



YOUR MFD... who we are & what we stand for



Our Mission

Proudly serving, protecting and partnering with our community for a safer Modesto.

Our Vision

Our Vision is to be:

- A sustainable organization that provides the personnel, training, and equipment necessary to meet the needs of our community
- A customer service driven organization
- An organization that is committed to the professional development of its members
- A regional leader in innovation and training
- Able to provide resources which address the diverse needs of the community
- A team whose members are empowered and enthusiastic in their service
- Role models in our community and leaders in our profession

Our Values

- Honesty and trust that preserves public confidence
- Professional customer service
- Provide an environment that promotes our members' safety, well-being and operational readiness
- Leadership through input and involvement within the organization
- Respect and pride in the department
- Competency, consistency and accountability
- Innovation and willingness to explore new options

Our Motto

We Care

CHIEF'S MESSAGE



2015 Incident Totals:

Fires	1,438
Explosion	9
EMS	17,227
HazMat	397
Service	1,779
Good Intent	3,453
False Alarm	918
Natural Disaster	1
Other	70
TOTAL INCIDENTS:	25,292

WHO WE ARE:

150 allocated positions:

- 1 Fire Chief
- 3 Division Chiefs
- 131 sworn suppression personnel
- 6 Fire Prevention staff
- 3 Fire Investigators
- 6 Administrative & Support staff

I am pleased to present the Modesto Fire Department's 2015 Annual Report. With more than 25,000 calls for service, 2015 was the busiest year in our 140 year history. An alarming trend recently is the amount by which call volumes increase year to year. The amazing part is that we responded to these calls for help with fewer firefighters on-duty than we had 35 years ago.

While our main focus is emergency response, we also work on many pro-active initiatives in an effort to serve, protect and better the community. Most notable was the full implementation of a boundary drop agreement with three of our neighboring fire departments - Stanislaus Consolidated Fire Protection District, Ceres Fire Department and Turlock Fire Department. We also developed a Master Plan and accompanying Strategic Plan - both of which will help guide the department over the next 10 years.


Your Modesto firefighters are in a unique position, and it is one we don't take lightly - often the first time we meet you, it is the worst day of your life. Your house caught fire, your loved one suffered a heart attack, you were involved in an injury traffic accident or any number of other tragedies has likely hit. We have one chance to take care of you and as our motto indicates, we truly do care about you, your family, your friends and loved ones. It is because of the daily reality of our jobs that we all value the positive, intentional and proactive interactions we get to have with the community. One of the programs that I had the honor and privilege to be part of was the public education "Clown Program" - this year we educated more than 5,000 elementary school children. It is through this program for the last 20+ years that we have taught Modesto students important fire and life safety lessons with messages like "stop, drop, and roll," "crawl low under smoke," and the importance of wearing your helmet and obeying traffic laws when riding your bike. More recently, we have started partnering with American Medical Response (AMR) and Modesto City Schools to teach our local youth (Junior High students) hands-only CPR - in the past two years, we have taught more than 2,000 students the life saving, confidence boosting skill of CPR.

The mission of the Modesto Fire Department is "proudly serving, protecting and partnering with our community for a safer Modesto." I am humbled to say that we proudly execute this mission every day. I speak on behalf of our entire organization when I say that it is an honor to serve, protect and partner with you!

A handwritten signature in black ink, appearing to read "Sean Slamon".

Sean Slamon
Fire Chief

OPERATIONS/SUPPRESSION... protecting you



2015 was a busy and exciting year for the MFD. Due to vacancies maintained through attrition, five suppression personnel were promoted - 1 Battalion Chief, 3 Captains and 1 Engineer. In addition, at the end of the year, 8 new firefighter paramedics were brought on; they have recently been assigned to MFD stations after completing a Regional Joint Academy. This was the first class of new hires for MFD in three years and the first ever class comprised of all paramedics. This class of 8 paramedics will further help the MFD in our mission of providing advanced life support to the Modesto community - every second matters!

The summer was an unprecedented fire season across California. The MFD is part of a statewide mutual aid system which enables us to respond to other communities to help protect communities from wildfires. In 2015 we helped with 12 different fires, including one in the state of Washington. The state and federal governments reimburse the City of Modesto for the time and equipment used to help battle these wildfires which helps to offset the overtime incurred and the wear and tear on MFD vehicles. In addition, we house an Office of Emergency Services engine and that is often the first resource staffed and sent to render aid.

2015 Major Incidents:

January:

- McReynolds Fire - 2-alarm residential fire with exposures
- Apex Inn Fire - Commercial fire with fatality

February:

- Campus Way Fire - Multiple alarm fire with successful rescues

March:

- Colusa Road Fire - Multiple alarm commercial fire
- El Pasado Fire - Residential fire with fatality
- Mariposa Road Fire - Mutual Aid to SCFPD for commercial fire

May:

- Morgan Road Fire - Valero gas station fire
- I Street Fire (Empire) - Mutual Aid to SCFPD, commercial fire with roof collapse with 6 firefighters inside

MFD has performance measures, based on national requirements, that dictate how fast we should respond to incidents like medical calls and structure fires. The data below shows our performance for January through December 2015 when responding to 25,292 calls for service.

1st Arriving Unit to Emergency Medical Calls

GOAL: Arrive within 6 minutes 90% of the time.

2015 PERFORMANCE: Arrived within 6 minutes, 92% of the time

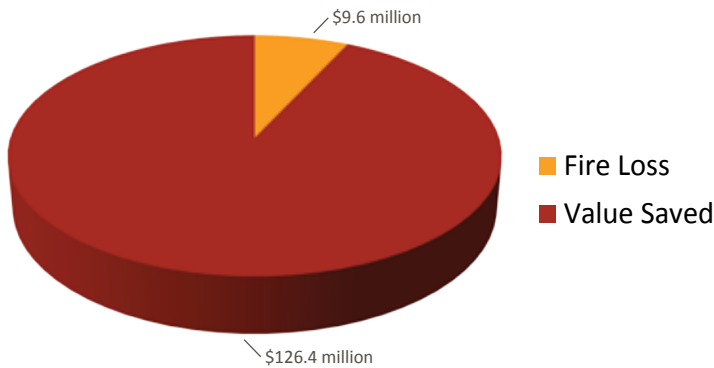
Effective Force Response to Structure Fires

GOAL: 4 Engines, 1 Truck and 1 Battalion Chief to arrive within 10 minutes 90% of the time.

The National recommendation is to arrive within 9 minutes, 90% of the time.

2015 PERFORMANCE: Arrived within 10 minutes, 59% of the time

Fire Loss vs. Value Saved



June:

- Hatch Road Fire - Multiple alarm commercial fire

July:

- Springfield Court Fire - Two-alarm residential fire with multiple exposures

August:

- Strike Team Deployments - Butte Fire, Valley Fire and Washington State

September:

- Chapparal Place Fire - residential kitchen/attic fire with roof failure

- Cheyenne Way Fire - 3-alarm residential fire with affected exposures

October:

- E. Whitmore Avenue - 3-alarm commercial fire at a spice processing facility

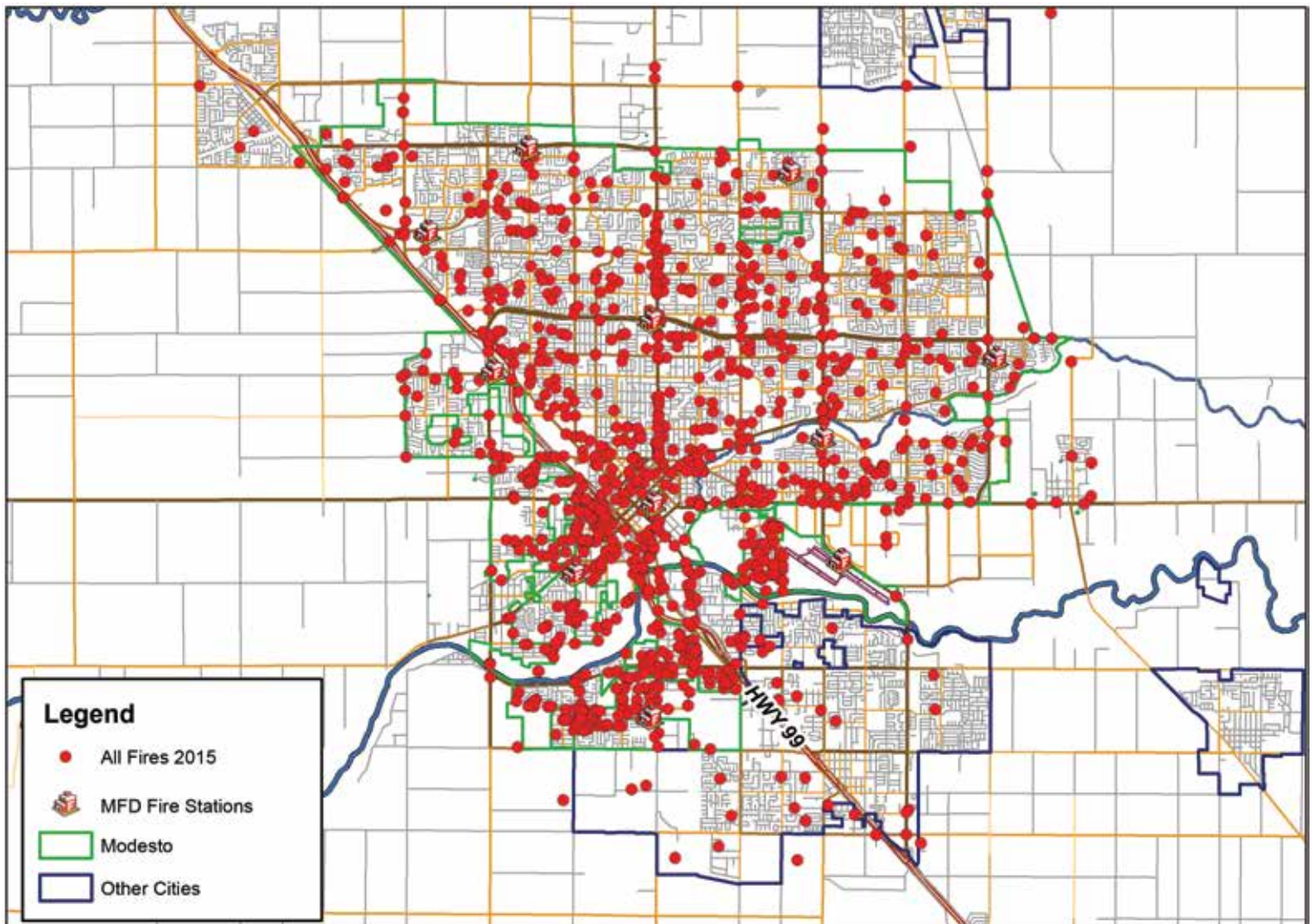
November:

- Laurel Avenue Fire - residential fire, flash over engulfed entire building and ignited nearby trees



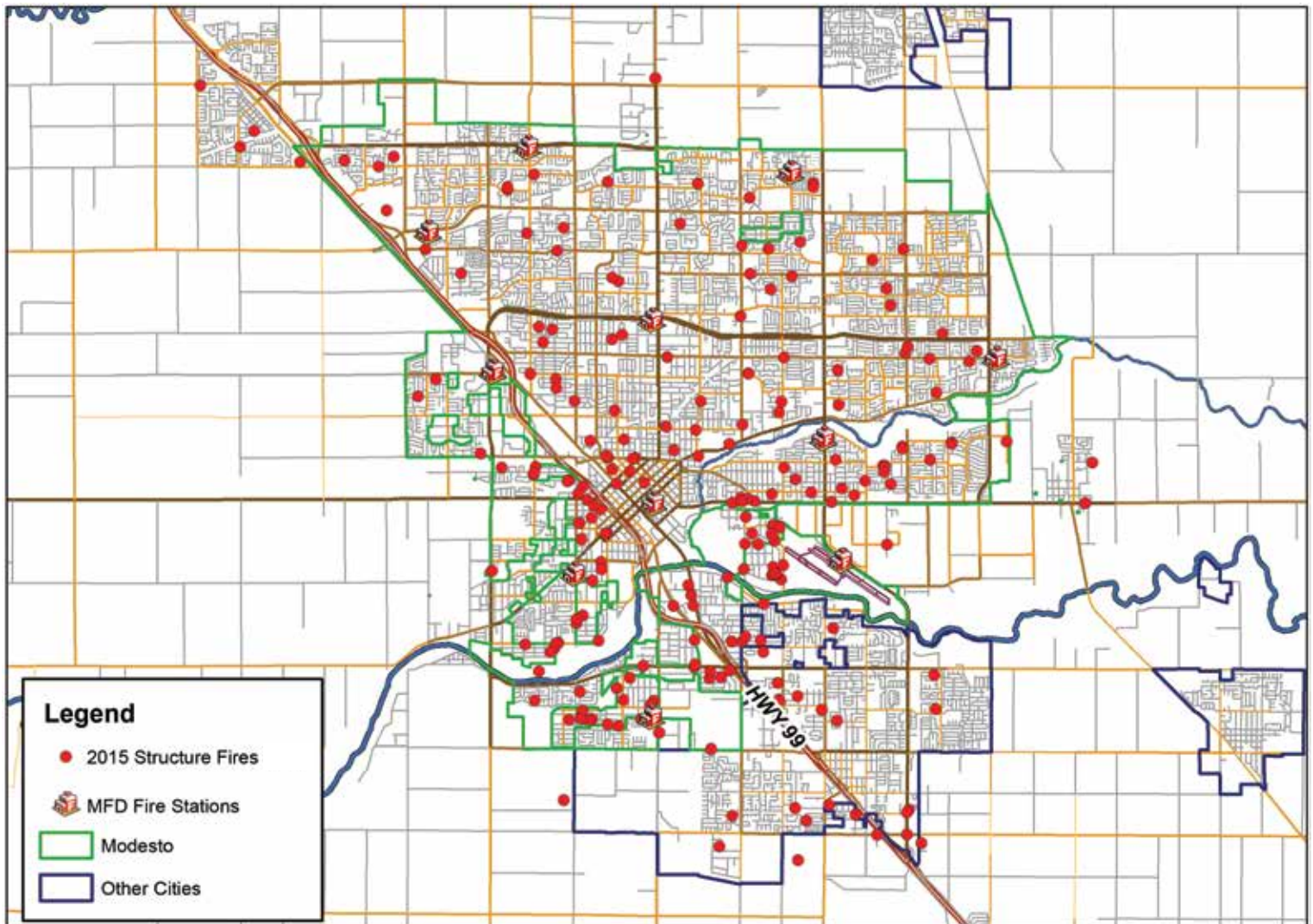
TOTAL FIRE CALLS IN 2015

In 2015, the MFD responded to a total of 1,438 fire calls for service, we have mapped the calls below as a visual representation of those fires. In general, "fire calls" include structure fire, grass fires, fence fires, vehicle fires, garbage fires, etc. As you can see, no part of the City is immune from the dangers of fire - this is why it is so important make sure you and your family always have working smoke alarms in your home. Not sure where to put them? Call the Fire Prevention Bureau at (209) 571-5553 and they will provide you with the information you need to know!



STRUCTURE FIRE CALLS IN 2015

Of the 1,438 fire calls in 2015, 233 were structure fires - meaning a building or structure of one type or another burned. Structure fires require a specific "effective force response" which means that in order to effectively fight a structure fire, search for occupants and keep our firefighters safe, there is a pre-determined number of apparatus and personnel that must respond. For Modesto, this means that we send four (4) engines, one (1) ladder truck, and one (1) Battalion Chief for a total of 17 personnel. Tasks upon arrival at a structure fire include: fire attack, water supply, search and rescue, ventilation, back-up line, rapid intervention team, salvage and forcible entry.



MFD STRATEGIC & MASTER PLANS

This past year the MFD developed and adopted its 2015-2020 Strategic Plan as well as a Master Plan which is a long-range plan (10-years) for delivery of emergency services within the MFD service area. Both documents are the result of a collaborative effort between the members of our department and the community. They are our road map for the future. One lays out the vision for MFD in the long-term and the other is the living-breathing map for how we get there, constantly evolving and adapting. Below are the initiatives and general goals in the MFD 2015-2020 Strategic Plan which will enable us to achieve our vision for the community and the department:



Service Delivery

The MFD will adapt, grow, and maintain flexibility as it expands service delivery capabilities. The MFD will staff and operate in a manner that addresses the immediate and long-term core and service delivery needs of the community.

Training

Training provided by the MFD will ensure that an emergency response workforce is maintained in a state of readiness and competency that will result in safe and efficient emergency and non-emergency operations.

Special Operations Programs

The MFD will achieve and maintain adequate resources, training and certification to provide special operations services to the citizens of Modesto and the surrounding region.

Financial Opportunities

MFD is committed to identifying and utilizing varied and innovative revenue resources to fund operational and structural improvements, and to lessen the burden of its operations on the tax payer.

Technology

MFD is committed to work more efficiently and effectively in all of its work practices. Use of the latest technology plays an important role in working smarter, not harder and making the work product more effective.

Communications/Dispatch

This initiative intends to increase efficiency and improve information flow and data collection for MFD.

Fire Prevention

The MFD Fire Prevention Division will take the necessary steps to achieve a safe community through its efforts in public education, occupancy inspections and building plan review.

Administration & Support

MFD will seek and secure the industry's best and brightest personnel, preserve them and prepare them for advancement to increasingly responsible positions.


ADMINISTRATION/SUPPORT... supporting the mission

The Office of the Fire Chief is small but mighty and supports the overall mission of the MFD by working diligently behind-the-scenes to accomplish the administrative needs of the organization. Accomplishments in 2015 included:

- Submitted for and received a \$50,000 grant to implement a field situational awareness technology platform that will enable MFD and its shared resource partners to aid in comprehensive resource allocation and tracking on multi-jurisdictional incidents.
- Hired a Support Division Chief. Michael Lillie comes to MFD from Ceres Fire Department and brings with him a wealth of knowledge related to the administrative, business and technology sides of the fire service as well as locally-grown fire, dispatch and CAD experience. Welcome Chief Lillie!
- Expended \$415,000 in one-time enhancement funds from the City Council to aid in the deferred maintenance of our 11 fire stations. Repairs included flooring replacement, dry rot eradication, window replacements and bathroom remodels to name just a few. The average age of an MFD fire station is 39 years - the Great Recession caused maintenance of these stations to go by the wayside and we are making strides to bring the quality and longevity of our fire stations back up to appropriate standards.
- Placed two new Engines and one new Brush apparatus into service. New engines reside at Stations 3 and 5 and the Brush apparatus is at Station 1. The average age of our fleet ranges from 12 years all the way up to 27 years - based on the mileage and use of our engines and trucks, recommended replacement is between 10 and 12 years.

**Pull to the right
when you see
flashing lights!**

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**Modesto Fire
Department**



PREVENTION/EDUCATION... an ounce of prevention



The MFD Fire Prevention Division strives to improve the lives of Modesto residents by preventing fires and reducing the impact in the event a fire does occur. How do we typically accomplish this?

- Inspections
- Permits
- Responding to complaints regarding fire and life safety code violations.

One of the most rewarding and engaging ways we help prevent fires is to employ public education programs like our Clown Program. This program is extremely popular due to the upbeat, funny and music-filled experience in which students learn about fire and life safety.

Schools often contact us to schedule station tours in which the students see first hand where the firefighters live and work while on shift and we also take the opportunity to give important fire and life safety tips. If your school is interested in scheduling a tour, please contact the Fire Prevention Division at (209) 571-5553.

How do we know if we are meeting our goals? One way is to measure how quickly we turn-around plan checks - the goal is to review 100% of plans within two weeks of submittal. In 2015, we were able to review 89% within two weeks - as construction activity picks up, the Division is working to staff-up Inspector positions to be full-strength again.



**Working Smoke Alarms
Save Lives**

Test Yours Every Month!



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MFD FAQs

We get many phone calls every day from people just like you. Here is a quick guide to some of the most frequently asked questions:

Q. How can I get a copy of a fire report?

A. Call our Fire Prevention Bureau at (209) 571-5553.

Q. Can you come out to check and/or install a smoke detector?

A. Call our Administration Office at (209) 572-9590 and we'll ask you some questions to find out how we can help.

Q. How do I report a leaking fire hydrant?

A. Contact the Water Division at (209) 342-2246.

Q. Does the Modesto Fire Department check or install car seats?

A. Unfortunately our personnel are not trained on this service. However, the Modesto Police Department has staff that are, contact them at (209) 342-9195. Additionally, the Stanislaus County Health Services Agency also has a Keep Baby Safe program, they can be reached at (209) 558-5656.

Q. Does the Modesto Fire Department offer CPR classes with certification to the community?

A. Certification courses for community members are offered through the American Red Cross, you can contact them at (209) 523-6451.

Q. Who do I call about fire hazards or overgrown weeds?

A. The City's Neighborhood Preservation Unit will investigate these issues, contact them at (209) 577-5277.

Q. Does the Fire Department really rescue cats from trees?

A. Yes, we certainly do. Pets are family members to many in our community. We also have the ability to rescue large animals like horses - we are called upon a few times each year to more rural areas to aid in large animal rescues.





The Firefighter's Prayer

**When I am called to duty, God, whenever flames may rage;
Give me strength to save some life, whatever be its age.**

**Help me embrace a little child before it is too late
or save an older person from the horror of that fate.**

**Enable me to be alert and hear the weakest shout,
and quickly and efficiently to put the fire out.**

**I want to fill my calling and to give the best in me,
to guard my every neighbor and protect his property.**

**And if, according to my fate, I am to lose my life;
please bless with your protecting hand
my children and my wife.**

-- Author Unknown

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