

# 2020 ANNUAL REPORT



## ***HANFORD FIRE DEPARTMENT***

*"Serving the community since 1891"*

### **Mission Statement**

"To protect the residents and visitors of Hanford from conditions that would pose a threat to life, environment, and property utilizing aggressive prevention techniques and, when needed, respond to all emergencies in a safe, swift, and efficient manner."

### **Vision Statement**

"The Hanford Fire Department strives to advance public safety through metrics, self-assessment and industry advancements. The men and women of the Hanford Fire Department will remain proactive and in control of our future. We accept the challenges that will come with the same discipline and integrity of our forebears."

### **Diversity Statement**

"The Hanford Fire Department is an organization set to represent our community. Members of the department come from many socio-economic, ethnic, and cultural backgrounds. Our common thread is our passion to serve in whatever capacity is needed. Diversity provides perspective, experience, and understanding which only enhances the fire service and the people of Hanford."

## Core Values

**Respect:** For each other and for all with whom we serve.

**Caring:** For our work, the people we serve, and for each other.

**Integrity:** Being forthright and fair in all efforts.

**Accountability:** Taking personal and organizational responsibility for all we do.

**Teamwork:** Working together, making the whole greater than the parts.

**Family:** Remembering that life goes on outside our department walls.

**Quality:** Providing the right solution for each and every situation.

## FIRE CHIEF'S MESSAGE



As the fire chief for the City of Hanford, I am pleased to bring you the City of Hanford Fire Department's 2020 Annual Report. Established in 1891, HFD has now been serving the citizens of Hanford and all those who visit and pass through for 130 years. This document is HFD's way of communicating with our elected officials, community leaders, and the citizens of this great city. This report details some of our most significant accomplishments and successes over the last year, and future challenges that we face over the next few years.

Like the rest of the world, 2020 was challenging for the department. With any challenge, we rise when needed to assist with the needs of those we serve. I am humbled by the tremendous efforts of each firefighter and administrative personnel during such a tremulous time. The fire service prides itself with developing tools to place in our proverbial toolbox. While no two calls are alike, there are similarities that can be applied to the next situation. Over time and experiences, we develop a wealth of knowledge to pass on to the next generation, who adds to this knowledge to their box.

Covid-19 was, and still remains, a difficult burden on emergency services. With pathogens such as the flu, hepatitis, or even Ebola the fire service was not fundamentally shifted off its traditional axis. Covid impacted every call, all training, and all traditional interactions. Sticking with the toolbox analogy, the impact to a toolbox is equivalent to allowing the rain to rust your wrenches. They're still useful but make a large mess and over time, if not taken care of, will become severely damaged. But we overcome.

## 2020 Accomplishments

- HFD increased firefighter and community safety and mitigated a leadership and liability gap by promoting captains and engineers to fill critical roles created with the opening of the third station. The promotions of three captains and three engineers allowed critical leadership roles to be filled,

simultaneously putting the appropriately ranked personnel behind the wheel of our multimillion-dollar fleet of apparatus. NFPA 1710 staffing addresses the need to have a qualified company officer leading each crew and a qualified apparatus operator driving and operating firefighting apparatus. This removed a significant exposure and risk to firefighters, citizens, and the City of Hanford by responding to calls without a captain or engineer. While our personnel are knowledgeable and trained, the formal delineation of rank is industry standard and best practice in every jurisdiction.

- The department entered the year with three vacancies. The pandemic delayed the hiring process but the academy was able to be completed safely, following CDC and Public Health requirements. We welcomed Bradley Napier, Rogelio Chavez, and Onacis Illan in April.
- The Fire Prevention Bureau was given significant importance with re-establishing the Fire Marshal position and hiring Christy Whittington to take the helm. Under her leadership the division has developed the apartment inspection program, began recovering fees not previously corrected, and has worked diligently to bring our inspection program back up to code.
- Behavioral health is as important as our physical health and allows firefighters to function after viewing tragedy. Canine's Asher and Tiller joined the department to help soften some of those blows.
- We advanced our Automatic Aid Agreement with Kings County Fire Department to dispatch the closest resource to any call in any jurisdiction. This has continued to improve the level of service for both departments by determining units and personnel that will be automatically dispatched to each agency's fire calls within a geographical area surrounding Hanford. Agreements, such as these, help provide the minimum resources needed to meet NFPA 1710 standards by adding additional personnel on emergency incidents, expediting service and improving the safety of firefighters and citizens.
- HFD has participated in the OES Master Mutual Aid system for several years. This year saw a significant increase in fire activity throughout the state. HFD personnel responded to 12 out of county wildland fires. Fire cost reimbursement is anticipated at approximately \$300,000 for personnel, \$200,000 for equipment, and \$100,000 in administrative fees. In addition, HFD secured participation in the OES Apparatus Assignee program. This allowed HFD to utilize an OES Type I Fire Engine in the City as a reserve engine. When called upon, HFD personnel will staff that engine for Type 1 Strike Team assignments. This saves wear on department engines, provides a much-needed reserve engine, reduces costs in vehicle replacement reserves and vehicle maintenance. The OES engine only has a \$100 deductible for all repairs.
- Grants contributed nearly \$200,000 to the budget. Grants included SAFER for staffing and Homeland Security for critical infrastructure. Utilizing grants allows the department to fund short

term projects or invest in the future safety of the City. In addition, TKI donated a \$1200 training manikin and opened their facility to help enhance our technical rescue training program while continuing to build partnerships for public safety in our community.

- Covid-19 created significant challenges, however department heads came together to open the City EOC and coordinated to manage the crisis with limited impact to the citizens. Responses patterns shifted to adjust to the new threat and county EMS supported a temporary reduction in response to Covid related calls. This shift reduced call volumes during the peak months of the pandemic, until response patterns were shifted back toward the end of the year.
- First responders, including your fire department, were at the forefront of the pandemic. The love and support for firefighters was felt daily by community members and businesses. Covid fatigue, created by fear, the unknown, and media hype challenged working conditions. That burden was met, head-on and backed by the soul of Hanford's citizens and community leaders.

### **Goals and Challenges for 2021**

My first year on the job saw many successes and also identified many areas of improvement. The most necessary being to update guiding documents; Community Risk Assessment, Strategic and Master Plans, and Standard of Cover. We are set to complete those before the end of the fiscal year. Guiding documents will become necessary to make sure the department is in alignment with the City's General Plan and industry best practices.

- The Porterville Library fire opened our eyes to deficits we have in our department.
  - NFPA 1221 establishes dispatch center standards. For example, is expected to answer a call within 15 seconds, 95% of the time and 40 seconds 99% of the time. Alarms should then be processed within 64 seconds, 90% of the time and 106 seconds for at least 95% of the time. These times are not continuously tracked for fire responses, but rather completed through random review.
  - Specialized calls are provided additional time for processing. NFPA 1710 establishes standard response time criteria. After the call is processed, the fire department is allowed 80 seconds turnout time for fire and special operations and 60 second turnout times for emergency medical service responses. Travel time for the arrival of the first company should be under 240 seconds (4 minutes), with the full alarm arriving in under 480 seconds (8 minutes). Areas of improvement were noted in all areas of our response time. Staff and crews are actively engaged in attempting to meet these standards.
  - In addition, continually reinforcing training in large area search, go / no-go criteria, and mayday situations.

- 2020 promotions created a shift in leadership experience in rank that can take several years to overcome. This shift will require increased training and more senior leaders to step up to the challenge of mentoring, guiding, and teaching.
- All performance benchmarks need to be assessed monthly and built upon to enhance safety for the community and firefighters.
- Fire Prevention and Safety Inspections, new and improvements construction, and public education are personnel demanding. Coordinating programs and training Prevention personnel is still a challenging process.
- After hours responses from chief officers and 24-hour coverage needs to be addressed to meet NFPA 1710 standards and industry best practices.
- Replacing aging radios throughout the department is reaching a critical need. More than half our handheld radios are no longer supported for maintenance by the manufacturer. Base and mobile radios are well over 20 years old, and have been passed from vehicle to vehicle.
- Behavioral health is still a critical need for the department to address. Nationwide, suicide rates are surpassing line of duty deaths and PTSD has coupled with Covid-fatigue to only increase the risk.
- Covid pointed out the need to remove carpet and pathogen catching materials from inside the station. In addition, the worn flooring at station 1 and 2 are becoming a tripping hazard.
- Concrete at station 1 has significant cracking that will continue to undermine the foundation and driving paths. A plan to replace the most damaged sections is underway, but this will be a multi-year project.
- Industry standard and best practices recommend increasing staffing to meet the growing needs of the city's fire protection and emergency response. This must be coupled with sustainability. Fire staff is working diligently to meet the needs of our growing city while seeking alternative funding options and other mechanisms to meet response needs. Developing a Community Risk Assessment, Standards of Cover, and a Strategic Plan will be critical first steps to determining and planning tomorrows.

On behalf of the Hanford Fire Department, it is an honor to serve our community and we thank you for your support as we carry out our duties to accomplish the Mission of the Hanford Fire Department and the City of Hanford.

Steve Pendergrass

Fire Chief

## ANNUAL BUDGET

The suppression and emergency response division provides essential core services to all areas of the department including the acquisition of departmental supplies inventory and equipment as well as the management of the emergency service communications systems to ensure the safety of the public and employees. This supports the emergency response personnel enabling them to provide responsive and professional service to the public. The suppression and emergency response division provides all-risk emergency services including fire suppression, emergency medical care, hazardous material response, fire hydrant maintenance, apparatus maintenance, equipment maintenance and company building inspections, in-line with requirements as set forth by federal state and local government codes and regulations..

The Hanford Fire Department strives to be an innovative and progressive organization and meet the changing demands of the city. One aspect of this innovation can be seen in efforts to utilize technology, such as traffic light preemption, mobile mapping, and mobile data terminals to meet the department's response time goals. All department members are committed to making a difference in our community.

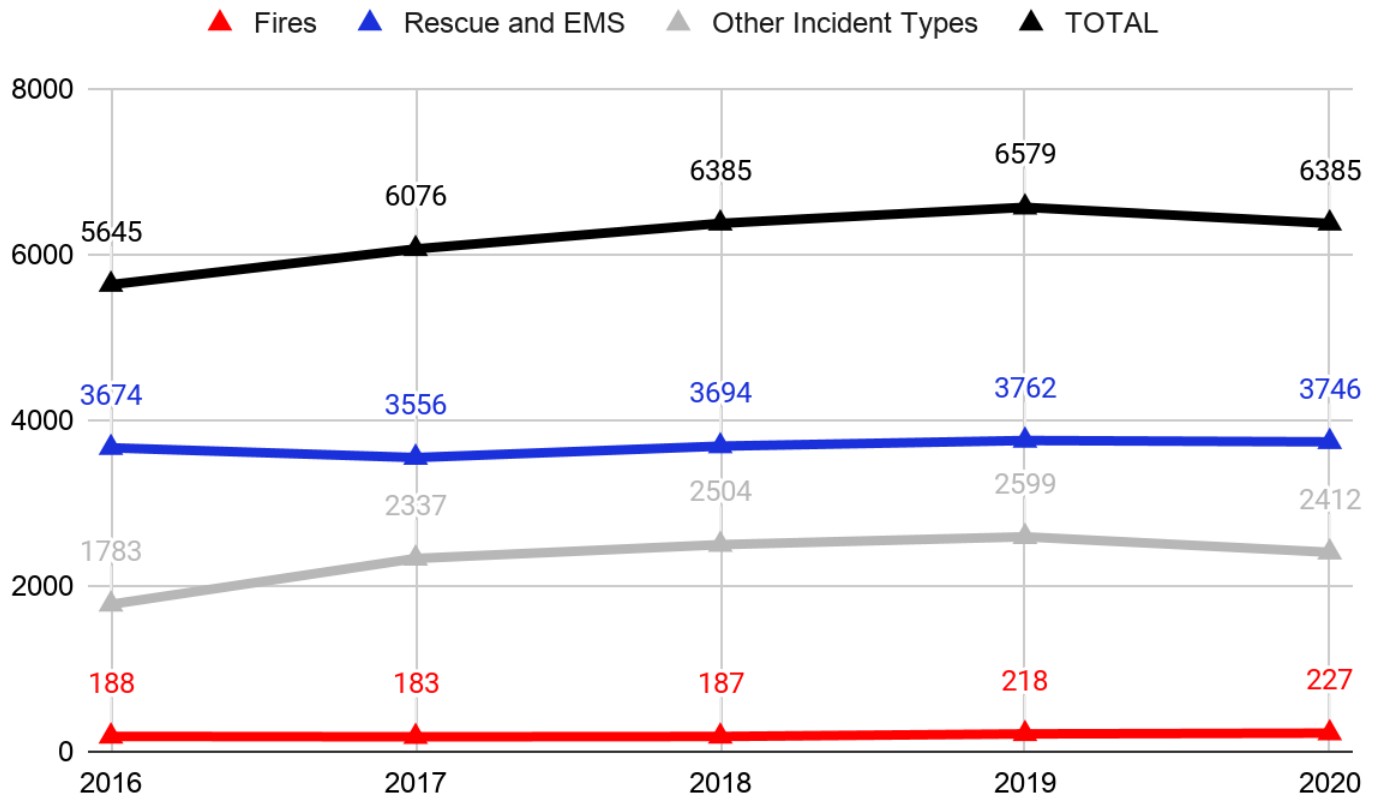
<b>2020-2021 Annual Fire <u>Suppression</u> Budget</b>	
<b>TOTAL FIRE SUPPRESSION BUDGET</b>	<b>\$6,151,8969</b>

<b>2020-2021 Annual <u>Fire Prevention</u> Budget</b>	
<b>TOTAL FIRE PREVENTION BUDGET</b>	<b>\$309,900</b>

## CALL VOLUME

	TOTAL CALLS	TOTAL LOSSES	TOTAL VALUE	TOTAL SAVED	% OF OVERLAPPING INCIDENTS	AVERAGE TIME ON SCENE MM:SS
2016	5645	\$1,273,852	\$12,660,170	\$11,386,318	36.79%	14:42
2017	6076	\$1,282,364	\$17,843,092	\$16,560,728	38.76%	N/A
2018	6385	\$1,459,759	\$15,169,224	\$13,709,465	37.26%	31:25
2019	6579	\$4,030,081	\$22,148,130	\$17,971,165	36.77%	20:53
<b>2020</b>	<b>6385</b>	<b>\$1,830,538</b>	<b>\$69,618,692</b>	<b>\$67,788,154</b>	<b>46.33%</b>	<b>34:40</b>

## Breakdown by Major incident type



### TOTAL INCIDENTS PER FIRE STATION IN 2020

STATION 1 (350 West Grangeville)	STATION 2 (10553 Houston Ave.)	STATION 3 (1070 S. 12th Ave.)
<b>3375</b>	<b>907</b>	<b>2092</b>

### TOTAL INCIDENTS BY SHIFT IN 2020

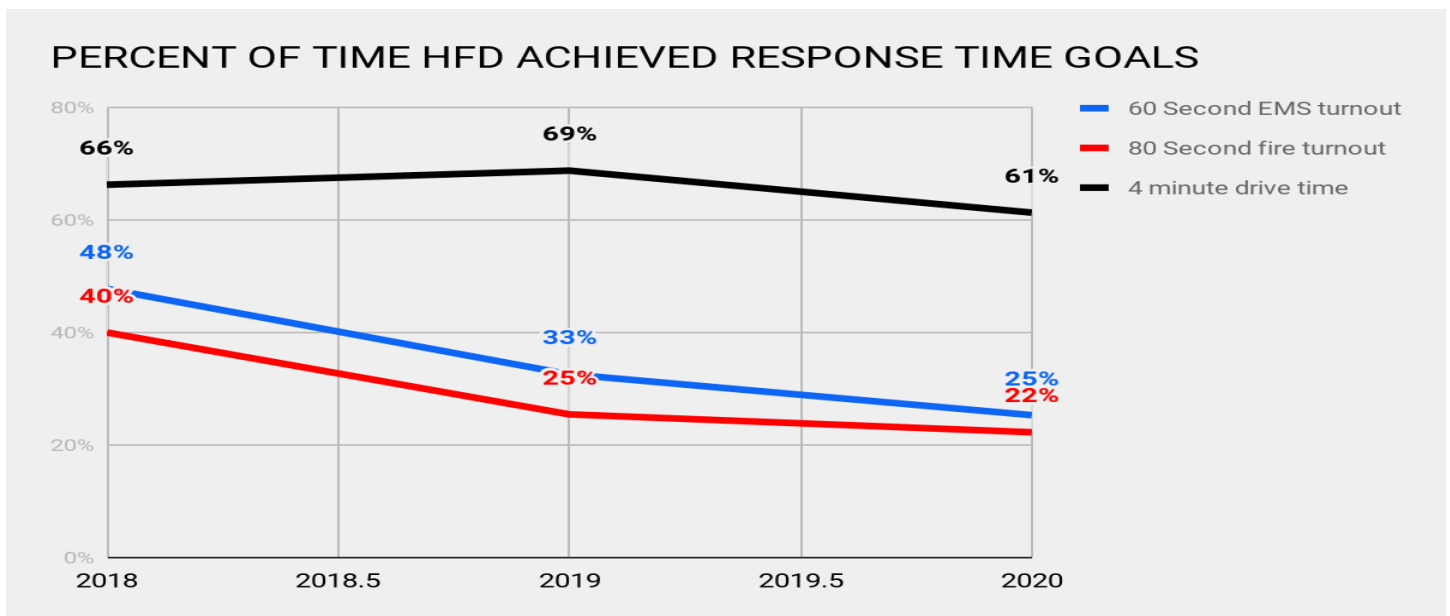
A SHIFT	B SHIFT	C SHIFT
2198	2069	2116

## RESPONSE TIME STATISTICS

The Hanford Fire Department measures our response times based on the National Standard outlined in NFPA 1710. This enables the Fire Department to actively monitor our response capability and how effective measures impact that capability. The Fire Department measures the following criteria;

1. **EMS turnout time** - 60 Seconds - from dispatch time to enroute time
2. **Fire turnout time** - 80 Seconds - from dispatch time to enroute time
3. **Travel Time** - 4 minutes - from enroute time to onscene time
4. **First Alarm assembly time** - 8 minutes - from enroute time until all resources are onscene

### RESPONSE TIME GOALS



A SHIFT		B SHIFT		C SHIFT	
60 second EMS Turnout time	26%	60 second EMS Turnout time	21%	60 second EMS Turnout time	27%
80 second FIRE turnout time	19%	80 second FIRE turnout time	14%	80 second FIRE turnout time	29%
4 Minute Drive Time	62%	4 Minute Drive Time	62%	4 Minute Drive Time	61%

### FIRST ALARM ASSEMBLY COMPLIANCE (FIRES ONLY-INCLUDING MUTUAL AID)

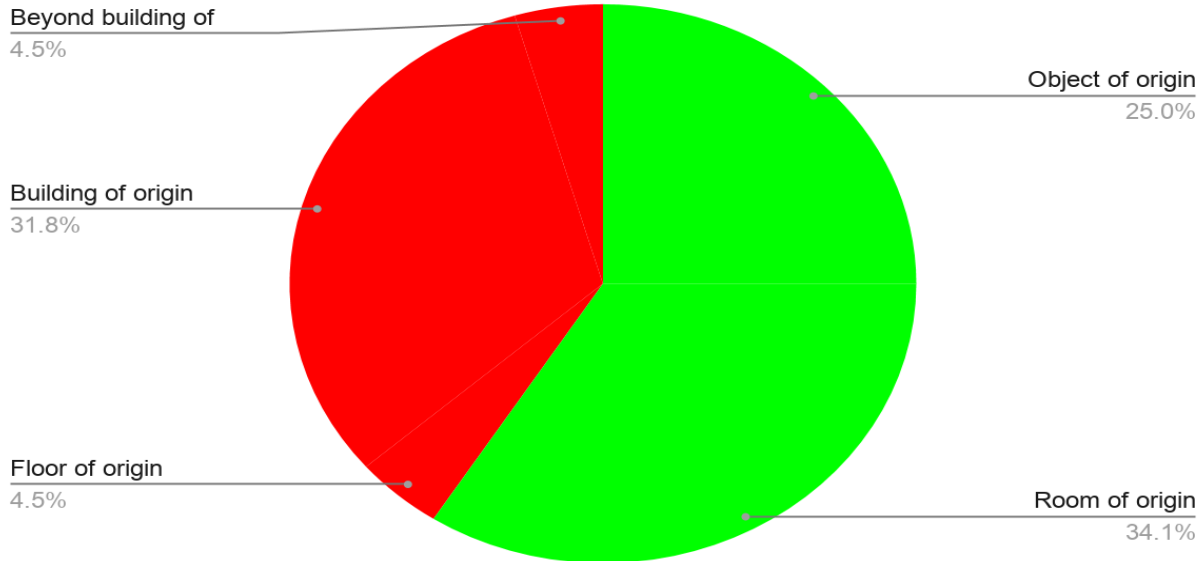
First alarm arrived within 8 minutes	<b>53.42%</b>
First Alarm Consisted of 15 or more Personnel	<b>45.94%</b>



## FIRE CONFINEMENT COMPLIANCE

The Hanford Fire Department strives to protect its citizens through an aggressive fire prevention program preventing fires before they occur. Additionally, enforcing fire codes in an effort to limit the spread of fire. The goal of the Hanford Fire Department is to limit the spread of fires to the room of origin 80% of the time.

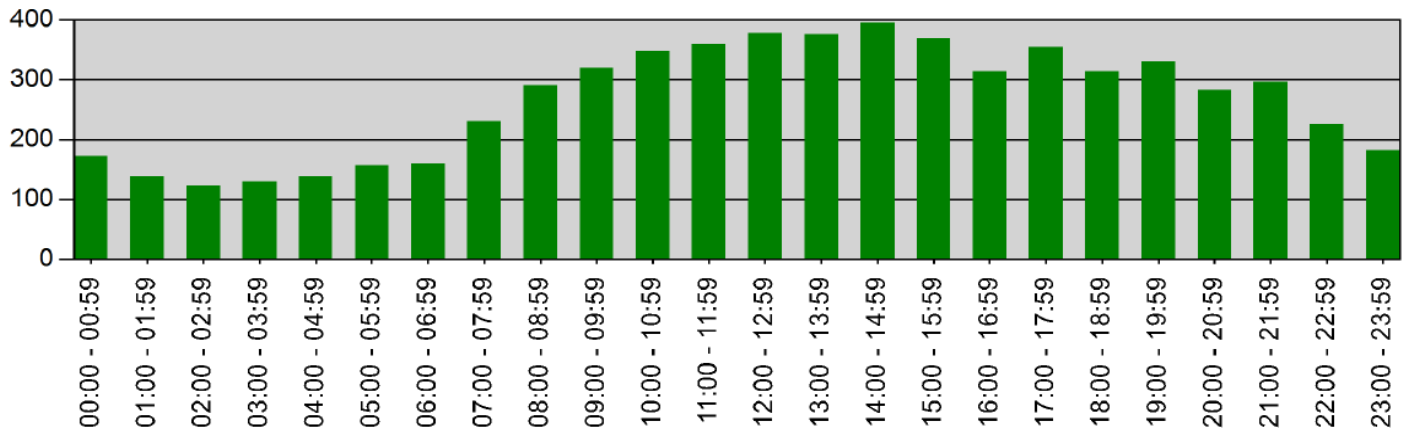
### Confinement Compliance 59.1%



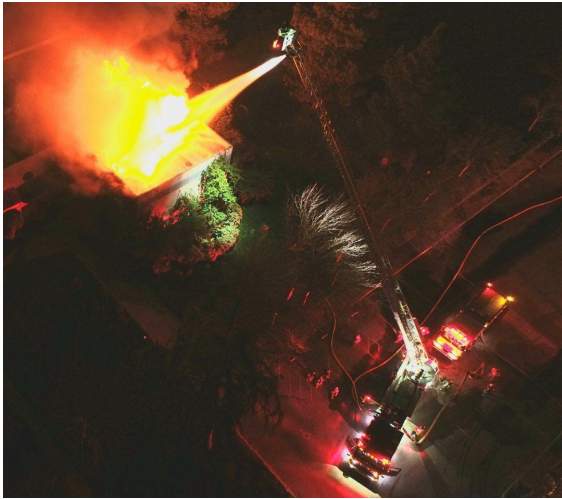
### INCIDENT COUNT BY DAY OF THE WEEK

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
880	946	897	910	888	913	951

### INCIDENT COUNT BY TIME OF DAY



## PHOTO GALLERY



College of the Sequoias Fire



Decontamination thanks to Sierra Pacific



The swearing in of Asher and Tiller



Auto extrication using the jaws of life



Asher and Tiller



Visit to the lawyers office





Commercial Fire on 7th street



Patrol 41 on a wildfire assignment



Vehicle crashes into fire station 3



TKI donated a rescue mannequin



Everyday the Hanford Fire Department responds to call with our partners at American Ambulance

## TRAINING

In order for the Hanford Fire Department to maintain a high level of service, a great degree of importance and value is placed on the continuous maintenance of the knowledge, skill and ability in order to meet the modern challenges facing emergency response. The Hanford Fire Department sets a goal of **200 hours** of training each year from our firefighters, across several disciplines; suppression, emergency medical services, incident command, administrative, technical rescue, hazardous materials and safety.

Barksdale	289	Lee	318
Bracy	195	G. Martinez	163
Briones	139	M. Martinez	524
Buckowski	225	McKean	472
Chavez	295	Mellon	272
Costa	508	Napier	794
Etulain	206	Rowe	201
Frediani	292	Springer	462
Fredrickson	231	Sumaya	164
Gee	304	Turner	338
Hiatt	507	Weisser	542
Illan	518	Wolfe	323
Jay	366	*Annual totals may vary by employee for various reasons including reassignments or promotions, recruits assigned to the fire academy, date of hire, and injuries.	
Johansson	547		
Kaufman	171		