



Santa Tour 2012



Crowell School Fire



**Turlock Fire Department
2012 Annual Report
Tim Lohman, Fire Chief**

TURLOCK FIRE DEPARTMENT

Department Mission Statement

“Protecting Your Quality of Life with Pride and Compassion”

Organizational Values

**Ethical and Honest*

**Accountability: Individual and Organizational*

**Commitment, Dedication*

**Teamwork*

**Pride of Work and Organization*

Department Vision Statement

“Protecting What Matters Most”



Cameron Kaiser at his Engineer badge pinning



Manuel Drumonde working at an incident

Table of Contents

The Fire Chief's Message.....	1
Introduction.....	2
Administration.....	5
Support Services.....	8
Prevention.....	9
Training/EMS.....	13
Operations.....	18
Emergency Response Calls.....	26



The Facts

CITY OF TURLOCK

Incorporated	1908
Government	Council/Manager
Mayor	John Lazar
City General Fund Budget (12/13)	\$32,371,380
City Population	69,370
City Size (Source: City of Turlock, Planning Division)	16.88 sq. miles

FIRE DEPARTMENT

Fire Chief	Tim Lohman
Type of Department	Career
Number of Stations	4
Staffing at Each Station	3
Number of Line Staff	45
Number of Support Staff	4
ISO Rating	Class 3



Fire Station 2

City Leadership



Council Member Forrest White, Council Member Amy Bublak, Mayor John Lazar, Council Member William DeHart Jr., and Council Member Steven Nascimento



City Manager Roy Wasden



City Attorney Phaedra Norton



The Fire Chief's Message

On behalf of the dedicated men and women who make up this Department, it is once again an honor to present our third Annual Report for the Turlock Fire Department. We are constantly evaluating information and data to look for trends. Our goal is to be able to recognize trends early and be able to match our resources to the trends to provide the best services for our community. The information contained within this report is not only a comprehensive analysis of our performance in 2012, but also a way for us to share some of the Department highlights from this past year.

Our emergency call volume rose by 6.7% in 2012. With this continued increase in demand for our service, we still maintain a very good response time. Our average response time for 2012 was 5:03 minutes. The majority of our calls were emergency medical, which made up 67% of our total call volume. One trend that more than tripled from 2011 was our total dollar loss from fires. The Crowell School fire was one event that significantly contributed to the total dollar loss increase we experienced last year. When reviewing total dollar loss for the last five years, 2012 was the highest overall dollar loss. We will monitor this emerging trend to identify if there are any internal changes we need to make.

Customer service continues to be one of the highest priorities in our service delivery. Our employees look for every opportunity to go above and beyond the normal call of duty when interacting with our citizens. Our employees continue to raise funds for the Random Acts of Kindness Program and provide support to those in our community who are in need of help. Three of our employees were recognized in the national magazine American Profile for an Act of Kindness they were able to provide to one of our citizens. Our Department also started a new program in 2012 in support of cancer awareness. We partnered with the Emanuel Cancer Center and sold pink t-shirts with all of the profits going to the cancer center. I am proud to say this endeavor far exceeded our expectations for the first year. With generous support from the community, we were able to donate \$18,000.00 to the cancer center.

I am very proud of the compassion and charity all of our employees display. They care about our community and our citizens and want to help them in a time of need. It is these characteristics that make me so proud to serve as your fire chief. I want to thank our City Council and citizens for your continued support. As this annual report is a look back at 2012, your fire department is already working hard to meet the challenges of 2013. Thank you!

A handwritten signature in black ink that reads "Jim John".

Introduction

The 2012 year started on a somber note for the fire department. Fire Engineer Keith Crabtree passed away in January after a two-year battle with cancer. The fire department helped to host a memorial service that was well attended and a great way to honor his career and sacrifice.

The 2012 year, in many ways, was one of building on what we had started in 2011. The consolidation effort with the police department was started in 2011, but we were able to really start performing well together by integrating some of our processes in the 2012 year. The consolidation effort goes well beyond the Administrative and Support Services functions as identified in our organizational chart.

The collaboration of the fire department arson investigators and the police department investigations unit has worked well. Both Police Chief Jackson and I met with representatives from the District Attorney's office and learned that we have the model program in Stanislaus County for arson investigations. We have had a very good success rate the last few years in solving arson fires.

The public safety facility is another area of great collaboration. The building is on time and we look forward to moving into the new facility in the summer of 2013. The City of Turlock also maintains our own 9-1-1 dispatch for both police and fire. We are the only such city in Stanislaus County, and we feel very fortunate to have this opportunity. Another program that we started working on together in 2012 was an active shooter policy. The many different shootings in our country last year emphasized to us that we need to try and be prepared should we face this type of situation in our community. These efforts, along with others, helps lead to great interagency cooperation during emergency calls and provides for a high quality of service.

There were many good projects and processes developed in 2012, and some of those include:

- *Fire Chaplain Father Gerry Grossman was welcomed to the Turlock Fire Department. He is eager to provide spiritual assistance when needed by both the public and our firefighters.
- *Developing a site plan for our training grounds. Our drill tower was built in 1980 and has outlived its usefulness. This is truly a City effort with Police, Fire, Municipal Services, and Development Services all working to help develop the plan to enhance and expand our current training grounds.



Future training ground expansion

Introduction Continued

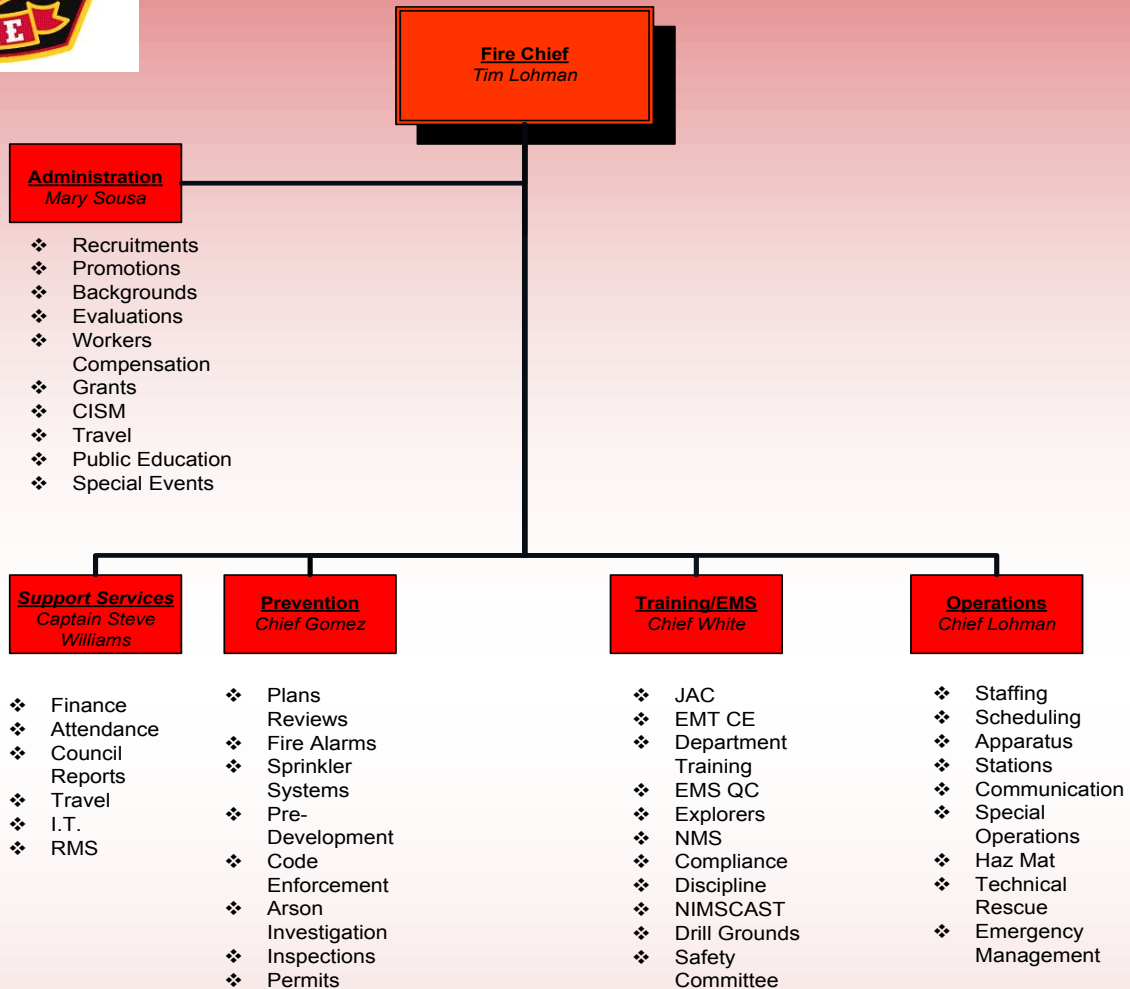
- *Updating our policy manual. A committee made up of the fire chief and three (3) members from the labor association is continuing to meet, review, and update our policies. This task takes a great deal of time and energy from the committee members but we have made great progress to date.
- *Ambulance contract review. The ambulance provider five (5) year contract was up in 2012 and we viewed this as an opportune time to review our pre-hospital, medical delivery model and meet the future needs of our community.
- *Resource sharing discussions. We have been active and meeting with three (3) other fire agencies to continue our discussions about resource sharing. The other three fire agencies are all contiguous to each other and Turlock is not. That, along with utilizing a different radio system, has created some challenges for us but nothing we can't overcome and work through.
- *General Plan update. We did participate in updating our City General Plan, and tried to plan for future growth. As future growth occurs in the southern part of the city, a location for the fifth fire station will need to be identified.
- *Mission Statement change. Members of our Department want to change our mission statement to be more reflective of our mission and the services we provide. We will continue to work on this and have a new statement in 2013.
- *Public Safety Facility. We have worked with the architect and contractor to be involved in the construction phase of the building and keep open lines of communications.
- *New Logos. Our Department committee has completed the development process for our new logos to be applied to all our vehicles. Our first vehicle to get the new logo is our backup command vehicle. We obtained one of the old police command vehicles for free and had the Chowchilla State Women's Prison paint it for the cost of materials. We then had our striping and new logo added to the vehicle, and it looks almost new.



**Aerial view of the
Public Safety Facility
under construction**



Turlock Fire Department



Fire Administration Organizational Chart



Administration

The Administration Division is responsible for recruitments, promotions, backgrounds, evaluations, worker’s compensation, grants, critical incident stress management, and supervision of clerical staff. Mary Sousa coordinates these functions and reports directly to the Fire Chief and is assisted by Secretary Vanessa Hubbell and Office Assistant Allison Martin in the coordination of the daily functions of the Department.

In May 2011, the Department was awarded the SAFER Grant and three firefighters were hired. The grant pays for the wages and benefits of all three firefighters for a two-year period, which ends June 30, 2013. The Department has been able to maintain the line roster at forty-five.

During 2012, we had an assessment center promotional process for the rank of Fire Engineer. Cameron Kaiser and Stephan Dalporto were promoted out of this process and a list was created for a future promotion. Also, during 2012, we hired Steven Morrison as a firefighter.

The Department continues to participate in the volunteer program offered by the City as well as the Police Department. In 2012, Grace Youhana and Monica Sliva helped with the workload in Administration by offering their time and talents. These volunteers, along with the volunteers who staff our lobby, offer valuable time and resources to help the Department reach our objectives. The chart below shows the volunteer hours worked in Administration for 2012:

<i>Name</i>	<i>Hours Worked</i>
Grace Youhana	139
Monica Sliva	92
Total	231

The Department continues to place a high priority on public education. We support the following programs:

- National Night Out
- Fire Prevention Week (Open House)
- Station Tours
- Health and Safety Fairs/Fire Safety Presentations
- Career Fairs (at high schools)
- School Carnivals
- Fire Extinguisher Training

- Smoke Detector Program
- Turlock Together (Christmas)
- Leadership Turlock
- TPD VIPS Academy (participant)
- TPD Citizen Academy (participant)
- TPD Open House

Each year in December, the Fire Department hosts the annual "All Personnel" breakfast at Fire Station 1. The Fire Chief purchases the food and supplies and many of the Department members assist with setting up the fire station, preparing the meal, and cleaning up. This annual tradition is a time for fellowship, employee recognition, celebrating the year's accomplishments, and discussing the Department's goals for the new year.

The Department recognized Engineer Shaun Walker as the 2012 Firefighter of the Year, and Captain Kain Packwood as the 2012 Customer Service Award winner. Both Shaun and Kain achieved a high level of success in 2012 and are well respected by their peers. In addition, nine (9) employees were recognized with the Fire Chief's Commendation Award for going above and beyond the call of duty on projects or working with the public. All levels of recognition were well deserved and our employees work hard to provide the best service for the City and community.



Engineer Shaun Walker
2012 Firefighter of the Year



Captain Kain Packwood
2012 Customer Service Award

Special Events are an important aspect of the Fire Department. In 2012, we hosted several events such as Leadership Turlock, Turlock Police Department's Citizen Academy, new Firefighter Family Orientation, National Night Out, Badge Pinning Events, Academy Graduation Ceremonies, and the Annual Department Breakfast. The Department takes great pride in these types of events and we enjoy working with our community to interact and share information.



2012 National Night Out

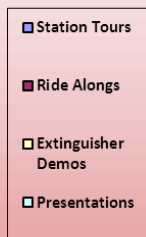
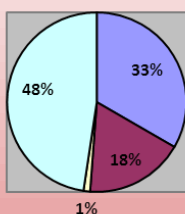


Kick off for Cancer Awareness Month in October at Emanuel Medical Cancer Center

Public Education in many ways is a Department priority and a way for our members to share their knowledge and safety advice. It helps to meet our Department's Mission by trying to educate our community to prevent emergencies before they happen. We accomplish this in a variety of ways, such as ride-alongs, demonstrations, and station tours.

The graph and chart below illustrate 2012 public education and activities:

2012 Public Education



	2008	2009	2010	2011	2012
Station Tours	32	48	46	29	28
Ride Alongs	23	19	19	50	15
Fire Ext. Training	4	3	4	3	1
Fire Presentations	22	31	56	50	40

Grand Total:	81	101	125	132	84
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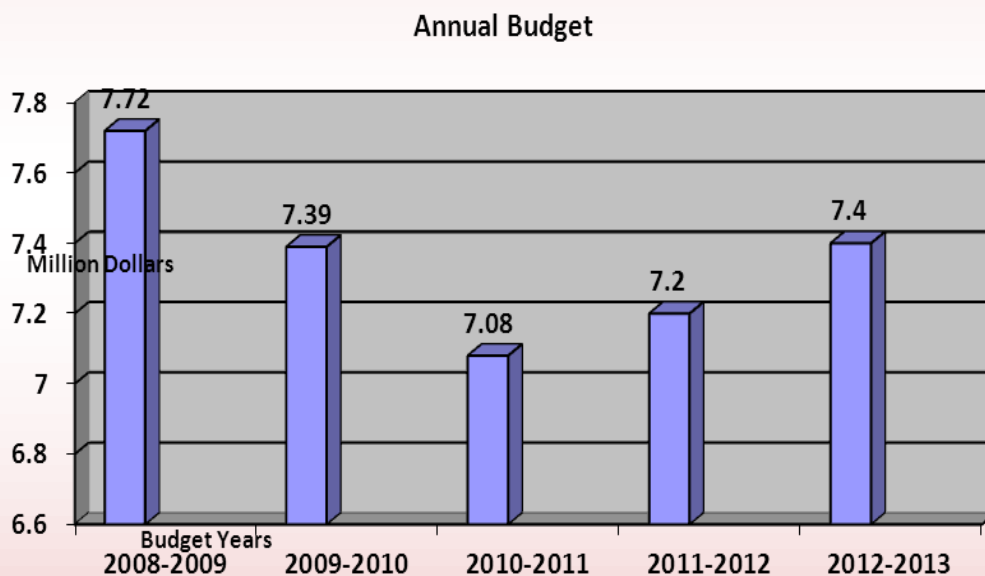


Support Services

The Support Services Division is shared between both the Police and Fire Departments. This division is led and managed by Police Captain Steven Williams. The Support Services Division has management oversight of fiscal concerns. Major functions performed within this division include budget preparation and implementation, payroll auditing, technology, and purchasing oversight.

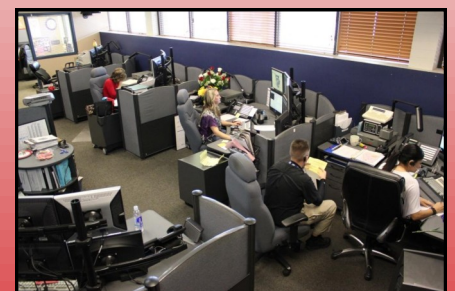
In 2012, police and fire cross-trained secretarial staff for payroll and attendance processing. This has eliminated redundancies and provided back-up staffing contingencies for this critical administrative function.

The following graph shows the past five (5) years Fire Department budget:



The Turlock Communications Center serves as a Public Safety Answering Point (PSAP). The Communications Unit is staffed with one (1) part time emergency services dispatcher, ten (10) full time emergency services dispatchers, three (3) senior emergency services dispatchers, and the public safety communications supervisor.

The mission of the 9-1-1 Communication Center's well-trained staff is to provide both emergency and non-emergency Police and Fire services for our community, in a professional and expedient manner. The Turlock Communications Center received nearly 200,000 incoming telephone calls in 2012. Of those, 28,400 (an average of 78 per day) were 9-1-1 calls.





Prevention

Fire Marshal, Mark Gomez

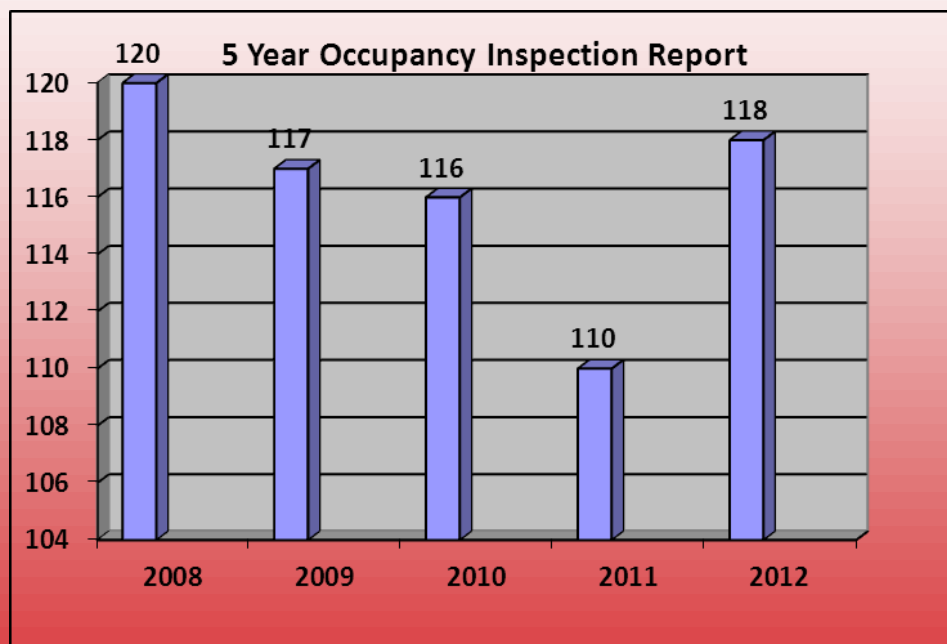
The primary objective of the Turlock Fire Prevention Division is to improve the quality of life and reduce the risk of harm and destruction to the citizens of Turlock. Our goal is to improve the lives of our residents and business owners by preventing fires within our community. To accomplish this goal, the Fire Prevention Division coordinates and performs inspections of businesses and occupancies in accordance with the California Fire Code, California Health and Safety Code, California Code of Regulations Titles 19 and 24, and our local Municipal Codes.

The Fire Prevention Division is led by Fire Marshal Mark Gomez who reports directly to the Fire Chief. Chief Gomez spends much of his time working with the business and development community on a variety of meetings, inspections, and reviews. Chief Gomez also coordinates the annual business inspection program that is performed by the engine companies.

Chief Gomez' other primary responsibility is the Department Arson Investigation Team. The team is made up of fire department employees who have special training in determining cause and origin of suspicious fires. The department investigators work in partnership with police detectives who also have been trained in arson fire investigations and together work to solve arson fires.

Occupancy Inspections

When a new tenant moves into a vacant building, an occupancy inspection is required. During this inspection, all fire and life safety items are inspected by the Fire Marshal. In 2012, 118 inspections were conducted. He also completed seventy-one (71) "green sheets" for Building Construction Life Safety Review.



Pre-Development Meetings

Prior to starting a business or moving a business into a vacant building, a business owner may request a Pre-Development meeting with City staff. During this meeting, City staff will work with the business owner to discuss compliance requirements and help them be successful with their move. This process is designed to improve communications and increase awareness so that the customer can have a positive City experience. The Fire Marshal participated in seventy (70) Pre-Development meetings last year.

Fourth of July Safety Inspections

The July 4th season is one of the busiest times of the year for the Fire Department. A mandatory safety meeting and safety inspection is conducted for all vendors who want to sell fireworks. Over three (3) days, thirty-two (32) booths and storage locations are inspected to validate the locations before sales can take place.

Annual Fire Permits

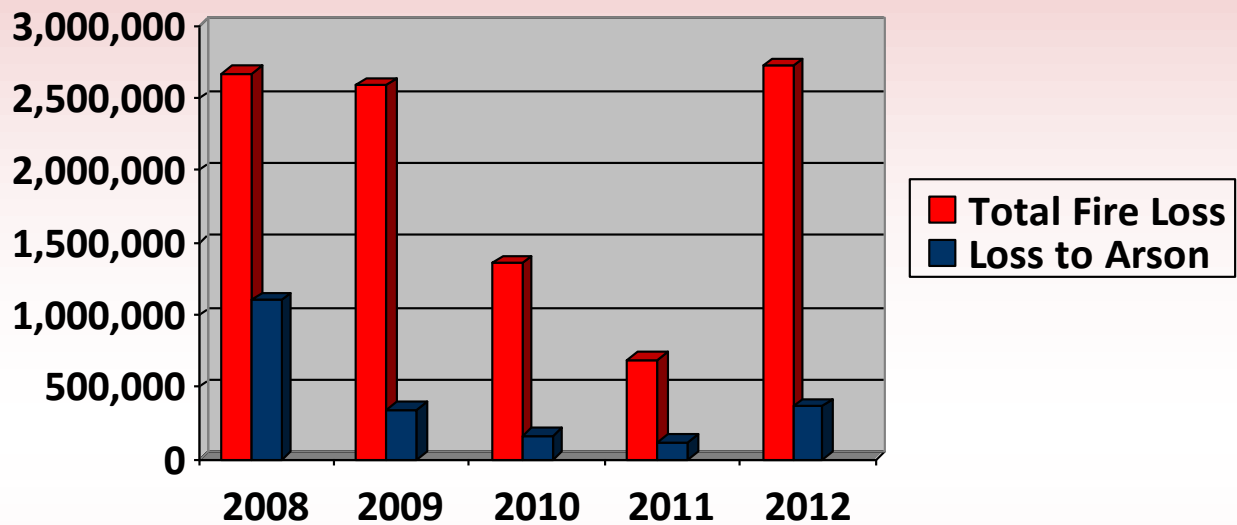
Each year, the Fire Prevention Division issues fire business permits according to the California Fire Code Section 105. The permits address and identify special needs and hazards to the business being conducted. Permits shall be posted within the business or during a special event. Three hundred seventy-three (373) permits were issued in 2012.

Permit Types	2009	2010	2011	2012
Aerosol Products	1	0	0	0
Assembly	149	144	147	148
Compressed Gases	30	28	28	24
Dry Cleaning	0	1	1	1
Dust Producing	5	6	5	3
Explosives	1	1	0	1
Flammable/Combustible	54	51	54	54
Gas Stations	1	0	0	0
Hazardous Materials	22	24	23	22
High Piled Storage	3	5	3	5
Hot Works	22	24	26	23
LPG	4	3	4	2
Refrigeration	10	13	11	10
Repair Garage	82	80	75	72
Spray & Dipping	6	6	6	8
Total	390	386	383	373

Fire Investigations

The Department strives to have at least one (1) arson investigator on duty at all times. All captains are required to try and determine the cause and origin of a fire in their district when on duty. If the fire is suspicious or appears to be arson, an arson investigator will take on the investigation and follow it through to the end. In 2012, there were forty-two (42) recorded arson fires.

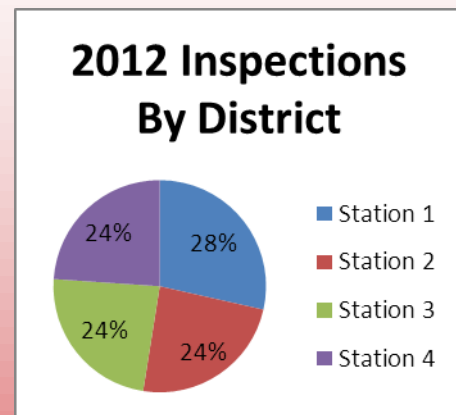
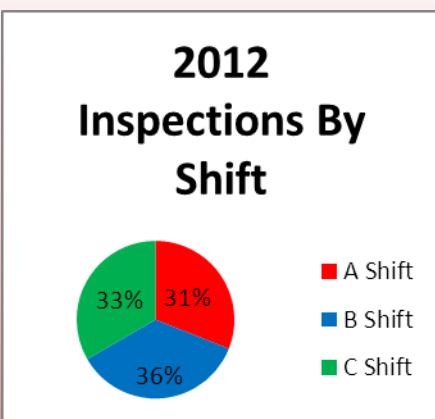
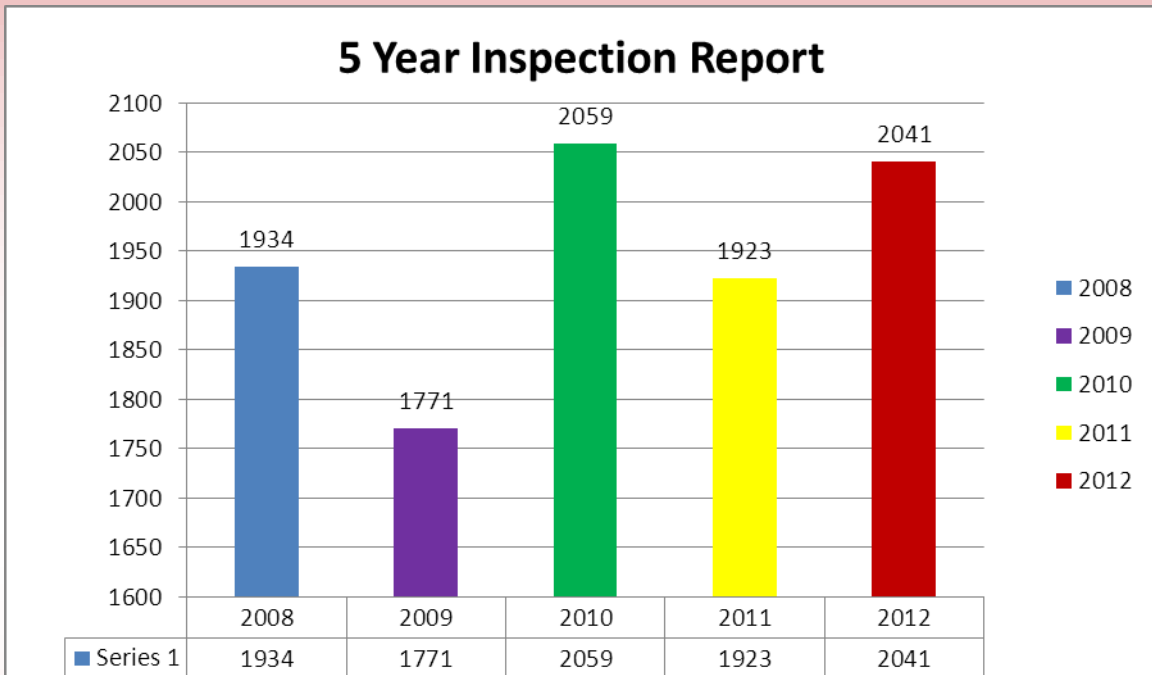
Total Fire Dollar Loss



Year	2008	2009	2010	2011	2012
Arson Investigations	59	38	38	27	42

Annual Engine Company Business Inspections

Engine companies perform annual business inspections on almost every business in Turlock. Our goal with business inspections is to reduce fire loss in businesses in a proactive way by working with our business owners to be aware of safety violations and gain compliance. It is also important for our engine company crews to visit the business and learn more about the individual building features and provide positive interaction with the business community.





Chief Brian White

Training/EMS

Turlock Fire Department – Training Division Annual Report for 2012

The Training Division of the Turlock Fire Department was very busy in 2012 and completed several new firefighter hirings, completed probationary testing for those personnel who successfully promoted into new positions and administered to all Department personnel the mandated training subjects. Listed below are the major Training Division accomplishments for our Turlock Fire Department personnel in 2012.

- Coordinated two (2) Basic Firefighter Academies – Beginning in December 2011 and extending into early 2012 for Rebensdorf and Timko, then again in May 2012 for Morrison.
- Conducted probationary training and testing for firefighters and fire engineers (4, 7, 8, 10 and 11 month tests) for Firefighters Rebensdorf, Timko, Morrison and new Fire Engineers Dyke, Mungaray, Benner, Kaiser and Dalporto.

California Fire Fighter Joint Apprenticeship Committee (CFFJAC)

The Turlock Fire Department is a member of the California Fire Fighter Joint Apprenticeship Committee (CFFJAC). This program was created in 1982. The CFFJAC primary goals are “to improve the quantity and quality of training for professional firefighters and to support equal opportunity/affirmative action plans.” This program provides reimbursement for specific monthly firefighter training hours in very specifically coded training subjects. The reimbursement money can then be used to send Turlock Fire Department personnel to additional trainings, host training instructors and purchase training material.

During 2012, eleven (11) Turlock Fire Department personnel completed their California Fire Fighter Joint Apprenticeship Committee (CFFJAC) contracts. Those personnel were:

1. Gonzales - Fire Officer - 01-2012
2. Packwood – Fire Officer - 01-2012
3. Walker – Fire Apparatus Engineer - 01-2012
4. Grillo – Fire Medic - 01-2012
5. Kaiser—Fire Medic - 01-2012
6. Ficher – Fire Apparatus Engineer - 09-2012
7. Dalporto – Fire Medic - 09-2012
8. Alvord - Fire Medic -09-2012
9. Silva – Fire Medic - 09-2012
10. Watts – Fire Medic - 09-2012
11. Saldivar – Fire Officer - 12-2012

Training/EMS Continued

New promotions require that previously completed CFFJAC apprentice personnel begin new CFFJAC contracts for their newly promoted ranks. Additionally, the Turlock Fire Department also added the newest firefighters to the CFFJAC Apprenticeship Program Roster in 2012. We currently maintain a roster of sixteen (16) California Fire Fighter Joint Apprenticeship Committee (CFFJAC) apprentices in the program.

Specific Training Topics covered in 2012

Several of the firefighters that are employed by the Turlock Fire Department are trained and assigned as instructors for various specialized training topics. The topics cover a wide array of federal, state and locally mandated topics for Emergency Medical Services (EMS), firefighter didactic and manipulative skills. Listed below are several of the 2012 training subjects completed by the Turlock Fire Department in 2012:

- Numerous Emergency Medical Service (EMS) subjects including: CPR, Blood Borne Pathogen, new training on the Striker Stairchair, Mental Health Awareness, release of information, Left Ventricular Assist Device, as well as EMT Skills testing held quarterly
- Aerial ladder/truck training (day and night time training)
- Handling gas and electrical emergencies
- Elevator Rescue training
- Photovoltaic electrical systems and emergency practices
- Wildland refresher and live fire training
- Auto stabilization and auto extrication training
- High Rise Building training evolutions
- High Rise Rescue training evolutions
- DMV Pre-trip and emergency response driving (obstacle course)
- Firefighter ground rescue training (search and rescue for civilians, as well as for downed firefighters)
- Arson and fire investigation training
- Hazardous materials refresher training and scenarios
- Ground ladder refresher and skills maintenance evolutions
- Residential and commercial live fire evolutions (burn room)
- Fire hose evolutions (supply lines, stretches, pulls and fire attack)

Training/EMS Continued

Several “outside” instructors from other agencies, organizations or companies with specific expertise in technical subjects shared their knowledge, instruction and site locations with our Turlock firefighters in 2012. Those agencies included: California State University Stanislaus, Stanford University Medical Center, Emanuel Medical Center, Turlock Irrigation District, International Brotherhood of Electrical Workers, PG & E, American Medical Response (AMR), Stanislaus County Behavioral Health and Recovery Services, Stanislaus Consolidated Fire, Modesto Regional Fire Authority, Stanislaus County Environmental Health, Ceres Fire Department, Mountain Valley EMS Agency, National Alliance on Mental Illness and several large residential care homes, as well as industrial facilities in Turlock that allow the Turlock Fire Department to conduct training at their locations.

Reported Training Hours in 2012 versus 2011

Personnel completed 10,269.5 hours of Department training and input those hours into the AS400 computer system. This represents an increase of 635 hours of training completed compared to the Department training completed in 2011. Further analysis reveals the 2012 average monthly training hours completed were 855.79 hours, which equates to an average of 28.13 hours of training per day (shift) and 2.16 training hours per day (shift), per employee.



Auto extrication training



Ventilation training

Turlock Fire Department Explorer Program

The Turlock Fire Department Explorer Program is designed as a career awareness vehicle for young adults between the ages of 15-21 years old, who are interested in a career in the fire service. In December of 2012, interviews were conducted for interested applicants and four (4) individuals were selected to join the Turlock Fire Department Explorer Program. Currently, there are a total of seven (7) Turlock Fire Department Fire Explorers who train twice a month on fire service skills and who attend one day of training on a Saturday once per quarter. Additionally, once a Turlock Fire Department Fire Explorer has completed a six (6) month probationary period, has maintained a minimum 80% attendance to all scheduled trainings and department functions, as well as maintained a 2.00 grade point average in all of their school work, they are allowed to participate in “Ride-A-Longs” with the Turlock Fire Department engine companies to gain “real life experiences” on a fire engine for a nine (9) hour shift.

Training/EMS Continued

Looking Forward for 2013

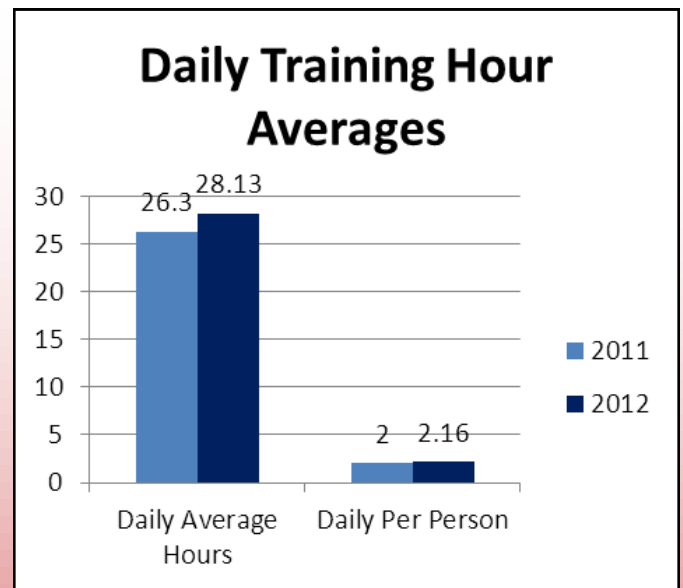
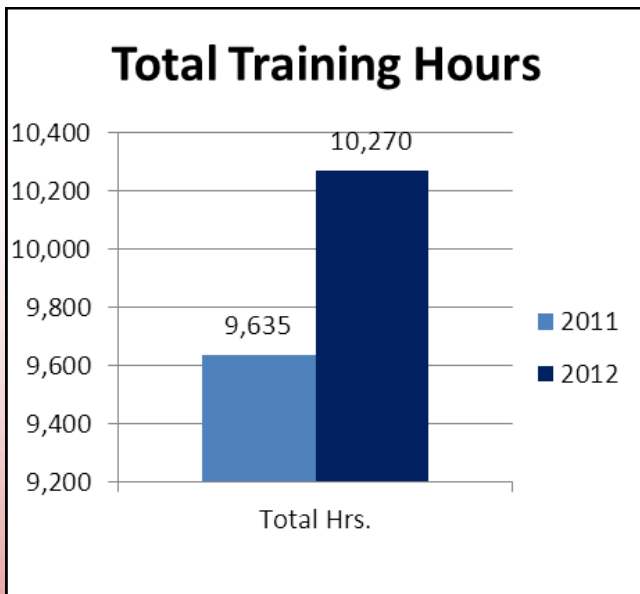
The Turlock Fire Department continually strives to improve our knowledge, skills, training and work processes to improve effectiveness and efficiency. Safe and efficient operations are paramount on a daily basis and we are very proud of our professional firefighters for all they accomplish! Looking forward to 2013, we anticipate another busy year but are confident our goals and objectives will not only be met but exceed expectations!

Listed below are several of the goals of the Turlock Fire Department Training Division for 2013:

1. Continue probationary training and testing of newer employees.
2. Finish and roll out the “Fire Engineer Task Book” to Department members and begin issuing to prospective Fire Engineer candidates.
3. Continue “Right Seat” Fire Officer Leadership Development training to all three (3) shifts and purchase additional DVD’s in the series when they are produced.
4. Develop the “Fire Captain Task Book” and roll out to prospective Fire Captain candidates.
5. Conduct training evolutions that incorporate Battalion Chiefs, Captains, Engineers and Firefighters covering the various roles and responsibilities.
6. Participate in “Resource Sharing/Boundary Drop” discussions, with planning and training drills.
7. Move the portable or modular building from the current Police and Fire Administration site to the drill grounds and have it fully available for use with power, sewer, water and technology improvements during the summer of 2013.
8. Continue to research, plan and develop the drill grounds for future props and training needs.
9. Determine needs of current drill ground props (maintenance versus replacement).
10. Use existing drill grounds structures as training props during demolition if that is the fate for them (current tower and classroom building).
11. Possibly host an outside instructor for all personnel and other area participants (Ex. Ethics, Values, The Fire Service in General, Leadership, Strategy and Tactics, Command and Control, Mitigating Large Scale Incidents, etc.).
12. Host CSFM courses in-house (Ex: Driver Operator 1A and 1B). Presently scheduled for March of 2013.
13. Conduct a Turlock Fire Department Basic Fire Academy.

2012 Training Hours

Month	Total Hours	Daily Average Hours	Per Person Average
January	969	31.26	2.404
February	836	28.83	2.217
March	888	28.64	2.203
April	976	32.53	2.502
May	1,067	34.41	2.647
June	858	28.60	2.200
July	781.5	25.20	1.939
August	904	29.16	2.243
September	786.5	26.21	2.016
October	977	31.51	2.424
November	580	19.33	1.487
December	646.5	20.85	1.603
Total	10,269.5	28.13	2.16



Operations

The Operations Division is responsible for all of the emergency and daily operations for the Firefighters. We consider our Department an all-risk department, ready to respond to emergency medical calls, motor vehicle accidents, rescue calls, hazardous materials calls, fire calls, and public assist type of calls. We also work with other partner city and private agencies. The Operations Division responsibilities are personnel management, resource management, and special operations. The Operations Chief position is currently vacant and is managed by Fire Chief Tim Lohman.

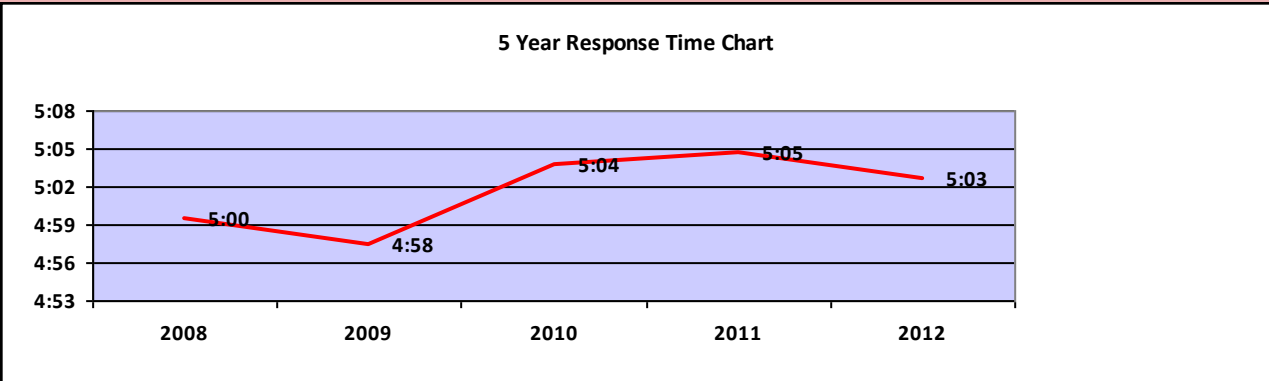
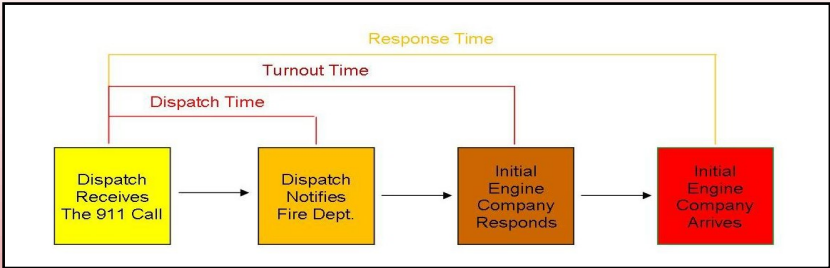
Our primary mission is responding to emergency calls for service. Our response times to emergency calls are critical to the outcome of the incident for two essential reasons:

1. Response time can be a life or death issue since research has shown when medical intervention is begun within five (5) minutes of a traumatic injury or cardiac event, the patient has a much greater chance for survival.
2. With respect to fires, the fire service is primarily concerned with how a fire can impact flame spread. National data from the National Fire Protection Agency (NFPA) shows that about half of structure fires confined to the room of origin and confined to the floor of origin had a response time of less than five (5) minutes.

This information, along with safety mandates, is the reason we have updated many of our response policies over this past year to meet the demands and safety concerns that are now required. On structure fire calls, we now send three (3) fire engines and the battalion chief for a first alarm assignment rather than two (2) fire engines. This change is significant to our ability to make an early and aggressive attack on a fire and meet our safety requirements.

Turlock Fire Department places great emphasis on our response times and driving safely and efficiently to all emergency calls. There is much debate in the fire service over exactly what constitutes a “Response Time.” The NFPA 1710 standard guideline sets the call receipt and processing time at one (1) minute, the turnout time at one (1) minute, and the travel time at four (4) minutes. We do have the ability through our CAD system to utilize the full criteria and the following graph shows the Department’s current and historical average full response time:

This graph shows a breakdown of events that factor into the response time.



Personnel Management

Our suppression staff is comprised of one (1) Battalion Chief, four (4) Captains, four (4) Engineers, and four (4) Firefighters every day for a total of thirteen (13) on duty at all times. The City of Turlock is covered 24/7 by three (3) shifts with a total of forty-five (45) line level personnel staffing four (4) fire stations.

Our Battalion Chiefs manage the day-to-day and emergency operations of the fire department. In addition to these duties, each Battalion Chief has a collateral duty they are responsible for. Chief Becker is responsible for updating our Operations Manual and providing input into operational issues. Chief Carlson plans the shift scheduling and staffing requirements. Chief Lunsford maintains our records management program.



The following organizational chart shows the Battalion Chiefs and their respective shifts.



Battalion Chief Bill Becker

A Shift



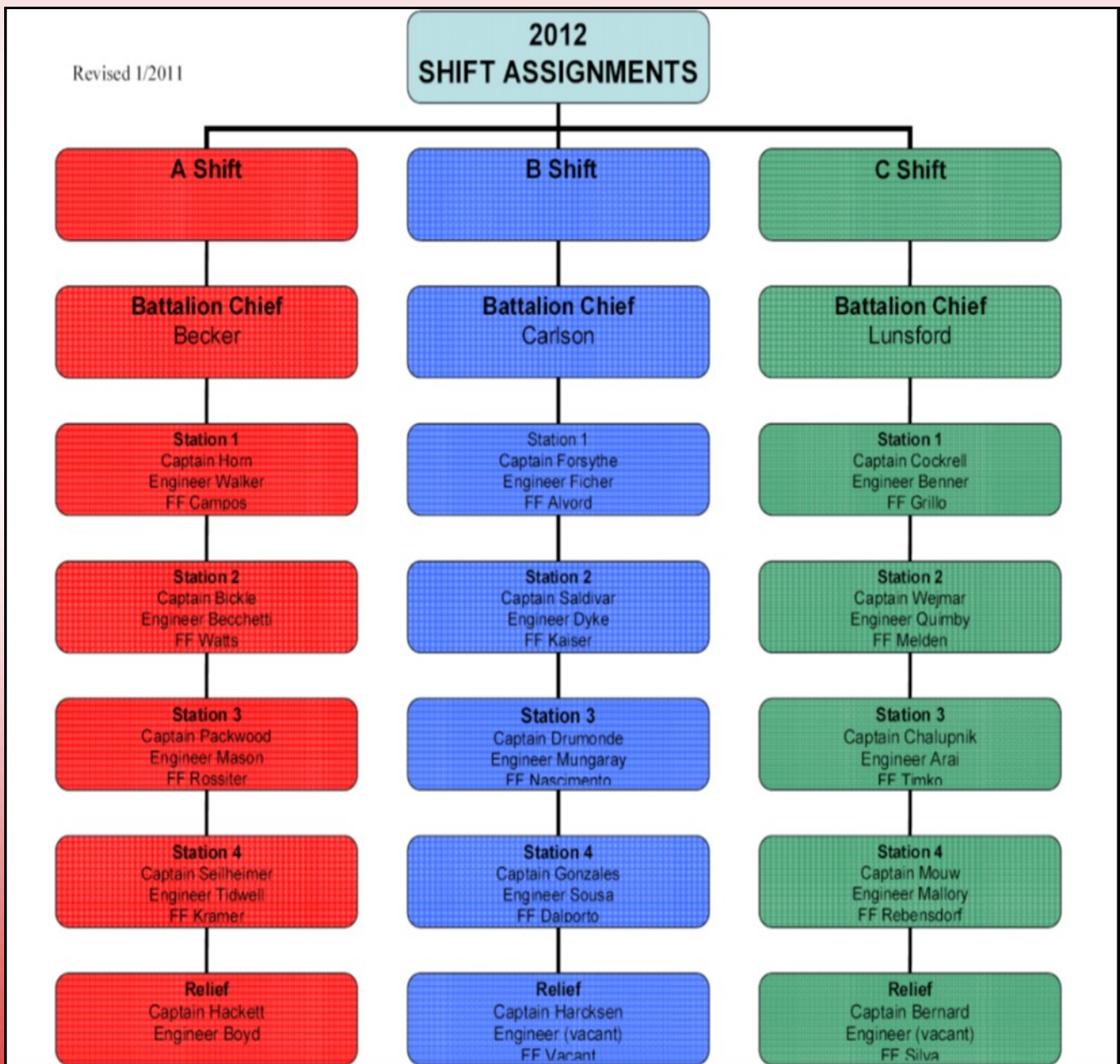
Battalion Chief Gary Carlson

B Shift



Battalion Chief Gary Lunsford

C Shift



Resource Management

The department has one (1) administration office, four (4) fire stations, six (6) fire engines, one (1) ladder truck, two (2) command vehicles, five (5) staff vehicles, one (1) pickup, one (1) box trailer, and various specialized equipment to support our mission. We also have a second pickup and box trailer as part of a grant award from Stanislaus County that is designated for hazardous material decontamination equipment.

The regeneration problems we had on Engine 32 from the time of purchase were a major focus in 2012 for Captain Mike Harcksen who coordinates all of our apparatus repairs. We were able to coordinate meetings with both Pierce and Caterpillar at the highest levels to share our concerns and seek a positive solution to the issues we were having. In June, Caterpillar sent out service technicians from their factory to assess the problems on our engine and also other fire department engines that were having similar problems. They have made several recommendations and changes to the engines, and we have made significant progress. We made the changes in September and we have already witnessed a drop in total out-of-service days from 2011. We hope that over a full year's time, we will see a significant drop in out-of-service time for Engine 32.

With the adoption of our new Department logo, we will pursue changing logos on all of our vehicles over the next two (2) years.



Ford Expedition with new logo

Resource Management continued

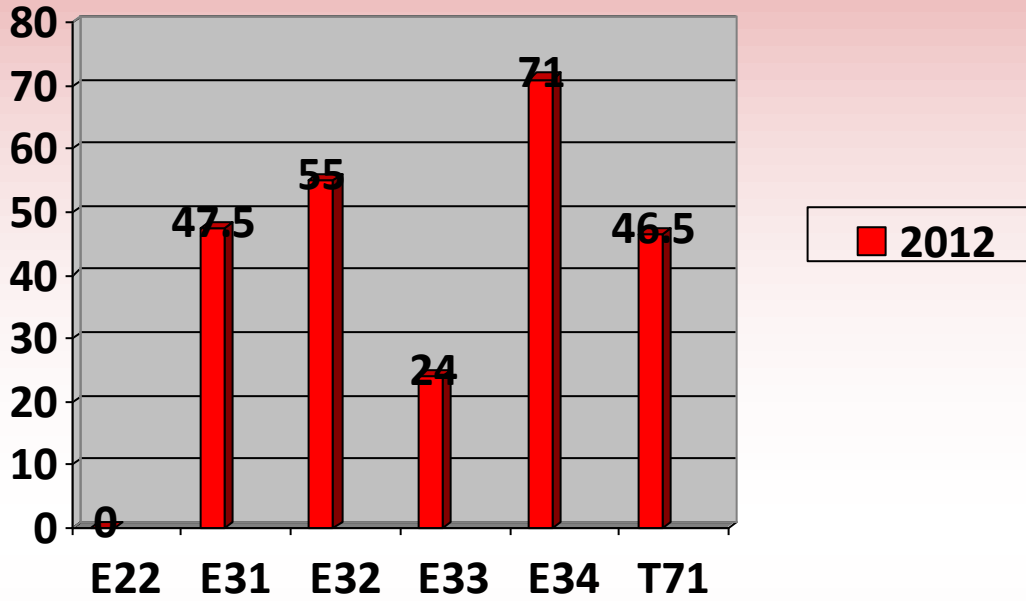
We continue to follow the age, miles, hours, and repair history of our vehicles to use as a planning tool for the replacement of our vehicles. Our next fire engine to be replaced is Engine 31, and when replaced as a front line engine it will go into a reserve status for about five (5) years. The following charts and graphs show repair costs and down time for our apparatus. We have built into our Capital Equipment Plan the replacement for Engine 31. We applied for the Assistance to Firefighters Grant to help with the funding of a replacement engine and we were not successful in the 2011/2012 grant cycle. We again have applied for the 2012/2013 grant cycle. We are waiting to hear back from the committee to determine if we have been awarded a grant in this funding cycle.

The following chart shows the 2012 mileage, hours and days out of service for each unit:

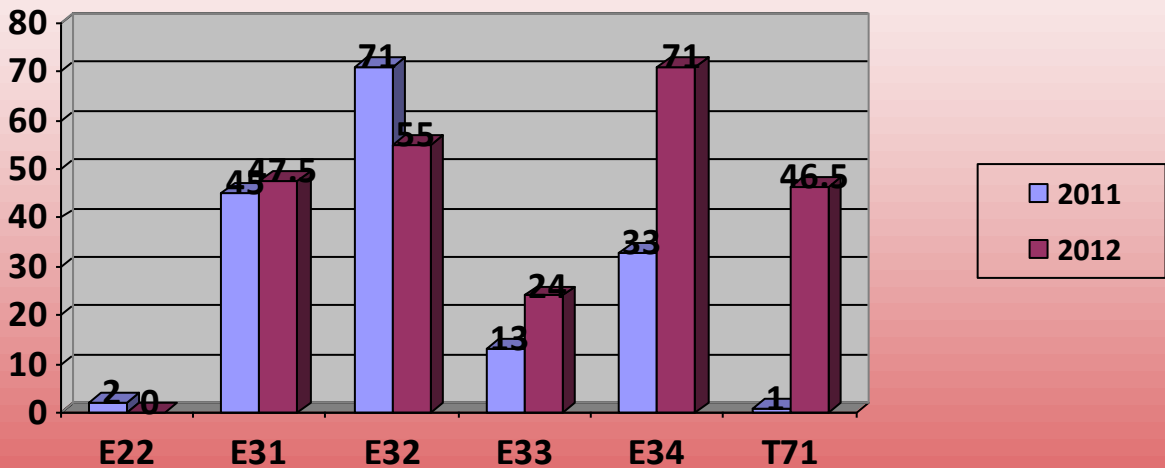
Unit	Vehicle Year	Total Mileage	Total Hours	Miles in 2012	2012 Repair Costs
E22	1993	118,432	13,699	3,385	\$684.26
E31	1999	90,981	11,340	6,005	\$22,557.13
E32	2008	46,766	4,330	9,392	\$14,623.08
E33	2006	56,427	5,828	8,406	\$11,460.92
E34	2006	67,455	6,494	9,482	\$24,846.28
E35	1988		10,747		\$00.00
T71	2001	9,885	1,825	576	\$10,473.68

The Department tracks the time each apparatus is out of service for warranty and repair work. We track this by shift. Every 24 hours out of service represents one (1) shift. The graphs below show the number of shifts each apparatus was out of service for repairs with a comparison to 2011, and a three (3) year history of the dollar amount spent on each apparatus for maintenance and repairs:

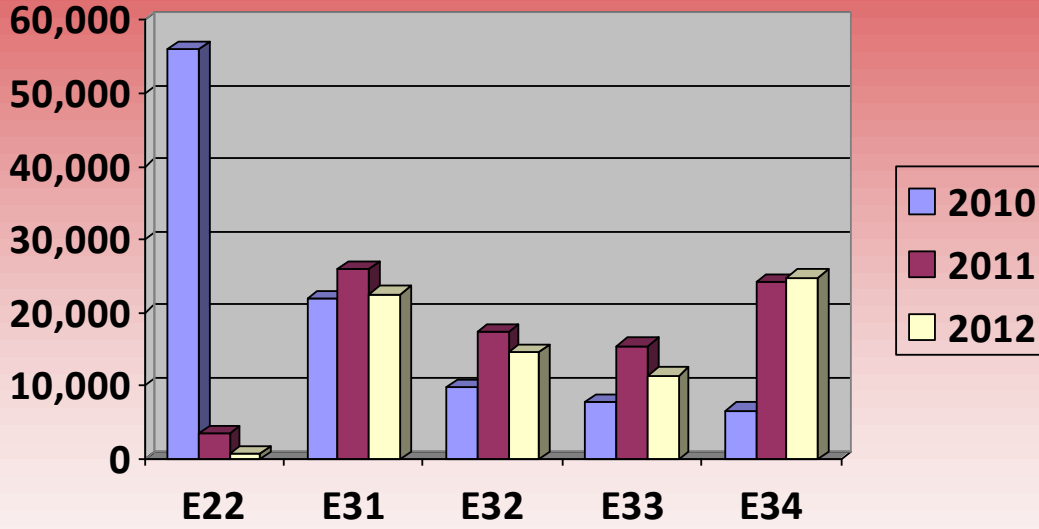
2012 Out of Service Days



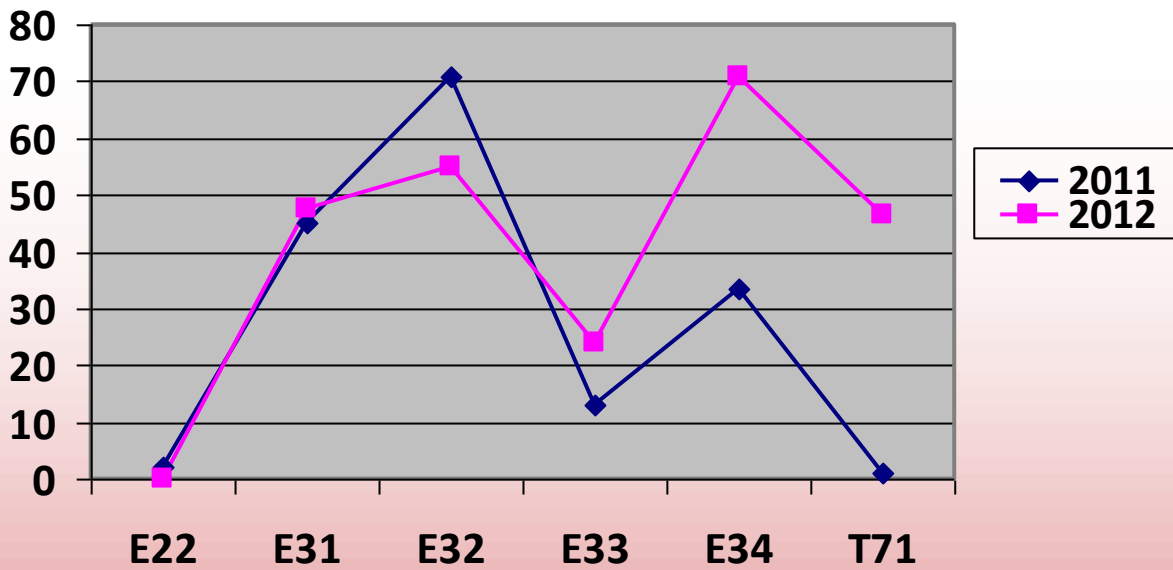
2011/2012 Out of Service Days



3 Year Apparatus Repair Costs



2011/2012 Comparison



Special Operations

Department Special Operations include our team participation in Hazardous Materials (Haz Mat), Technical Rescue, and Emergency Preparedness. Each of these teams are made up of Department members who want to specialize in these areas and increase their knowledge, skills and abilities participating on the respective teams. The emergency calls these teams respond to are a low frequency but usually a high risk type of emergency. All team members work to attend extra monthly training to enhance their skills in these specialty operations. The Haz Mat Team and Emergency Operations Members also participate in county training with other members from agencies around Stanislaus County.

With the types of businesses that are located in the City of Turlock, it is important that our firefighters have good knowledge about hazardous materials. Every line level firefighter is trained to the level of Haz Mat First Responder. In addition, we have six (6) Department members who are trained to the technician or specialist levels. These members are participants on our Haz Mat Team. We also have, through a Department of Homeland Security Grant, a pickup and box trailer that contains decontamination equipment for Haz Mat and Terrorism calls. This equipment is housed at Fire Station 3.

Our Technical Rescue Team is also made up of Department individuals who train to a higher level in specialized areas such as low and high angle rescue, trench rescue, confined space entry, and building collapse. By having this team, it allows our business community to make their own confined space entries for regular maintenance and repairs at their facilities.

The Fire Chief is the Emergency Manager for the City, and the City has made good progress in this discipline. Most of our Department employees have received their National Incident Management System (NIMS) training and we are working to get all City employees NIMS certified. We have designed a new Emergency Operations Center in the new public safety facility and this will give us a great location to work from in the event of a local disaster.

In Emergency Operations, we plan for large scale disasters and emergencies. The Department coordinates training for both Department and City employees through NIMS by following the Incident Command System (ICS), and training to these standards. The City currently partners with California State University Stanislaus by using their Emergency Operations Center (EOC) until the public safety facility is completed. This allows the City to have a dedicated EOC should the need arise.



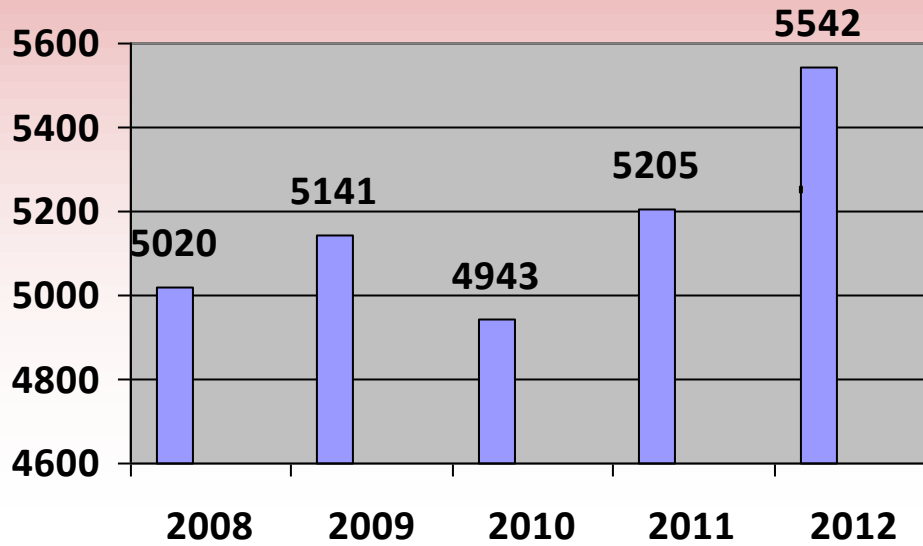
***Captain Forsythe and Firefighter Melden
at a Hazardous Materials scene***



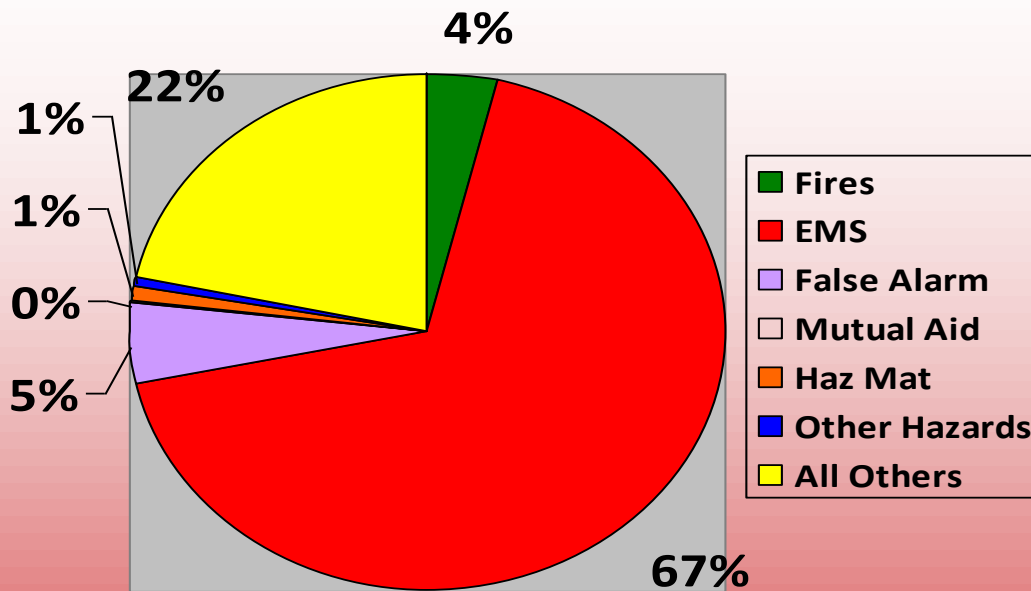
***Captain Bernard training
in rescue techniques***

Emergency Response Calls 5 Year Report

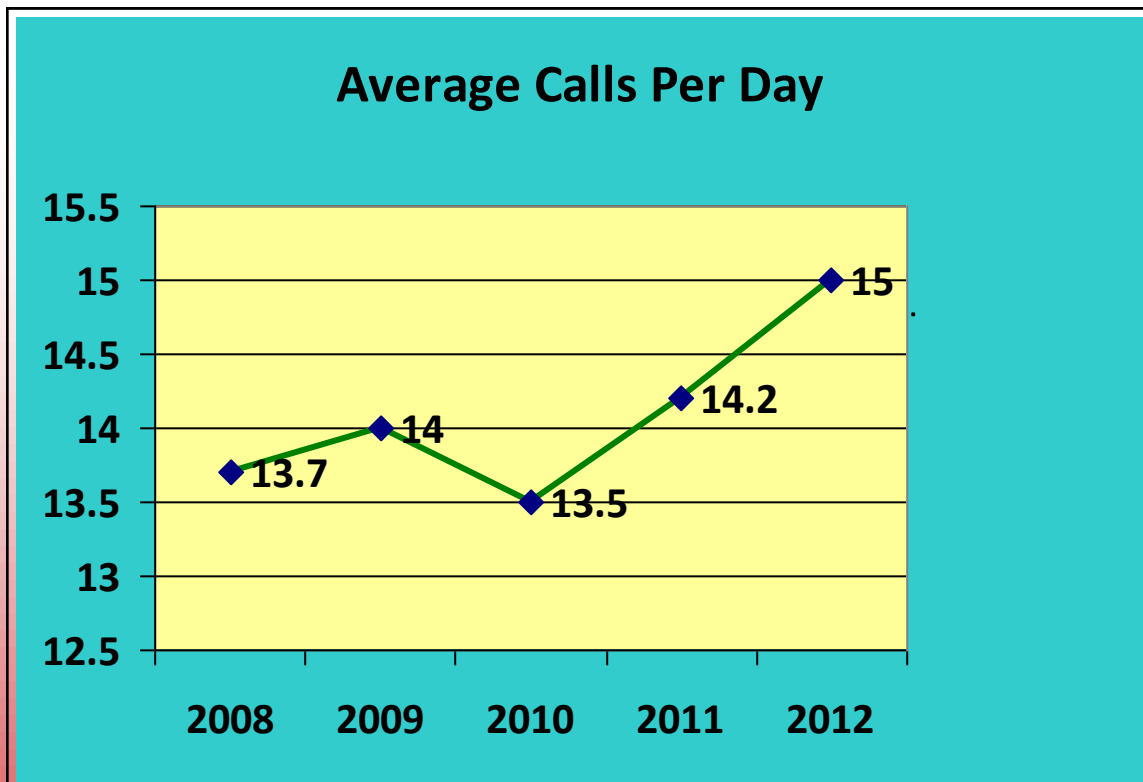
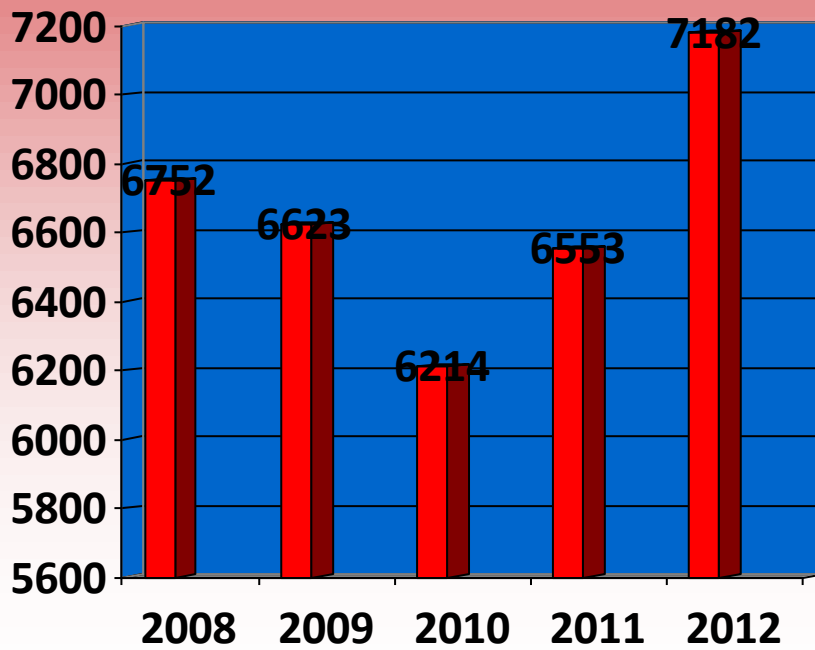
5 Year Emergency Calls



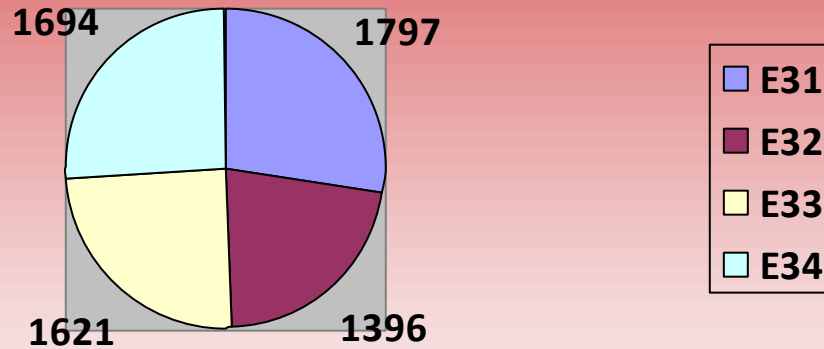
2012 Incident Types



Total Number of Engine Company Responses



Total Response By Engines



Response Times by Shift and Station

Engine Company	Shift	Total Responses	Average Turnout	Average Response
31	A	597	.57	4.19
31	B	629	1.03	4.32
31	C	567	.53	4.34
32	A	456	1.13	5.11
32	B	448	1.07	5.16
32	C	494	.50	4.58
33	A	531	1.12	4.38
33	B	560	1.24	5.34
33	C	530	.58	4.39
34	A	548	1.08	4.56
34	B	578	1.10	5.42
34	C	565	.44	4.41

