



VISALIA FIRE DEPARTMENT ANNUAL REPORT 2013



VISALIA FIRE DEPARTMENT

Mission Statement

Dedicated to protecting all through excellent service

CORE VALUES

*INTEGRITY
PROFESSIONALISM
HONESTY
RESPECT
DIVERSITY
RESPONSIBILITY
VALOR*

Vision Statement:

*We will carry on the pride of our profession
By providing excellent service through:*

*Innovation
Progressive Leadership
Compassionate Care*

“WE ARE VISALIA FIRE”

TABLE OF CONTENTS

❖ Mission Statement	2
❖ From the Fire Chief	4
❖ Organizational Structure	5
❖ Activity Profile & Response Time	6
❖ Call Breakdown	7
❖ Incident Density Map	8
❖ Total Calls	9
❖ City Safety	10
❖ Apparatus	10
❖ Emergency Medical Service	11
❖ Strike Team	11
❖ Fire Investigations	12
❖ SCBA	12
❖ Training	13
❖ Emergency Preparedness	14
❖ Communications	14
❖ Prevention	15
❖ Specialty Teams	16
❖ Service Awards	17
❖ Firefighter of the Year	17
❖ Administration	18
❖ Budget Update	19
❖ Community Activities	19

Fire Department Administration
707 W. Acequia Avenue
Visalia, CA 93291
(559) 713-4266 Fax (559) 713-4808

FROM THE FIRE CHIEF



This is my first opportunity to submit the Annual Report for the Visalia Fire Department. I'm honored to have been selected the Fire Chief in May of 2013, for a great City with a highly professional and talented staff. I began my tenure as the Fire Chief approximately 7 months ago and have enjoyed getting to know the community and serving the citizens of Visalia.

2013 was a challenging year which saw calls for service increase and our staffing level remain the same as in 2010, after staff reductions were necessary during the recession. Through the efforts of a highly committed and talented staff of firefighters, officers and administrative professionals the requests for customer service and response to emergencies was accomplished efficiently. The vision and leadership of our City Council and management of our resources through the City Manager has put the City in a strong position as we emerge from the recession and move forward to a brighter future.

We are in the planning stages to add a new Fire Station 53 to support the Southwest sector of the City. The site selected is on the corner of Atwood Street and Walnut Avenue and is being purchased from the Visalia Unified School District. The proposed fire station will be similar in design to Station 55 located at Shirk Road and Ferguson Avenue. Station 53 will house an Engine crew consisting of a Fire Captain, Fire Engineer, and one Firefighter Paramedic. This will greatly enhance our response times to emergencies in the southwest sector. The design and construction for this facility is slated to take approximately one year and we hope to move in and be operational by the fourth quarter of 2015.

We have refocused our efforts to efficiently address the fire inspections of high occupancy and hazard based businesses. We have incorporated new computer software that will help track inspections and make our time more efficient as we deal with a growing city in terms of business complexity and public safety. We have also incorporated tracking software to assist us with keeping our Firefighter, Haz-Mat, Wildland and Paramedic certifications current as we strive to meet the educational requirements for our profession to better serve our community.

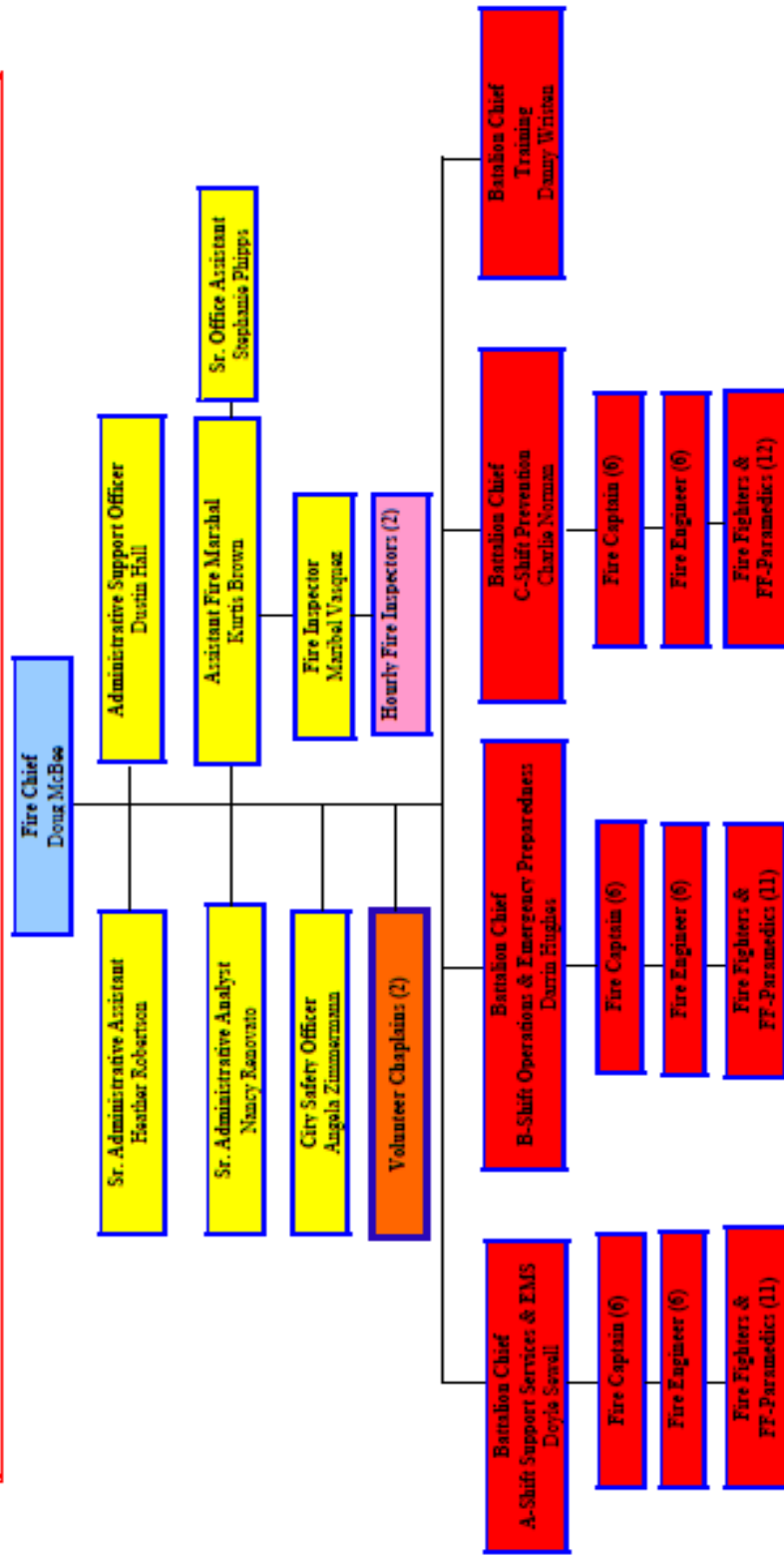
As we begin the New Year, I would like to recognize and commend the men and women of the Visalia Fire Department for their dedicated service to our citizens and the professionalism and positive can-do attitudes I see each day. We are privileged to work in a great community and thank you for our opportunity to serve you. It is my honor to present our 2013 Annual Report for your review.

Warmest Regards,

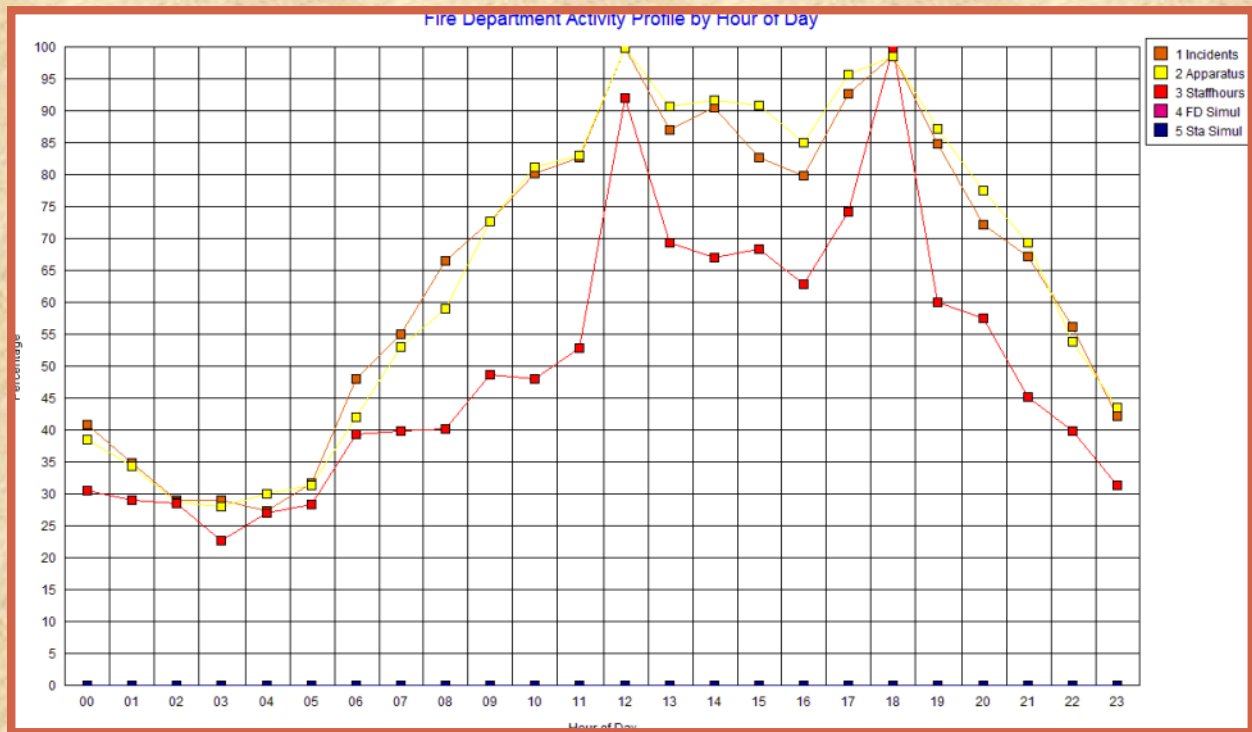
Doug McBee,
Fire Chief, Visalia Fire Department

ORGANIZATIONAL STRUCTURE

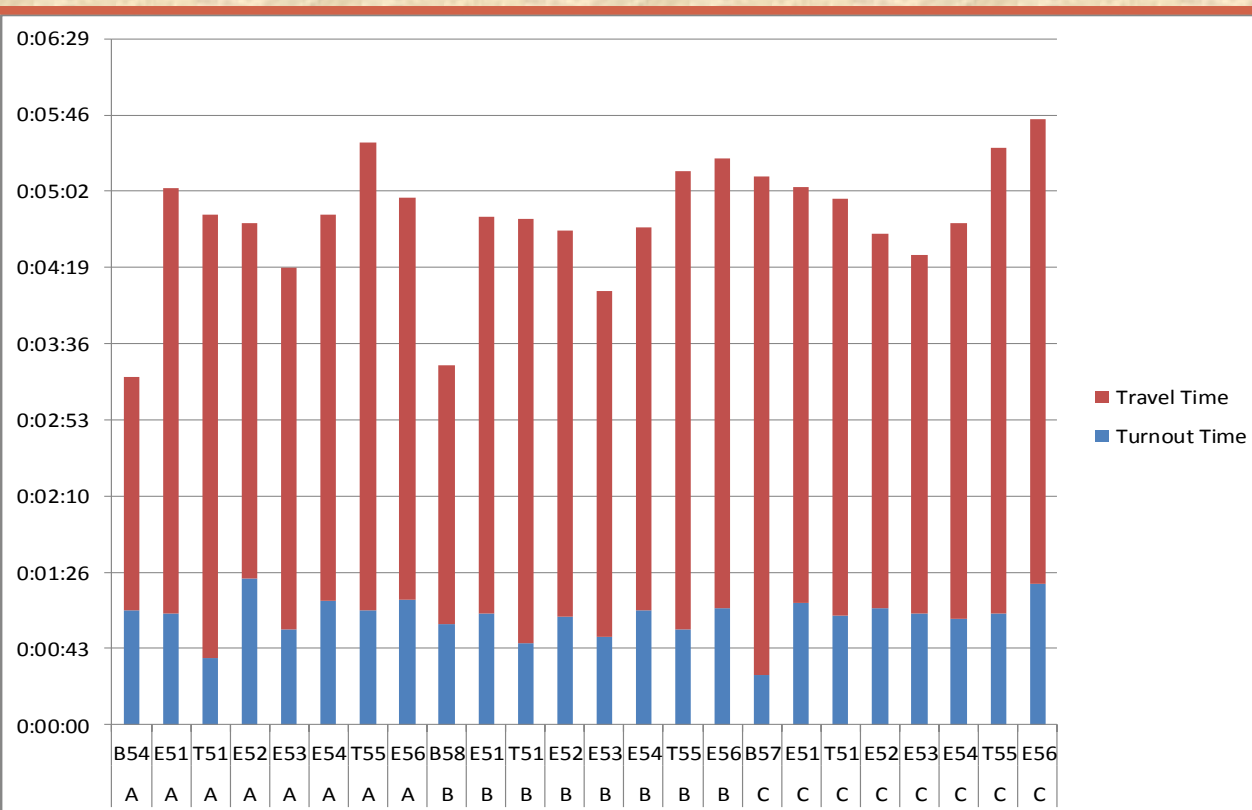
Visalia Fire Department
ORGANIZATIONAL CHART-ALL PERSONNEL
JUNE 11, 2013



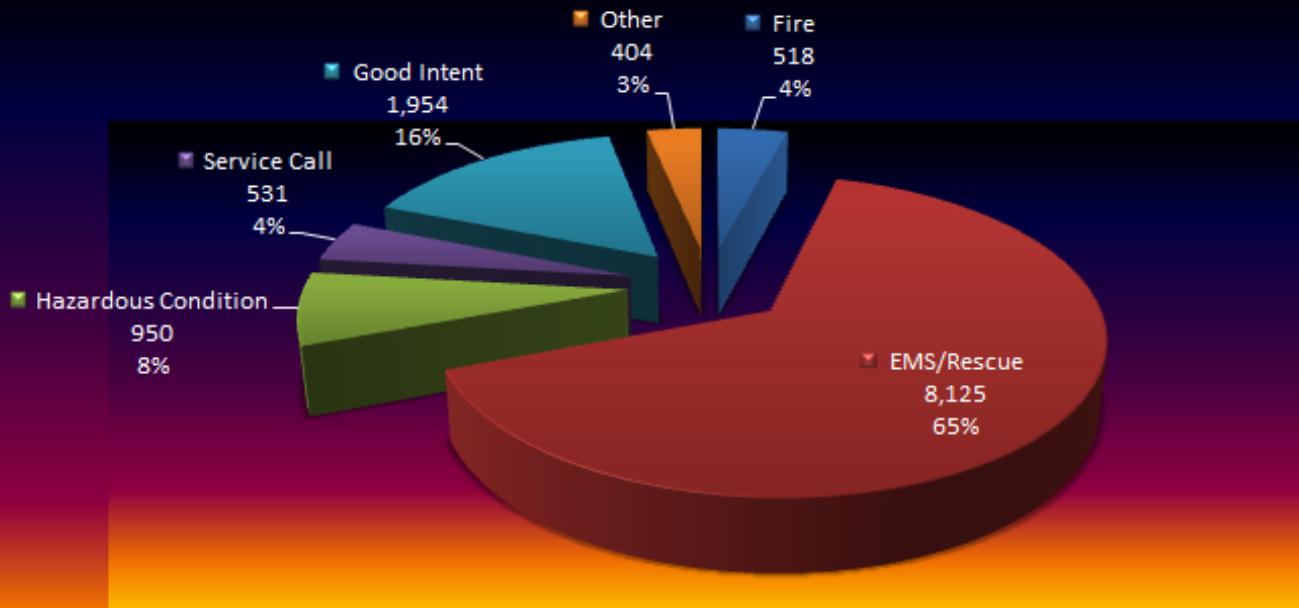
ACTIVITY PROFILE BY HOUR OF THE DAY



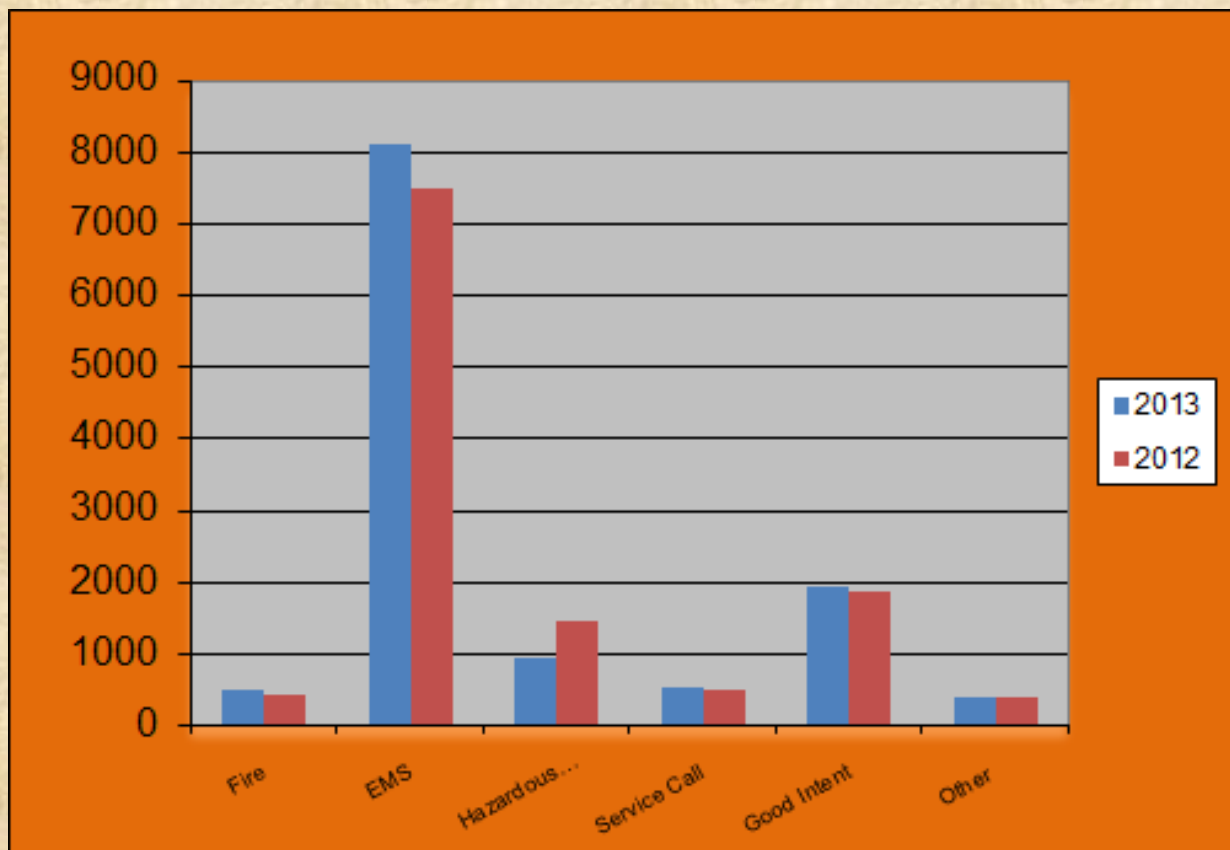
1ST RESPONSE TIME BY SHIFT & UNIT



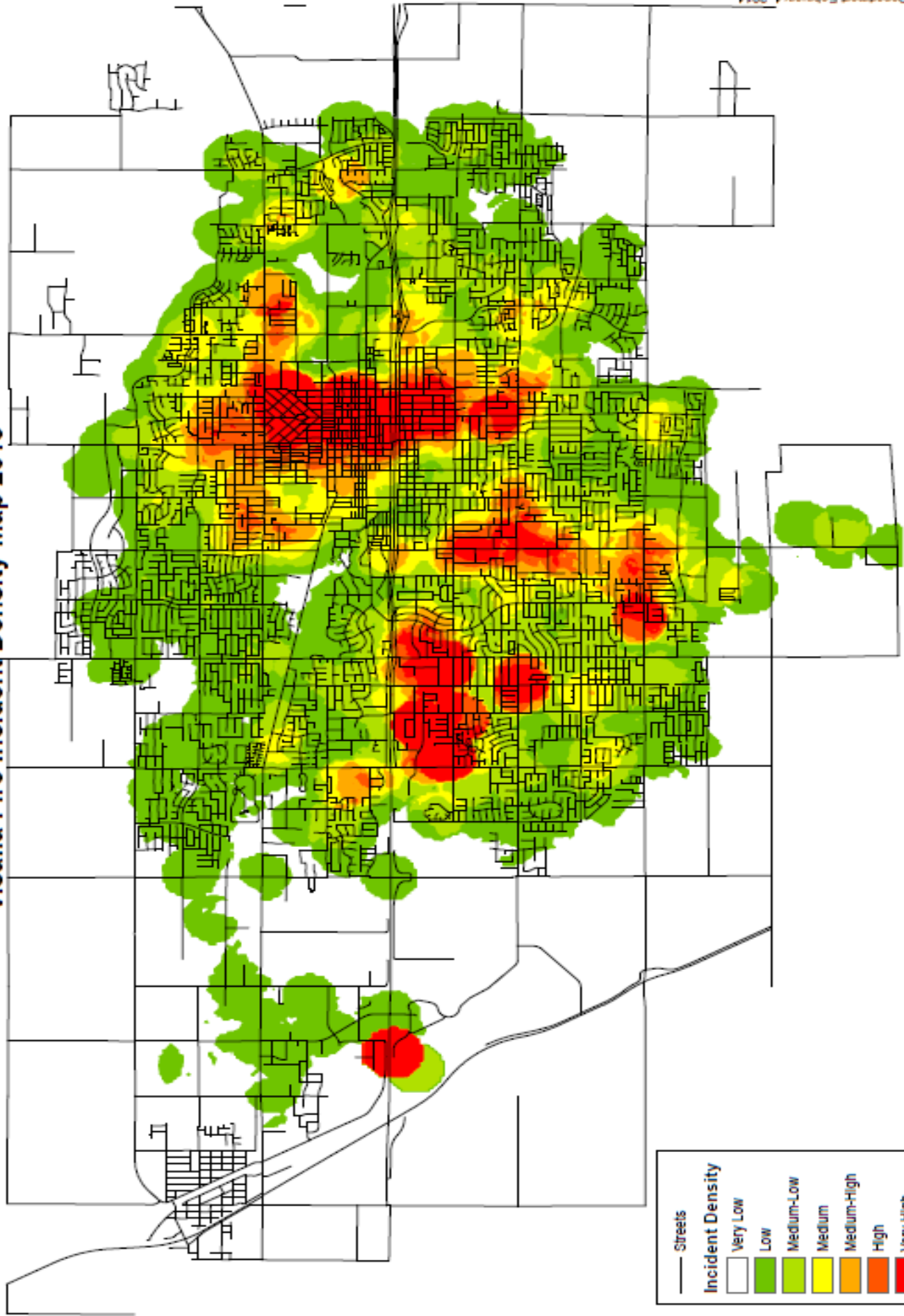
CALL BREAKDOWN



2013 CALLS VS. 2012 CALLS



Visalia Fire Incident Density Map 2013



VISALIA FIRE DEPARTMENT 2013 CALLS

Fire Related Calls

518

Visalia Fire Department responded to 518 fire related calls in 2013. Top three fire type calls:

- Building Fires
- Passenger Vehicle Fires
- Outside rubbish, trash or waste fires



Medical Calls

8,157

- 65% of VFD's calls for service are for medical emergencies.



Additional Calls

3,807

- Hazardous Condition
- Service Calls
- Good Intent/Other



TOTAL CALLS

12,482

CITY SAFETY

The City safety program was established to promote and support a safe and healthful work environment by providing leadership, training, information, resources, policy development, and consultation services to all City employees and departments. The goal of the City's safety effort is to provide education and guidance to prevent injuries, illnesses, and exposures while achieving regulatory compliance. In 2013, some of those efforts included:

- ◇ Monthly safety committee meetings to discuss ways to prevent injuries, illnesses, and vehicle accidents
- ◇ Investigation of occupational injuries, vehicle and equipment accidents
- ◇ Facility inspections to identify and reduce hazards
- ◇ Confined space inventory and assessment
- ◇ Cal/OSHA required programs development
- ◇ Workplace Violence Prevention training
- ◇ On-line (M)SDS management
- ◇ Monitoring conditions to timely implement heat illness prevention provisions
- ◇ Update bio-hazardous waste management procedures for regulatory compliance
- ◇ Ergonomic evaluations and modifications
- ◇ Procedures to conduct hearing tests modified; 275 tests completed
- ◇ Respiratory protection procedures modified to include required medical evaluation
- ◇ Audit forklift certification and training process
- ◇ Implementation of Globally Harmonized System for Classification and Labeling of Chemicals (GHS)
- ◇ Re-vamp the October safety program awareness month-long campaign
- ◇ Conduct emergency evacuation drills
- ◇ Presence at the employee Benefits Fair
- ◇ Noise study on new equipment
- ◇ Emergency preparedness and drills in the City's Emergency Operations Center
- ◇ Development of new safety training
- ◇ Create a training team, curriculum, and team train other local agencies in Designated Infectious Control
- ◇ Officer requirements
- ◇ Maintain awareness of Cal/OSHA regulation changes and citation trends

APPARATUS

Visalia Fire Department purchased one Spartan Crimson Fire Engine and placed it in service at Station 51; purchased one new Ford pickup for the Training Chief. The department also received one engine from the Office of Emergency Services (OES). The OES Engine is utilized on Strike Team Wildland Fires and is equipped with pump-and-roll capability for off road applications.



EMERGENCY MEDICAL SERVICE

The Visalia Fire Department responded to 8,125 medical emergency calls in 2013. The majority of our calls for service (65%) continues to be for medical emergencies.

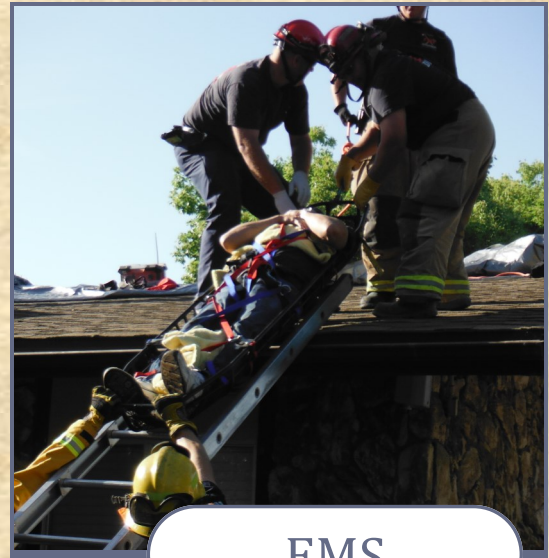
The EMS Program had a very busy and productive year. With regard to personnel, all members of the fire prevention division were recertified in cardio pulmonary resuscitation (CPR). We also provided ACLS & PALS renewal training to all Paramedics, as well as the renewal of the department instructors for these disciplines.

To continue looking for opportunities to improve our processes and services, the department created a Continuous Quality Improvement Committee (CQI). The committee meets to evaluate and improve services to training, policies & equipment.

All CCEMSA (Central California EMS Agency) policies and protocol updates were dispersed to staff and maintained. Staff updated internal Standard Operating Guidelines for Narcotic tracking and CCEMSA Policy and Procedures.

The department submitted and received a grant totaling \$248,800 from the Assistance to Firefighters Grant through FEMA. The funding was used to purchase eight (8) new LifePak 15 cardiac monitors/manual defibrillators. The new cardiac monitors allow VFD to have the most current and up-to-date equipment to provide care to current medical standards. The department also sold the older model units and received approximately \$12,000 from the sale.

DICO—The Designated Control Officer's held a course to provide training on infection control, infectious materials/diseases, Federal, State and local standards pertaining to infectious control and organization obligations. The class had participants from Hanford, City of San Jose, Torrance, Stockton, Fresno, NAS Lemoore, Porterville, Dinuba, and Dixon.



EMS

The majority of our calls for service (65%) continues to be for Medical Care.

STRIKE TEAM

With another year of extreme drought conditions, the Visalia Fire Department had a very busy fire season and preparations are well underway to gear up for a busy fire season in 2014. In 2013, staff was deployed to four Strike Team Wildland Fires:

- Carstens Fire – June 16th Mariposa County
- Aspen Fire – July 22nd Fresno County
- Water Fire – July 23rd Kern County
- RIM Fire – August 17th, Sierra Nevada Region

The State reimbursed the City of Visalia a total of \$112,000 for Strike Team Staff time.



FIRE INVESTIGATIONS

The Fire Investigation Unit is responsible for investigating fires to determine cause and origin. As Peace Officers, Fire Investigators conduct criminal investigations and prosecution of arsonists. Fire Investigators also assist outside agencies with the department's Juvenile Fire-Setter Intervention Program. Through this program we extend fire safety education and awareness to juveniles and other individuals who may have been involved or participated in setting illegal fires.

The Visalia Fire Department Arson Investigation Unit is made up of ten personnel who are trained in fire investigation by the State Fire Marshal's Office. The Unit was active in public education, continuing education, and an illegal fireworks enforcement detail. During the detail, personnel issued eight citations and confiscated approximately 70 pounds of illegal fireworks.

In 2013, the Fire Investigation Unit conducted 158 fire investigations and determined the following; 63 were considered accidental, 29 were incendiary, 56 were undetermined, and 10 were caused by juveniles; five people were arrested for arson related crimes. In addition, Engine Company Captains completed 200 basic cause and origin investigations.

SCBA

The self-contained breathing apparatus (SCBA) is an important component of personnel safety equipment. The SCBA is the firefighter's life-line when battling structure fires, it provides the breathable air we need. Continued maintenance, required periodic testing, and calibration were completed to ensure the safety of all equipment.

In 2013, all company officers were outfitted with a new Epic Voice amplifier and a request was submitted and approved to outfit the remaining personnel. The voice amplifiers improve communication in all emergency settings; communications is one area that always needs improvement.

Personnel, on an annual basis, have to be fit tested to ensure the face piece (mask) fits correctly to the individual's face. Personnel are also required to answer a medical questionnaire that is reviewed by a medical clinician to ensure personnel are medically capable to use SCBAs.



TRAINING

Training in the Fire Department was improved in 2013, by streamlining several components. Several functions of training have been delegated to the three Truck Captains to make the work load more manageable. Target Solutions improvements were also made to ensure that all Fire personnel have the ability to remain current on required certifications and licenses.

An Acting Fire Engineer Academy was developed and conducted. The training was for personnel who want to continue their growth in the fire service. The training was a week long and included topics on maintenance of equipment, Code 3 driving, pump and aerial operations to name a few. In February, seven Firefighters completed the Academy:

- * Bryan Gant
- * Jesse Ruiz
- * Curtis Mueller
- * Mike Herlihy
- * Brandon De La Cruz
- * Steve Walker
- * Geoff Randall



Training

Personnel completed over 21,000 hours of training in 2013.



EMERGENCY PREPAREDNESS

As part of the continued training for personnel associated with the Emergency Operations Center (EOC), a drill was conducted to assess personnel and the different affiliated agencies in handling such incidents; this year a drought and power outage were the emergent situations. As fate would have it, On August 19th, 2013, a major power outage impacted our community and surrounding areas. The outage was caused by a lightning strike and fire at the Edison Rector Substation. The City opened its Emergency Operations Center for several hours, and staff worked to identify priorities to manage the impacts on the community.

The department assisted with the adoption of new forms to improve communications with all agencies in the Operational Area, conducted a meeting to help coordinate efforts between the City and the local water agencies, and assisted with the implementation of a new vendor for the Reverse 911 – Alert TC system. The Reverse 911 system is used to notify the public of emergency situations in the area.



COMMUNICATIONS

Over the past couple of years, the Fire Department has been in the process of completing the upgrade of all radio equipment to the “new” narrow banding requirements mandated by the Federal Communications Commission (FCC). In 2013, the last element was completed with the upgrade of all fire pagers.

New Motorola radios were placed into service for the company officers. This radio gives personnel the capability to talk to police department and EMS personnel without having to change radios. The City worked with Cal Fire and Tulare County Fire Department to complete radio frequency loads.

In the dispatch center, an update to the Data Tech First Response 911 system was completed. The Data Tech system is used by dispatchers to get as close to “real time” information from Tulare County Consolidated Ambulance Dispatch (TCCAD) related to medical incidents.

A new CAD (computer aided dispatch) was replaced, as well as selecting an architectural team to develop plans for a new fire and police dispatch center.

The department made substantial changes to the business practices of reporting patient care information and how records are managed. The Fire Department is now current with expected standards related to patient care reporting. During 2013, the fire department transitioned from paper patient care reports (PCR) to electronic patient care reporting (ePCR). This transition has increased efficiency for personnel completing reports and decreased liability in maintaining personal health care information governed by the Health Insurance Portability and Accountability Act (HIPAA). The other significant change was to FireRMS (records management system), ePCR, and the mobile inspection data bases. These three data bases have moved off site and are now being hosted by EF Recovery.

PREVENTION

In 2013, the Visalia Fire Prevention Division and Fire Suppression Staff conducted over 2,121 initial annual fire & life safety business inspections and over 1,612 follow-up inspections. The Fire Prevention Division was also very busy with the Property Maintenance Program accomplishing:

- ◇ 2781 Inspections
- ◇ 78 Properties abated by contractor
- ◇ \$46,936.25 Billed for cost recovery

A new Fire Inspector, Maribel Vasquez, joined the department in March. Maribel comes to us from the Coalinga Fire Department, where she worked as an administrative assistant and fire inspector. Maribel holds a bachelor's degree in Social Science and has an excellent educational foundation and a thirst for knowledge. She has become a valuable asset to the Fire Department.



In 2013, Fire Inspector Dannielle Beasley with the assistance of MIS, completed a two year project customizing PERMITS' Plus for the Property Maintenance Program. The customization allows staff to perform inspections in a more efficient manner and track a great deal of more information than previously.

Fire Inspector Corbin Reed and Fire Engineer Fred Pendergraft installed 68 smoke and 71 CO alarms in residences throughout our community. Funding for the alarms was provided through a FEMA grant. Corbin and Fred also collaborated on another project, an interactive house fire prop for the 2013, Fire Department Open House.

Office Assistant, Stephanie Phipps was promoted to Senior Office Assistant in 2013, and has embraced her new title by taking on more projects, programs and responsibilities. Stephanie has taken on a bigger role in scheduling and coordinating the department's public education events. She is responsible for coordinating school presentations, assisting in the planning of Open House, and will take on a bigger role in the 2014, Youth Fire Camps. Stephanie is also a big part of the Special Events Committee and is Chair for the City's CORE Group.

The Fire Department participates in many health and safety community events such as children's festivals, career fairs, carnivals, open houses and other community requested events. In 2013, the Visalia Fire Department conducted over 257 Public Education Presentations to various outside agencies, totaling over 15,911 attendees. A total of 52 individuals participated in the Ride-a-long Program.

NATIONAL FIRE PREVENTION WEEK

The week of October 7, 2013, marked the beginning of National Fire Prevention Week throughout the United States. During Fire Prevention Week, all fire agencies throughout the nation make public education and fire safety awareness a priority in order to reduce the risk of fire and the negative effect it has on our society.



On Saturday, October 5, 2013, the Visalia Fire Department hosted an Open House to kickoff National Fire Prevention Week. Open House is a free event that gives citizens the opportunity to tour the fire station, interact with on duty fire personnel and see Haz-Mat demonstrations.

In addition, members of other City departments and outside agencies were there to answer questions about their programs and/or services.

FIRE CAMP

The year's biggest and most popular event is always the Kids Summer Fire Camp. Approximately, 80 campers participated in a week filled with fire safety related activities. Activities included practicing STOP, DROP & ROLL, learning to use a fire extinguisher, using the fire hose and so much more.



Prevention

**A total of 2,781 Inspections
were completed in 2013.**

SPECIALTY TEAMS

The Visalia Fire Department staffs two specialty teams, a California Type I Hazardous Materials Response (Haz-Mat) Team and a Type II Technical Rescue Team. As part of the statewide system, either team may be requested to any part of the State.

Hazardous Materials

In 2013, the Visalia Fire Department received a grant from Homeland Security in the amount of \$63,191 to pay for training of four new members to the Haz-Mat Type I Team. These additions bring staffing of the team to full strength. Currently, the department has 19 Haz-Mat Specialists and 4 Haz-Mat Technicians. Team members participated in an obstacle course designed to hone physical skills related to the technical tasks associated with mitigating hazardous materials release situations. Also completed in 2013, was the mass decontamination trailer. This equipment is used by trained personnel to decontaminate civilians in situations where they have been contaminated with a hazardous material. The department also purchased a rail car training prop, as well as upgraded the chlorine kits currently used by the Haz-Mat team.



Technical Rescue

After required training was completed, two members were added to our California Type II Rescue Team. Additional staffing of the team increases the department's capability to respond to emergencies. The team participated in a technical training session in Tulare at the Southern California Edison Campus. Several pieces of equipment were purchased and placed into service. New high-lift jacks were purchased; members were trained in the proper uses. New swift water rescue gear was purchased and placed into service on Engine 53. With the addition of an Office of Emergency Services (OES) engine to the fleet, a rescue equipment upgrade took place to ensure consistency on all apparatuses.

SERVICE AWARDS

NAME	YEARS	JOB CLASSIFICATION
BUSH, ERIC	15	FIRE CAPTAIN
KRAUSS, KARL	15	FIRE CAPTAIN
WILKINSON, ALLEN	15	FIRE ENGINEER PARAMEDIC
COLBERT, ANTHONY	10	FIRE ENGINEER PARAMEDIC
RUIZ, IGNACIO	10	FIREFIGHTER PARAMEDIC
DEMOSS, ZACHARY	5	FIREFIGHTER PARAMEDIC
DURHAM, MICHAEL	5	FIREFIGHTER PARAMEDIC
GANT, BRYAN	5	FIREFIGHTER PARAMEDIC
MUELLER, CURTIS	5	FIREFIGHTER PARAMEDIC
RANDALL, GEOFFREY	5	FIREFIGHTER PARAMEDIC
TURNAGE, JAMES	5	FIREFIGHTER PARAMEDIC
WALKER, STEPHEN	5	FIREFIGHTER PARAMEDIC

NEW HIRES

Doug McBee
Fire Chief

Maribel Vasquez
Fire Inspector

SUPERVISORY ACADEMY

Heather Robertson
Sr. Admin. Assistant

Dustin Hall
Admin Captain

Kurtis Brown
Assistant Fire Marshal

FIREFIGHTER OF THE YEAR

Jay Manning
Fire Captain

FAREWELL & BEST WISHES



INTERIM FIRE CHIEF GREG GLASS



FIRE ENGINEER FRED PENDERGRAFT

ADMINISTRATION



Chief Doug McBee



Heather Robertson



Danny Wristen



Doyle Sewell



Darrin Hughes



Charlie Norman



Kurtis Brown



Angie Zimmermann



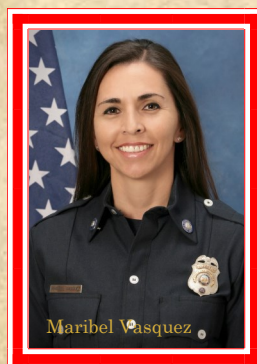
Dustin Hall



Nancy Renovato



Stephanie Phipps



Maribel Vasquez



Danielle Beasley



Corbin Reed

BUDGET UPDATE

CITY OF VISALIA Adopted Budget 2012/13

		BUDGET	ACTUALS
FIRE ADMINISTRATION	2221	\$ 730,800	\$ 699,437
EMERGENCY SERVICES/OPERATIONS	2222	\$ 9,881,100	\$ 9,389,892
FIRE PREVENTION	2223	\$ 507,900	\$ 248,248
TRAINING	2224	\$ 113,000	\$ 116,372
SAFETY PROGRAM	2225	\$ 138,800	\$ 11,553
HAZARDOUS MATERIALS RESPONSE	2226	\$ 83,800	\$ (16,375)
TOTAL BUDGET		\$ 11,455,400	\$ 10,449,127

COMMUNITY ACTIVITIES



RESPONSE MAP

Current response areas shown w/Station 53 currently housed at Station 51.

Future location of 53 is shown at Walnut & Atwood.

