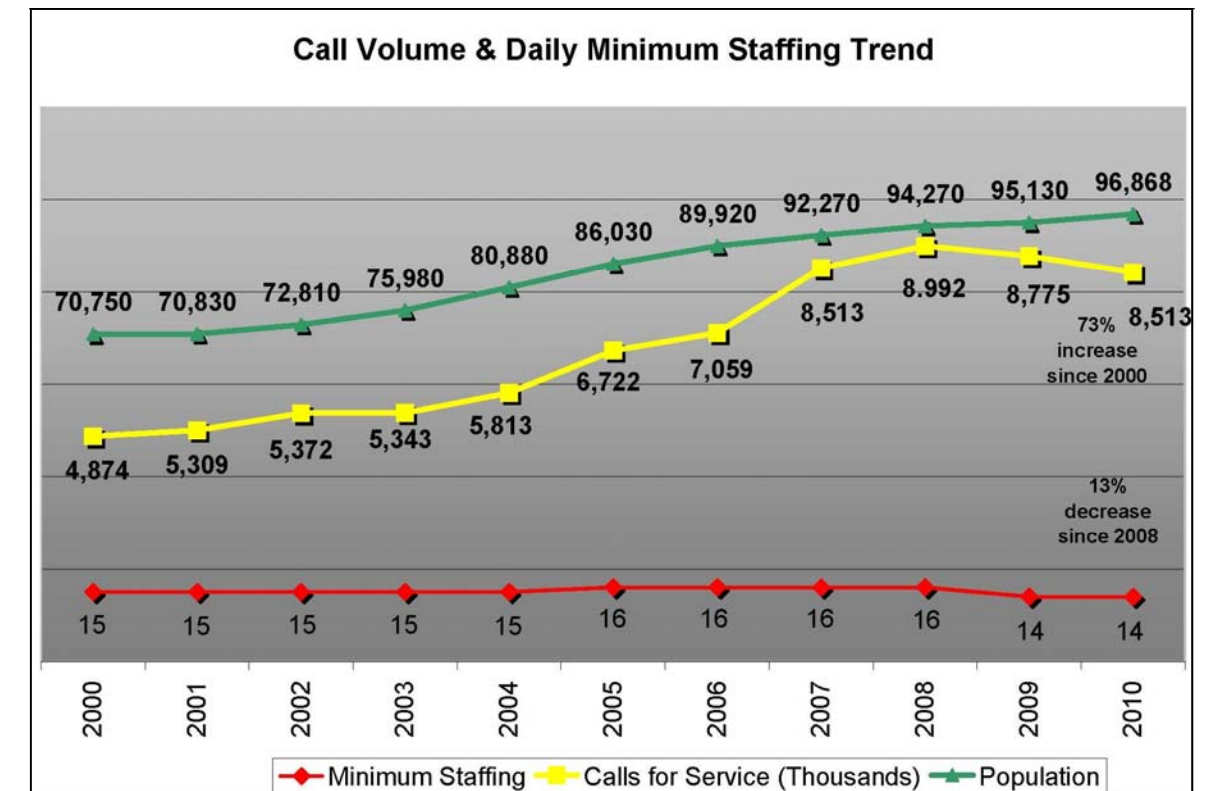
“The Clovis Emergency Response Team is dedicated to using the volunteers and resources at our disposal to promote community awareness of disaster preparedness through citizen training, to assist in public safety activities and to aid first responders in the event of an emergency or disaster.”

Summary of Clovis CERT Operations for 2010

- Total volunteer hours for 2010 were 8689, roughly a 10% decrease over 2009;
- The Teen CERT Division (including students from CART) graduated 42 students as Teen CERT volunteers;
- The Board approved a TEEN CERT scholarship program granting \$200 for one student;
- CERT participated in the Relay for Life Program raising funds as well as providing hydration;
- Responded to four fire calls with the Emergency Assistance Unit;
- Graduated thirty volunteers from Basic CERT classes;
- Provided education and disaster theme-based information on nine occasions during the downtown Clovis Farmer’s Market including pet preparedness in a joint venture with Clovis Animal Shelter;
- Maintained twelve CERT volunteers as First Responders through refresher course;
- An additional twelve members were CPR/AED trained;
- Graduated several additional Emergency Assistance Unit drivers and attendants;
- Made improvements through grant monies to the Emergency Assistance Unit;
- Created five training exercises including fire investigation and urban search and rescue;
- Continued receiving funds from the S.H.A.R.E.S. donation program through Save Mart and Food Maxx;
- Filled three vacated positions on Clovis CERT Board of Directors.



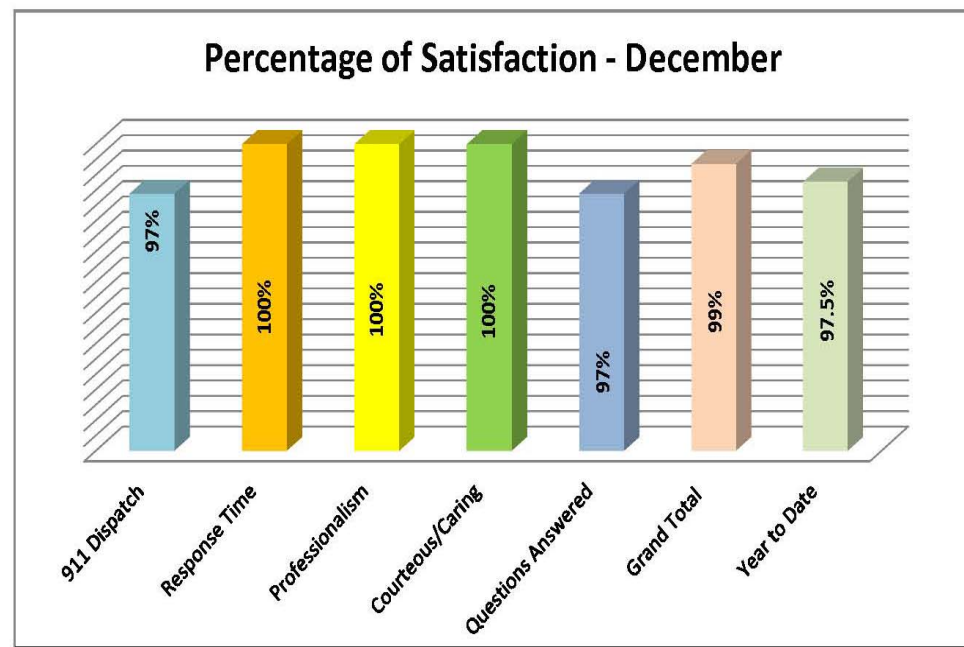
CLOVIS FIRE DEPARTMENT 2010



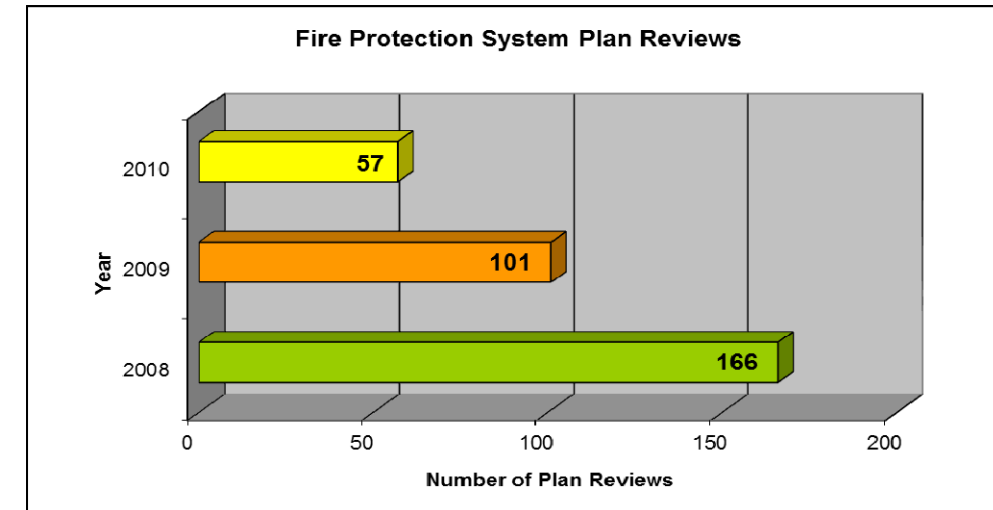
Customer Satisfaction Surveys

**Survey Response Summary Sheet
2010**

	911 Dispatch	Response Time	Professionalism	Courteous/Caring	Questions Answered	Grand Total	Year to Date
Total	120	124	124	124	120	612	6994.5
Average	3.87	4.00	4.00	4.00	3.87	19.74	19.51
Percentage	97%	100%	100%	100%	97%	99%	97.5%



With the new 2011 California Fire Code requiring residential fire sprinklers in all new construction, we foresee five additional staff hours per week in plan reviews. The projected residential roof tops for the next two fiscal years are 350 new homes for each of the years. In addition, the B.I.A. (Building Industry Association) predicts 400 homes for the following years 2013/2014.



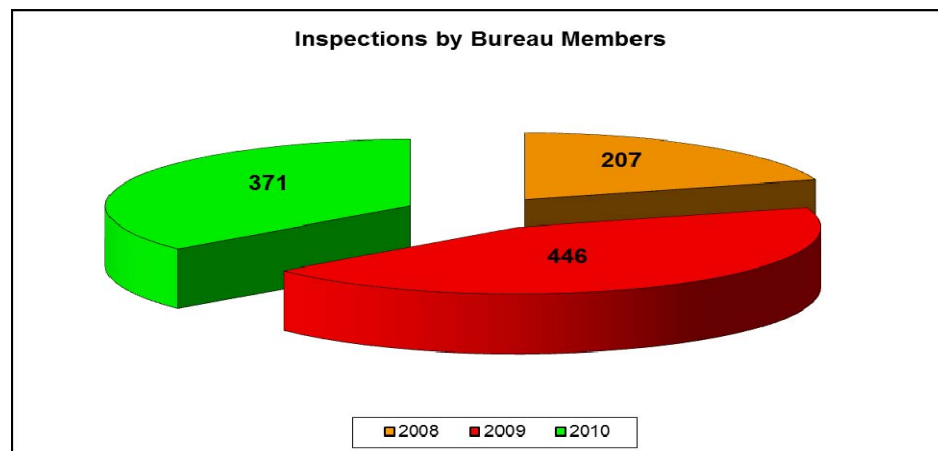
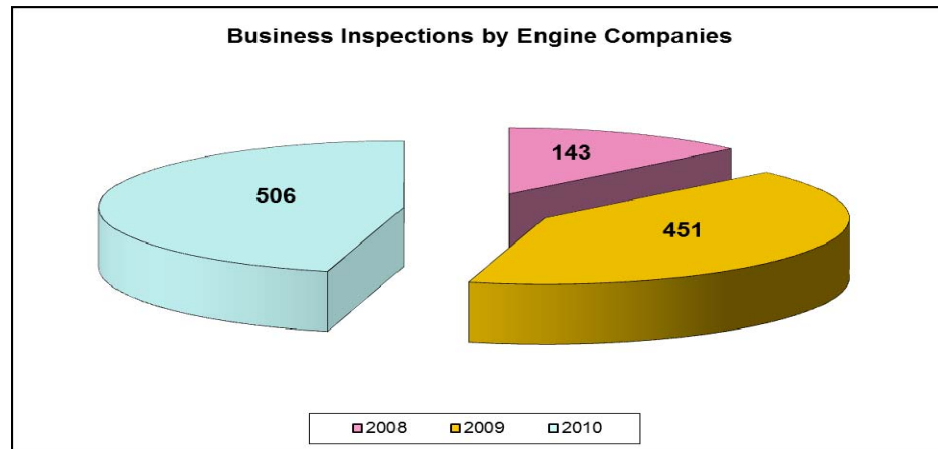
CERT—Clovis Emergency Response Team:

The Clovis Emergency Response Team completed another great year in 2010 by training citizens of Clovis in disaster preparedness, assisting the Clovis Fire Department during fire events, and learning new skills to help in the event of a disaster. CERT continued to play a vital role for the City of Clovis as part of the team of volunteers that have taken up the empty spaces left by a shortfall of State and City funding. City departments had no problem asking for Clovis CERT volunteers to help with events throughout the year and knew they could count on us to stay involved. Our focus for 2010 was:



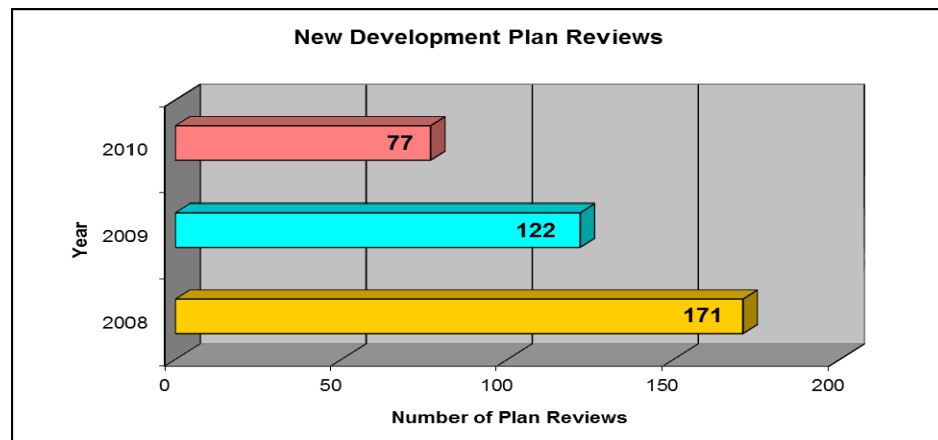
- To train citizens of the City of Clovis to better prepare themselves and their families and pets in the event of a disaster.
- To assist the Clovis Fire Department with our Emergency Assistance Unit during fire operations as a rehydration unit for the firefighters and supplier of additional air cylinders.
- Offer assistance (fluids, snack food and blankets) to victims displaced by fire when the Emergency Assistance Unit is on scene.

The total volunteer hours for the Clovis CERT for 2010 was 8689, a slight decrease from 2009. This was mainly due to the resignation of several key members of the board and the unfortunate passing of another member of our board.



Engineering

The third component of Fire Prevention is Engineering. Engineering includes but not limited to design and technology. We currently have one part-time Senior Plan Checker that is responsible for 90% of all plan checks. To be successful as a plans checker, one needs to be well educated in hydraulic calculations, building and fire codes, and a background in fire operations. Fortunately our Senior Plan Checker has all three of the required aspects.



TRANSITIONS

Retirements in 2010



Randy Finrock
December 30, 2010

Promotions in 2010



John Watson
Captain to Training
Officer/Captain
December 1, 2010



Timothy Lesmeister
Engineer to Assistant to the
Training Officer
November 15, 2010

Training Division Report

The Fire Department's Training Division is responsible for entry level and continuing training for all sworn Fire Department personnel. The disciplines involved in the majority of the Fire Department's service delivery are: Emergency Medical Technician with Defibrillator, Structural Firefighting, Urban Search and Rescue, Hazardous Materials mitigation, and Wildland urban interface incidents.



Over the last few years, mandated workforce reductions have required the Fire Department to assign fewer personnel to the Training Division. Currently one Fire Captain is now responsible for managing all functions within the Department's Training Division.

As the affects of the Department's organizational workforce reduction become better understood, the focus of our training will remain ready to address this challenge. In contrast to past practices, our Firefighters now have to manage a variety of emergency incidents with fewer available resources. The tactics and strategies that were once proven to be industry standards are many times inappropriate and could even be unsafe.



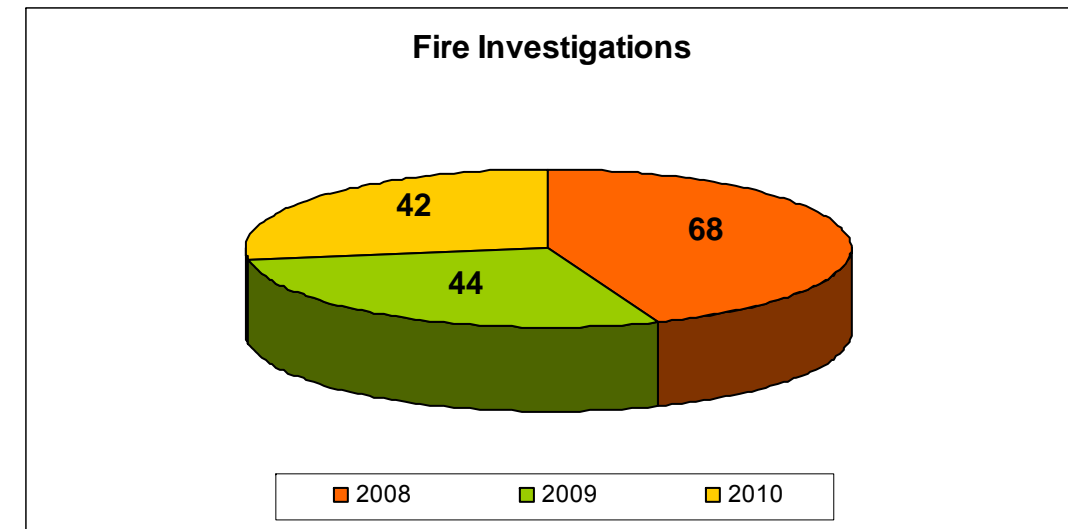
In addition to workforce reductions, continuing succession changes remain a priority for the Training Division. An analysis of cyclical changes in the experience base for personnel within the Fire Department concluded that 38% of the current members will provide a majority of the sustained Fire Department workforce over the next 20 years. The outcome of this statistic is that greater human and financial resources are necessary within the Training Division in order to ensure current identified and future unforeseen needs are met.

The Training Division has taught or hosted over 147 training sessions this year. In addition, the Department documented 17,011 training hours of training for our sworn personnel. Several of the training sessions involve other local and statewide Fire Departments in addition to Law Enforcement Agencies.

The Training Division manages an annual promotional exam each year: one year for Fire Captain and the next year for Fire Engineer. In 2010, the Training Division conducted the Fire Captain Promotional Exam concluding with an adequate pool of qualified candidates.

continuing educational courses that keep the Investigation Team engaged and motivated.

We anticipated a large increase in arson related fires for this past year. With our economy and our local employment picture however, Fire Cause and Origin Investigations were down and have declined the last two years.



Our Juvenile Fire Setter Program was suspended again this year because of the budget. To truly evaluate the effectiveness of this program, we will have to monitor very closely the trends of all of our fires to see if they are directly related to our juveniles in our City. We will continue to look for grants for funding to support this program.

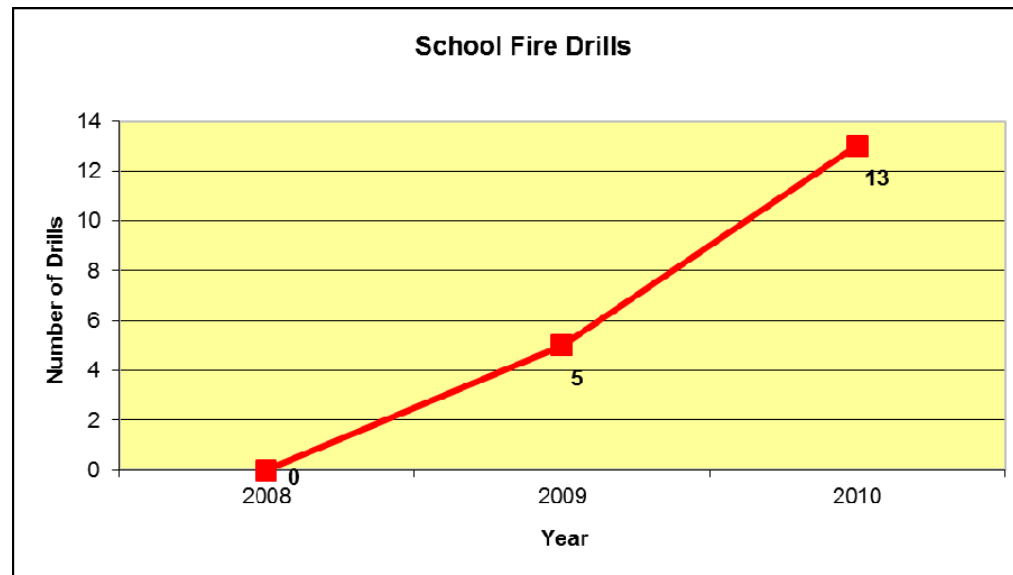
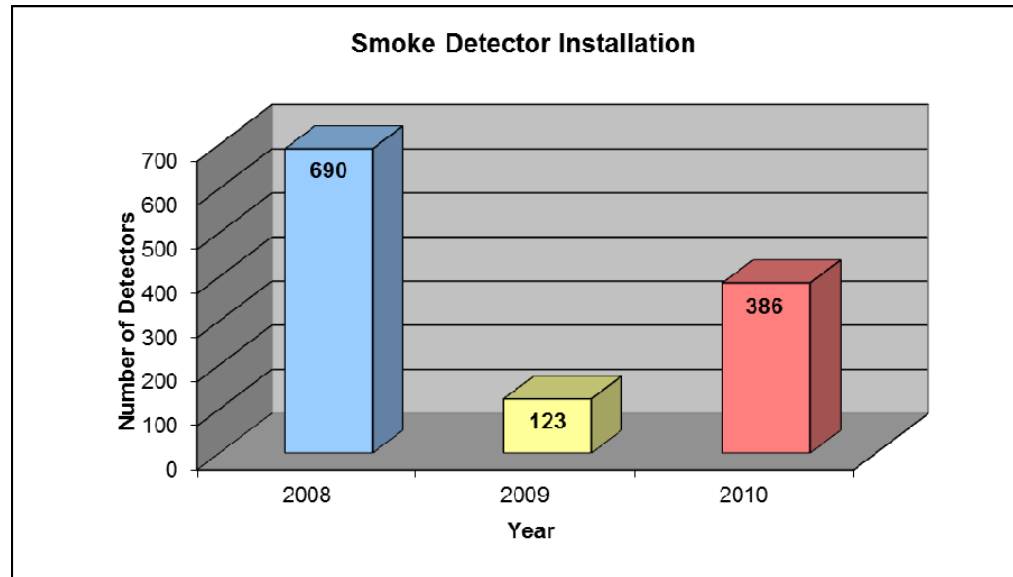
Enforcement/Code

The most direct and effective way to prevent fires or other related emergencies is to mitigate the issues before it becomes a problem or incident. This is achieved through our engine company business inspections and Bureau inspections. With approximately 2300 businesses in Clovis, our Bureau has to prioritize these businesses by State-mandated inspections and our highest potential risk. All assemblies, educational, and institutional occupancies are mandated by the State to inspect once a year for code compliance. Our next levels of inspection priority are the R1's and R2's consisting of hotels and motels and apartment units. Our third level priority is the sprinklered buildings and restaurants that have hood and duct systems. Our target goal is to have the engine companies inspect 600 businesses annually. Our Life Safety and Code Enforcement Bureau inspects all the A's, E's and I's because of the more technical nature of the occupancy.



Pictured: Senior Plan Checker Henry Hernandez

CLOVIS FIRE DEPARTMENT 2010



Enforcement/Fire Investigations

Enforcement is subdivided into two groups. We have a Fire Investigation Team that currently has seven members. Their primary mission is to determine the cause and origin of any substantial fire and any fire death. They conduct investigation follow-up and work closely with our Police Department with evidence collection and prosecution. One of the goals of the Investigations Team is to keep current on mandated qualifications such as weapons training at the shooting range. In 2010 we were able to get a fully-funded scholarship to send one member to C.S.T.I. and bring back valuable knowledge to share with the team. In 2010, the Team went through a leadership change. Captain Black has been challenged to maximize our limited training dollars, yet keeping our team trained and current on all of our qualifications such as range training. We have managed to attend several grant funded

CLOVIS FIRE DEPARTMENT 2010



The Training Division completed the functional use construction of two classrooms at the Training Center. This has enabled our firefighters to participate in didactic training in an environment conducive to learning.

Use of the Fire Department Training Center as a multi-discipline and multi-agency regional training center continues to grow:

- The Clovis Police Department has conducted several SWAT and K-9 team training events at the site.
- The Clovis Emergency Response Team (CERT) has conducted several training events at the site.
- The Clovis Fire Department utilized the live-fire burn prop several times throughout the year hosting drills involving several surrounding agencies.
- California Training Officers Association held a statewide Trench Rescue course at the training center. Several Departments' from all over the State participated in the class.
- The City of Clovis Public Works Division was able to use the Training Center to continue to store road grindings from several road construction projects in addition to roadway landscape materials. This also benefitted the Training Center by enlarging the useable paved area at the facility.
- A four-week Hazardous Materials training series was hosted at the Training Center for mandated continuing education and incident command considerations. Six Clovis Firefighters attended along with fire and law enforcement personnel from several local, state and federal agencies.

The Training Facility is also being used for routine Fire Department continuing education:

- Annual wildland firefighting refresher training
- Driver safety training
- Promotional exams
- Probationary employee testing
- Hazardous Materials training
- Urban Search and Rescue training
- Basic firefighting skills
- Rapid Intervention Crew (firefighter rescue) training

2010 Photo Gallery



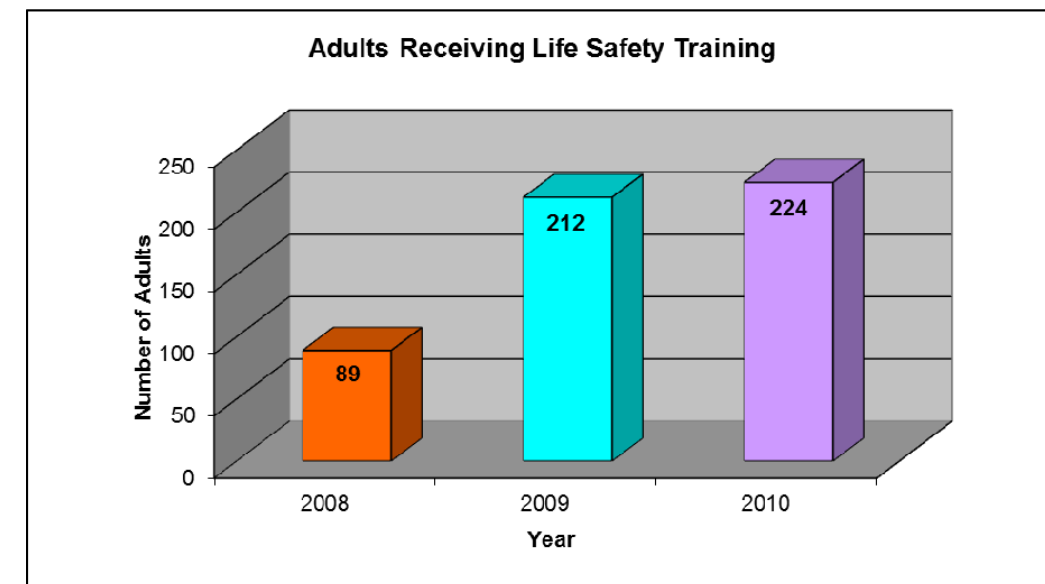
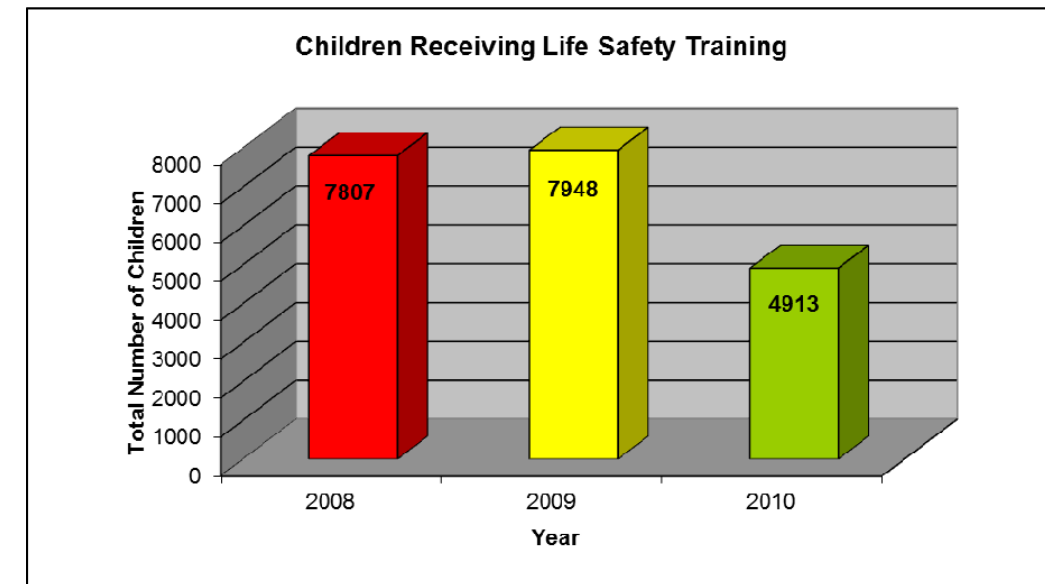
Rescuing both a Lady and Her Cat —
All in a Days Work!!!



CHAMP CAMP 2010
All of our Young Heroes
Mingling with Firefighters
from all over the Valley



We were able to get two AmeriCorps volunteers for six months. Our strategy was to fill the voids in our schools and reconnect with our Senior Outreach Programs. These AmeriCorps volunteers split their time teaching fire safety programs to our second and third graders and installing/maintaining a working smoke detector in our six mobile home parks throughout the city. One other area targeted by our Bureau was to conduct an unannounced live fire drill at all of our elementary schools by the suppression crews. Our purpose was to evaluate the staff as well as the students and make recommendations for improvement on a report card format. This program was well received and will continue in the upcoming years



Life Safety and Code Enforcement Bureau Report

Scope

The Life Safety and Code Enforcement Bureau consists of three divisions: Fire Prevention, Fire Investigations, and Emergency Preparedness. Our Bureau focuses on three basic fundamental components: *education*, *enforcement*, and *engineering*. Staff members provide public safety education, training, guidance and assistance to both the private and public sector of our community targeting all age groups. The mission of the Bureau is to reduce the risk to our community from the potential of fires, injuries, hazardous materials incidents and disasters through education and enforcement of codes and ordinances. This is accomplished by working with the community as it develops, providing education in various public forums, and by conducting regular inspections of buildings and open land areas. The Bureau manages the enforcement and investigation activities necessary to determine the cause and origin of fires. This includes the gathering of evidence and testifying in criminal matters. Staff works with community members and our children in our Clovis schools to educate and improve fire danger awareness.

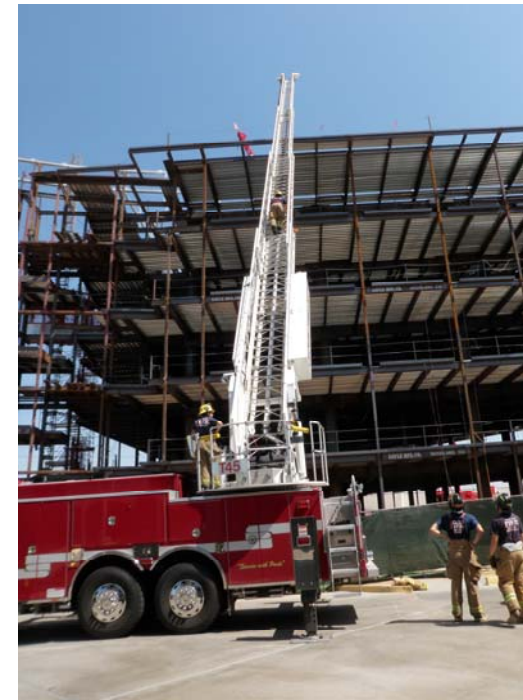
2010 Overview

Education

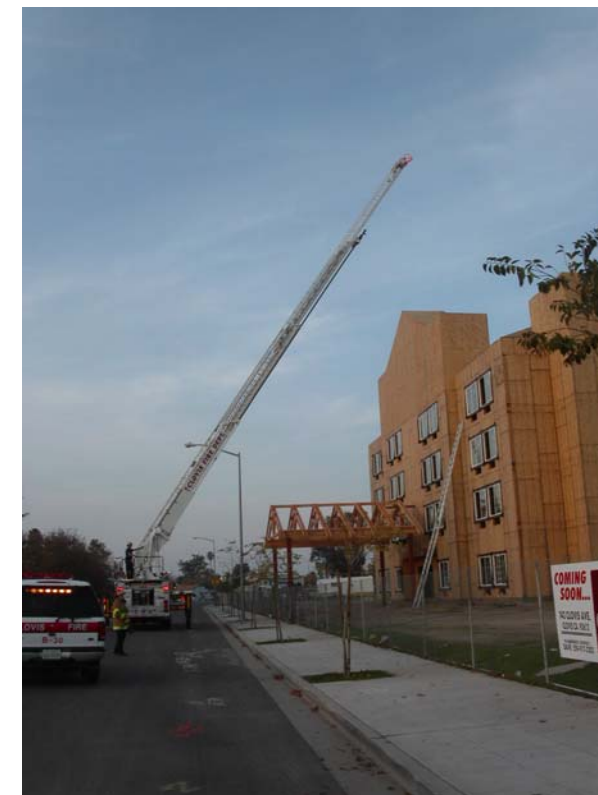
2010 was challenging as well as a transitional year from the budget cuts in 2009. Our Fire Prevention Officer is sharing the workload that was assigned to our Deputy Fire Marshal with other members of our Bureau. We have been able to keep pace with the workload demands because of the slow-down in commercial applications, permits and development. However, this model is not sustainable. One of the factors that will increase our Bureau's workload is the California Building and Fire Code change in 2011 requiring all residential homes to have residential fire sprinklers installed. We have seen and anticipate an additional five hours per week demand on our staff for plan checks and field inspections in new residential construction this coming year.



2010 Photo Gallery



Fire Department Personnel always keeping ready for any emergency — seen here at Clovis Community Hospital



Firefighters scaling at new heights to save lives — Seen Here at the new hotel in Clovis being ready to evacuate in any emergency

Hazardous Materials Response Team Report

Clovis Fire Department Hazardous Material Response Team Members responded to seven incidents with on-duty personnel during 2010. Types of incidents included atmospheric monitoring after 200 pounds of Freon escaped from a refrigeration system, three investigations of possible hazardous material release, two natural gas leaks, one hazardous waste dumping incident. Use of on-duty resources and equipment eliminated the need for off-duty recall.

Team Membership:

During this year, the Hazardous Materials Team maintained 15 members on the team. On December 30, 2010, Captain Randy Finrock retired and the Team will need approximately 288 hours of staff time to send one person to a four-week technician school.

Other Activities:

In February, HM40 was relocated to Station 2 due to the shift of personnel as a result of the station bids. All three shifts have at least one technician/specialist on-duty to cover weekly maintenance. Numerous issues with the vehicle were discovered and corrected as a result of the equipment transfer.

In August the decontamination trailer was moved to Station 4 and the contents of the trailer were transferred to the older training trailer to allow for more room due to the volume of equipment carried on the vehicle. The old decontamination trailer was reassigned to USAR.

Beginning January 2011, Fresno County Engine 85 will have three technicians on-duty each day which will be available for use for hazardous materials response.

Training:

The first six months of the year no team training was conducted due to budget cuts. Target Safety was used during this time to review technical reference section of the technician student manual and the remote weather station PowerPoint. One on duty drill was conducted to perform technical reference with multiple chemicals using the computer and library databases.

The second six months of the year funding for team training was restored. During this time period the following training sessions took place:

- HazMat Incident Command
- HazMat Assistant Safety Officer
- HazMat Technical Reference Class
- HazMat Technician Refresher
- Team training drill with Fresno County Fire focusing on monitoring & computers
- Team training drill focusing on Entry Set-up

The September 2010 drill demonstrated the need to reevaluate basic training proficiencies. BC Ralls and FC Bennett were updated on the team's proficiency and began monthly training in October. The emphasis will be "Type 2" skills for at least the next 12 months before "Type 1" skills will be revisited.

Goals for 2011:

- Continue funding for monthly Team training; maintain \$25,000 for monthly team training.
- A budget increase of an additional 480 hours to send one person to technician school to replace an anticipated vacancy and keep team membership at 15 personnel. Replace Captain Finrock upon his retirement with a new HazMat Technician.
- Maintain team morale.
- Look for additional grant funding to provide additional training opportunities.

Urban Search & Rescue Team Report

Clovis Fire Department Urban Search and Rescue Team Members responded to four technical rescue incidents with on-duty personnel. One incident was a tree falling into an occupied residence and three responses relating to vehicles crashing into buildings. These were handled by on-duty resources eliminating the need to call for off-duty personnel.

Team Membership:

Our team membership is still one position short of the full 15 members. We added one additional member this year, Firefighter Chicoine, but do not currently have the funding to add the additional position.

Training:

The Urban Search and Rescue Team had only two team drills this year and both of these drills were funded with Approval Authority grant money. Due to the significant budget cuts, no team training was authorized during the first half of the year and, instead, team members were asked to work independently to try and maintain skills. A limited portion of funds were returned for fiscal year 2010/2011 and training is scheduled to resume periodically during the Spring of 2011.

We have had limited involvement in the Regional US&R Taskforce due to our lack of training funds. There are only nine current team members with all of the qualifications to take part in the regional taskforce. Our current training levels would make it difficult to ensure we have enough qualified personnel to fill a regional taskforce request.

During 2010, the Clovis USAR Team was able to send one member to Trench Rescue and Confined Space Operations Training. These classes were grant funded and held locally at the Clovis Training Grounds. Both of these classes were regional training opportunities and were attended by multiple agencies.

Training Topics Covered:

- Building collapse scenario including search and stabilization;
- Trench Rescue
- Confined Space Operations
- High Angle Rescue

Goals for 2011:

- Reinstate funding for monthly team training;
- Maintain skill proficiencies to maintain regional status;
- Add members to place team membership at 15 personnel;
- Maintain team morale;
- Look for additional grant funding to provide additional training opportunities.