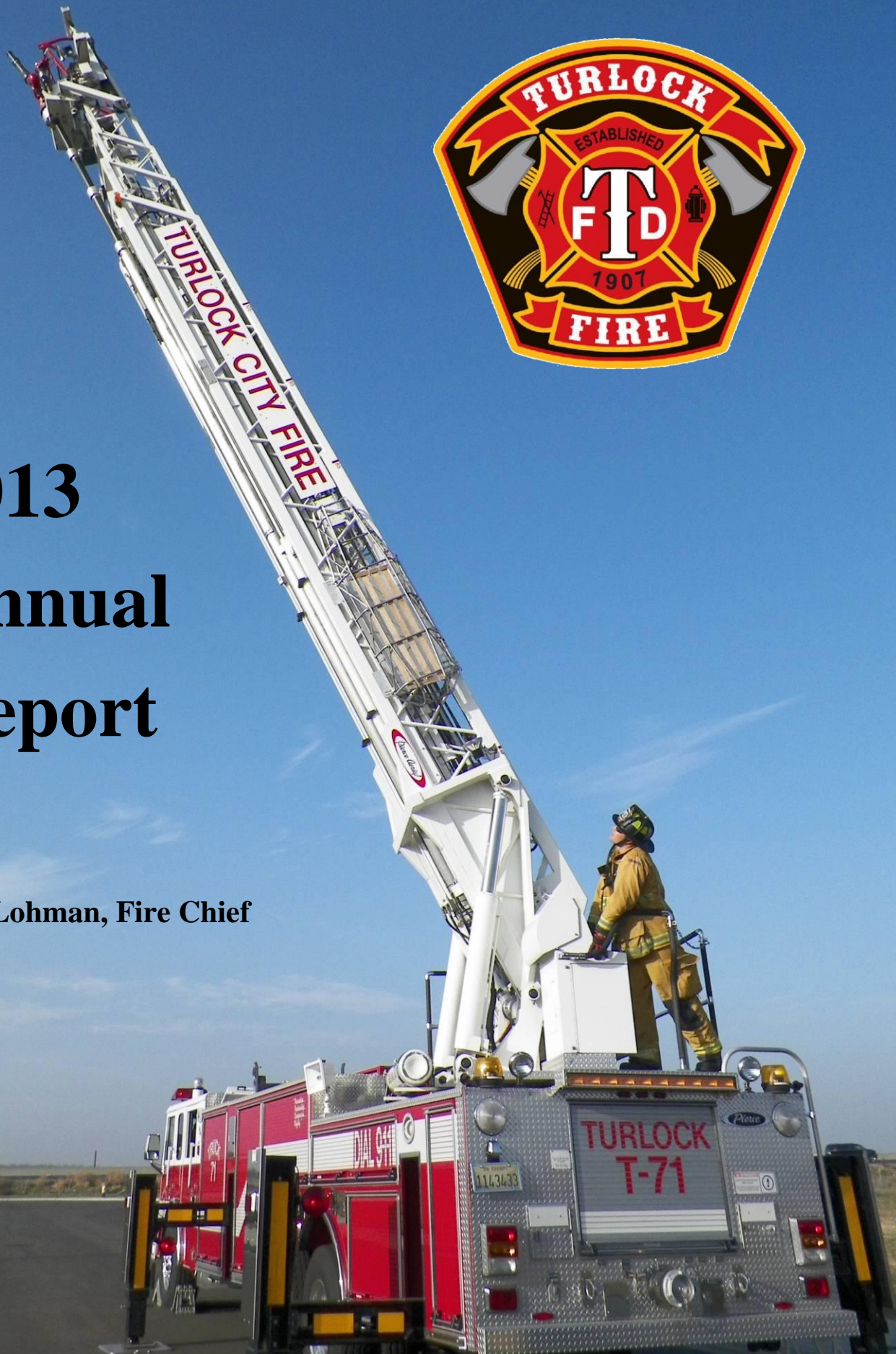




2013 Annual Report

Tim Lohman, Fire Chief



Turlock Fire Department

Department Mission Statement

“Protecting Your Quality of Life with Pride and Compassion”

Organizational Values

**Ethical & Honest*

**Accountability: Individual & Organizational*

**Commitment, Dedication*

**Teamwork*

**Pride of Work & Organization*

Department Vision Statement

“Protecting What Matters Most”

Commercial Structure Fire at 1400 West Main Street



Captain Drumonde's Retirement Ceremony



David Mallory's Captains Badge Pinning Ceremony

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The Facts

City of Turlock

Incorporated	1908
Government	Council/Manager
Mayor	John Lazar
City General Fund Budget	\$7,701,992.00
City Population	70,256
City Size	16.6 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	42
Number of Support Staff	7
ISO Rating	Class 2

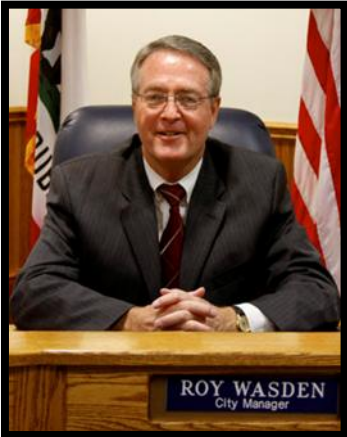


Fire Station 3

City Leadership



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



City Manager Roy Wasden



City Attorney Phaedra Norton

The Fire Chief's Message



Fire Chief Tim Lohman

On behalf of the dedicated men and women who make up this Fire Department, it is an honor to present our fourth Annual Report for the Turlock Fire Department. Our primary goal with this annual report is to collect and analyze data and use it to measure our performance in many different ways. Our secondary goal is to look back at the previous year and be able to recognize trends early and match our resources to those trends and provide the best services to our community. The information contained within this report is not only a comprehensive analysis of our performance in 2013, but also a way for us to share some of the department highlights from this past year.

Emergency call volume for 2013 has increased by 5.8% over 2012. The trend for the past four years is an increase in demand for our emergency services of just over 16%. With this continued increase in demand for our service, we still maintain a very good response time. Our average response time for 2013 was 5:00 minutes. This response time has long been our goal and with the continued increase in call volume, I feel very fortunate that we are able to maintain this level of response. The majority of our calls are still emergency medical, which made up 66% of our total call volume.

The second trend of concern is our total dollar loss from fires. In 2013, we had an estimated \$6,361,388 loss from fires. As in 2012, we did have one large fire with over a \$5 million loss that significantly contributed to the dollar loss in 2013. This is the third year in a row for a much higher dollar loss from fires and is a cause for concern.

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. We have a fundamental philosophy that we are here to serve the public and in their time of need, we are going to respond to the emergency, help mitigate the emergency, and then help in any other way we can.

I am very proud of the compassion and charity that all of our employees display. They care about our community and our citizens and want to help them in their 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 2013, your fire department is already working hard to meet the challenges of 2014. Thank you!



Kick off for Cancer Awareness Month in October

Introduction

2013 was a dynamic and busy year for the fire department. The department was involved in many new challenges on ways we deliver our service. During the previous two years, much of the department's focus has been on internal collaborations and partnerships, and this year we have turned our attention to developing external partnerships. The fire department went through an Insurance Services Office (ISO) analysis and review in 2013. ISO assesses our fire department's structure fire suppression capabilities through an evaluation of needed fire flows in our city, our emergency communications, the fire department operations, training, prevention, and our water supply. The city did very well in the evaluation and moved up from a class 3 to a class 2 public protection classification. This should have a positive impact to fire insurance rates in Turlock. This improved rating also speaks well about the different elements used in the evaluation and the fire department's ability to mitigate a fire within our city. We all should be very proud of our emergency communications system, our water system, our fire department, and how well we all function together.

The City of Turlock is doing well and our economy is turning around in a positive way. There are still revenue and expense challenges ahead of us, and we are working hard to run an efficient and effective fire department. We are actively involved with the City's efforts in economic development and attracting new businesses. We view this as a good strategy for long term sustainability, and we have developed a great culture of customer service that extends to all areas of our department. This helps contractors, developers, and business owners to be successful in their business endeavors.

With the improved business climate, the department is experiencing increased demand on our Fire Prevention Division. With only Fire Marshal Mark Gomez working in this division, we were able to work out an agreement with the Police Department to move Neighborhood Services into the Fire Department. This move helps to accomplish two goals by having Neighborhood Services work closely with the firefighters on weed abatements and also in the long term work to cross train our Code Compliance Technicians in fire prevention. This provides much needed help in fire prevention and allows us to respond to our customers' needs in a timely fashion. This transition took place July 1, 2013, and I have no doubt it was made easier with the good relationship and collaboration we have with the Police Department.

Another successful collaboration with the Police Department has been the building of our Public Safety Facility. This project has been in the design and build phase for several years. After all of the diligent work that has been done in building the facility, we were able to move into our new office space in September. It offers us very good facilities and room to grow for the future. Everybody worked really well together to accomplish this huge task and we will all benefit from it for years to come.

Turlock fire has also been very engaged at the county level. We have worked with Ceres Fire Department, Modesto Regional Fire Authority, and Stanislaus Consolidated Fire agencies to share more resources with each other. We have collaborated on policies and training, and we are looking to further strengthen our relationships by responding in each other's jurisdictions when more resources are needed. The partnerships that have been established in resource sharing will lead to safer actions on large emergency incidents and provide a greater depth of resources for us to work with.

There were many worthy projects and processes developed in 2013. To be mentioned, some of those include:

- Fire Chaplain Father Bob Reichert was welcomed to the Turlock Fire Department. He is eager to provide spiritual assistance when needed to both the public and our firefighters.
- The continued development of our training grounds by adding a new classroom building to the facility.



Future Training Ground Classroom

- Working with the Planning Department to update Capital Facility fees and new Capital Facility District fees to help with costs associated with fire protection in new growth areas of the city.
- In late 2013, Turlock Fire was introduced to a new way of performing CPR in certain situations, called Pit Crew CPR.
- Turlock Fire applied for Assistance to Firefighter grant. This grant is awarded for the purchase of new equipment with a 10% match from the City. The department applied to replace two of the department's heavy rescue tools for auto extrication and diesel exhaust removal systems for all four fire stations.
- Updating our policy manual. A committee made up of the fire chief and three 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 process to date.
- Ambulance contract agreement. Turlock Fire has been actively engaged in finalizing a Basic Life Support contract with AMR that includes some cost recovery from AMR for medical services rendered by the fire department.



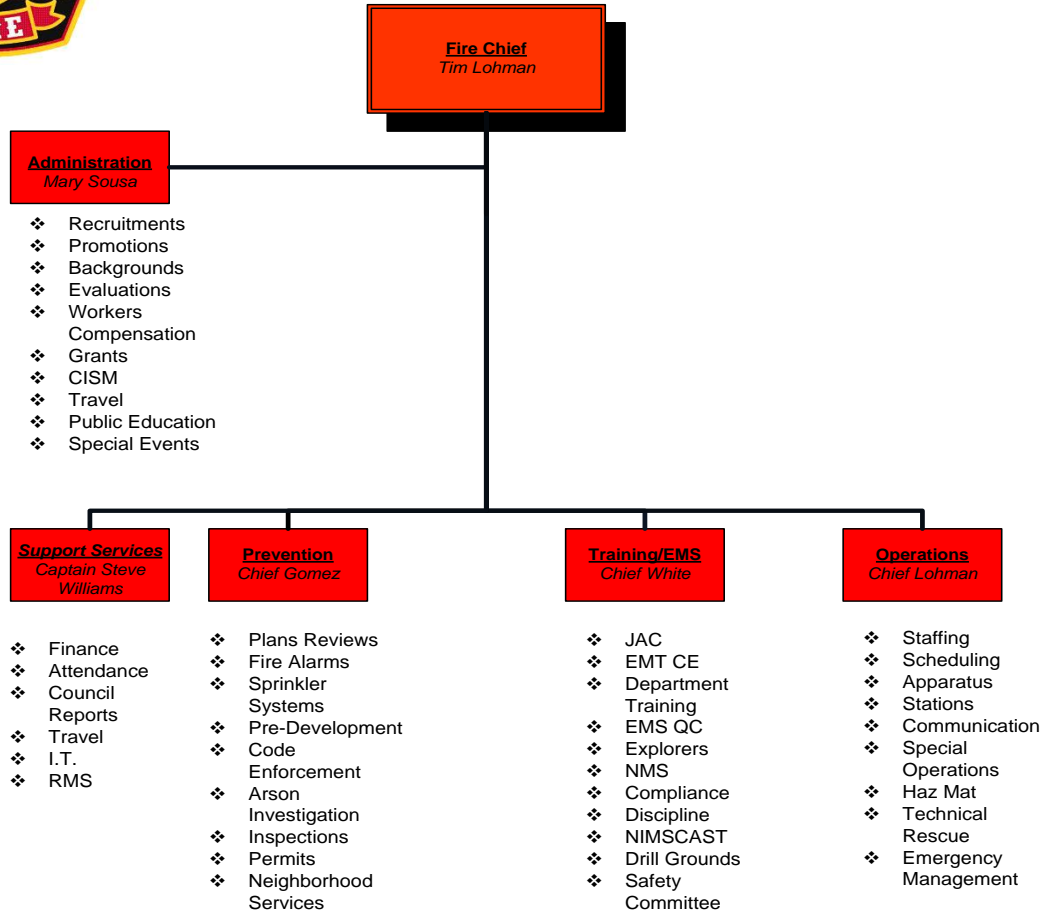
Fire Fighters Training at Covenant Village



Fire Fighter's in Formation for Captain Chalupnik's Retirement Ceremony



Turlock Fire Department



Administration



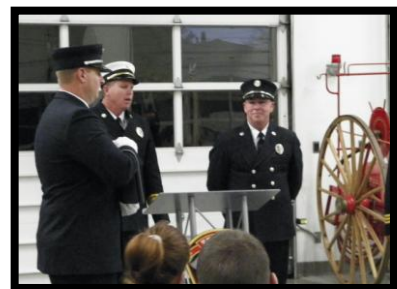
Fire Chief's Secretary Mary Sousa

The Administration Division is responsible for recruitments, 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. She is assisted by Secretary Vanessa Hubbell and Office Assistant Allison Martin in the coordination of 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 ended June 30, 2013.

During 2013, we had an assessment center promotional process for the rank of Fire Captain. David Mallory and Shaun Walker were promoted out of this process and a list was created for a future promotion. Additionally, an assessment center promotional process was conducted for the rank of Fire Engineer, which was obtained by Trevor Watts and Mathew Campos.

The department had two retirements in 2013. We honored two long-term employees for their dedicated years of service to the citizens of Turlock and Turlock Fire Department. Manuel Drummonde retired on June 7, 2013, and Larry Chalupnik retired on December 6, 2013. A formal gathering and good bye took place at Fire Station 1 and the retirees heard their last "last call" transmission.



The department continues to participate in the volunteer program offered by the City as well as the Police Department. In 2013, Monica Sliva helped with the workload in Administration by volunteering her time and talents. Monica offers her valuable time and resources to help the department reach our objectives.

The chart below shows our recorded volunteer hours for 2013:

Name	Hours Worked
Monica Sliva	180

The department continues to place a high priority on public education. We support and participate in the following programs:

- National Night Out
- Fire Prevention Week (Open House)
- Fire Station Tours
- Health and Safety Fairs/Fire Safety Presentations
- Career Fairs
- School Carnivals
- Fire Extinguisher Training
- Smoke Detector Program
- Turlock Together (Christmas)
- Leadership Turlock
- TPD VIPS Academy
- TPD Citizen’s academy
- Public Safety Facility Open House

Each year in December, the fire department hosts an annual “All Personnel” breakfast at Station 1. The fire chief purchases the food and supplies and many of the department members assist with the setting up of the station, preparing of 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 Captain Frank Saldivar as the 2013 Firefighter of the Year, and Firefighter Tony Nascimento as the 2013 Customer Service Award winner. Both Saldivar and Nascimento achieved a high level of success in 2013 and are well respected by their peers.

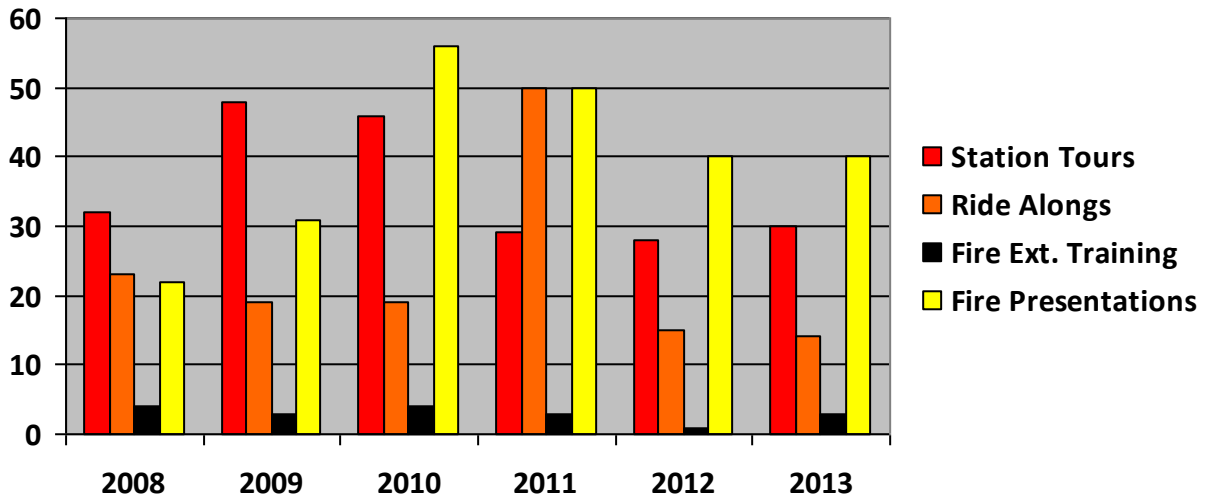


Captain Frank Saldivar



Firefighter Tony Nascimento

The chart below illustrates 2013 public education and activities:



Our Move to the Public Safety Facility

On Monday, September 9, 2013, Turlock Fire Administration was ready to welcome the citizens of Turlock at the new public safety facility. By all appearances, all looked organized and professional but if one was to take a closer look, there was still a lot to be done. Pictures needed to be hung, display cases needed to be filled, and boxes still needed to be unpacked. As with any move, it's a change and it takes some time to adjust to the new environment and with change, comes more change as we all found out. We also found out that just because it's new, it doesn't mean it works.

The move didn't just occur on that day in September. It took months of advanced planning and preparation by staff in order for the move to be successful. Review of files and manuals took place in order to see if purging needed to be done and, of course, many hours of purging, organizing, and packing continued for months prior.

Due to confidential files requiring special tracking, management decided it would be best to have staff move these files as the moving company was working diligently to have pertinent files moved in order for staff to be ready for the public on that important date. Therefore, fire and police staff along with volunteers all worked together in order to get the personnel files moved.

Staff worked diligently long hours and throughout the weekend in order to welcome our citizens to the new Public Safety Facility.



Fire Chief Tim Lohman, Ofc. Mayra Lewis, FF Kramer, Captain Cockrell, Engineer Quimby, Captain Wejmar and VIP Rick Wallace Helped Administration move to the New Building



Secretary Vanessa Hubbell and Neighborhood Preservation Officer Lisa Krogh Helping With the Move to the New Building

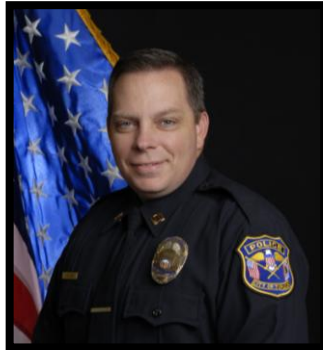
Open House



Fire and Police Personnel Before Our Open House, October 26, 2013

On October 26, 2013, the Public Safety Facility opened its doors to the public. This was a joint effort between the Turlock Fire and Turlock Police Departments. Teams of fire and police staff performed tours of the facility throughout the day. Based on the number of citizens that participated, the attraction of the booths and demonstrations, and the distribution of hot dogs and drinks provided by our donors, it was a successful 1st Public Safety Open House.

Support Services



Police Captain Steve Williams

The Support Services Division is shared between both the Police and Fire Departments. This division is led and managed by Police Captain Steve 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.

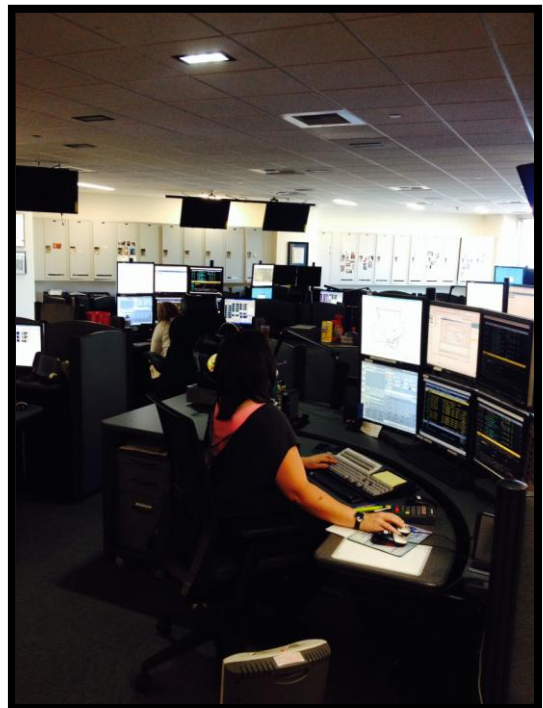
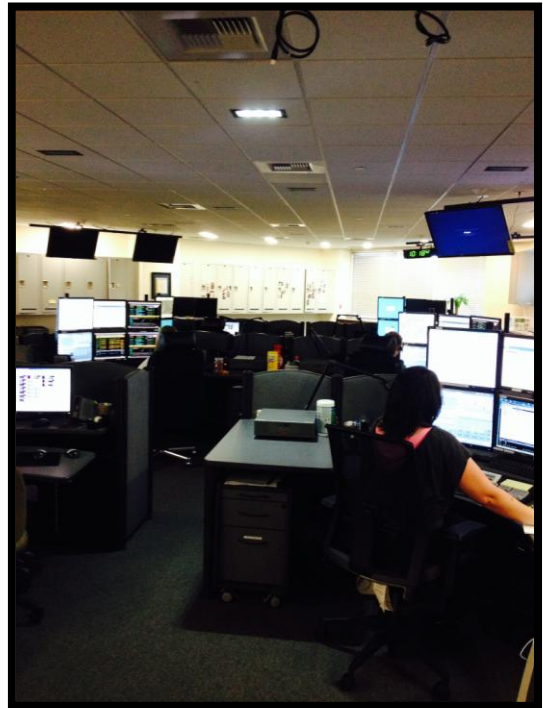
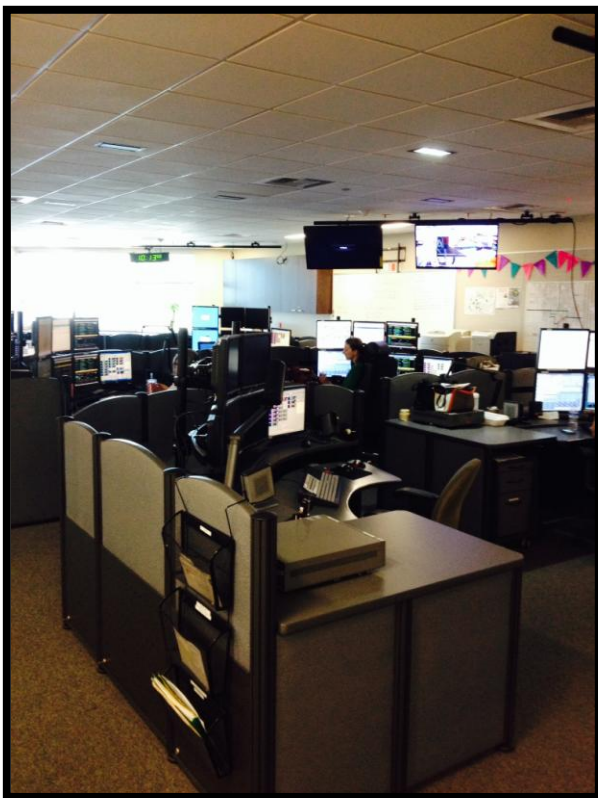
9-1-1 Communications Center

The Turlock Communications Center serves as a Public Safety Answering Point (PSAP). The center is currently staffed with ten full time dispatchers, three senior dispatchers and one public safety communications supervisor.

The mission of the 9-1-1 Communications Center's well trained professionals is to provide both emergency and non-emergency Police and Fire services for our community, in a professional and expedient manner. The Turlock PSAP dispatched a total of 5,879 fire related calls for service during the year 2013.

In September 2013, the Communications Center began operations out of the Public Safety Facility located at 244 N. Broadway. The new center is equipped with an innovative 9-1-1 phone and mapping system which is designed for the next generation of cell phone technology.

The New Communications Center at the Public Safety Facility



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 assistance type of calls. We also work with other partner cities and private agencies. The Operations Division's responsibilities are personnel management, resource management, and special operations. The Operations Chief position is currently vacant and is managed by Fire Chief Tim Lohman.

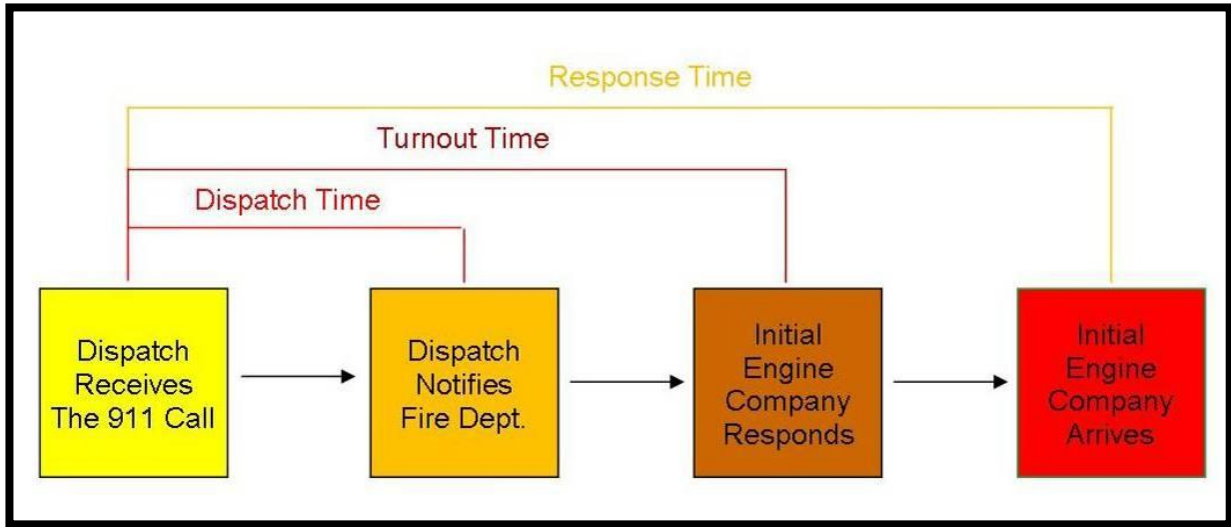
Our primary mission is responding to emergency calls for service. Our response times to emergency calls are critical to the outcome of the incident for two essential reasons:

1. Response time can be a life or death issue. Research has shown that medical intervention begun within five minutes of a traumatic injury, or cardiac event gives the patient a much greater chance for survival.
2. With respect to fires, the fire service is primarily concerned with how a fire can 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 minutes.

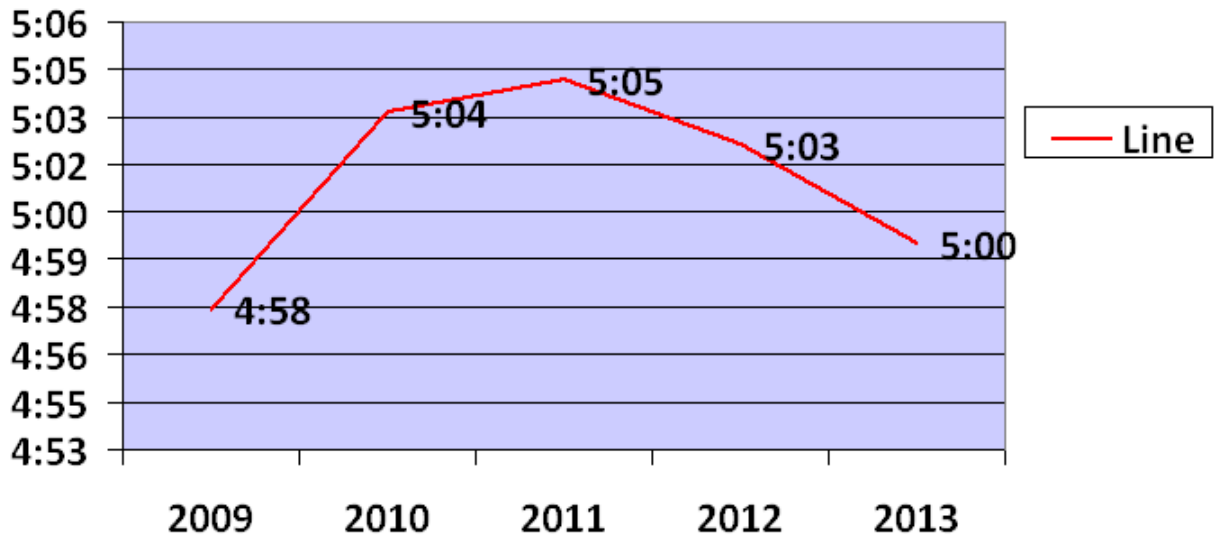
This information, along with safety mandates, is why we have updated many of our response policies to meet the demands and safety concerns that are now required. On structure fire calls, we send three fire engines and the battalion chief for a 1st alarm assignment, for a total of ten personnel on scene. For a second alarm assignment, we send our 4th fire engine and three additional personnel. With our resource sharing opportunities, we are trying to increase our staffing numbers on scene of the most serious fires to fifteen personnel. These numbers of firefighters on scene are significant to our ability to make an early and aggressive attack on a fire and meet our safety requirements.

The Turlock Fire Department places great emphasis on our response times, as well as 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 minute, the turnout time at one minute, and the travel time at four minutes. We do have the ability through our CAD system to utilize the full criteria. The following graph shows the department's current and historical average full response times.

The illustration below the graph shows a breakdown of events that factor into the response time.



5 Year Response Time Chart



Personnel Management

Our suppression staff is comprised of one battalion chief, four captains, four engineers, and four firefighters every day for a total of thirteen on duty at all times. The City of Turlock is covered 24/7 by three shifts with a total of forty-two line level personnel staffing four 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, and Chief Lunsford maintains our records management program.



The Honor Guard Presenting the Colors at a Promotional Ceremony

The following organizational chart shows the Battalion Chief and their respective shift:



Battalion Chief Bill Becker

A Shift



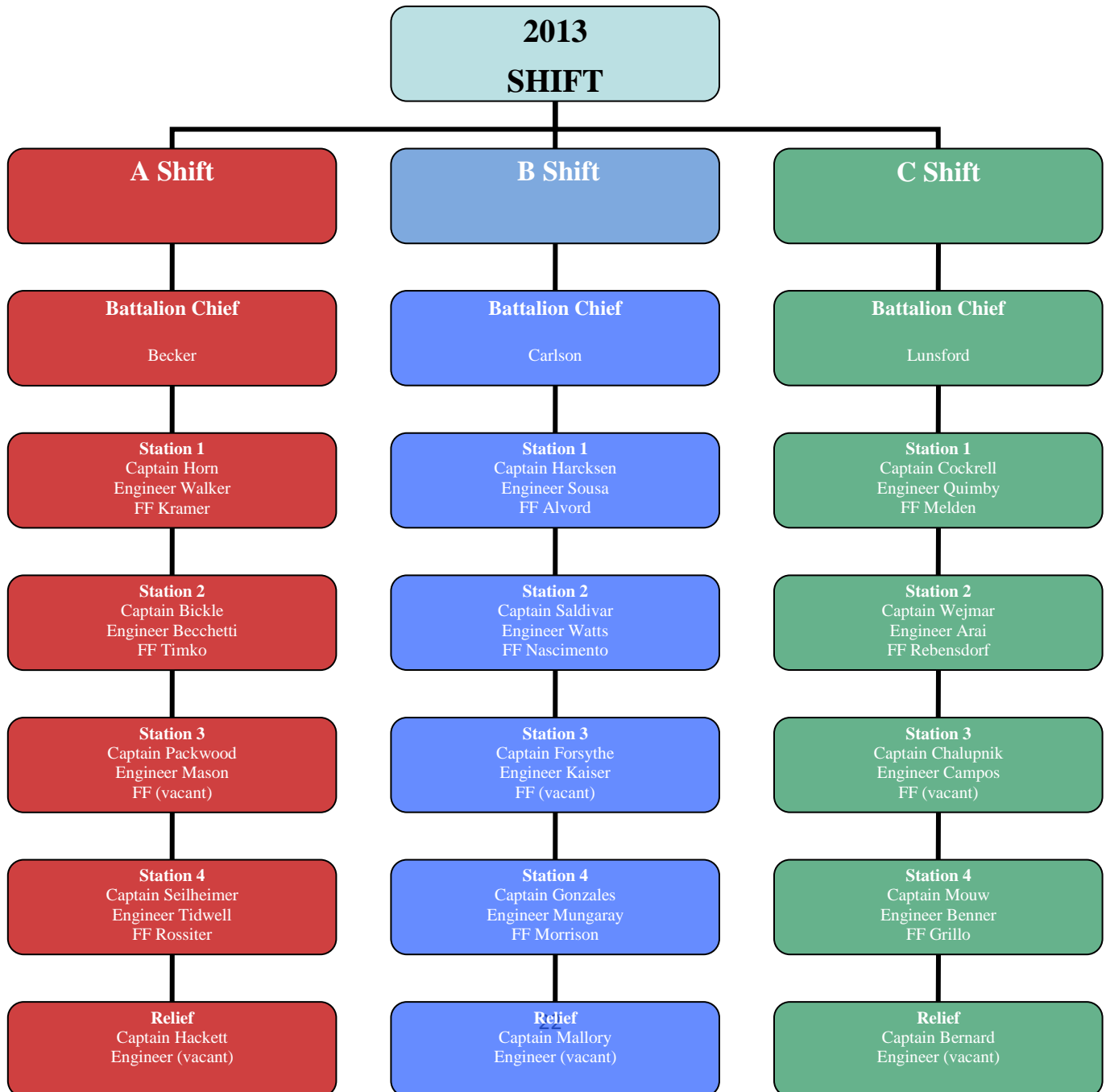
Battalion Chief Gary Carlson

B Shift



Battalion Chief Gary Lunsford

C Shift



Resource Management

The department has one administration office, four fire stations, six fire engines, one ladder truck, two command vehicles, five staff vehicles, two pickup trucks, one utility pickup truck, one box trailer, and a great deal of equipment to support our mission. We also have a second pickup and box trailer as part of a grant awarded from Stanislaus County that is designated for Haz Mat decontamination equipment.

The department is continuing to build out a Reserve Command vehicle for the battalion chiefs. We have acquired a police department Ford Explorer, repainted it and added new logos, and we are now in the process of adding emergency lights, radios, and an MDC to the vehicle. It should be a reliable backup vehicle and can also be used for strike team responses. We continue to try and add new logos to our existing vehicles. It has been challenging with a reduced budget, but we are making small gains in this area.

The department has also spent time in 2013 educating our younger members of the department in a better awareness and understanding in the mechanics of our fire apparatus. We hosted a Driver/Operator class in 2013, where time was spent educating the students about the mechanical operations of the fire engines. The engines are now very technical and the better our employees understand the operations and mechanics of our fire apparatus, it will make them better operators.



Captain Harcksen Teaching Students About the Mechanics of a Fire Engine

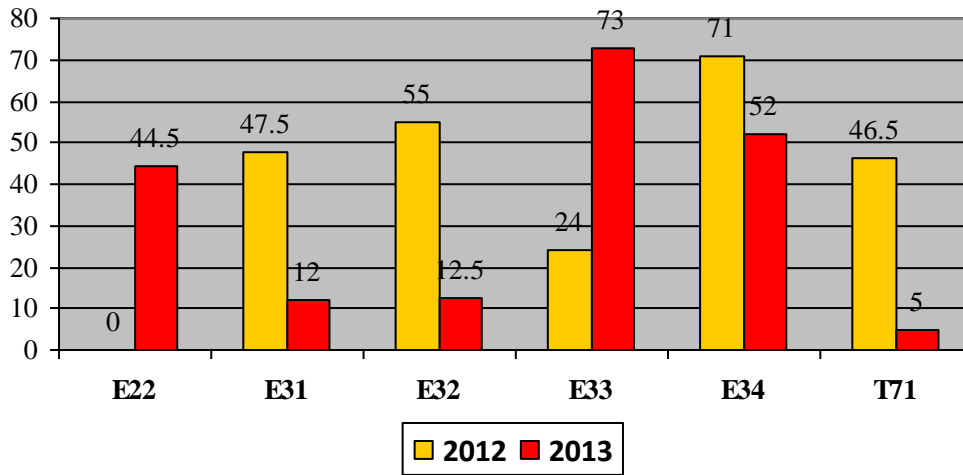
We continue to follow the age, miles, hours, and repair history of our vehicles to use as a planning tool for their replacements. Our next fire engine to be replaced is Engine 31, and when replaced as a front line engine, it will go into a reserve status for about five years. The following charts and graphs show repair costs and down time for our apparatuses. We have built into our Capital Equipment Plan the replacement for Engine 31. We applied for the Assistance to Firefighters Grant in 2013 to try and obtain financial assistance to replace Engine 31, but we did not receive an award. We now know that we will need to fully fund the replacement for Engine 31, and we are working on that process. We did see an increase in repairs and maintenance to engines 33 and 34. These were significant increases over 2012.

The following chart shows the 2013 mileage, hours, and days out of service:

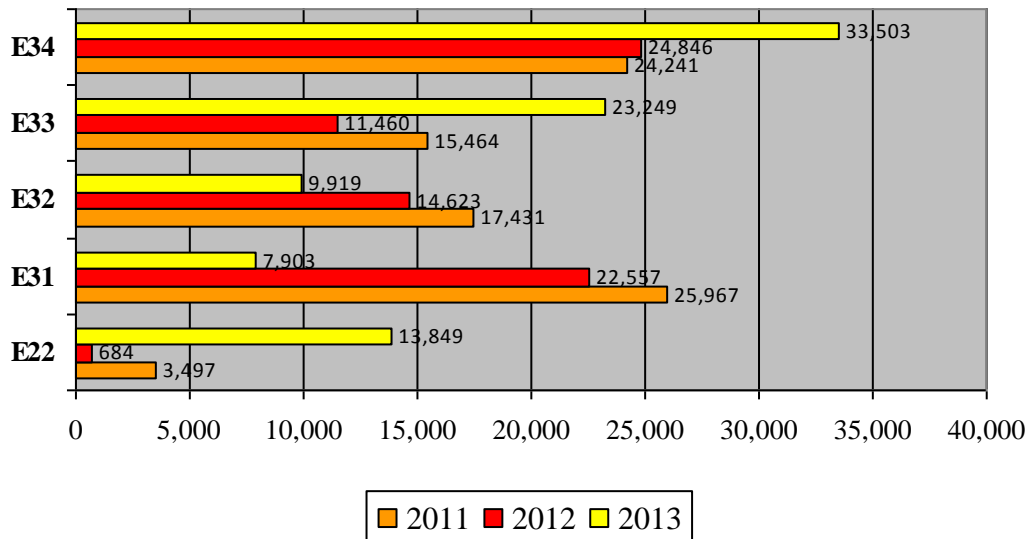
Unit	Vehicle Year	Total Mileage	Total Hours	Miles in 2013	2013 Repair Costs
E22	1993	122,531	14,182	4,189	\$13,849.15
E31	1999	90,981	11,339.60	7,448	\$7,903.62
E32	2008	57,527	1,063.0	10,761	\$9,919.36
E33	2006	63,475	6,582	7,048	\$23,249.95
E34	2006	77,389	7,401	9,934	\$33,3503.45
E35	1988	99,973	10,747	0	\$000.00
T71	2001	10,425	1,966	540	\$2,389.74

The department tracks the time each apparatus is out of service for warranty and repair work. We track this by shift and every twenty-four hours out of service represents one shift. The graphs below show the number of shifts each apparatus was out of service for repairs with a comparison to 2012, and a three year history of the dollar amount spent on each apparatus for maintenance and repairs.

Out of Service



Three Year Apparatus Repair Costs



Special Operations

Department Special Operations include our team participation in Haz Mat and Emergency Preparedness. Each team is made up of department members who want to specialize in these areas and increase their knowledge, skills, and abilities to participate on the respective teams. The emergency calls that 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 department members who are trained to the technician or specialist levels. These members are participants on our Haz Mat Team. Through a Department of Homeland Security grant, we also have a pickup and box trailer that contains decontamination equipment for Haz Mat and Terrorism calls. This equipment is housed at Fire Station 3.

The Fire Department coordinates emergencies for the City, and we have made some progress in this discipline. While most of our department employees have received their National Incident Management System (NIMS) training, we continue to work to get all fire employees NIMS certified. We have designed a new emergency Operations Center in the new Public Safety Facility. 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 (CSUS) by using their Emergency Operations Center (EOC) until the Public Safety Facility's EOC is complete. This allows the City to have a designated EOC, should the need arise.



"C" Shift Performing Auto Extrication Training



Firefighters Working on a Roof

Training



Fire Training Division Chief Brian White

The Training Division of the Turlock Fire Department was again very busy in 2013, assisting with various ranks, conducting probationary homework assignments, and testing of those personnel who successfully promoted into new positions and administered to all department personnel the mandated training subjects.

A major Training Division accomplishment in 2013 was four and eight month tests and monthly homework assignments for probationary training for the new Fire Engineers.

California Fire Fighter Joint Apprenticeship Committee (CFFJAC)

The Turlock Fire Department is a member of the CFFJAC. This program was created in 1982, and the 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 materials.

During 2013, four Turlock Fire Department personnel completed their CFFJAC contracts. Those personnel were:

1. Saldivar - Fire Officer, 09-2013
2. Bernard – Fire Officer, 10-2013
3. Cockrell – Fire Officer - 10-2013
4. Boyd – Fire Apparatus Engineer, 10-2013

New promotions require that previously completed CFFJAC apprentice personnel begin new CFFJAC contracts for their newly promoted ranks. The Turlock Fire Department currently maintains a roster of fifteen CFFJAC Apprentices in the program.

Specific Training

Several Turlock Fire Department firefighters are trained and assigned as instructors for various specialized training topics. The topics cover a wide array of federal, state, and locally mandated subjects for Emergency Medical Services (EMS), firefighter didactic, and manipulative skills.

Listed below are several training subjects completed in 2013:

- Numerous EMS subjects including: CPR, Blood Borne Pathogen, Carbon Monoxide Poisoning, and EMT Skills testing held quarterly
- Annual Wildland Firefighter refresher training
- Pre-Fire Planning and Industrial Facility Tours
- Simulated ammonia release drill at an industrial facility in Turlock
- Multiple agency “Active Shooter” drill at CSUS
- Fire alarm drill, building evacuation, and simulated fire response to a large convalescent home
- Auto stabilization and auto extrication training
- DMV Pre-trip and emergency response driving (road course)
- Firefighter ground rescue training (search and rescue for civilians, and 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)
- Fire ventilation training evolutions
- Firefighter Survival/Rescue training
- Large area search training

Additionally, several 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 2013. Those agencies included: Blue Diamond Almond Growers, California Dairy Farmers of America, CSUS, Emanuel Medical Center, PG&E, American Medical Response (AMR), Stanislaus Consolidated Fire, Modesto Regional Fire Authority, Ceres Fire Department, Mountain Valley EMS Agency, several large residential care homes located in Turlock, and industrial facilities that allowed the Turlock Fire Department to conduct a variety of trainings at their locations.

Reported Training Hours

Personnel completed 6,042.5 hours of department training. All training hours are entered into the AS400 computer system. This represents a decrease of 4,227 hours of completed training from 2012. Further analysis reveals that the 2013 average monthly training hours completed were 503.54 hours, which equates to an average of 16.55 hours of training per day (shift), and 1.273 hours per day (shift), per employee.

The reduction in training hours for 2013 can be attributed to several factors. The retirement of employees, a long term vacancy due to injury, changes made in the reporting of training codes to “Daily Activities,” and not conducting a Firefighter Training Academy in 2013.

Explorer Program

The Turlock Fire Explorer Program is designed for career awareness for young adults between the ages of 15-21, who are interested in a career in the fire service. In late 2012, interviews were conducted for interested applicants and four individuals were selected to join the Turlock Fire Department Explorer Program. Several tenured Fire Explorers left the program to pursue other opportunities during 2013. Currently, there are a total of three Turlock Fire Department Fire Explorers who train twice a month on fire service skills and who also attend one day of training on a Saturday once per quarter. Additionally, once a Turlock Department Fire Explorer has completed a six month probationary period, has maintained a minimum 80% attendance to all scheduled trainings and department functions, and maintained a 2.0 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 hour shift.

The Turlock Fire Department will conduct additional interview processes in 2014 to increase the current size of the Fire Explorer Program to approximately ten participants.

Department Training Accomplishments

1. Worked collaboratively with the department committee to complete the “Fire Engineer’s Task Book” for department members and began issuing to prospective Fire Engineer candidates.
2. Provided Driver Operator 1A and Driver Operator 1B courses to Turlock Fire Department Firefighters who may be interested in gaining fire engineer skills, knowledge and certification.
3. Assisted in the completion the relocation process of a portable building from the former Police and Fire Administration site in Turlock, to the Turlock Training Drill Grounds location for use as a new classroom training building.
4. Enrolled with and trained using Target Solutions subscription and assigned monthly online EMS assignments to all personnel.
5. Participated in various “Resource Sharing” Training Committee work with the other “Resource Sharing” Agencies in Stanislaus County (Ceres Fire Department, Modesto Regional Fire Authority and the Stanislaus Consolidated Fire Department) working on a shared training calendar in 2014 for common subjects, joint trainings and sharing of subject matter expert instructors.
6. Coordinated in-house department member built and conducted training utilizing a new ventilation prop at the current training burn room.
7. Hosted the Columbia College Fire Academy at the Turlock Training Drill Grounds for a Fire Control 3 course.

Prevention



Prevention Division Chief/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 & 24, and our local municipal codes.

The Fire Prevention Division is led by the Division Chief/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. He also coordinates the Annual Business Inspection Program that is performed by the engine companies, and has oversight of Neighborhood Services.

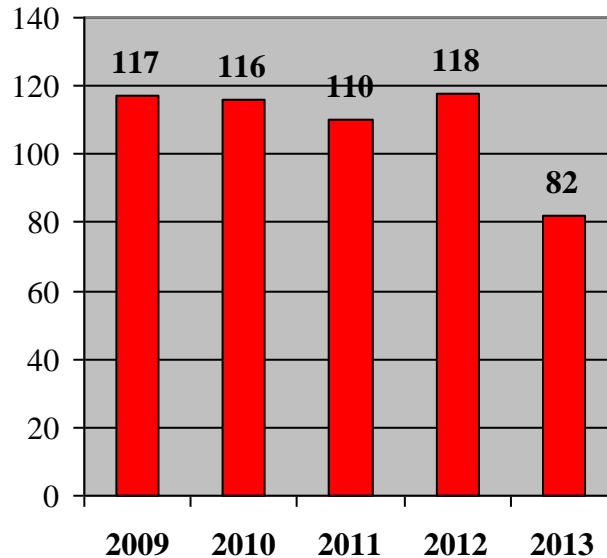
Chief Gomez' other primary responsibility is the department's Arson Investigation Team. The team is made up of fire department employees who have special training in determining cause and origin of suspicious fires. The department's investigators work in partnership with police detectives who also have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

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. Eighty-two occupancy inspections were conducted in 2013.

The chart below shows the number of inspections:

Occupancy Inspections



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 the customer can have a positive City experience. The Fire Marshal participated in seventy-nine Pre-Development meetings last year.

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 and two permits were issued in 2013.

The table below shows the number of permits issued over the past three years:

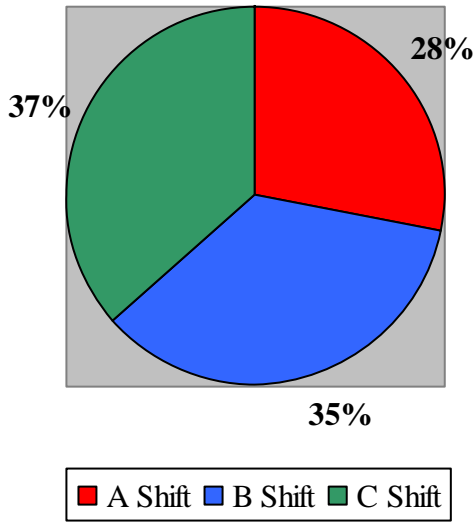
Permit Types	2011	2012	2013
Assembly	147	148	112
Compressed Gases	28	24	26
Dry Cleaning	1	1	1
Dust Producing	5	3	4
Flammable/Combustible	54	54	49
Haz Mat	23	22	21
High Piled Storage	3	5	4
Hot Works	26	23	23
LPG	4	2	2
Refrigeration	11	10	7
Repair Garage	75	72	68
Spray & Dipping	6	8	7
Total	383	372	324

Annual Engine Company Business Inspections

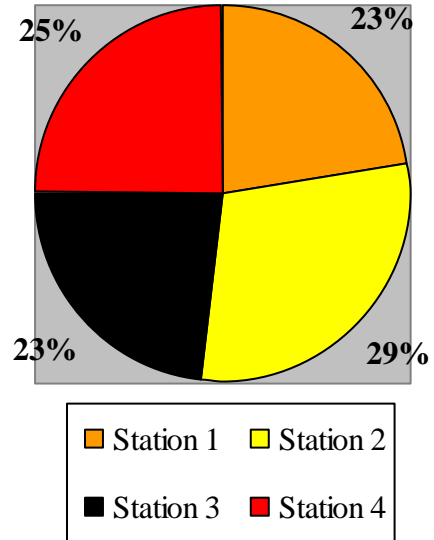
Engine companies perform annual business inspections on almost every business in Turlock. Our goal with business inspections is to reduce fire loss in businesses in a proactive way by working with our business owners to be aware of safety violations and to gain compliance. It also is important for our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

The graphs below show the business inspections for 2013:

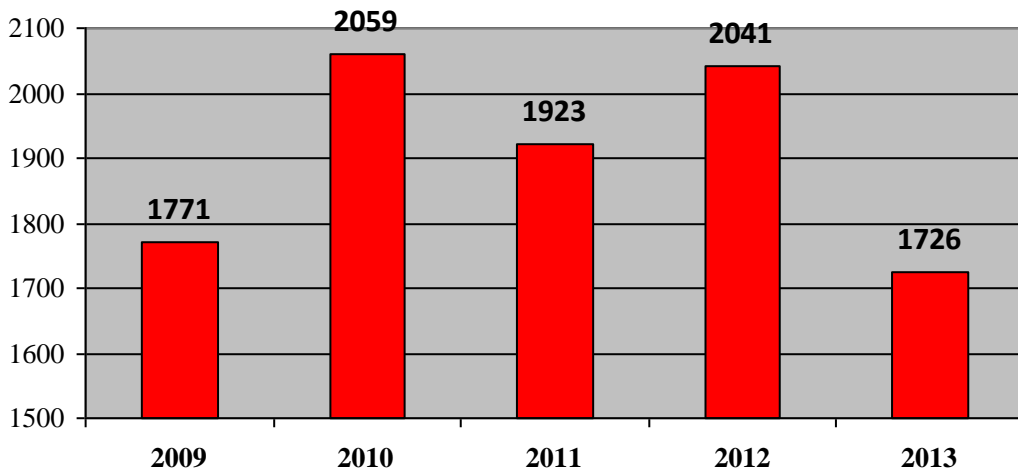
Inspections By Shift



Inspections By District



Five Year Inspection Report



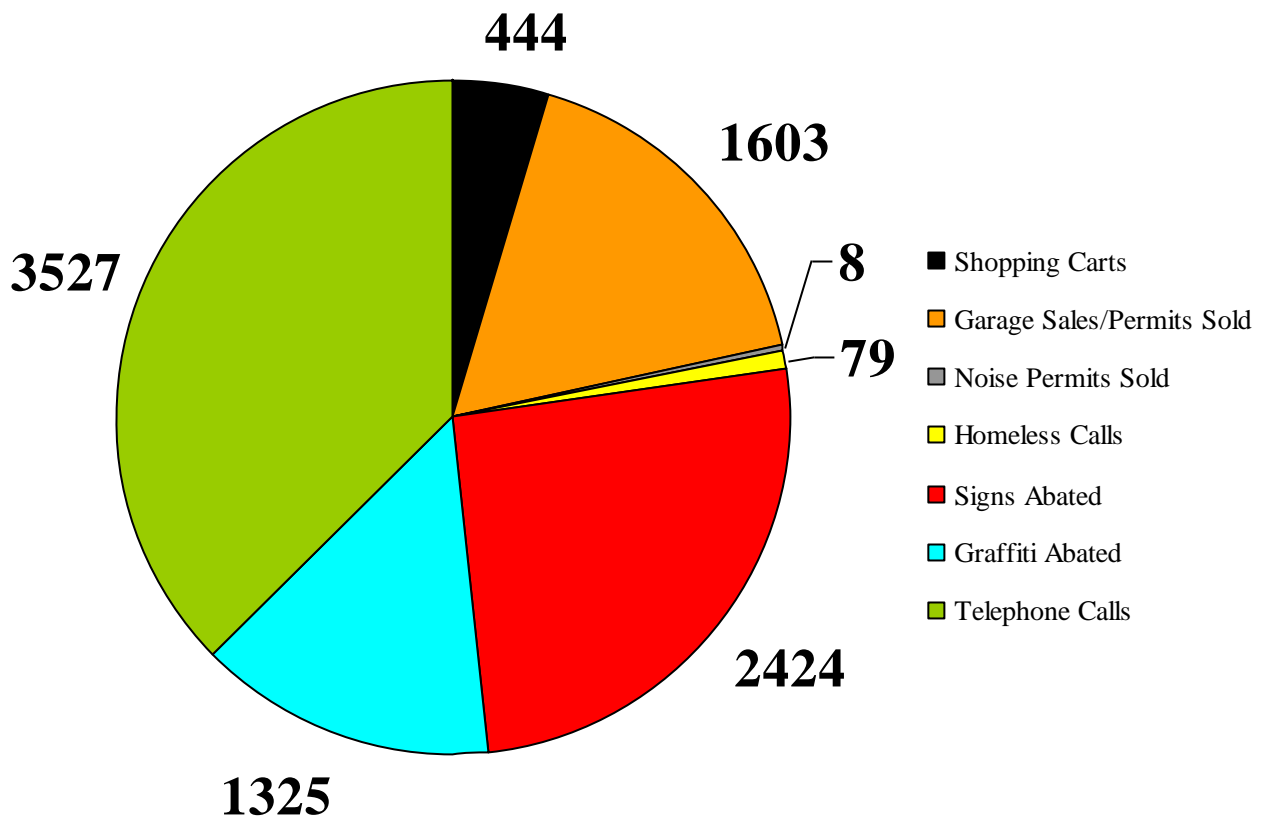
Neighborhood Services

The purpose of the Neighborhood Services Division is to work in partnership with the people of Turlock to promote and maintain a safe and desirable living and working environment, and to help maintain and improve the quality of life in our community.

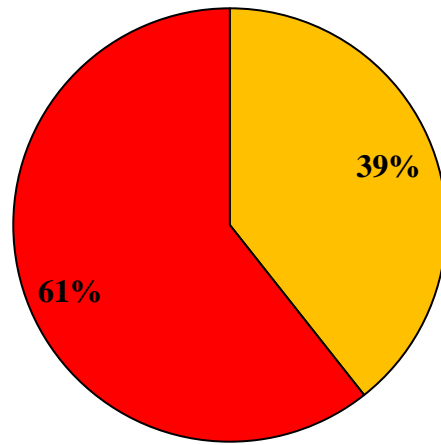
Each resident, property owner, and business owner has a responsibility to maintain homes and businesses in a manner that has a positive effect on the overall appearance of the city.

Neighborhood Services initiates action after receiving a complaint or observing a violation. In all cases, the property owner is notified of any existing violations. If a property owner does not take action to correct the violation, the property may be declared a public nuisance and will be subject to abatement by the City. Property owners will be held responsible for all costs incurred by the City to abate the violations on their property.

The chart below shows Neighborhood Services findings for 2013:

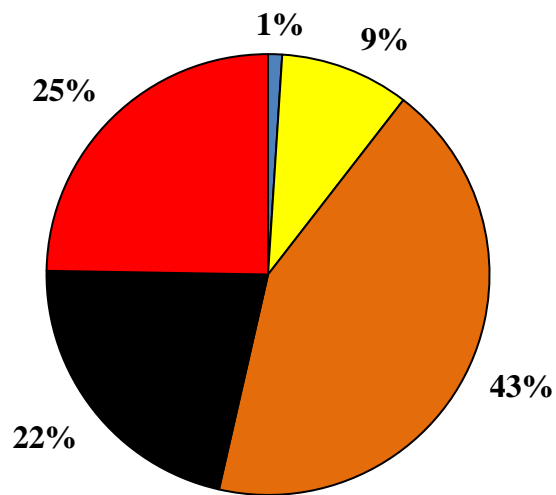


Complaints



- Unfounded Complaints
- Online Complaints

Abatements



- AVA Public
- AVA Private
- Weeds/Grass
- Refuse
- Miscellaneous



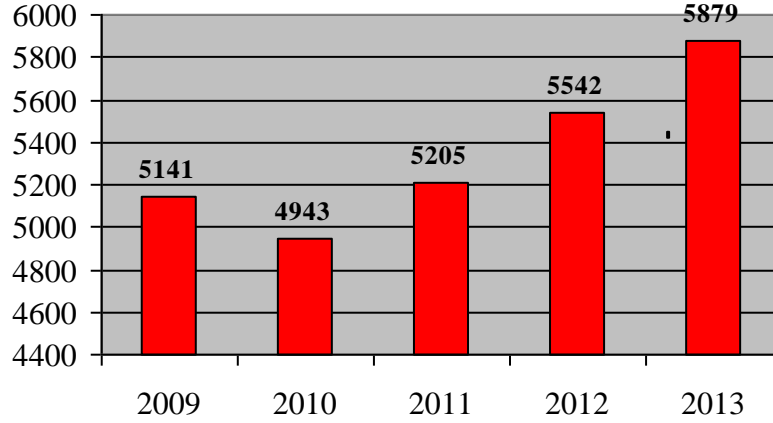
Graffiti Abatement Specialist Ryan Covering Up Graffiti



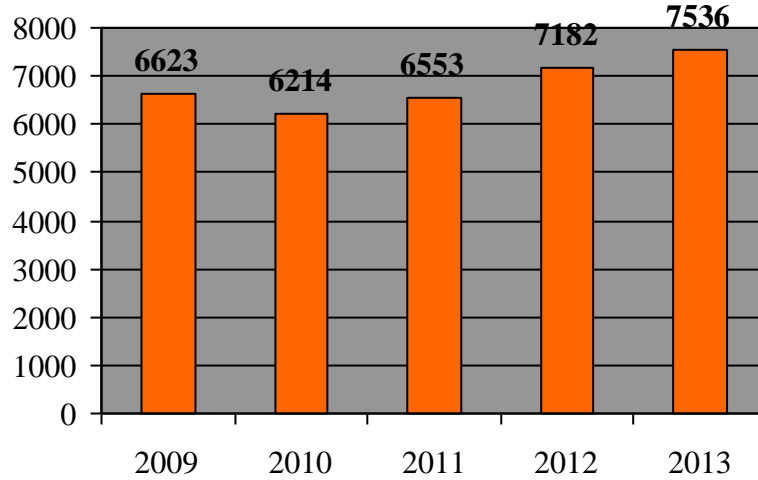
City Crews Abating Refuse/Personal Property

Five Year Emergency Response Report

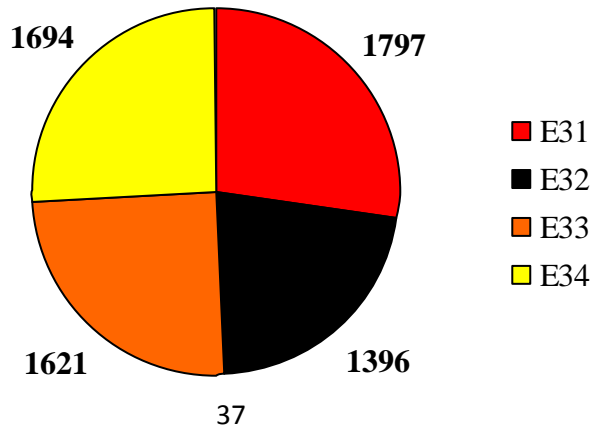
Emergency Calls



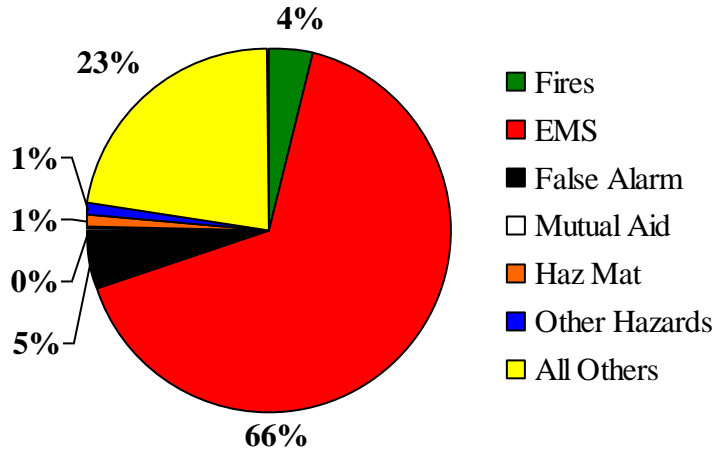
Engine Company Responses



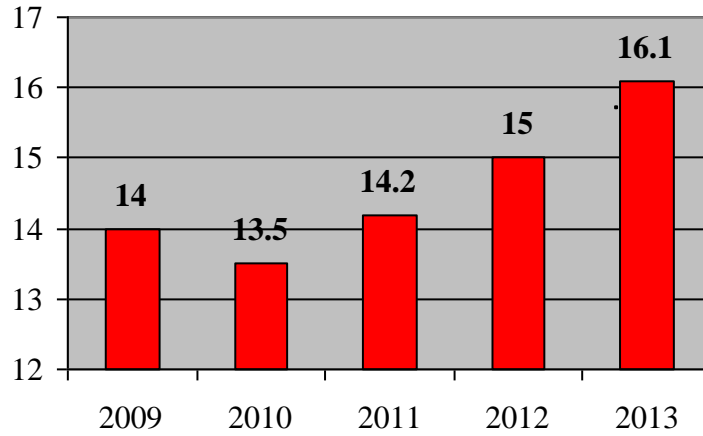
Response By Engines



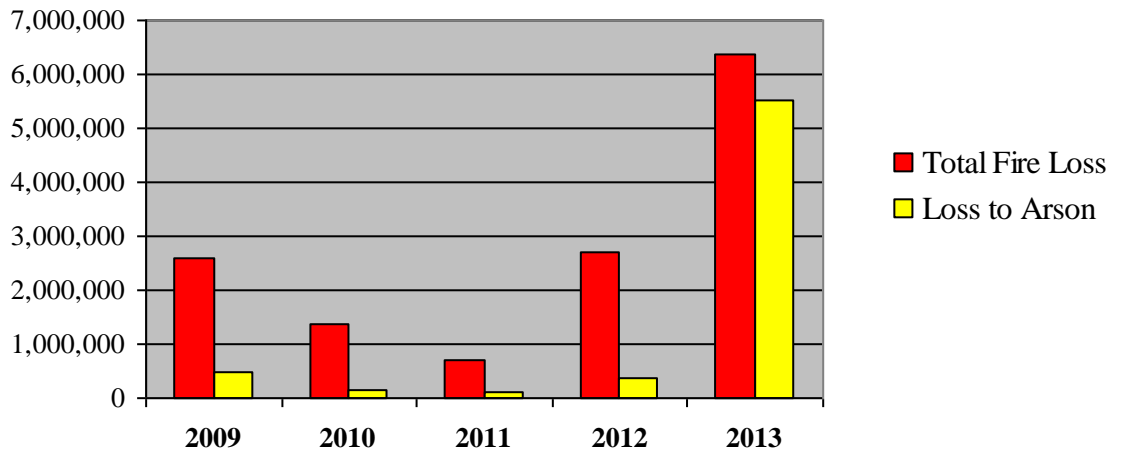
2013 Incident Types



Average Number of Calls Per Day



Total Fire Dollar Loss



Response Times by Shift and Station

Engine Company	Shift	Total Responses	Average Turnout	Average Response
31	A	667	1.01	4.15
31	B	600	1.00	4.32
31	C	623	0.55	4.26
32	A	536	1.15	5.23
32	B	519	0.54	5.00
32	C	521	.50	4.49
33	A	598	1.03	4.44
33	B	519	1.08	4.44
33	C	586	1.01	4.29
34	A	584	1.08	4.52
34	B	524	1.03	4.55
34	C	586	0.46	4.45



Firefighters Nick Grillo and Shaun Walker Helping Kids Have Fun While on a Fire Station Tour



Defensive Fire Attack at 1400 W. Main



Fire Crews Building a New Training Prop