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# Mission Statement ~ "Protecting Your Quality of Life with Pride and Compassion"

Ethical & Honest

Accountability:

Individual and

Organizational

Commitment,

Dedication

Teamwork

Pride of Work &

Organization



# Mission, Values, Vision



"Protecting What Matters Most"

# Letter from the Chief



Fire Chief Robert A. Talloni



It is my privilege to present the 2017
Annual Report to Honorable Mayor Gary
Soiseth, respected members of City Council,
and the citizens of Turlock.

This annual report will provide a written and visual review of our accomplishments and statistical data for the 2017 calendar year, as well as an opportunity to look into the future as we continue to improve the level of service our department delivers to the City of Turlock.

The Turlock Fire Department is committed to running a fiscally responsible organization while providing the highest quality in our divisions of Suppression, Training, Fire Prevention, and Neighborhood Services to our growing community.

I would like to thank the firefighters of the City of Turlock for their commitment to life safety, incident stabilization, and property conservation. Their professionalism, dedication, and bravery are relentless.



#### Fire Chief

Robert A. Talloni

#### Executive Administrative Assistant

#### Julie Miranda

- · Recruitments
- Promotions
- Backgrounds
- Evaluations
- Workers Compensation
- GrantsCISM
- ITSB
- 1130
- · Assistant to Division Chiefs •
- Council Reports
- Press Releases

#### Secretary

#### Vanessa Hubbell

- Attendance/Payroll
- CM Reports
- Council Reports
- Arson Reports
- Billing AMR, DUI, Procurement Cards
- Supplies
- Supports Line Personnel
- Assistant to Division Chiefs
- Travel
- Public Education
- Special Events

#### Support Services (Fire and Police) Amanda Fortado

- FinanceContracts
- Purchase Orders

#### Fire Marshal Fire Prevention

#### Mark Gomez

- Plans Reviews
- Fire Alarms
- Sprinkler Systems
- Pre-DevelopmentCode Enforcement
- Fire Investigation
- Inspections
- Permits
- Neighborhood Services
- IT Liaison
- Responds to Emergency Incidents (as needed)

# Training Division Chief Brian White

- JACEMT CE
- Department Training
- EMS QC
- NIMS Compliance
- Discipline
- NIMSCAST
- Drill Grounds
- Safety Committee
   EMS Director
- EMS Director
- Resource Sharing Agency
- Responds to Emergency Incidents (as needed)
- EOC
- JTSB

#### Operations Division Chief

#### **Gary Carlson**

- Supervises Line Personnel
- Prepare, Forecast and Adhere to Budget (purchase orders, budgeted items)
- · Manage Day to Day Operations
- Participates in
- Recruitment/Selection Process
- Special Operations
- Grants
- RMS
- JTSB
- Special Events
- Responds to Emergency Incidents (as needed)

# Organizational Chart

# City of Turlock Leadership

Pictured from Left to Right:

Councilmember Matthew Jacobs District 1,

Councilmember Amy Bublak District 4,

Mayor Gary Soiseth,

Councilmember Gil Esquer District 2,

Councilmember Bill DeHart Jr. District 3





Interim City Manager Robert A. Talloni

ROBERT A. TALLONI





City Attorney Phaedra Norton

# City Statistics



Incorporated: 1908

Government: City Council

Population: 72,796 (2016)

Area: 16.88 miles

Class 2 ISO rating



# Department Statistics

Established: 1907

52 department personnel

42 line personnel

3 shifts - A,B,C

48/96 schedule

2016/2017 budget: \$8.838,635

4 Fire Stations

Responded to: 6,793

emergency calls in 2017

## Administration



Fire Chief's Executive Assistant Julie Miranda



Secretary Vanessa Hubbell

Executive Administrative Assistant Julie Miranda is responsible for an array of duties including recruitments, backgrounds, evaluations, worker's compensation, preparation of various reports for the department and City Council, and supervision of the department Secretary Vanessa Hubbell. Julie coordinates these functions and reports directly to Fire Chief Robert Talloni. She also assists Command Staff, and line staff with various duties and coordinates with neighboring agencies.

Turlock Fire Department conducted three promotional ceremonies in 2017. In addition to a successful year of promotions, the Turlock Fire Department participated in several community outreach events such as, National Night Out, the Mayor's Youth Conference, Public Safety Annual Open House, Read Across America, school carnivals and high school career fairs.

In September, Turlock Firefighters along with retirees reunited to enjoy our 2nd Annual breakfast together at Station 31.

Fire Administration staff and many crew members participated in the Annual Public Safety Open House held in October. This event is co-hosted with the Turlock Police Department and multiple public service oriented agencies throughout our area.

The department hosted its Annual Awards
Ceremony in November. During this
ceremony Firefighter Daniel Timko was
named Firefighter of the Year and the
Customer Service of the Year award was
presented to Captain Frank Saldivar. Strike
Teams were honored for their deployments
throughout California. In addition,
community partners, and private citizens were
recognized for their performance and
commitment to the department.



Turlock Junior High School
- CPR





Block Party - NNO









Mayor's Youth Conference

# Public Education

# Department Events





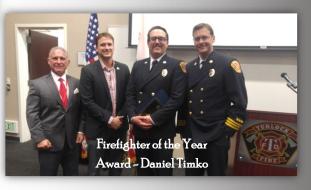
Open House Event













Dedication
"Stand Behind the Line"











Annual Breakfast







Dedication of new Rosenbauer Engine





# Operations Division



Operations Division Chief Gary Carlson



Fire Operations is the nuts and bolts of the fire service. The 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 2017 Turlock Fire responded to 6,793 emergency calls for service. Many of these calls required multiple engines to mitigate the emergency bringing the total number of engine responses to 8,502.

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 types of emergency calls.

The Operations Division is comprised of one division chief, three battalion chiefs, fifteen captains, fifteen engineers, and twelve firefighters. They are divided into three

shifts which provide protection 24 hours a day, 365 days a year.



Under the daily supervision of a battalion chief, crews staff 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 2017 Turlock Fire's response times to emergencies were much 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 4:53. 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 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 has 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.

With respect to structure fires, the National Fire Protection Agency (NFPA) recommends that

# Daily **J**perations

interior fire operations should begin within 8 minutes of the first 911 call. Again Turlock Fire's standards of coverage and response policies are ahead of this standard. Studies have shown that fire spread can be kept to a minimum, and rescue operations can result in positive outcomes, when effective firefighting operations are initiated guickly.

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. We now also send all four engines to working structure fires upon initial dispatch, which allows for faster, more effective operations.

# Special Operations

Hazmat
OES Engine 339
Squad 32
Honor Guard

100 YEARS IN THE ORDER

100 YE

Department Special Operations deal with the high risk/low frequency calls that may be encountered within the city. These programs include our department's Hazardous Materials Team, OES engine 339 which responds to large incidents on the West Coast, Squad 32 which consists of personnel specially training in rescue functions, and Turlock's Honor Guard whose professionalism and abilities now represent our department and city throughout the state.









The Fire Department responded to 54 Hazardous Materials incidents in 2017. 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 that our firefighters have a good knowledge of Hazardous Materials. Every firefighter in the department is trained to the level of Haz Mat First Responder. As Turlock continues to expand its commercial area the threat of a Hazardous Materials incident continues to grow, and in turn the need for more specially trained personnel increases. Therefore, during 2017 Turlock hosted a Hazmat Specialist class. By hosting this class for the region, we were able to train three additional personnel to the specialist level for no cost. The Fire Department now has eight members trained to this elite level, the highest number in the department's history.

Turlock Fire is also members 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

# OES Engine 339



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 2017, OES339 responded to ten (10) different campaigns.

Fire crews were assigned to various activities including; structure protections, hand line construction, road construction, spotting for aircraft, and mop up activities.













The incorporation of a Squad company was one of the highest operational priorities outlined by Chief Talloni when he took command of the department. 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. Sixteen such events took place in 2017 in which the knowledge, skills, and 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 departments operational goals for 2017. 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 will continue to be a vital resource in upcoming years and will most certainly continue to save lives.



Squad 32

# Honor Guard



Since its formation in 2013, the Turlock Fire Honor Guard has represented our city with a tremendous degree of professionalism. Turlock's Honor Guard in now sought out by other agencies when the need has arisen and our members have answered the call. Currently, ten 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 Boud

Engineer Cameron Kaiser

Engineer Matt Campos

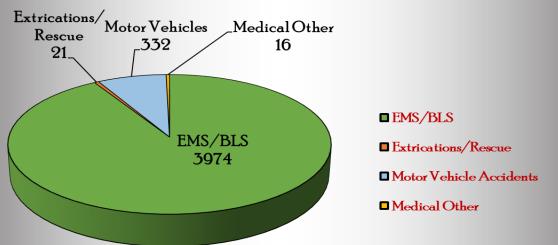
Firefighter Nick Grillo

Firefighter Daniel Nenni

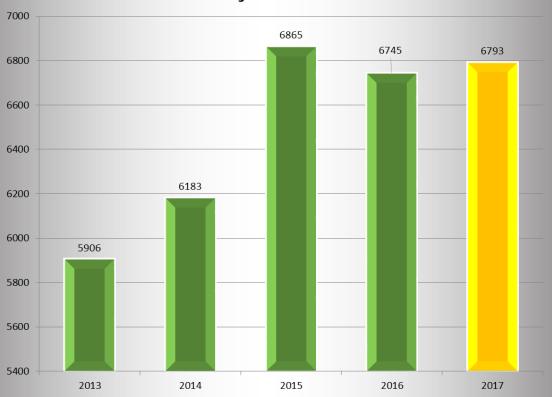
Bagpiper Randy Francis

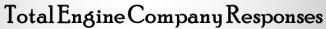
For Honor Guard inquires or information, please contact Commander Steve Kramer at (209) 345-6920 or by email at skramer@turlock.ca.us

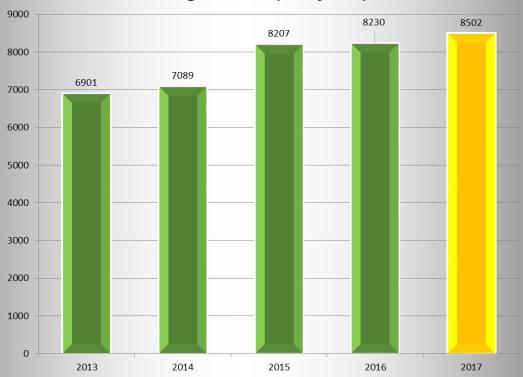
## Statistical Data Fire Calls by Type Fire Structure Other Fires 86 70 ■ Structure Fire Vehicle ■ Vehicle Fires Vegetation Fires Fires □ Vegetation Fires 50 42 ☐ Fire Other Rescue and EMS Call Types Medical Other



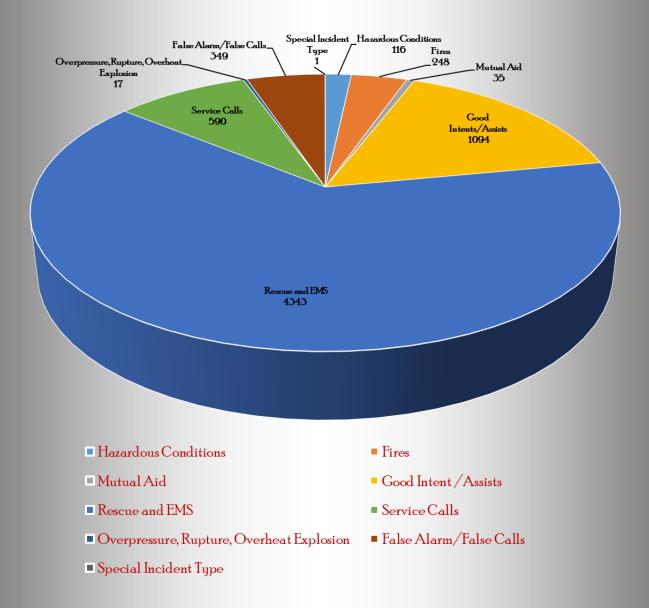
## Yearly Call Volume







## Total Calls by \*NFIRS Category



<sup>\*</sup> National Fire Incident Reporting System

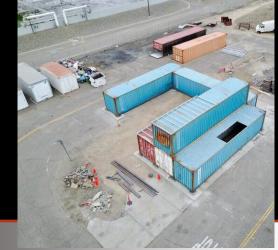
# Training Division



Training Division Chief Brian C. White

In 2017, following several years of planning, budgeting and design work the new 3 story burn container project is nearing completion. The on-site water retention pond was widened, deepened and has improved drainage into the pond. Planning and design work is beginning on a new 5-0 story training tower/confined space rescue prop and the classroom building has also seen improvements with the addition of wi-fi capabilities.









One of the largest Training Division accomplishments in 2017 was the creation and adoption of a Memorandum of Understanding (MOU) between the City of Turlock and the Modesto Junior College. This MOU will allow the City of Turlock to host a wide variety of classes, serve as a satellite campus for MJC, reduce class costs, reduce travel distances, increase hotel and restaurant patronage in Turlock and potentially give college credits for those seeking degree's.

Other 2017 Training Division accomplishments were: revising the 2017 City of Turlock Emergency Operations Plan, the Turlock Municipal Code ~ Chapter 4, the City of Turlock Safety Program, the City of Turlock Injury and Illness Prevention Program (IIPP) and beginning revisions to the City of Turlock Local Hazard Mitigation Plan (LHPM).

Additionally, Turlock Fire Department personnel conducted:

- \* Promotional testing for rank of: Fire Engineer (2).
- \* Conducted monthly probationary homework assignments, testing of those personnel who successfully promoted into their new positions.
- Administered to all department personnel the Federal, State and locally mandated training subjects.
- \* Maintained a near 100% completion rate to have all fire personnel trained in Rescue System 1 (RS-1) and Low Angle Rope Rescue Operations (LARRO) training.
- \* The old burn building was replaced in 2017 with a new burn container structure consisting of: eight (8) steel, 40' long, 10' wide, by 10' tall containers, engineered and fastened together to form a three (3) story training structure capable of providing the following training opportunities:

  Live fire training, forcible entry, hose lays, search and rescue scenarios, ground and aerial ladder operations, fire engine and fire truck operations as well as ventilation training for both residential and commercial incidents.
- \* Continued using the online Target Solutions subscription and assigned monthly online EMS assignments to all personnel.







Training Accomplishments

# Training Accomplishments ~ continued

- \* Participated in various Resource Sharing Training Committee work with the other Resource Sharing agencies in Stanislaus County (Ceres Fire Department, Modesto Fire Department and the Stanislaus Consolidated Fire Department) working on a shared training calendar in 2016 and 2017 to include common subjects, joint training's and sharing of subject matter expert instructors.
- \* Turlock Fire Department personnel participated in joint Resource Sharing Agency Training consisting of: 2 in / 2 out evolutions, Rapid Intervention Crew (RIC) and Firefighter Emergency Turnout Removal and CPR.
- \* The Turlock Fire Department hosted courses that benefitted not only the Turlock Firefighters but other regional firefighters. Those topics included: CSTI Hazardous Materials Technician and Specialist courses as well as the National Fire Academy "New Fire Chief Challenging Issues" which was a two (2) day course.







# Looking Forward into 2018

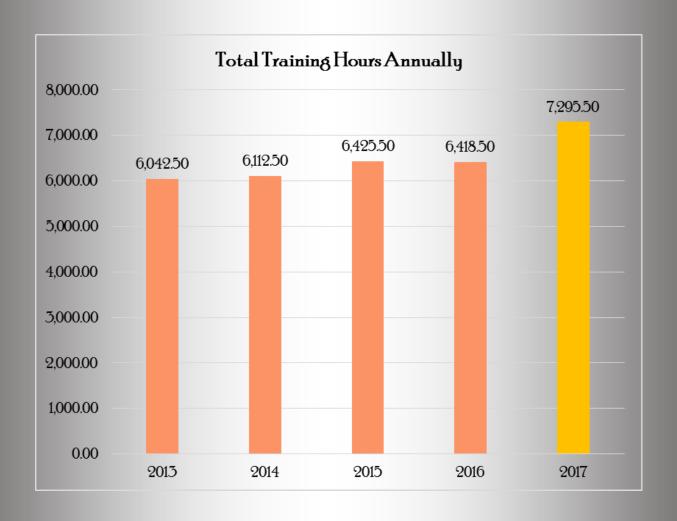
The Turlock Fire Department continually strives to improve our knowledge, skills, training and work processes to improve safety, effectiveness and efficiency. Safe and efficient operations are paramount on a daily basis and we are very proud of our professional firefighters for all that they accomplish. Looking forward into 2018 we anticipate another busy year we are confident that our goals and objectives will not only be met but exceeded. Below are several of the goals of the Turlock Fire Department Training Division.

- Conduct a Turlock Fire Department Fire Academy in the spring of 2018, for four newly hired firefighters, who will be filling current vacant roles within the organization.
- Compete the construction of the training burn structure at the training drill grounds for performing live fire training.
- Continue the planning and possibly begin construction on a multiple story training tower and confined space rescue training props.
- Continue the probationary training and testing of the new and promoted fire department personnel.
- Conduct training evolutions that incorporate: Battalion Chief, Captain, Engineer and Firefighter
  roles and responsibilities, based upon any new or revised operational changes.
- Continue to participate in "Resource Sharing Agency" discussions, planning and training drills.
- Continue to research, plan and develop the training drill grounds "Live Fire- Burn Structure,
  Multiple story Training Tower and various Confined Space training props for future training
  opportunities and operational needs.
- Use City of Turlock properties and acquired structures (when available) to conduct various training evolutions and possibly "Live Fire Training" evolutions.
- Host outside instructors or use fire department personnel to instruct courses. (i.e., National Fire
  Academy courses, critical indent stress management/peer counseling, air ambulance training,
  active shooter training, Large Area Search, Firefighter Survival and various Rescue topics, Live
  Wildland Firefighting and Auto Extrication.
- Conduct training evolutions with Merced Calfire, Merced County Fire Department and volunteer fire departments to improve our operational readiness and automatic aid agreements along highway 99 south of the City of Turlock.
- Train with the Turlock Rural Fire Department to enhance both agencies efficiencies and capabilities.
- Continually strive for improvements in: Safety, operational preparedness, efficiency, effectiveness and situational awareness.









2017 Training Hours	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Total Monthly Hours	783.5	731.0	708.5	533.0	876.0	417.0	418.0	570.0	455.5	479.0	764.0	560.0
Daily Avg. Hours	25.27	26.11	22.85	17.76	28.3	13.90	13.48	18.4	15.2	15.5	25.5	18.1
Per Person Avg.	1.944	2.008	1.757	1.366	2.17	1.07	1.04	1.41	1.17	1.19	1.96	1.39

Training Hours—Statistical Data

## **CFFJAC**



The Turlock Fire Department is a member of the California Fire Fighter Joint Apprenticeship Committee (CFFJAC). This program was created in 1982. The CFFJAC primary goals are "to improve the quantity and quality of training for professional firefighters and to support equal opportunity / affirmative action plans". This program provides reimbursement for specific monthly firefighter training hours in very specifically coded training subjects. The reimbursement money can then be used to send Turlock Fire Department personnel to additional trainings, host training instructors and purchase training supplies or materials.

During 2017, three (3) Turlock Fire Department personnel successfully completed their California Fire Fighter Joint Apprenticeship Committee (CFFJAC) contract. Additionally, new promotions require that previously completed CFFJAC apprentice personnel began new CFFJAC contracts for their newly promoted ranks. At the end of 2017, the Turlock Fire Department maintained a roster of ten (10) California Fire Fighter Joint Apprenticeship Committee (CFFJAC) Apprentice's in the CFFJAC program.

# Fire Prevention Division



Fire Marshal Mark Gomez



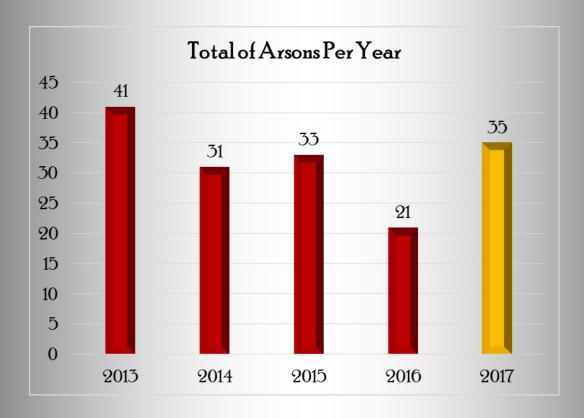
The primary objective of the Fire Prevention Division is to improve the quality of life and reduce the risk of harm and destruction to the citizens of Turlock. Our goal is to improve the lives of our residents and business owners by preventing fires within our community. To accomplish this goal, the Fire Prevention Division coordinates and performs inspections of new constructions, building remodels, businesses and occupancy inspections in accordance with the California Fire Code, California Health and Safety Code, California Code of Regulations Titles 19 and 24, along with our local municipal codes.

The Fire Prevention Division is led by the Fire Marshal Mark Gomez who reports directly to the Fire Chief. The Fire Marshal spends much of his time working with the business and development community on a variety of meetings, inspections, and reviews. He coordinates the Annual Business Inspection Program that is performed by the engine companies. He also oversees Neighborhood Services to ensure that neighborhood blight is abated such as graffiti, refuse, tall weeds, and inoperable vehicles.

The Fire Marshal's other primary responsibility is the Department 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.

# Fire Investigations

The Department strives to have at least one (1) 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 2017 there were thirty-five (35) recorded arson fires totaling an estimated dollar loss of \$230,370.



Year	Estimated Total Dollar Loss
2013	\$5,532,263
2014	\$84,240
2015	\$73,617
2016	\$138,549
2017	\$230,370

# Business Inspections

Engine companies performed 753 annual business inspections in 2017. The goal being to reduce fire loss in a proactive manner by working alongside business owners to educate and make them aware of safety violations, which maintains compliance. It also is important for our engine company crews to visit business and learn more about the individual building features and provide positive interaction with our business community. In conjunction with these inspections, the Fire Prevention Division issues fire business permits according to the California Fire Code, Section 105. The permits address and identify special needs and hazards to the business; for example, compressed gas, high-piled combustible storage, welding and cutting, etc. In 2017, 116 of these various permits were issued.

# Occupancy Inspections

Occupancy inspections occur when a commercial business moves into a new location or there is a change in ownership of a commercial business. During this inspection, all fire and life safety items are inspected by Fire Prevention. During the last year, Fire Prevention completed 88 occupancy inspections

Prior to starting a business or moving a business into a vacant building, a business owner may request a pre-development meeting with City staff. During this meeting, City staff will work with the business owner to discuss compliance requirements and help them be successful with their move. This process is designed to improve communications and increase awareness so the customer can have a positive City experience.

Fire Prevention attends predevelopment meetings with other city departments to assist people who are looking at locating a business here in Turlock, or developing a new business in an existing building or developing a piece of property. This meeting gives them



the opportunity to present their project and receive feed-back on the permits, processes and costs associated with their proposal.



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

# Neighborhood Services







Pictured from Left to Right:
Ruben Wegner, Neighborhood Preservation Officer
Yesenia Del Real, Code Compliance Technician
Christi Burbank, Staff Services Assistant
Joel Cantu, PT Code Compliance Technician

# Weed Abatement



The City of Turlock has Municipal Codes that pertain to tall weeds, overgrown lawns, and trees. Neighborhood Services enforces these ordinances to increase the livability, safety, desirability and appearance of our neighborhoods. Tall weeds, grass and overgrown trees aren't just unattractive, they are a potential fire hazard. To reduce this risk, Neighborhood Services notifies property owners to disc or mow the tall weeds and grass on their land. In 2017, 529 vacant lots, residential properties, and commercial properties with overgrown vegetation were notified of their municipal code violation.

# Graffiti

Another focus of Neighborhood Services is graffiti abatement. Neighborhood Services staff patrol the city on a daily basis to find and remove graffiti. In 2017, graffiti was abated from 1,196 locations.













# Abandoned Vehicles

Neighborhood Services is a participant in the California Highway Patrol's (CHP) Abandoned Vehicle Abatement (AVA) Program. The purpose of this program was created to guide counties who wish to develop and administer AVA Authorities. The AVA Program is recognized as a

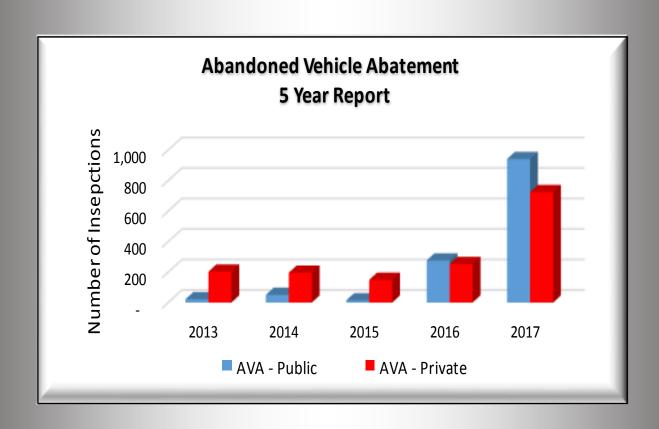
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means to
remove
abandoned



vehicles that create a public nuisance and a health or safety hazard. To qualify as an abandoned inoperative vehicle, there are certain criteria that the vehicle is required to have, such as: wrecked or damaged, on jack stands, flat tire(s), expired registration, if the vehicle is dirty and has cobwebs that indicates that it has not been driven

in an extended amount of time. In 2017 there were 1,665 vehicles inspected for the AVA program.



# Snipe Signs

Another code violation, Neighborhood Services addresses is snipe signs and shopping carts. 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." Per the Turlock Municipal Code, posting snipe signs is illegal. This includes yard sale signs, missing animal and business advertisement. Neighborhood Services removes any signs found and charges a fine for repeated signs in an excess. Neighborhood Services removed 2,836 snipe signs in 2017.



# Shopping Carts

It is also unlawful for any person to remove a shopping cart from the premises or parking area of a business establishment.

Neighborhood Services picked up a total of 510 shopping carts abandoned throughout the City.



# Illegal Nuisance

A consistent complaint that Neighborhood Services handles is illegal camping on public and private property. Working closely with the Turlock Police Department, Neighborhood Services contacts the property owner to report an illegal camp and posts any personal property found at the location. The illegal campers are given a seven day deadline from the time of posting, to vacate the premises and remove all personal property. At the end of the seven days, Neighborhood Services coordinates a clean up to remove any property left behind.

In 2017, Neighborhood Services dealt with over 1,588 CTO complaints and brought 64,650 pounds of refuse to Scavengers from illegal camps and abandoned property found.





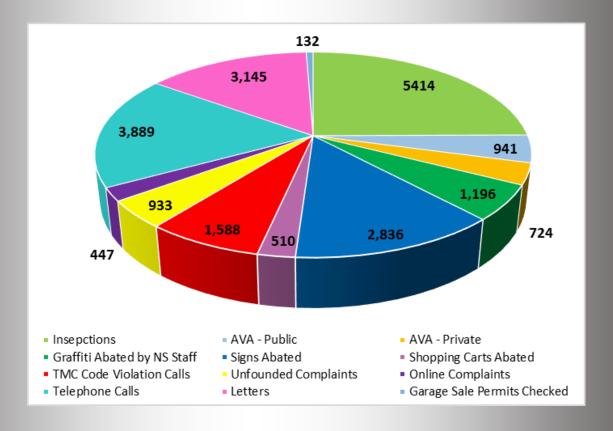


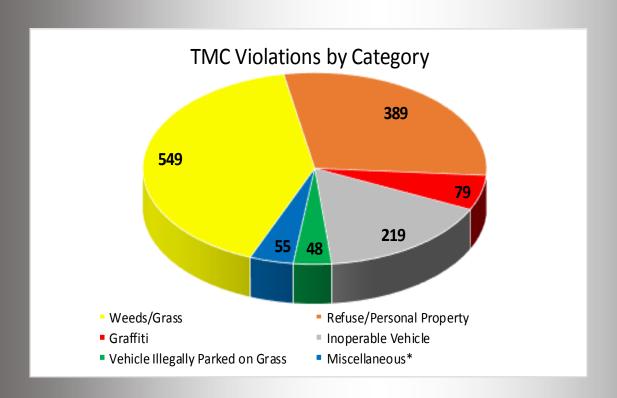
# Completed Abatements





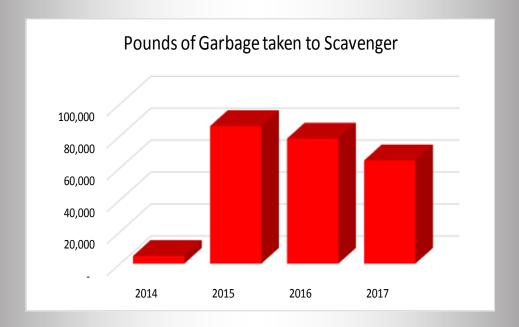
In 2017, Neighborhood Services Staff was able to abate the property at 323 Columbia Street. The abatement included demolition of the unsafe/unsecure building, removal of refuse/personal property, and removal of tall weeds/grass.



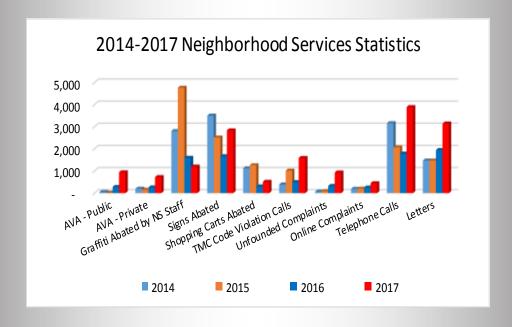


# 2017 Statistics

# 2014-2017 Comparison



In recent years the refuse has decreased in numbers due to property owners taking ownership of the refuse left on their parcels. In addition, Neighborhood Services has taken a preventative approach to CTO property by making the individuals in violation responsible for the removal of their property and proactively predicating camp locations and posting the locations with a trespass letter before it grows.



# Social Media



Public Information Officer Captain Kevin Tidwell

#### **FACEBOOK**

Total Page LIKES: 5,598

Total Page Followers: 5,686

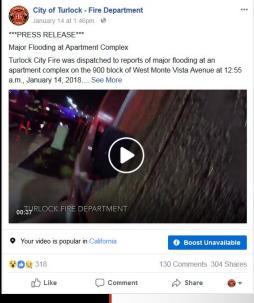
New LIKES: 201

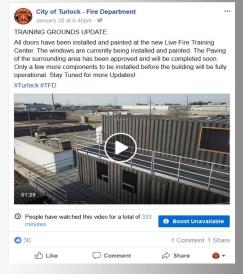
New Followers: 217

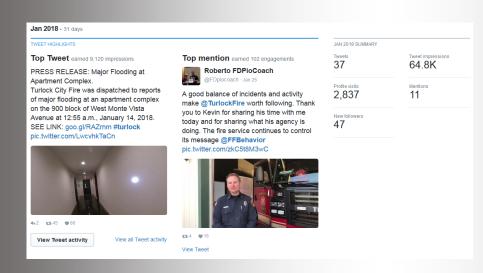
Total # of Posts: 52

Top Post Reach: 24,849









#### **TWITTER**

Total Followers: 1,196

New Followers: 47

Total Tweets: 37

Total Impressions: 64,800

Profile Visits: 2,837

Mentions: 11

## YouTube

Total Subscribers: 91 New Subscribers: 10

Total Posted Videos: 29

Total Channel Views: 47,167



Social Media - continued

Q 2

**17** 45

♡ 86