

# ANNUAL REPORT 2019



**TABLE OF CONTENTS**

**City of Turlock Leadership** 2

**Department Mission Statement** 3

**A Message From The Fire Chief** 4

**Organizational Chart** 5

**At Your Service** 6

**A Year In Review** 7

**Firefighter of the Year** 8

**Retirements** 9

**Operations Division** 10

**Daily Operations** 11

**Special Operations** 13

**Training Division** 18

**Fire Prevention Division** 20

**Neighborhood Services** 22

**Administration** 25

**Social Media** 26





**Pictured from Left to Right:  
Nicole Larson, Councilmember District 1  
Gil Esquer, Councilmember District 2  
Amy Bublak, Mayor  
Andrew Nosrati, Councilmember District 3  
Becky Arellano, Councilmember District 4**

**Incorporated - 1908  
Government - City Council  
Population - 74,297  
Area - 16.88 miles  
Class ISO 2 rating**



# MISSION

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Protecting Your Quality  
of Life  
With  
Pride and Compassion

Protecting  
What  
Matters Most

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# VISION

# VALUES

Ethical and Honest  
Accountability  
Individual and Organizational Commitment  
Dedication  
Teamwork  
Pride of Work  
Pride of Organization

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**MESSAGE FROM INTERIM FIRE CHIEF**

It is my privilege to present the 2019 Turlock Fire Department Annual Report to the Mayor, City Council, and the citizens of our great city. This report highlights the accomplishments and challenges the department realized during the year and will provide statistical data demonstrating the demand for service that your fire department faces on a daily basis.

Budget challenges throughout the year forced the fire department to implement an alternative staffing model, while turnover and the retirements of two long time leaders forced a reorganization of the department from the top down. Through it all, I am very proud of the resiliency and dedication of the firefighters that choose to serve the citizens of Turlock.

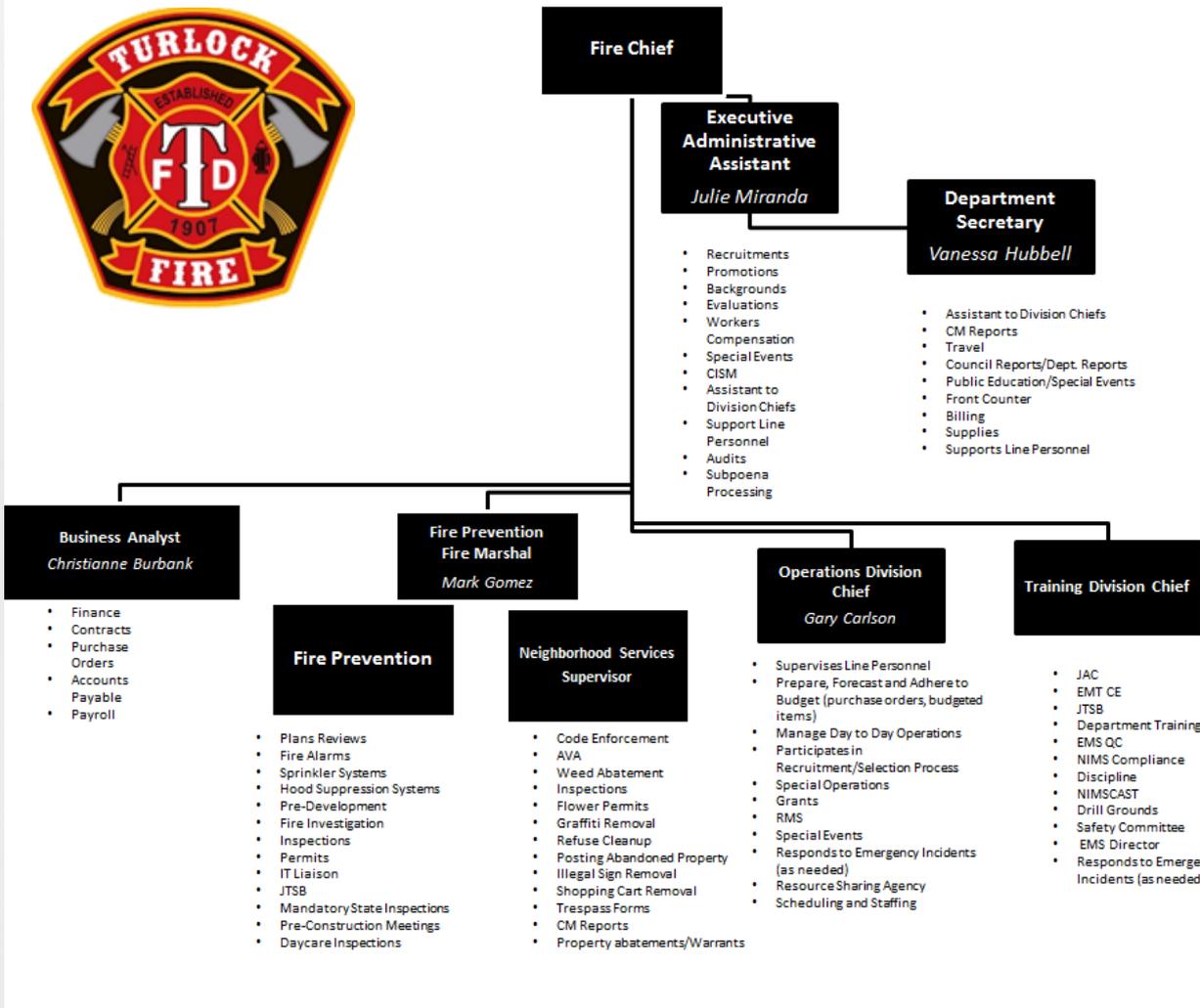
This year marked the busiest in TFD history, with the department responding to more than 7,000 emergency calls and nearly 10,000 engine company responses. Although challenging, the department was able to maintain its excellent standard of a five minute response time from the 911 call to front door. This proved to be lifesaving during several emergency calls.

Customer service continues to be one of the highest priorities. 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 assist in any other way we can.

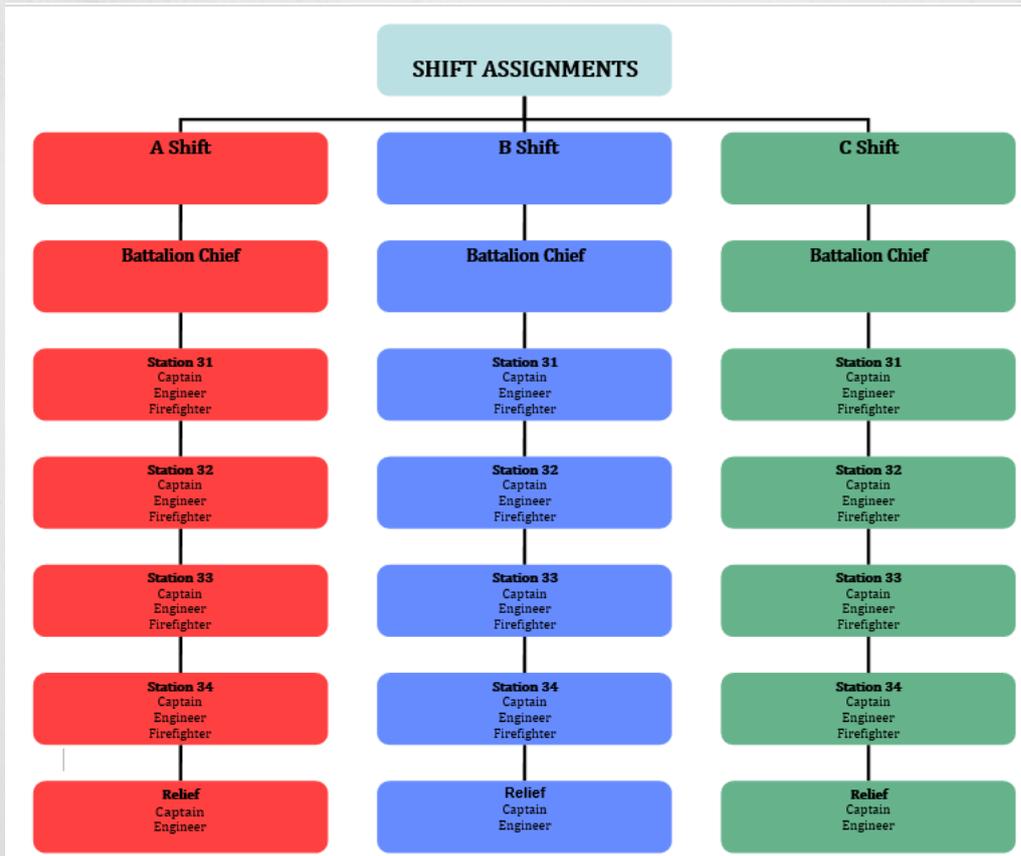
I am very proud of the compassion and charity that all of our employees display. They care about our community and our citizens and want to help them in their time of need. It is these characteristics that make me proud to be a part of this department.



**CHIEF  
GARY CARLSON  
INTERIM FIRE CHIEF**



# ORGANIZATIONAL CHART



Established: 1907  
52 department personnel  
48 line personnel  
3 shifts - A,B,C  
48/96 schedule  
2018/2019 budget: \$10,941,761  
Four fire stations

AT YOUR SERVICE



Station 31 - 540 East Marshall Street

Station 32 - 791 South Walnut Road

Station 33 - 501 East Monte Vista Avenue

Station 34 - 2820 North Walnut Road

**FIRES**

**288**

**GOOD  
INTENT/ASSISTS**

**1186**

**EMS/  
RESCUE**

**4489**

**TOTAL  
INCIDENTS**

**7163**

**A YEAR IN REVIEW**

**CAPTAIN  
RAIN PACKWOOD**



Captain Rain Packwood was hired July 4, 2002. During his tenure he has been instrumental in improving and monitoring our EMS system. Captain Packwood assists other agencies as part of a type 1 incident command team and has been deployed all over the world in times of disaster. He is committed to making the Turlock Fire Department the best department in the region.

**ENGINEER  
ERIC BOYD**



Engineer Eric Boyd and Firefighter Nick Grillo are the department's 2019 Customer Service Award recipients. While on duty, both of these TFD members were involved in a very serious accident in July of 2019. Despite sustaining significant injuries themselves, Eric and Nick continued to provide care to other critically injured patients, which included first responders, involved in the accident until they were directed to the hospital for evaluation of their own injuries. Throughout the recovery process, Eric and Nick maintained constant contact with the first responders who were injured, assisting and encouraging them through their own recoveries. These TFD personnel represent the ideals and level of customer service Turlock Fire strives to maintain and provide to our community.



**FIREFIGHTER  
NICK GRILLO**

# RETIREMENTS



Training Division Chief Brian White retired in June 2019 after serving over 24 years with the Turlock Fire Department. Chief White was hired in 1994 as a firefighter and later promoted to engineer. In 2001 White was promoted to captain. In 2008 he was promoted to training division chief. His accomplishments include the erection of the burn structure, ventilation and re-design of the training classroom building.

Captain Scott Wejmar was hired with the Turlock Fire Department as a reserve firefighter in 1989. He was hired as a full time engineer in 1993. In June of 2003 Wejmar was promoted to captain. After serving over 27 years, Captain Wejmar retired in December 2019. During his career he served as our department historian and museum curator. Captain Wejmar also served as a CISM member, an explorer leader, a hazmat team member, and was once a car seat technician.



# FIREFIGHTER

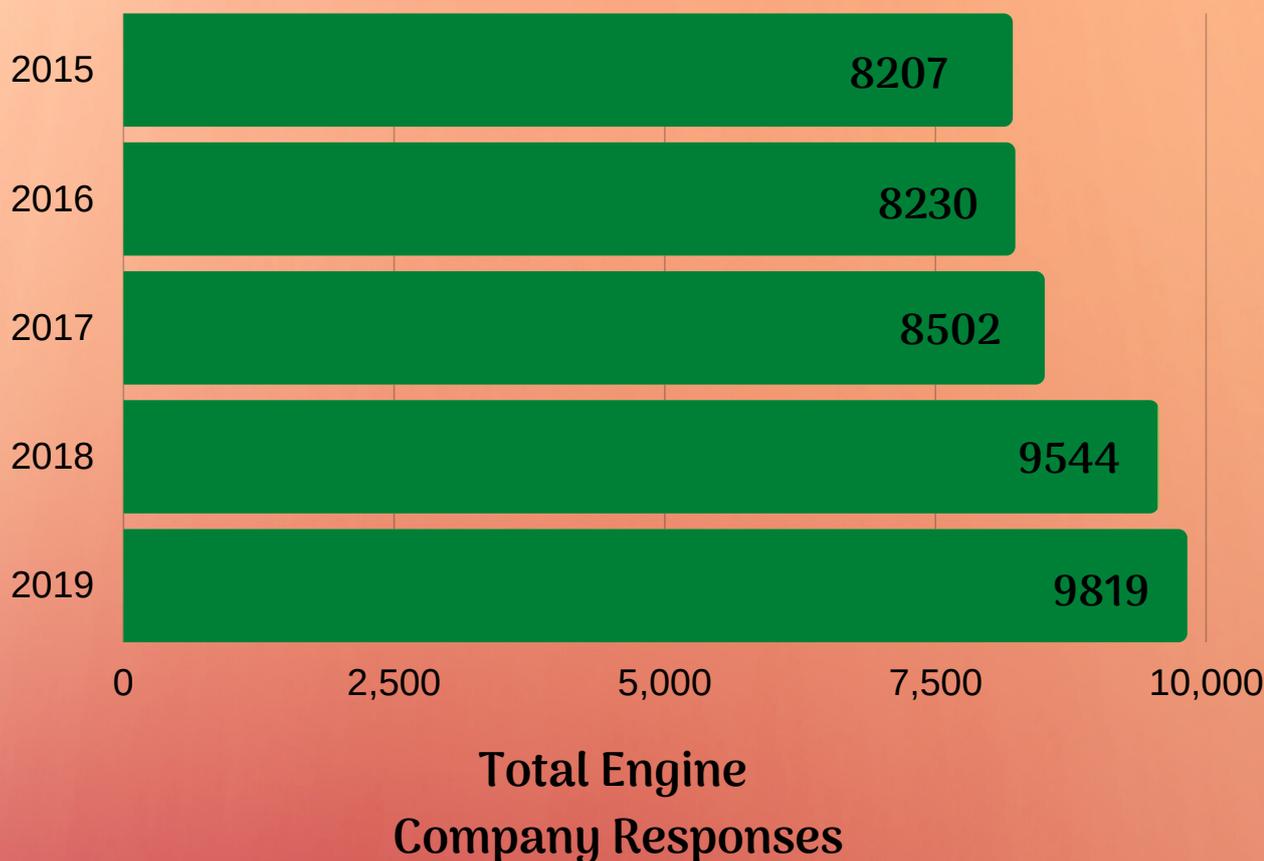
**Thank you Chief White and Captain Wejmar for your years of service and dedication!**

The Fire Operations Division of the Turlock Fire Department is responsible for the rapid, professional, and timely delivery of emergency services to any incident that threatens, or has the potential to threaten, life or property.

As an “all risk” department, Turlock Fire responds to emergency calls of all types including fires, vehicle collisions, rescue calls, emergency medical incidents, hazardous materials releases, and public assists. In 2019 Turlock Fire responded to 7,1163 emergency calls for service. Many of these calls required multiple engines to mitigate the emergency bringing the total number of engine responses to 9,819.

The Operations Division’s primary responsibilities fall into two categories: daily operations which includes resource and personnel management, and special operations which includes high-risk, low-frequency emergency calls and special details. Turlock firefighters must maintain a constant state of readiness for both the routine and extraordinary type of emergency call that may be encountered.

The Operations Division is comprised of one division chief, three battalion chiefs, fifteen captains, fifteen engineers, and nine firefighters. They are divided into three shifts which provide protection 24 hours a day, 365 days a year. Normal daily staffing for the fire department is 13, however due to budget constraints that number was reduced to 12 for most of the year. This reduction resulted in the down staffing of one fire station from a three person engine company to a two person “limited response vehicle”.



Under the daily supervision of a battalion chief, crews are located in four stations which are strategically located within the city to maximize effect and minimize response times. Having the appropriate number of personnel on an emergency scene in the fastest possible time is the key to saving lives and property. Again, in 2019 Turlock Fire's response times to emergencies were better than the national average. The average time it took from the initial 911 call to the time a fire engine arrived on scene was 5:01. This standard has been maintained and improved upon even as the city has expanded and the demand for service has increased.

Turlock has seen a dramatic increase in call volume in the past several years. Along with more calls for service the department has also encountered more complex and challenging emergencies. These can be attributed to new EMS protocols, newer and lighter vehicles which when are involved in collisions result in more complex extrications, and more industrial areas in the city which present a larger threat for hazardous materials releases.

Multiple studies have shown that quick, efficient medical intervention can save lives in traumatic and cardiac emergencies. Turlock Fire's standards of coverage and emphasis on fast response times have allowed our city to adopt a new CPR program aimed at delivering high impact, aggressive emergency care to victims of heart attacks. This program called "Pit Crew CPR", has resulted in increased field saves with patients resuming normal lifestyles. The fire department has expanded the scope of EMS services we provide. Firefighters now carry Narcan, which counteracts the effects of drug overdoses and has proven to save lives. The department also now carries hemostatic pressure dressings that can stop severe bleeding and increase the probability of survival for trauma patients. In addition firefighters now, thanks to an expanded scope of practice, can administer Epinephrine, glucose, and can insert airways into patients.

With respect to structure fires, the National Fire Protection Agency (NFPA) recommends interior fire operations begin within eight minutes of the first 911 call. Turlock Fire's standards of coverage and response policies are ahead of this standard. Studies have shown fire spread can be kept to a minimum, and rescue operations can result in positive outcomes, when effective firefighting operations are initiated quickly. To maximize the effectiveness of the resources available, we continually study and update our standards of coverage to meet the demands of challenging calls. We now send two engines on the initial dispatch to all suspected CPR calls, which allows for faster more effective care. For working structure fires we send all four engines upon initial dispatch, which allows for faster more effective operations.



**A SHIFT  
BATTALION CHIEF  
MICHAEL HARCKSEN**

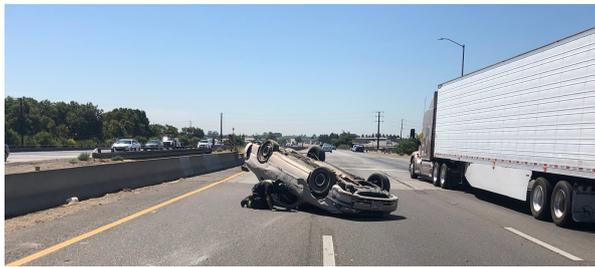
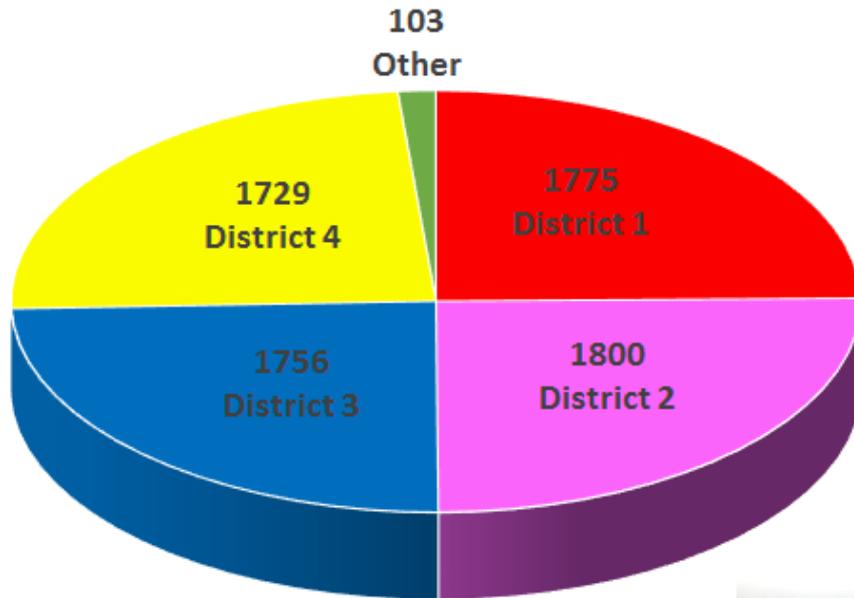


**B SHIFT  
BATTALION CHIEF  
GARY LUNSFORD**



**C SHIFT  
BATTALION CHIEF  
BILL BECKER**

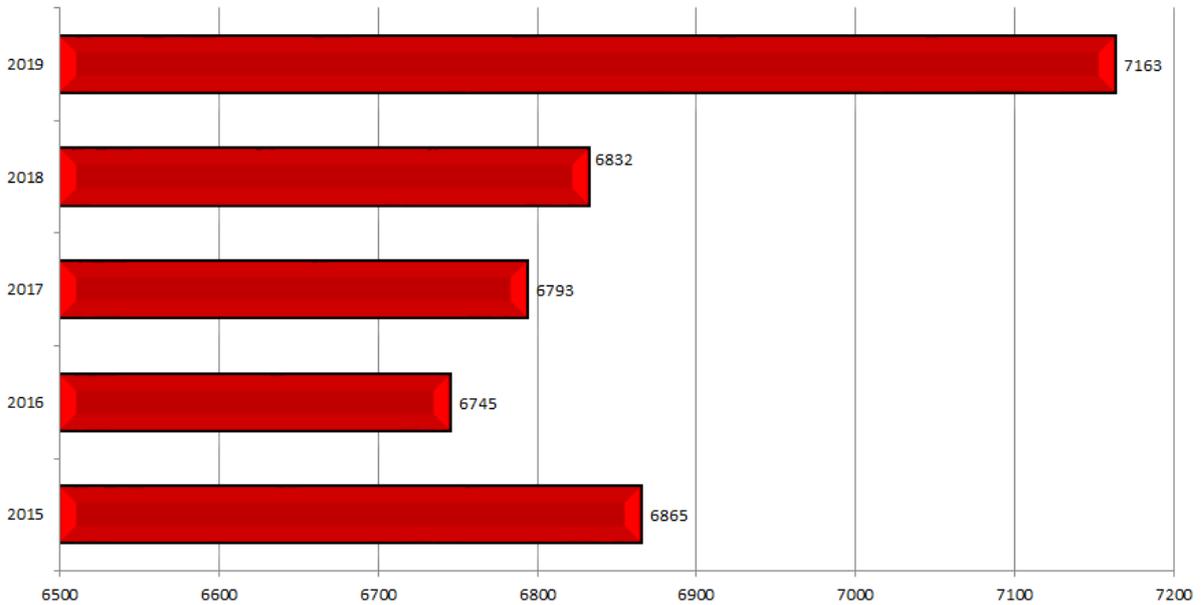
## Number of Calls by District



DAILY OPERATIONS

STATS

Yearly Call Volume



The Turlock Fire Department has taken significant steps over the past 12 months in an effort to train personnel to respond to violent incidents including school shootings, acts of terrorism, and multi causality incidents. With consideration of the uncertainty we face in the world today, the Turlock Fire Department has chosen to be proactive instead of reactive when dealing with violent incidents. This result of this effort is the Rescue Task Force.

In addition to specialized training, the department has also equipped each of its four engines with three sets of ballistic gear consisting a ballistic vest, a ballistic helmet, and bleeding control trauma bags. This gear provides appropriate and effective protection while operating in active shooter situations as well as other dangerous and violent scenarios. Turlock Fire personnel are now trained and equipped to go into potentially violent scenes with the proper PPE and training, allowing them to safely render aid to victims in a timely manner. This concept is known as a Rescue Task Force.

This Rescue Task Force team consists of Turlock Fire Department personnel embedded with Turlock Police Department officers who serve as armed escorts when firefighters need to provide medical care for victims. The Turlock Fire line personnel who have taken the advanced courses, such as Tactical Emergency Critical Care and Command and Control of Violent Incidents, will provide training to additional TFD line personnel on how to operate and mitigate these types of critical incidents.

Additional efforts over the course of the past year have been placed on the implementation of the Tactical EMS (TEMS) program. TEMS members are a specialty trained group of Turlock Fire Department members, whose purpose is tactical emergency medical services for the Turlock SWAT team. The Turlock Police Department requested dedicated members that could enhance the team and provide medical support to its members when incidents occur. The benefit of dedicated members is the ability integrate with the team, develop a working relationship, and learn tactics and strategies in the event an officer is injured. Members attended an 80 hour course at the International School of Tactical Medicine, which equipped them with the knowledge and skills to assist the team. The program focused on traumatic injuries such as gunshot wounds, blast injuries, burns, and various injuries a team member may encounter. Along with advanced medical training, firearms training and tactical operations training were also covered in the course. The TEMS members continue to train with the Turlock Police Department on a monthly basis.

The ballistic gear each engine company carries in town for violent incidents in the city.



# SPECIAL OPERATIONS

The fire department responded to 104 hazardous materials incidents in 2019. These events ranged from small natural gas ruptures to complex ammonia releases. Since the adoption of the West Side Industrial Specific Plan (WISP), it has become imperative for our firefighters to have a good knowledge of hazardous materials. Every firefighter in the department is trained to the level of Hazmat First Responder. As Turlock continues to expand its commercial area the threat of a hazardous materials incidents continues to grow, and in turn, the need for more specially trained personnel increases. The fire department now has 12 members trained to the Hazmat Specialist level, the highest number in the department's history.

Turlock Fire is also a member of the Stanislaus County Hazmat team which is responsible for emergencies throughout the county. The team trains each month on a variety of emergency situations and partners with other resources in the private sector to ensure readiness. Turlock Fire currently houses the Stanislaus County Decontamination Engine as well as the equipment trailer.



# HAZMAT

# SPECIAL OPERATIONS

Turlock took possession of OES Engine 339 in 2016. Almost immediately this unit was deployed to assist with large events throughout California and into neighboring states. As a type 1 engine, OES 339 not only may be called on to assist with fires, but earthquakes, floods, riots, and other natural or man-made disasters as well.

In 2019, OES 339 and Turlock Fire single resource personnel responded to five different disasters. Fire crews were assigned to various activities including; structure protections, hand line construction, road construction, spotting for aircraft, command and overhead duties, fire line EMT, and mop up activities.



# OES ENGINE 339

# SPECIAL OPERATIONS

The purpose of a squad in the fire service is to mitigate specialized emergencies that are high-risk but low-frequency. These calls include complex vehicle extrications, trench rescues, high and low angle rope rescues, and confined space emergencies. Eighteen such events took place in 2019 in which the knowledge, skills, and the abilities of squad personnel either saved lives or greatly reduced injuries to citizens. These duties are done in addition to normal firefighting activities and require a high degree of commitment. Squad training and equipment was at the forefront of the department's operational goals again in 2019. Specialized equipment for rescue, extrication, and confined space have been purchased and added to the cache on the Squad. In addition several specialized training sessions have been conducted to better prepare personnel assigned to the squad.

# SQUAD 32

Squad 32 will continue to be a vital resource in upcoming years and will most certainly continue to save lives. Turlock Fire Squad personnel also began training with neighboring departments and counties on very complex, technical emergency calls. These relationships will most certainly pay dividends in the future.

Since its formation in 2013 the Turlock Fire Honor Guard has represented our city with a tremendous degree of professionalism. Turlock's Honor Guard is now sought out by other agencies when the need has arisen and our members have answered the call. Currently, nine members of the department are actively involved with this special detail and have put in countless hours of training and practice to represent the department and the city.

The Honor Guard represents the Turlock Fire Department at academy graduation ceremonies, promotion ceremonies, dedications, funerals, retirements, memorials, and various other events held within the city and around the State of California



**Members:**

**Honor Guard Commander Steven Kramer**

**Captain David Mallory**

**Captain Larry Mouw**

**Engineer Eric Boyd**

**Engineer Cameron Kaiser**

**Engineer Matt Campos**

**Firefighter Nick Grillo**

**Engineer Daniel Nenni**

**Bagpiper Randy Francis**

The Training Division of the fire department was faced with several challenges this past year, beginning with the retirement of the training chief. Budget challenges also forced the reduction of several outside training opportunities. Therefore, most of the department training shifted to core responsibilities and OSHA mandated courses to cut costs.

Firefighters completed more than 6,000 hours of document training throughout the year. Most of this training was conducted at our own drill grounds utilizing TFD certified instructors.

Some of the highlighted training included:

- Rope Rescue
- Vehicle Extrication
- Vehicle Stabilization
- Heavy lift
- Live Fire Operations
- Search and Rescue techniques
- Hazardous Materials Response
- Active Shooter Response



In addition, firefighters were trained to utilize several new emergency medical response techniques, which were newly approved in our region.

These include:

- Glucose Administration
- Epinephrine
- Narcan
- Airway management

The ability to utilize these new techniques has and will continue to provide a much higher level of medical service to the community.

# TRAINING DIVISION



**Total Training Hours Annually  
2015 - 2019**



# STATS

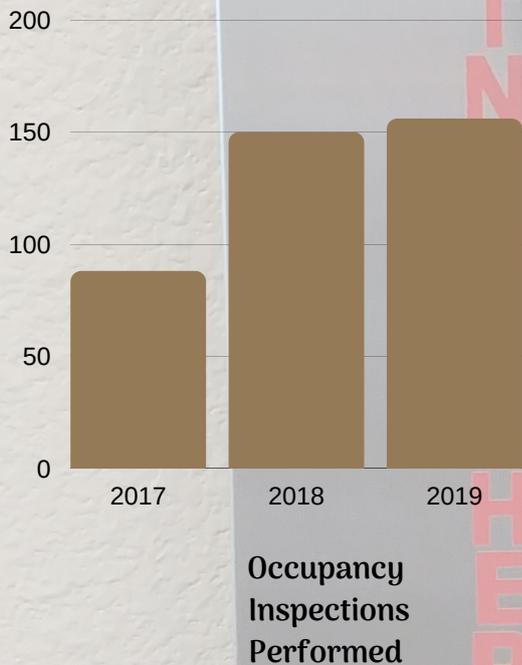
2019 Training	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Total Hours	839.00	721.50	812.50	662.00	585.00	359.00	260.50	511.50	300.50	414.00	365.00	357.00
Daily Avg. Hours	27.06	25.77	26.21	22.07	18.87	11.97	8.4	16.5	10.02	13.35	12.17	11.52
Per Person Avg.	2.082	1.982	2.016	1.697	1.452	0.921	646	1.269	0.771	1.027	0.936	0.886

# FIRE PREVENTION

The primary objective of the 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.

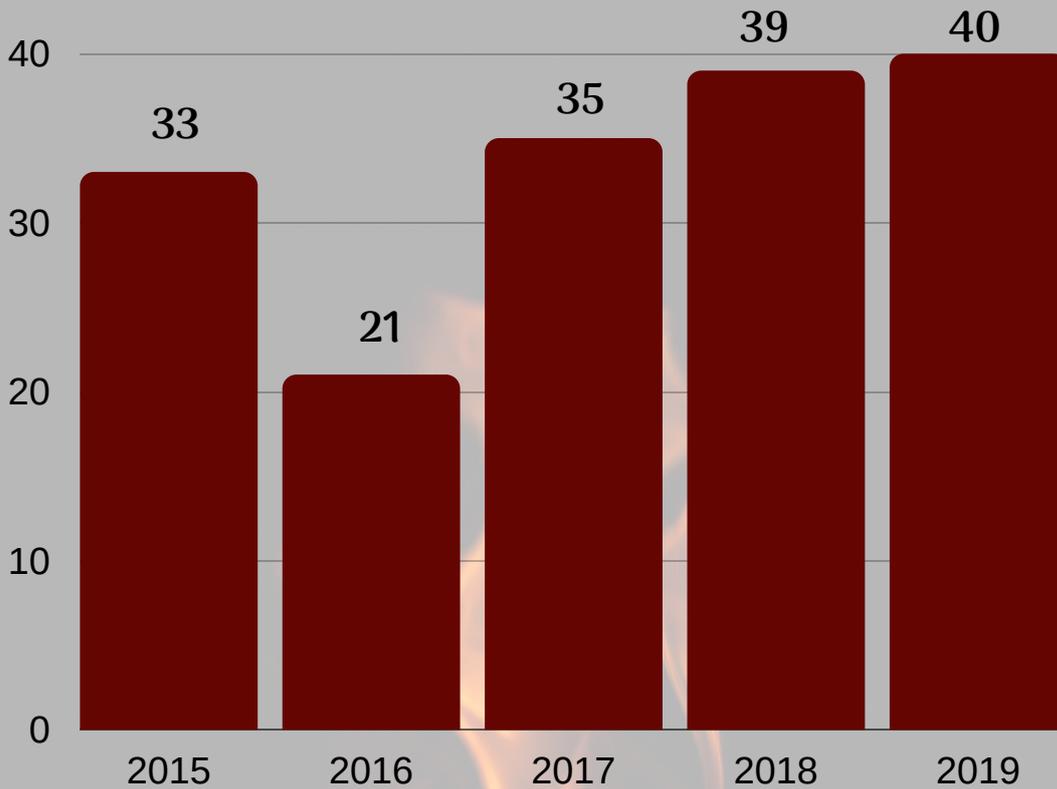
The Fire Prevention Division is led by the Fire Marshal Mark Gomez who reports directly to the fire chief. The fire marshal spends most of his time working with the business and development community on a variety of meetings, inspections, and reviews. In addition, he oversees Neighborhood Services to ensure that neighborhood blight such as graffiti, refuse, tall weeds and inoperable vehicles are abated.

The fire marshal's other primary responsibility is the department's Fire 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 fire investigations.



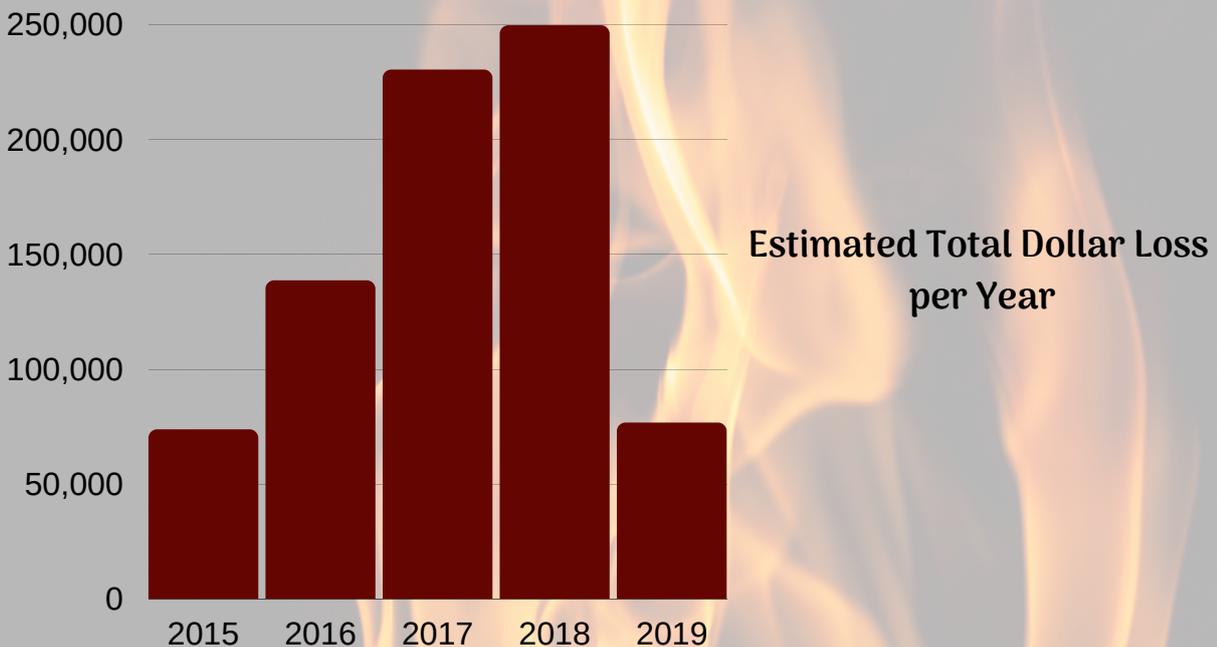
**CHIEF  
MARK GOMEZ  
FIRE MARSHAL**

## Yearly Total of Arsons



**FIRE PREVENTION**

The department strives to have at least one 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, a fire investigator will take on the investigation and follow it through to the end. In 2019 there were 40 recorded arson fires totaling an estimated dollar loss of \$76,570.



**STATS**

The purpose of the Neighborhood Services Division is to work in partnership with the citizens 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

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.



Pictured from left to right:  
Yesenia Del Real, Code Compliance Technician  
Ryan Everett, Neighborhood Preservation Officer  
Christianne Burbank, Staff Services Assistant  
Griselda Sebastian, PT Code Compliance Technician  
Chief Mark Gomez, Fire Marshal

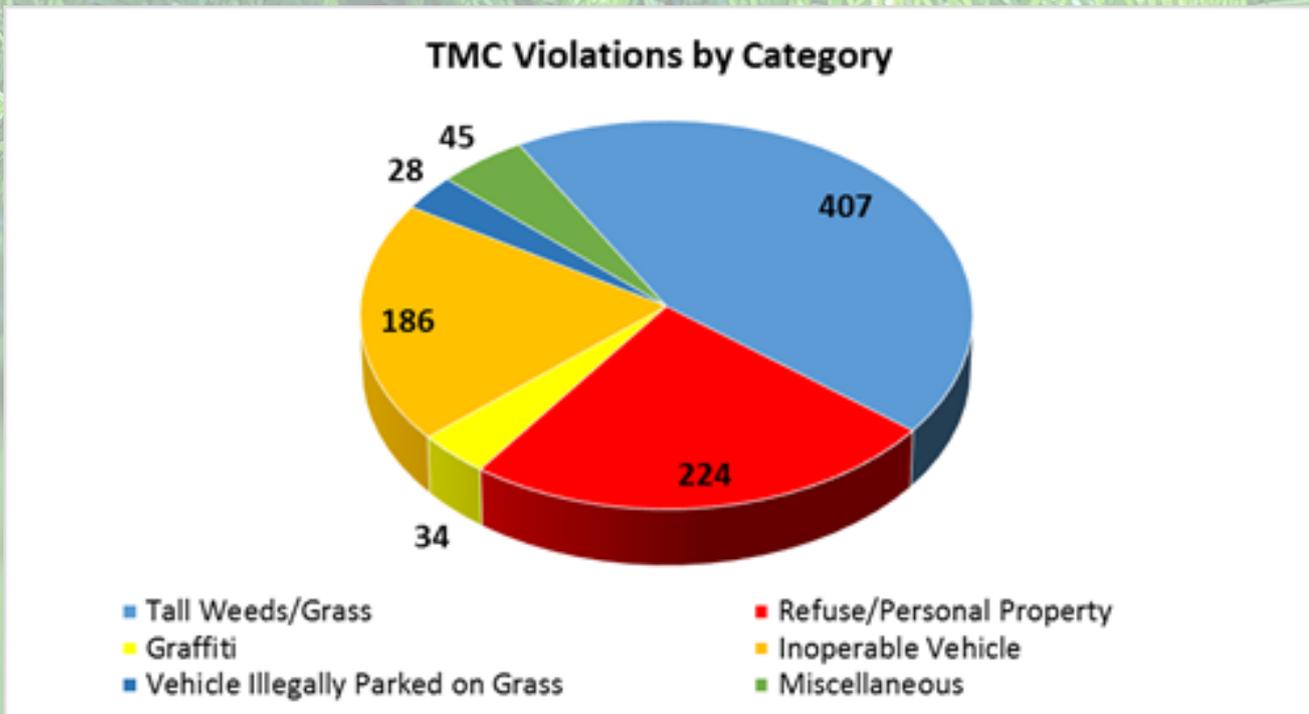
Neighborhood Services enforces municipal codes pertaining to tall weeds, overgrown lawns, and trees. Neighborhood Services notifies property owners to disc or mow the tall weeds and grass on their land.

Neighborhood Services staff patrols the city on a daily basis to find and remove graffiti. In 2019 graffiti was abated from 1,420 locations.

Additional municipal code violations Neighborhood Services addresses are snipe signs, shopping carts, and abandoned vehicles. Snipe signs are defined as "temporary signs posted to posts, trees, utility poles, fences or similar support structures for the purpose of advertising an event or product not located on the property". Neighborhood Services removes any signs found and charges a fine for repeated or excessive signs. In 2019 Neighborhood Services removed 3,851 signs, abated/retrieved 1,386 shopping carts and 2,694 vehicles were inspected for the Abandoned Vehicle Abatement (AVA) Program.



2019 Neighborhood Services Statistics	
Inspections Completed	5,738
Abandoned Vehicles - Public	1,499
Abandoned Vehicles - Private	1,195
Graffiti Abated	1,420
Signs Abated	3,851
Shopping Carts Abated	1,326
Offensive Signs Abated	2
Pounds of CTO Refuse Removed	141,350
City of Turlock Ordinance (CTO) Complaints	2,877
Unfounded Complaints	359
Online Complaints	1,049
Phone Calls Received	2,572
Abatement Letters Sent	2,724



Fire Administration staff is responsible for carrying out an array of administrative and departmental duties.

Executive Administrative Assistant Julie Miranda directs recruitments, employee promotions and evaluations, worker's compensation matters, and all confidential matters within the department. Julie also provides support to the fire chief, division chiefs, battalion chiefs, and line personnel and coordinates various functions with neighboring agencies and departments within the City of Turlock.



# FIRE ADMINISTRATION



Department Senior Secretary Vanessa Hubbell provides assistance to members of fire administration and line personnel. In addition, she provides information to the public by directing inquiries and processing requests such as incident reports, ride alongs, public education, fire prevention permits, and plan submittals. Vanessa also prepares various reports, presentations and other information needed by fire administration staff and assists with coordinating department events.

Business Analyst Christianne Burbank performs a variety of office duties to support both the fire department and Neighborhood Services Division. As business analyst, Christi's focus is on coordinating the budget process, purchasing, payroll, project management, and performing research, statistical, and other analytical work for both divisions. Her primary function within Neighborhood Services is the notification to citizens of TMC violations and ensuring the outlined process is followed regarding abatement violations. Christi also processes all 602 trespass forms, administrative citations, abatement warrants, property liens, flower permits and handles the abatement process and reports.





# SOCIAL MEDIA



## FACEBOOK - TURLOCKFIREDEPARTMENT

TOTAL PAGE LIKES: 7,383  
TOTAL PAGE FOLLOWERS: 7,605  
NEW LIKES IN 2019: 658  
NEW FOLLOWERS IN 2019: 724  
TOTAL # OF POSTS IN 2019: 184  
TOP POST REACH: 41,900



TOTAL SUBSCRIBERS: 137  
NEW SUBSCRIBERS: 1  
TOTAL VIDEOS POSTED IN 2019: 1  
TOTAL CHANNEL VIEWS: 57,839  
TOTAL CHANNEL VIEWS IN 2019: 4,772

## TWITTER - @TURLOCKFIRE

TOTAL FOLLOWERS: 1,758  
NEW FOLLOWERS: 184  
TOTAL TWEETS: 132  
TOTAL IMPRESSIONS: 262,996  
TOTAL PROFILE VISITS: 5,168  
TOTAL MENTIONS: 134



**CAPTAIN  
KEVIN TIDWELL  
PUBLIC INFORMATION OFFICER**

