



**TWAIN HARTE COMMUNITY SERVICES
DISTRICT
FIRE DIVISION
ANNUAL REPORT 2019**



Twain Harte Fire's guide to assist the community with wildland fire preparedness

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Fire Chief's Message

2019 was once again a year of progress and development for Twain Harte Fire. The Fire Division has become a progressive regional leader over the last few years, quietly integrating modern technology while maintaining traditional dedication to mastering the skills requisite of professional emergency response. Our embracement and utilization of technology sets the example of how modern advancements can integrate into daily operations and dramatically improve our safety, efficiency and effectiveness. Technology is not solely the answer, but rather a



seamless blend of the traditional methods of emergency response and customer service augmented by assistive technology to support better decision making and more effective use of resources. One prominent example of this integration is THFD's use of our newest UAV, a thermal and visual spectrum capable platform. This aircraft equipped with a dual sensor camera can literally allow us to see through the dark and smoke to rapidly detect firefighters or civilians in need. I can't stress enough the enhancement of this tool brings to our operations and what a significant addition to our collective emergency scene situational awareness and safety it brings to our response capabilities.

The utilization of this technology also improves our ability to capture footage during training evolutions from a unique aerial perspective to be used after completion for critique, further improving our learning and insight during training. The UAV program also significantly enhances our fire prevention and preparedness mission by giving THFD the ability to capture imagery documenting changes to the vegetation and high

resolution images of the roofs on all commercial buildings. The roof images are integrated into THFD's Pre-Plans that are electronically stored on response apparatus tablets giving our members access to critical information about a structure with the touch of a finger.

The UAV Program would not be possible without the assistance of our CERT members. I am consistently impressed by the level of dedication and support demonstrated by the members of the Twain Harte Area CERT. CERT members are vital to the operations of THFD not only in emergencies but also in our trainings, community events and community preparedness efforts.

I want to express my sincere gratitude to the Board of Directors, General Manager Trott, the members of the THFD, the staff of all Divisions of the Twain Harte Community Services District and the Twain Harte community for once again providing me with the honor and support to serve as the Fire Chief of Twain Harte.

“I am not here for me, I am here for we, and we are here for them”

Significant Events

Listed below is a summary of THFD's significant accomplishments and progress that occurred in 2019:

- A grant funded dual sensor thermal capable UAV was placed in service and integrated into THFD's routine and emergency operations
- THFD created and published a unique Wildland Fire Action Guide as part of the Ready, Set, GO program with the intent of giving community members a comprehensive document to increase personal awareness and preparedness of our community constituents



- Installment of a raw water draft point at the District's Shady Brook Reservoir to improve access to untreated water during a significant incident, thereby reducing demands on the treated water distribution system

- Repair and enhancement of the original air horn atop the Firehouse for use during emergencies as a back-up notification system should the communications and alerting systems fail.
- All regulatory and compliance testing of fleet, emergency equipment and personal protective equipment was completed
- Simulation Room and sand table fabrication completed and put in service to enhance our ability to train our members with customized incident management scenarios
- Continual support and participation in training exchange agreements with statewide agencies providing opportunities for THFD personnel to receive complex training not available in Tuolumne County
- A cooperative project between Tuolumne County Roads and THCS staff to repair and replace the apron, sidewalk and street in front of the firehouse
- THFD trained members in the EMT Expanded Scope Protocols adding additional lifesaving capabilities
- Cooperative agreement completed between THFD and Tuolumne County Fire/Cal Fire for placement of a Fire Behavior Training Prop at the Vantage Point Training Center



- Basic training and integration of another CERT class adding additional active members to the roster
- Full integration of THFD Pre-Plans into the District's new GIS program for rapid access to critical information from the field during emergency and routine operations
- Distribution of donation funded battery operated AM/FM radios to community members for redundant alerting capabilities

- Distribution of donation funded magnets to the rental properties throughout the community that serve as simple reminders to individuals about the emergency air horn atop the firehouse and what to do when the horn is activated



- CERT distribution of Wildland Fire Action Guide and tow chain protectors created from old fire hose at community events to increase awareness and prevention of wildland fire
- Delineation and approval process begun for several Firewise neighborhoods in Twain Harte

- THFD delivered the first ever fire department instructed Emergency Medical Technician class for our volunteers and members of the public
- CERT members assigned to the Tuolumne County Resiliency Task Force Committee to discuss, plan and implement better countywide disaster preparedness
- Development begun at Vantage Pointe Training facility for an expanded parking area and construction of new building to house the historic Engine 3 and THFD's Reserve Fire Engine 722
- THFD participated in CA OES Resource Prepositioning Program by staffing an additional engine to augment local response capabilities during extreme weather events
- Repairs made to Firehouse generator to improve reliability during prolonged power outages associated with the Public Safety Power Shutoff Program instituted by PG&E
- Multiple participants of the THFD's Intern Program were offered and accepted seasonal and permanent positions with fire agencies across California, demonstrating the success of our Intern Programs
- Chief McNeal continued serving on the International Association of Fire Chief's National Wildland Fire Policy Committee in effort to develop and implement solutions and programs that assist fellow Fire Chiefs and our Nation with the issues surrounding Wildland Urban Interface Fire.

Training

In the training year of 2019, THFD continued to be a local and regional leader in the provision of hyper-realistic training. This vital pillar of competent, efficient, professional, safe and effective incident response is exercised and reinforced during training operations at our Vantage Pointe Training Facility. This exceptional facility is the only live fire training site in Tuolumne County and serves as a catalyst for local and regional response agencies to enhance their skills in fireground operations. Every member of the THFD paid staff is a registered fire service instructor with California State Fire Training allowing THFD to deliver a wide variety of certification courses for our members and cooperating agencies. Because of this fact, THFD is in position and equipped to be a regional leader in training delivery and the innumerable benefits are not only realized by THFD staff and volunteers, but also by local and regional cooperators. THFD personnel collectively participated in over 3500 hours of training from a diversity of firefighting, technical rescue, emergency medical service topics. THFD was able to secure an Education Agreement with Columbia College allowing us to deliver the first ever fire department sponsored/instructed Emergency Medical Technician (EMT) training in Tuolumne County. The EMT course was delivered by a cadre of talented and experienced instructors from the THFD and Tuolumne County giving a balanced and impactful initial training to THFD Interns and public participants.



THFD Training completed the Simulation/Sand Table Room at Vantage Pointe facility. This training tool provides for excellent simulation based training for existing and upcoming Incident Commanders by creating an immersive environment for improved situational awareness and more impactful scenario based training.

Another significant achievement for the THFD Training Division in 2019 was the placement of a Fire Behavior Training Prop at the Vantage Pointe Training Facility. This was made possible by an agreement and cost share on placement with Tuolumne County Fire/Cal Fire. This new addition to the facilities further expands the abilities of



THFD staff to deliver high caliber training and education to our volunteers, staff, cooperators and the student in the Columbia College Fire Academy. THFD maintained and exercised several standing reciprocal training agreements with regional cooperators which provides opportunities for THFD Interns to participate and assist for increased training opportunities and exposure to other fire agencies.

Training on a consistent and daily basis is of critical importance to the safety and success of any fire department. In 2019, THFD displayed our

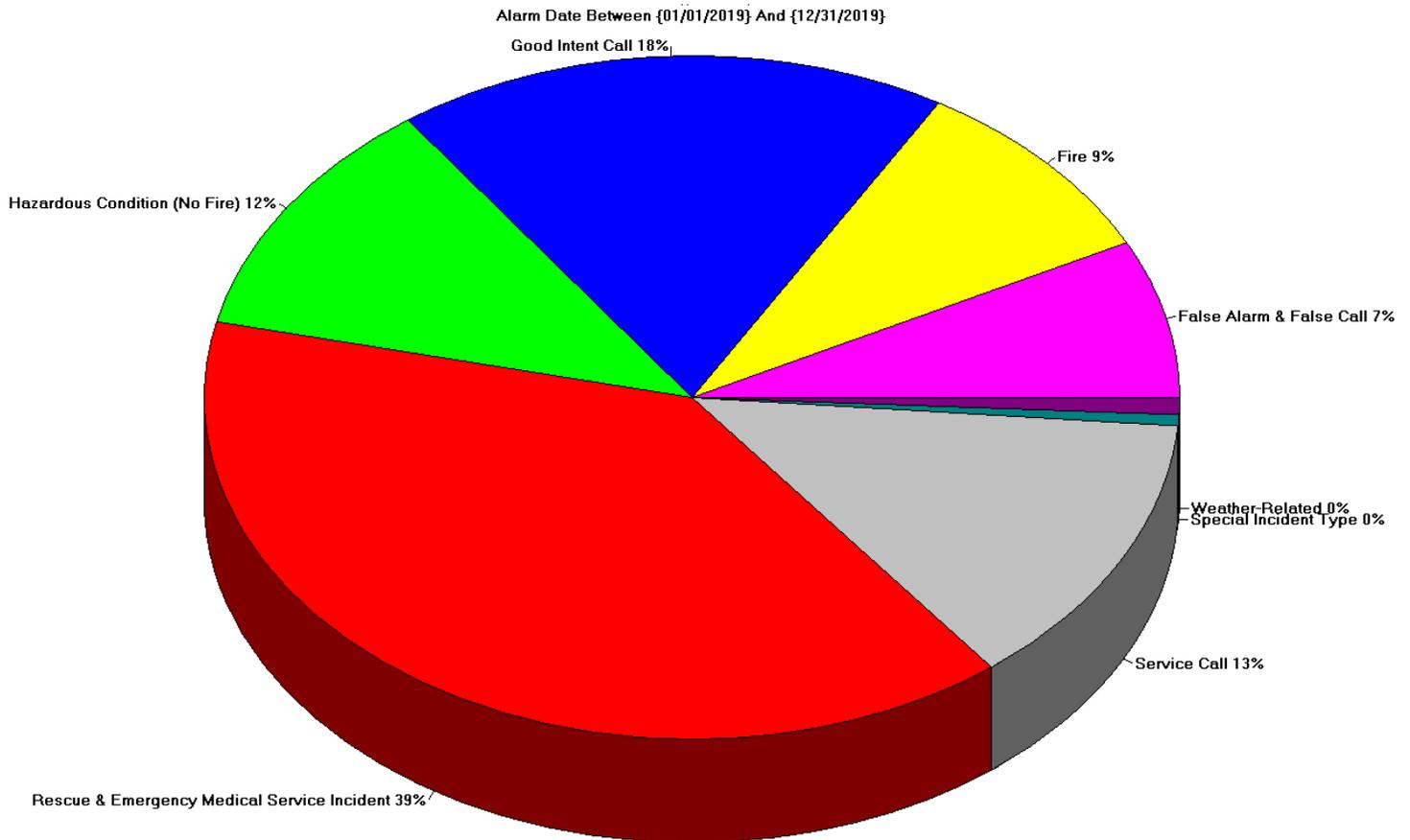
commitment to the importance of, participation in, and delivery of critical firefighter training by creating an open environment and constantly improving our skills and service delivery through frequent and diligent self-assessment.

Annual Call Statistics

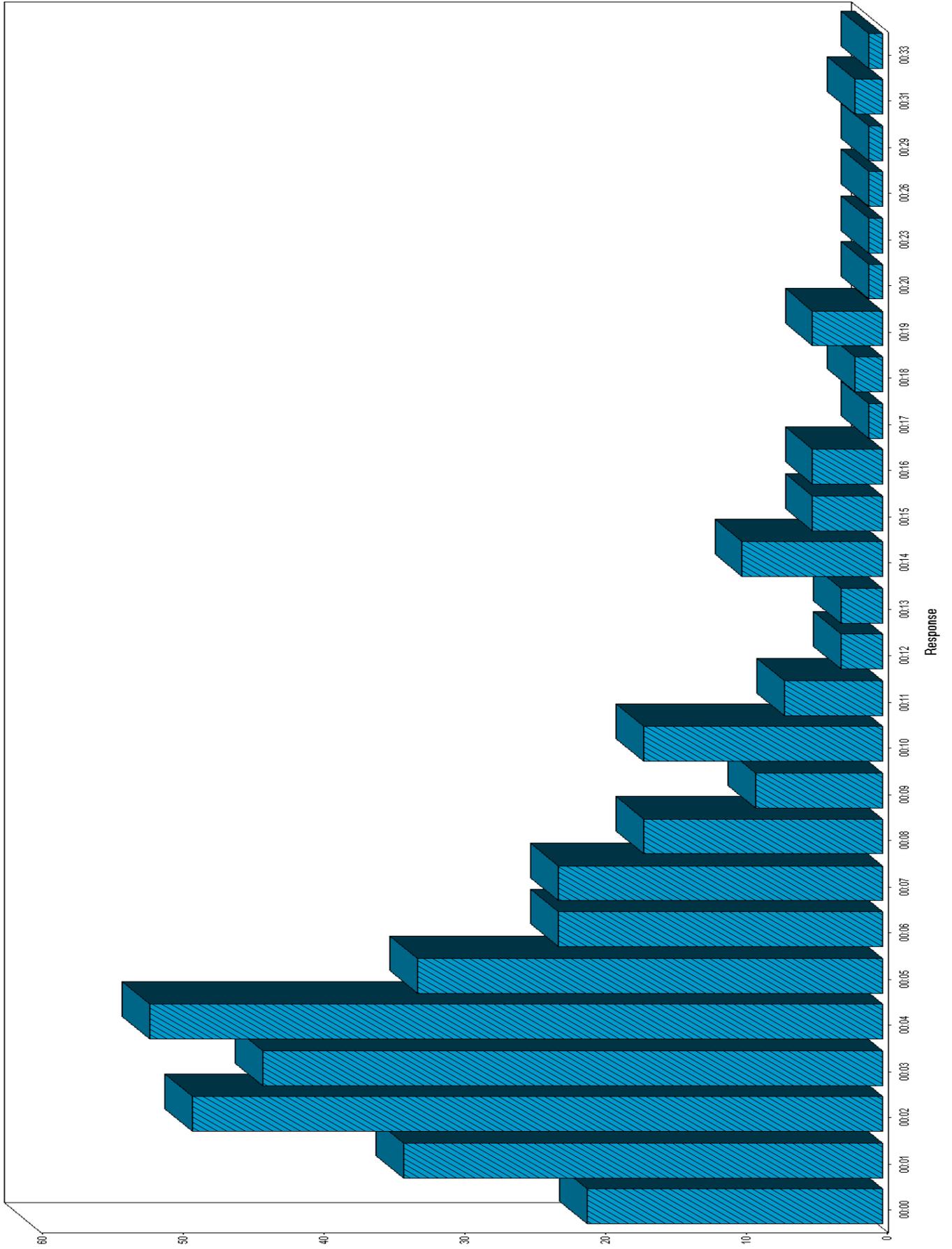
For the year of 2019, THFD responded to 441 calls for service which is an approximate 39.5% increase over 2018. The increase is directly attributed to Water Tender 721 integrated into the Automatic and Mutual Aid System of Tuolumne County and the significant winter weather experienced in the beginning of 2019. 67% of the 2019 THFD's calls for service were located within the Twain Harte Community Services District geographic boundaries.

The breakdown by call type is depicted in the pie chart below with 39% of the THFD's emergency calls being of a medical nature. The graph on page 8 displays a majority of our response times are in the 2-5 minute range which is typical standards in any major metropolitan area. The last graph depicts the locations that THFD responded, by district and surrounding areas. The Annual Summary Table starting on page 10 displays the percentages of incident types and specific response categorization.

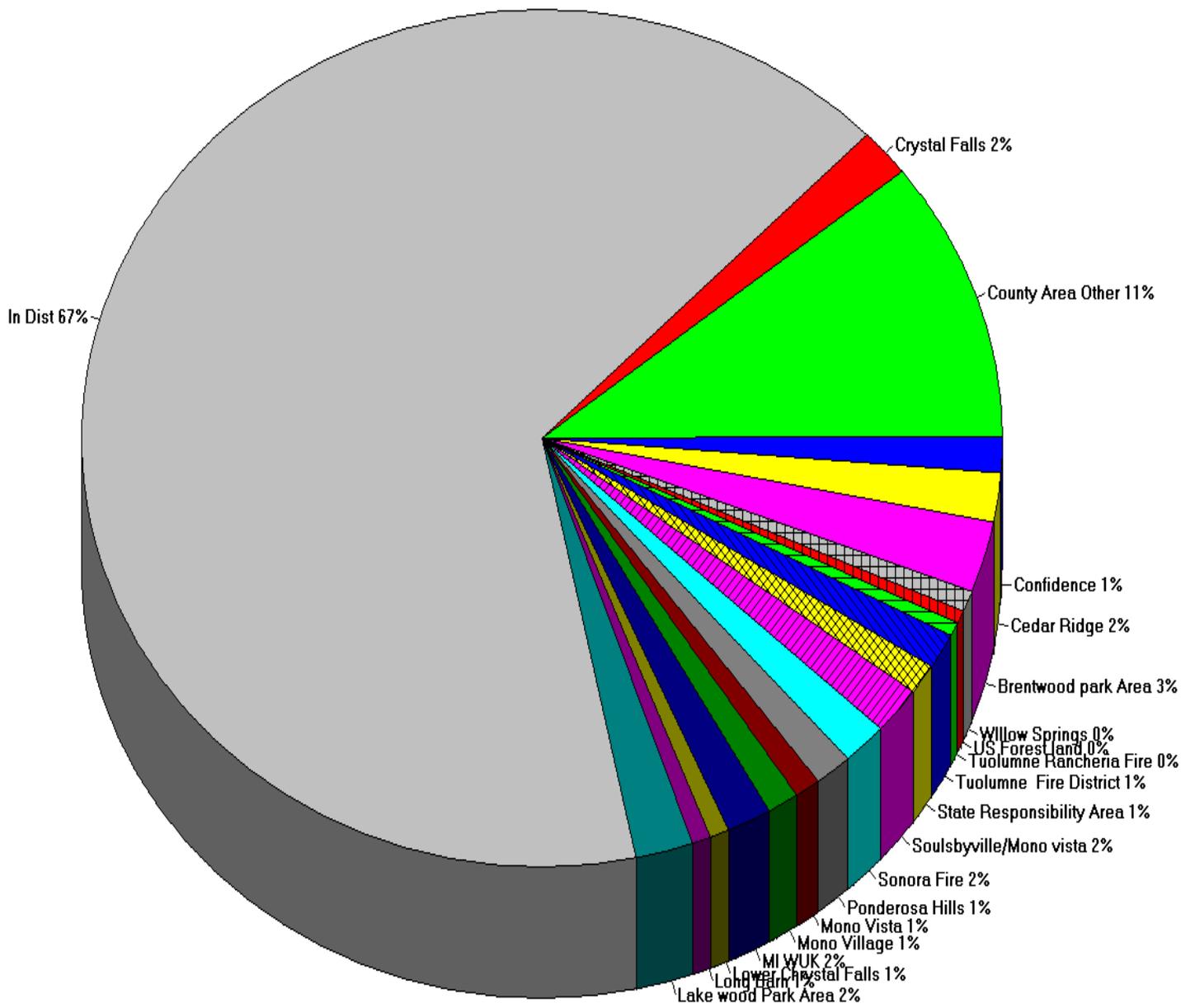
2019 Incident Type Summary Chart



NFRS Incidents by Response Time (in minutes)
Alarm Date Between [01/01/2019] And [12/31/2019]



Alarm Date Between {01/01/2019} And {12/31/2019}



Twain Harte Fire

Incident Type Report (Summary)

**Alarm Date Between {01/01/2019} And
{12/31/2019}**

Incident Type	Count	Pct of Incidents	Total Est Loss	Pct of Losses
1 Fire				
100 Fire, Other	1	0.23%	\$600,000	20.30%
111 Building fire	13	2.95%	\$2,038,000	68.98%
112 Fires in structure other than in a building	2	0.45%	\$0	0.00%
113 Cooking fire, confined to container	1	0.23%	\$0	0.00%
114 Chimney or flue fire, confined to chimney or flue	3	0.68%	\$0	0.00%
120 Fire in mobile prop used as a fixed struc, Other	1	0.23%	\$0	0.00%
121 Fire in mobile home used as fixed residence	1	0.23%	\$300,000	10.15%
131 Passenger vehicle fire	6	1.36%	\$16,300	0.55%
140 Natural vegetation fire, Other	2	0.45%	\$0	0.00%
141 Forest, woods or wildland fire	3	0.68%	\$0	0.00%
142 Brush or brush-and-grass mixture fire	4	0.91%	\$0	0.00%
143 Grass fire	1	0.23%	\$0	0.00%
150 Outside rubbish fire, Other	1	0.23%	\$0	0.00%
151 Outside rubbish, trash or waste fire	1	0.23%	\$0	0.00%
	40	9.07%	\$2,954,300	100.00%
3 Rescue & Emergency Medical Service Incident				
300 Rescue, EMS incident, other	2	0.45%	\$0	0.00%
311 Medical assist, assist EMS crew	1	0.23%	\$0	0.00%
320 Emergency medical service, other	3	0.68%	\$0	0.00%
321 EMS call, excluding vehicle accident with injury	44	32.65%	\$0	0.00%
322 Motor vehicle accident with injuries	12	2.72%	\$0	0.00%
323 Motor vehicle/pedestrian accident (MV Ped)	1	0.23%	\$0	0.00%
324 Motor Vehicle Accident with no injuries	11	2.49%	\$0	0.00%
	174	39.46%	\$0	0.00%
4 Hazardous Condition (No Fire)				
400 Hazardous condition, Other	6	1.36%	\$0	0.00%
410 Combustible/flammable gas/liquid condition, other	1	0.23%	\$0	0.00%
411 Gasoline or other flammable liquid spill	1	0.23%	\$0	0.00%
412 Gas leak (natural gas or LPG)	8	1.81%	\$0	0.00%
440 Electrical wiring/equipment problem, Other	3	0.68%	\$0	0.00%
443 Breakdown of light ballast	1	0.23%	\$0	0.00%
444 Power line down	24	5.44%	\$0	0.00%
445 Arcing, shorted electrical equipment	6	1.36%	\$0	0.00%
480 Attempted burning, illegal action, Other	1	0.23%	\$0	0.00%
	51	11.56%	\$0	0.00%

Twain Harte Fire

Incident Type Report (Summary)

**Alarm Date Between {01/01/2019} And
{12/31/2019}**

Incident Type	Count	Pct of Incidents	Total Est Loss	Pct of Losses
5 Service Call				
500 Service Call, other	6	1.36%	\$0	0.00%
510 Person in distress, Other	8	1.81%	\$0	0.00%
511 Lock-out	2	0.45%	\$0	0.00%
520 Water problem, Other	1	0.23%	\$0	0.00%
531 Smoke or odor removal	1	0.23%	\$0	0.00%
550 Public service assistance, Other	12	2.72%	\$0	0.00%
551 Assist police or other governmental agency	3	0.68%	\$0	0.00%
553 Public service	2	0.45%	\$0	0.00%
554 Assist invalid	22	4.99%	\$0	0.00%
561 Unauthorized burning	1	0.23%	\$0	0.00%
	58	13.15%	\$0	0.00%
6 Good Intent Call				
600 Good intent call, Other	6	1.36%	\$0	0.00%
611 Dispatched & cancelled en route	73	16.55%	\$0	0.00%
653 Smoke from barbecue, tar kettle	1	0.23%	\$0	0.00%
661 EMS call, party transported by non-fire agency	1	0.23%	\$0	0.00%
	81	18.37%	\$0	0.00%
7 False Alarm & False Call				
700 False alarm or false call, Other	27	6.12%	\$0	0.00%
733 Smoke detector activation due to malfunction	2	0.45%	\$0	0.00%
735 Alarm system sounded due to malfunction	1	0.23%	\$0	0.00%
742 Extinguishing system activation	1	0.23%	\$0	0.00%
743 Smoke detector activation, no fire - unintentional	1	0.23%	\$0	0.00%
745 Alarm system activation, no fire - unintentional	1	0.23%	\$0	0.00%
	33	7.48%	\$0	0.00%
8 Severe Weather & Natural Disaster				
800 Severe weather or natural disaster, Other	1	0.23%	\$0	0.00%
815 Severe weather or natural disaster standby	1	0.23%	\$0	0.00%
	2	0.45%	\$0	0.00%
9 Special Incident Type				
911 Citizen complaint	2	0.45%	\$0	0.00%

Twain Harte Fire

Incident Type Report (Summary)

Alarm Date Between {01/01/2019} And
{12/31/2019}

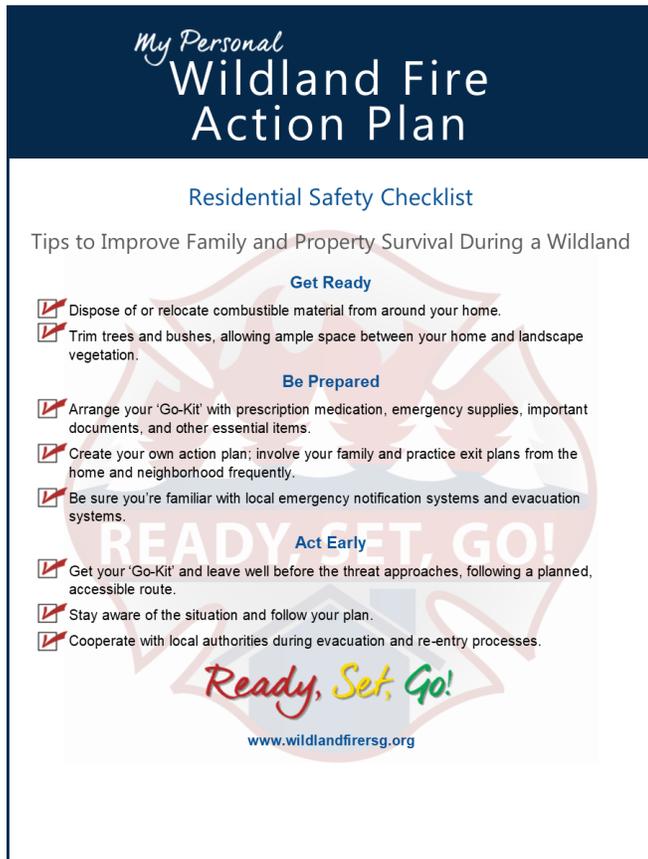
Incident Type	Count	Pct of Incidents	Total Est Loss	Pct of Losses
9 Special Incident Type	2	0.45%	\$0	0.00%

Total Incident Count: 441

Total Est Loss: \$2,954,300

Fire Prevention and Public Education

Twain Harte Fire's Prevention and Public Education Program continued to deliver exceptional service and educational programs to the Twain Harte and greater Tuolumne County residents. One of the biggest accomplishments for 2019 was the development and publishing of the THFD's Wildland Fire Action Guide. The Action Guide was created by customizing the Ready, Set, Go Guide template from the International Association of Fire Chief's National Wildland Fire Policy Committee with specific information to the community of Twain Harte.



THFD in conjunction with CERT distributed this guide along with summary magnets and AM/FM radios to constituents during community events and meetings to better inform and equip residents with information necessary to prepare themselves, their house and their families for a wildland fire incident. The Action Guide is filled with critical information and echoes the messages that are available to residents from other emergency response agencies. During several events throughout the year, the guide along with tow chain safety covers made from repurposed fire hose were handed to community members at the end of an important conversation about personal preparedness. The written and online documents provided to the public as a part of THFD's Education Programs are one way THFD can assist in the prevention of wildland fire incident, the damage associated and the resiliency of the community to recover from that event. THFD was compliant in 2019 with all of the mandated Fire and Life Safety Inspections of businesses and buildings required by the CA Fire Code. Additionally, THFD in conjunction with property owners continued to reduce the amount of

dangerous wildland fuels on vacant lots in effort towards mitigating the risk of catastrophic wildland fire. As every year, THFD members delivered Fire Safety Training to the young children of Twain Harte Elementary during Fire Prevention Week.

THFD continued the cooperative effort with Cal Fire performing hazardous fuels inspections in our community. The THFD Fire Prevention Program strives for compliance through education rather than harsh enforcement. For it is through voluntary compliance rooted in knowledge and understanding that we have the most significant impact in the prevention and reduction of fire related incidents within our community.