

A dramatic photograph of a firefighter in silhouette, working in a room filled with intense orange and yellow flames. The firefighter is positioned in the lower-left foreground, facing right towards the fire. The fire is large and bright, filling most of the background. The overall color palette is dominated by reds, oranges, and yellows from the fire, with the firefighter appearing as a dark silhouette against this bright background. A thick red vertical bar is on the left side of the page, and a thick red horizontal bar is at the top, containing the title text.

**2018 TURLOCK FIRE DEPARTMENT  
ANNUAL REPORT**

**FIRE CHIEF ROBERT A. TALLONI**

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# MISSION, VALUES AND VISION STATEMENTS

## MISSION

Protecting Your Quality  
of Life with  
Pride and Compassion



## VALUES

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

## VISION

Protecting What  
Matters Most

## LETTER FROM THE CHIEF



On behalf of the Turlock Fire Department I am honored to present our annual report for 2018. This report demonstrates our commitment to our residents, businesses, visitors to our community, and mutual aid partners.

Our personnel are directly responsible for our success and continuing to remain a superior fire and fire-based Emergency Medical Service.

The Turlock Fire Department is divided into three divisions: Operations, Training, and Fire Prevention. Under the umbrella of Fire Prevention is Neighborhood Services.

This report will provide you with an overview of the fire department; a snap-shot of each division's responsibilities and accomplishments. You will find it to be an informative and comprehensive outline of the services we provide.

Respectfully submitted,

Robert A. Talloni  
Fire Chief

Chief Robert A. Talloni

## AT YOUR SERVICE



Established: 1907

52 department personnel

48 line personnel

3 shifts - A,B,C

48/96 schedule

2017/2018 budget: \$10,017,225

Four fire stations

# STATION LOCATIONS



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

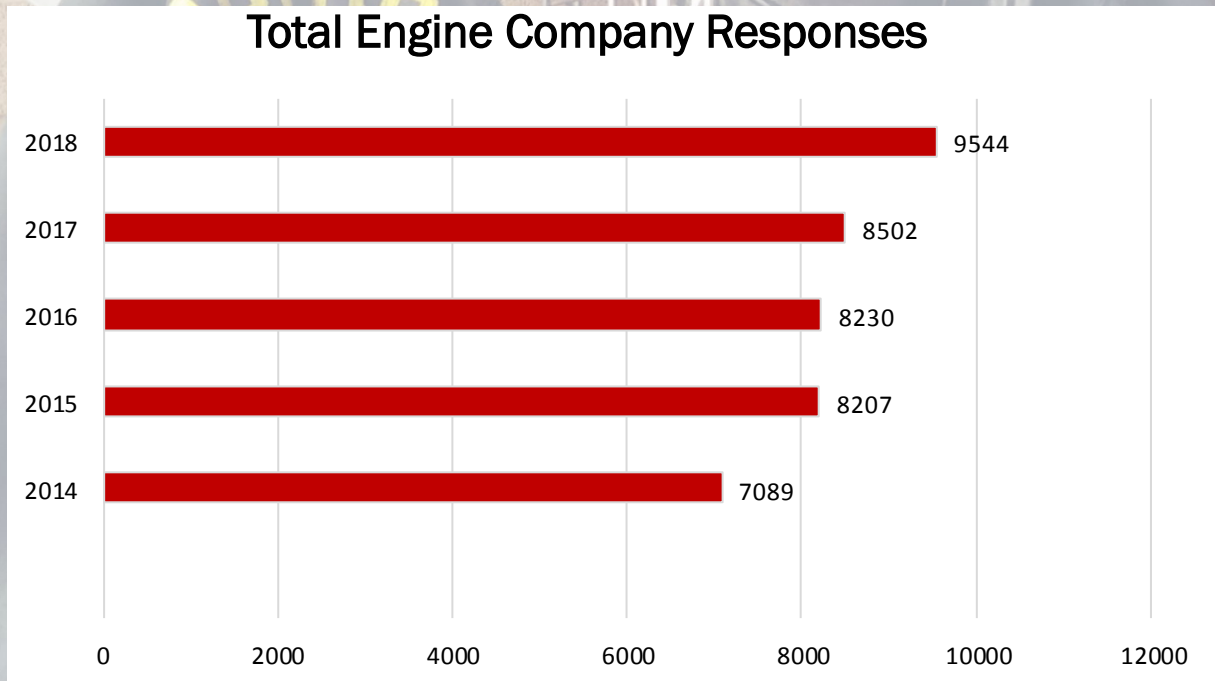
# A YEAR IN REVIEW

**6,832**

**284**  
**Fires**

**Total**  
**Incidents**

Total Engine Company Responses



**4273** EMS/Rescue

**1151** Good Intent/Assists

# FIREFIGHTER OF THE YEAR AND CUSTOMER SERVICE AWARD



Captain Kevin Tidwell was selected as Turlock Fire Department's 2018 Firefighter of the Year. Captain Tidwell began his career with the Turlock Fire Department in 2006 and promoted through the ranks of firefighter to engineer in 2008 and then to captain in 2017. Throughout 2017 and 2018 Captain Tidwell focused his efforts on the improvement of our training grounds in addition to serving as the department's public information officer.



Engineer Tony Nascimento was awarded the department's Customer Service Award in 2018. In 2011 Engineer Nascimento was hired as a firefighter and promoted to the rank of Engineer in 2016. He was recognized for his integrity, dedication to the betterment of the department, and for his overall contributions to the community.

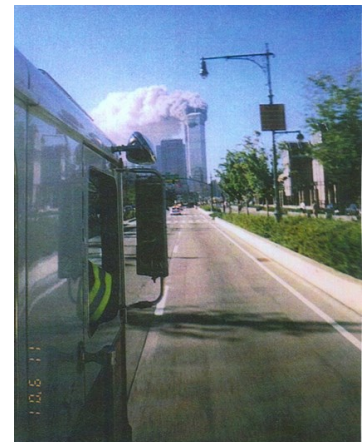
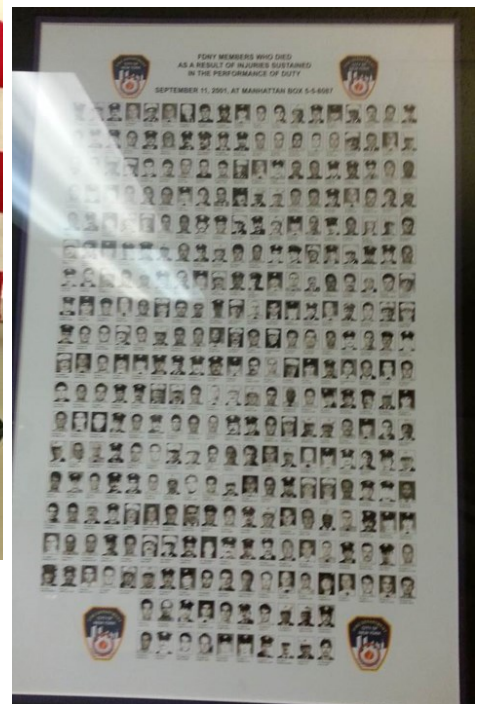




# 9/11 CEREMONY

The Turlock Fire Department in conjunction with the New York City Fire Department had the privilege and honor of revealing a 12 inch x 12 inch piece of steel from one of the Twin Towers found at Ground Zero. This steel is a visual and physical reminder of that horrific day.

The Turlock Fire Department's 9/11 Ceremony was held at Station 31 in the presence of city and community leaders, staff and residents.



# OPERATIONS DIVISION



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 2018 Turlock Fire responded to 6,832 emergency calls for service. Many of these calls required multiple engines to mitigate the emergency bringing the total number of engine responses to 9,544.

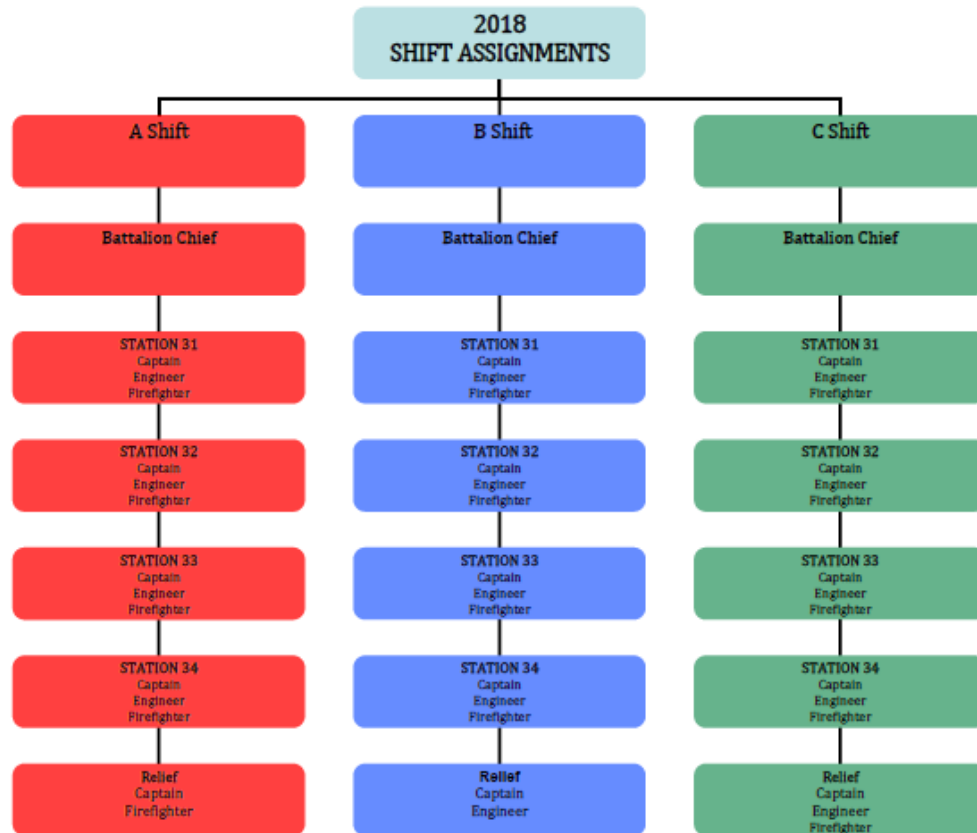


The Operations Division’s primary responsibilities fall into two categories: daily operations which includes resource and personnel management, and special operations which includes high risk- low frequency emergency calls and special details. Turlock firefighters must maintain a constant state of readiness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



Operations Division Chief Gary Carlson

# DAILY OPERATIONS



The Operations Division is comprised of one division chief, three battalion chiefs, fifteen captains, fifteen engineers, and fifteen firefighters. They are divided into three shifts which provide protection 24 hours a day, 365 days a year. Daily minimum staffing for the fire department is 13, a number that has been dictated by the city council.

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 2018 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 4:59. This standard has been maintained and improved upon even as the city has expanded and the demand for service has increased.

## DAILY OPERATIONS

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 involved in collisions result in more complex extrications, and more industrial areas in the city which present a larger threat for hazardous materials releases.

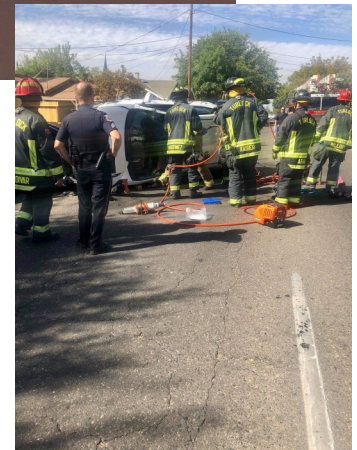
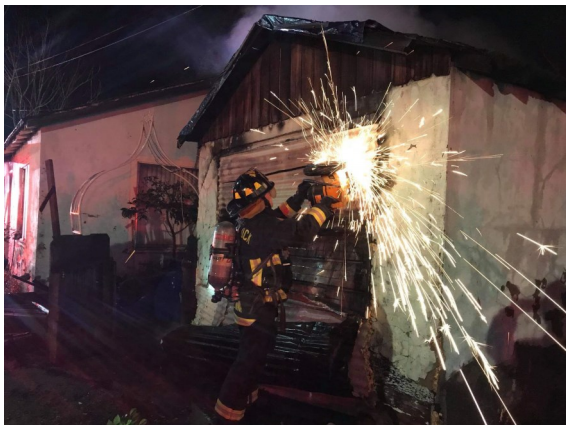
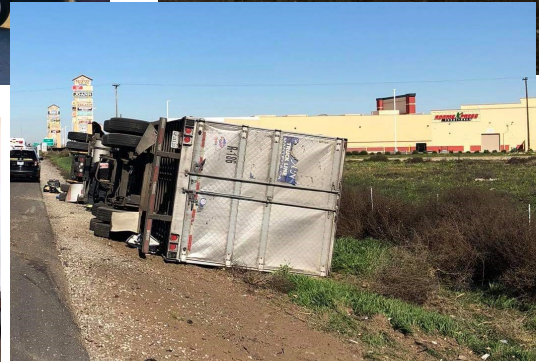
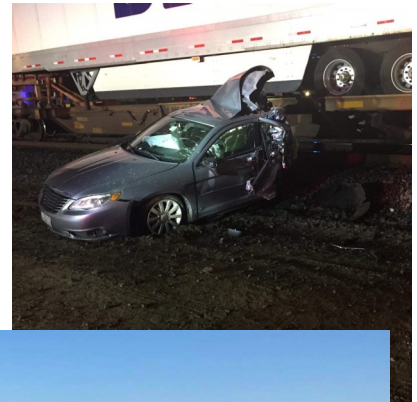
Multiple studies have shown that quick, efficient medical intervention can save lives in traumatic and cardiac emergencies. Turlock Fire's standards of coverage and emphasis on fast response times has allowed our city to adopt a new CPR program aimed at delivering high impact, aggressive emergency care to victims of heart attacks. This program call "Pit Crew CPR" has resulted in increased field saves with patients resuming normal lifestyles. The department also 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. We also now carry hemostatic pressure dressings that can stop severe bleeding and increase the probability of survival for trauma patients.

With respect to structure fires, the National Fire Protection Agency (NFPA) recommends interior fire operations should begin within eight (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 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. We now also send all four engines to working structure fires upon initial dispatch which allows for faster, more effective operations.



# DAILY OPERATIONS



# VARIOUS INCIDENTS

## SPECIAL OPERATIONS

Turlock Fire's 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 trained in rescue techniques/strategies, and Turlock's Honor Guard whose professionalism and talent now represent our department and city throughout the state.

The fire department responded to 48 hazardous materials incidents in 2018. 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. The fire department now has twelve 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

## Strike Team Deployments

Camp  
Cranston Fire  
Ferguson Fire  
Hirz  
Klamathon Fire  
Kerlin  
Lane  
Mendocino Complex  
Horse Creek  
Pole Creek  
Shell Fire  
Stone Fire

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 2018 OES 339 and Turlock Fire single resource personnel responded to twelve 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 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. Twenty such events took place in 2018 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 were at the forefront of the department's operational goals again in 2018. 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. 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.



SQUAD 32



## SPECIAL OPERATIONS



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

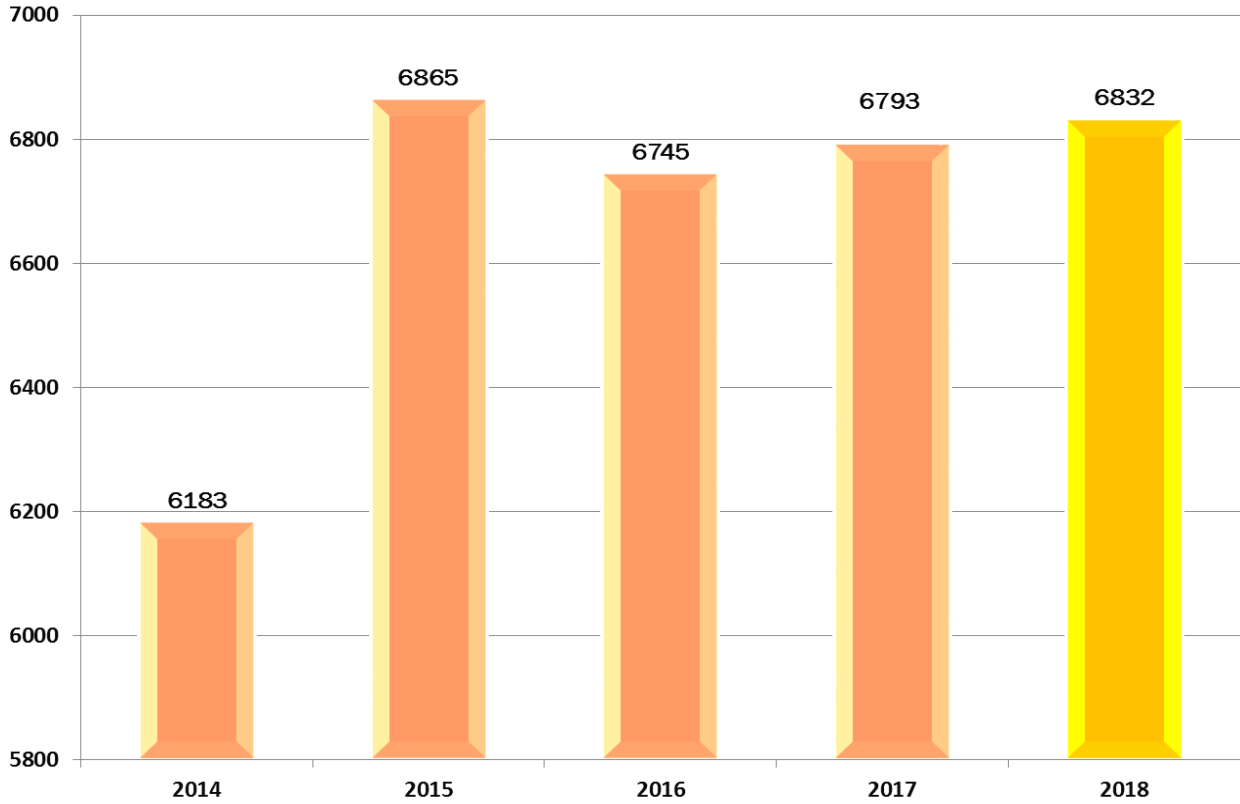
Bagpiper Randy Francis

*For Honor Guard inquiries or information, please contact Commander Steve Kramer at (209) 345-6920 or by email [kramer@turlock.ca.us](mailto:kramer@turlock.ca.us)*

## HONOR GUARD

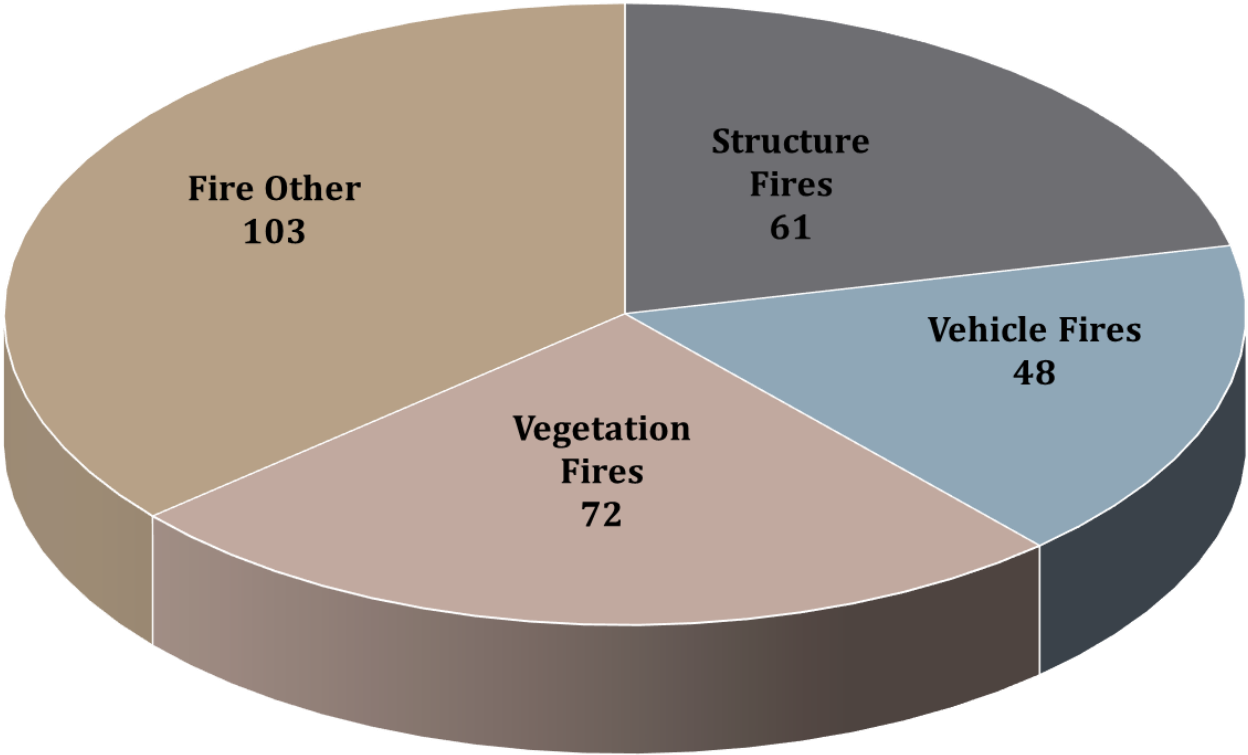
# SPECIAL OPERATIONS

## Total Call Volume 2014 - 2018



STATISTICAL DATA - TOTAL CALL VOLUME

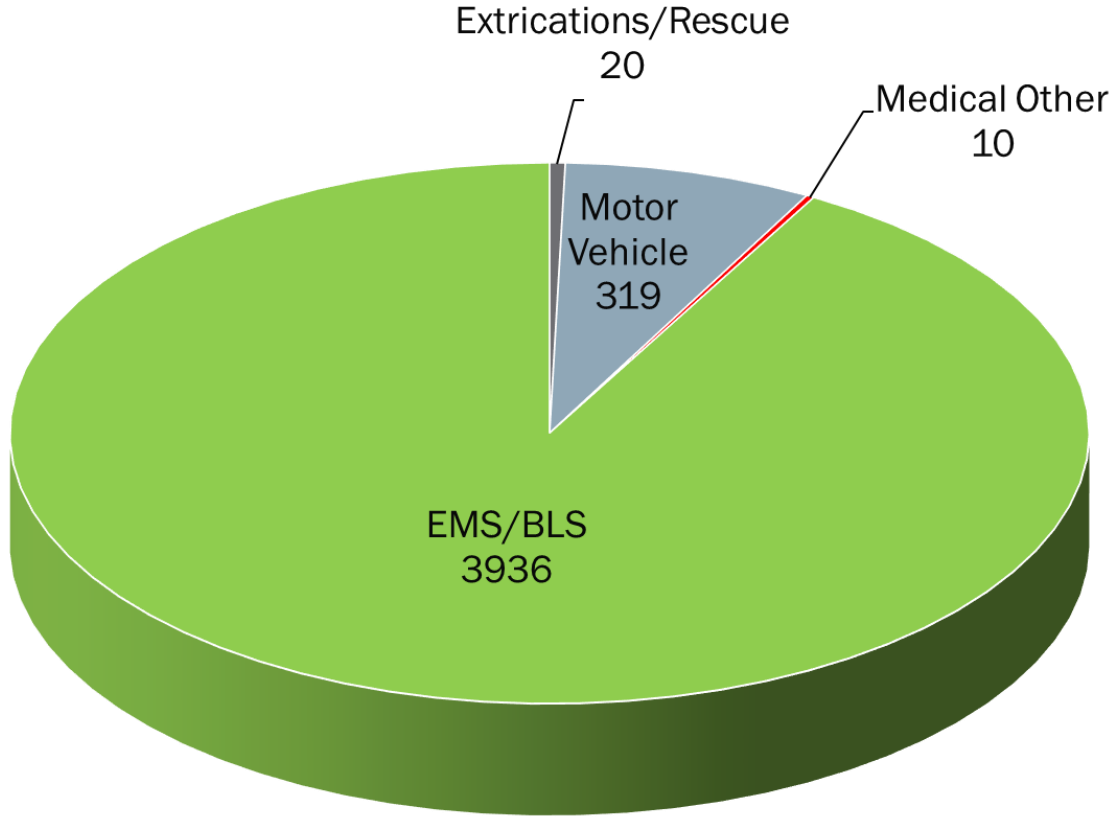
# Fire Calls by Type



■ Structure Fire ■ Vehicle Fires ■ Vegetation Fires ■ Fire Other

# SPECIAL OPERATIONS

## Rescue and EMS Call Types

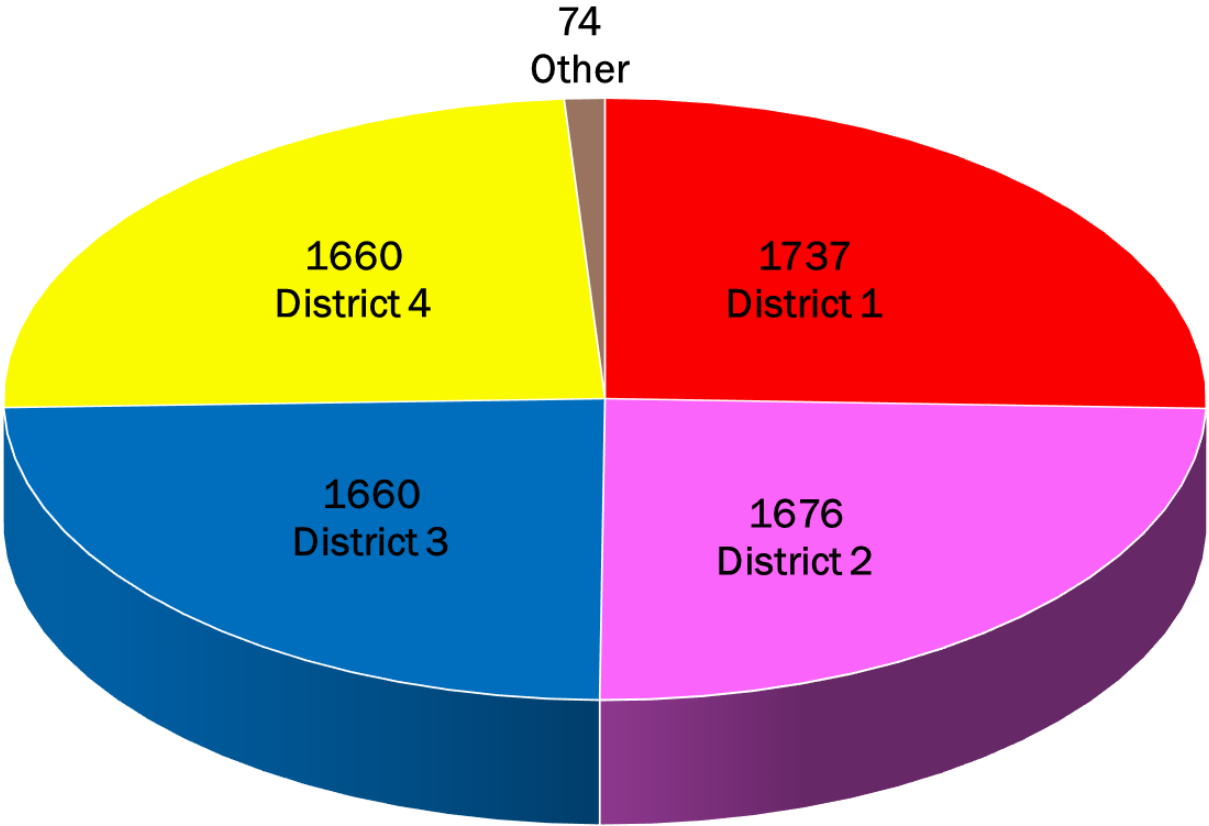


- Extrications/Rescue
- Motor Vehicles
- Medical Other
- EMS/BLS



# SPECIAL OPERATIONS

## Calls by District



■ District 1 ■ District 2 ■ District 3 ■ District 4 ■ Other

# TRAINING DIVISION



The year 2018 was a year of great progress for the Turlock Fire Department and the Turlock Training Division. Following several years of planning, budgeting and design work, the new three-story burn container training structure was completed. This training structure replaced a previous much smaller, out of service and unreparable masonry training burn structure located at the Turlock Training Grounds.



Planning and design work began in 2018 on a new metal constructed ventilation training prop. It will be completed in early 2019 and will replace a 22 year old wooden structure which has become an ongoing maintenance issue. Additionally, the initial committee formation, planning, and design work is occurring for a new six-story Turlock training tower/ confined space rescue prop to also be located at the Turlock Training Grounds.



Training Division Chief Brian White

# TRAINING DIVISION

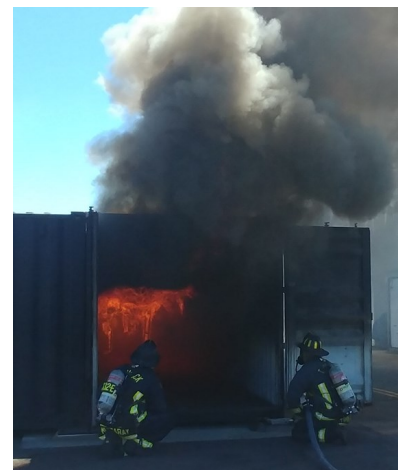
- \* Turlock Fire held an academy for six new firefighters in June 2018. A modified academy was created for the seventh firefighter hired in August 2018, wherein he was a part of an engine company receiving on the job training.



- \* Conducted monthly probationary homework assignments as well as testing of those personnel in their new positions.

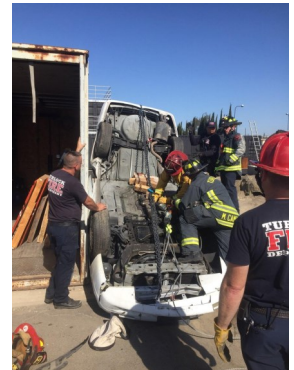
- \* Maintained a near 100% completion rate, having all fire personnel trained in Rescue System 1 (RS-1) and Low Angle Rope Rescue Operations (LARRO) training making them eligible to respond to incidents statewide on the Office of Emergency Services (OES) Fire Engine #339.

- \* As mentioned previously, the old burn building was replaced in 2017-2018 with a new burn container structure consisting of: eight steel, 40' long, 10' wide, by 10' tall containers, engineered and fastened together to form a three-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.



# TRAINING DIVISION

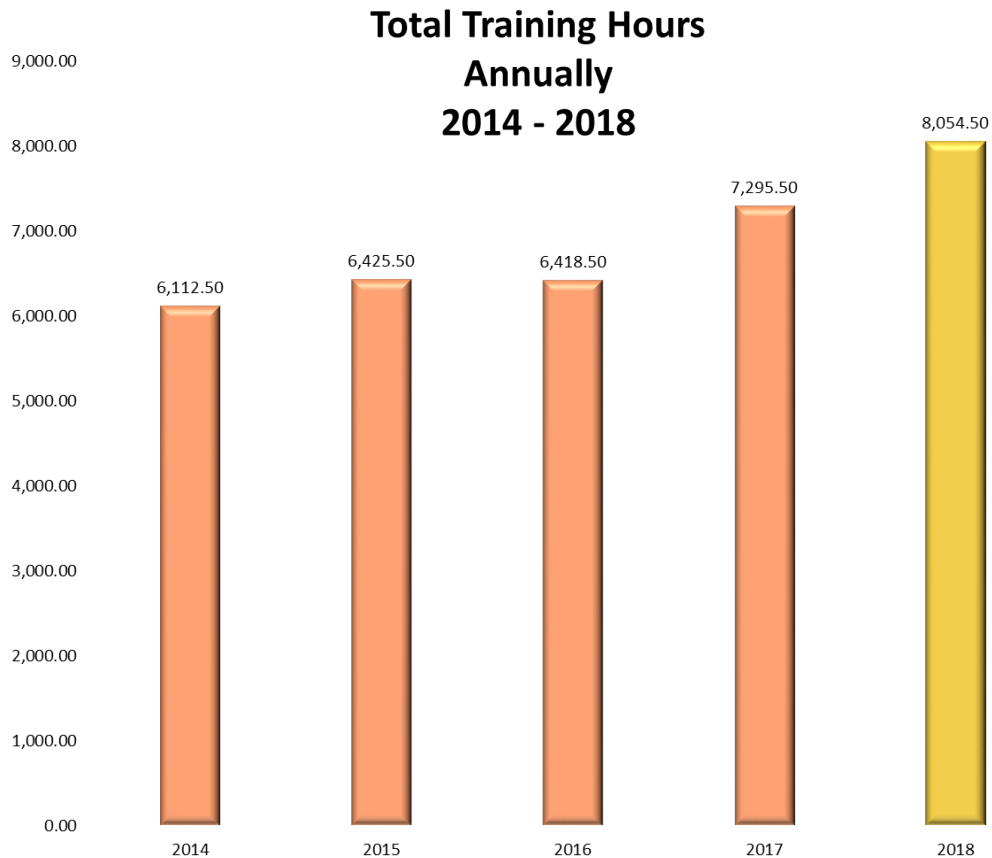
- \* Continued using the online Target Solutions subscription and assigned monthly online EMS assignments to all personnel.
- \* Administered to all department personnel the federal, state, and locally mandated training subjects.
- \* Participated in various Resource Sharing Training Committee work with the other resource sharing agencies in Stanislaus County (Ceres Fire Department, Modesto Fire Department and the Stanislaus Consolidated Fire Department), worked on a shared 2018 training calendar to include common subjects, joint trainings, and sharing of subject matter expert instructors.
- \* The Turlock Fire Department hosted courses that benefitted not only the Turlock firefighters, but other regional firefighters. Those topics included: wildland firefighter refresher training and live wildland fire training, CSTI hazardous materials technician and specialist courses as well as the National Fire Academy – “Emergency Response to Terrorism – Strategic and Tactical Considerations for Supervisors” which was a two-day course.



## TRAINING DIVISION - ACCOMPLISHMENTS



# TRAINING DIVISION



Turlock Fire Department personnel completed **8,054.5** hours of department training and entered those hours into the AS400 computer system in 2018. This represents an increase of **+759** hours of training completed compared to the department training hours completed in 2017. Further analysis reveals that the 2018 average monthly training hours completed was 671.21 hours, which equates to an average of 22.07 hours of training per day (shift) and 1.697 training hours per day (shift) per employee.

The increase in total training hours in 2018 can be attributed to the following: hiring 7 new firefighters to fill vacancies, increased crew trainings, specialized training for Squad 32 personnel, Hazardous Materials Team personnel, hosting National Fire Academy classes, participating with partner agencies to perform full scale training exercises as well as training opportunities at acquired structures.

**TRAINING DIVISION - TOTAL TRAINING HOURS**

### California Firefighter Joint Apprenticeship Committee (CFFJAC)

The Turlock Fire Department is a member of the California Firefighter 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 2018, three Turlock Fire Department personnel successfully completed their California Firefighter Joint Apprenticeship Committee (CFFJAC) contracts. Additionally, the hiring of seven new firefighters boosted the total number of apprentices now in the JAC program. At the end of 2018, the Turlock Fire Department maintained a roster of 17 California Fire Fighter Joint Apprenticeship Committee (CFFJAC) Apprentices in the CFFJAC program.



# 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 also 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 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.

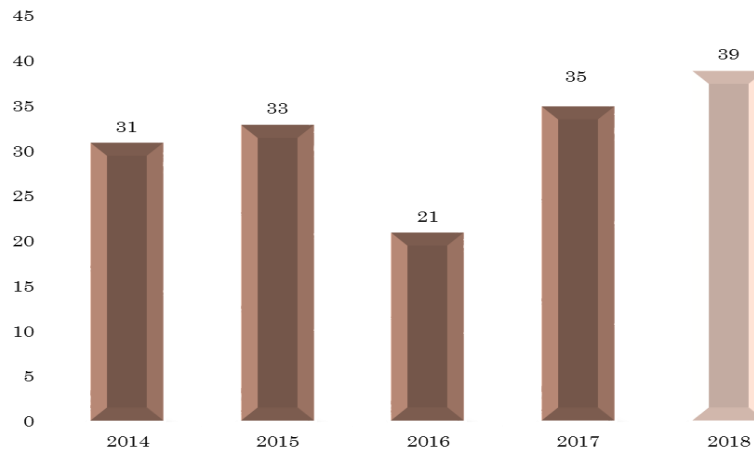


Fire Marshal Mark Gomez

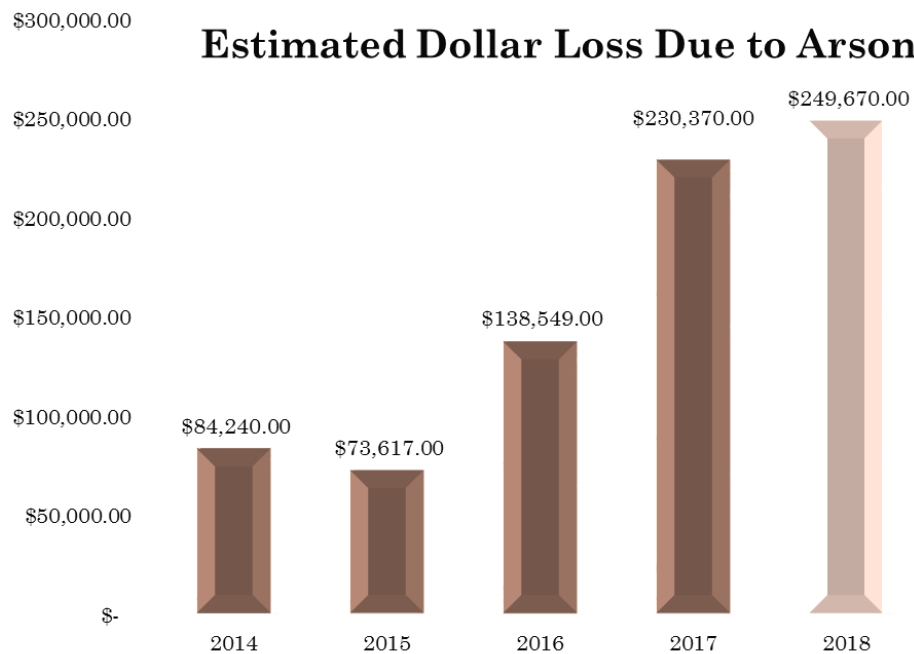
# FIRE INVESTIGATIONS

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 2018 there were 39 recorded arson fires totaling an estimated dollar loss of \$249,670.

### Total Arsons Per Year



### Estimated Dollar Loss Due to Arson



**FIRE INVESTIGATIONS - TOTAL NUMBER OF ARSONS AND LOSS**

## FIRE PREVENTION

Engine companies performed 419 annual business inspections in 2018. 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 is also important for our engine company crews to visit businesses 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 permits according to the California Fire Code, Section 105. The permits address and identify special needs and hazards to the business; such as, compressed gas, high-piled combustible storage, welding and cutting, etc. In 2018 permits of this nature totaled 64.

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. Over the last year, Fire Prevention completed 60 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 experience.

Fire prevention attends predevelopment meetings with other city departments in an effort to assist those who are interested in opening a new business in Turlock, developing a new business in an existing building, or developing a piece of property. This meeting provides an opportunity to present projects and receive feedback on the permit process and other costs associated with the proposal.

# NEIGHBORHOOD SERVICES



Pictured from left to right:  
Ruben Wegner , Neighborhood Preservation Officer  
Yesenia Del Real, Code Compliance Technician  
Christianne Burbank, Staff Services Assistant  
Griselda Sebastian, PT Code Compliance Technician

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 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.

## Cal Neva - Slush Puppy



Before



After

# NEIGHBORHOOD SERVICES



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 2018, 466 vacant lots, residential properties, and commercial properties with overgrown vegetation were notified of a municipal code violation.



Another focus of Neighborhood Services is graffiti abatement. Neighborhood Services staff patrols the city on a daily basis to find and remove graffiti. In 2018 graffiti was abated from 640 locations.



WEED ABATEMENT - GRAFFITI

## NEIGHBORHOOD SERVICES

Additional code violations Neighborhood Services addresses are 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 or excessive signs. Neighborhood Services removed 1,793 snipe signs in 2018.



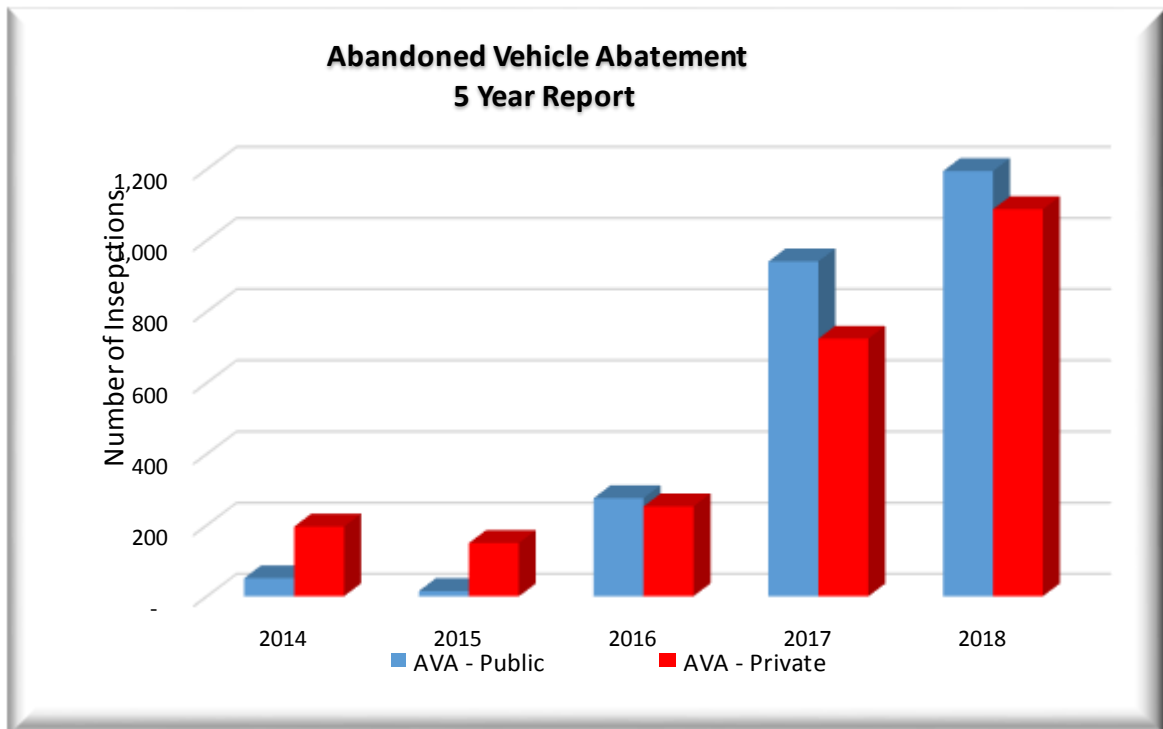
It is also unlawful for any person to remove a shopping cart from the premises or parking area of a business establishment. Neighborhood Services picked up a total of 486 shopping carts abandoned throughout the city.



# NEIGHBORHOOD SERVICES

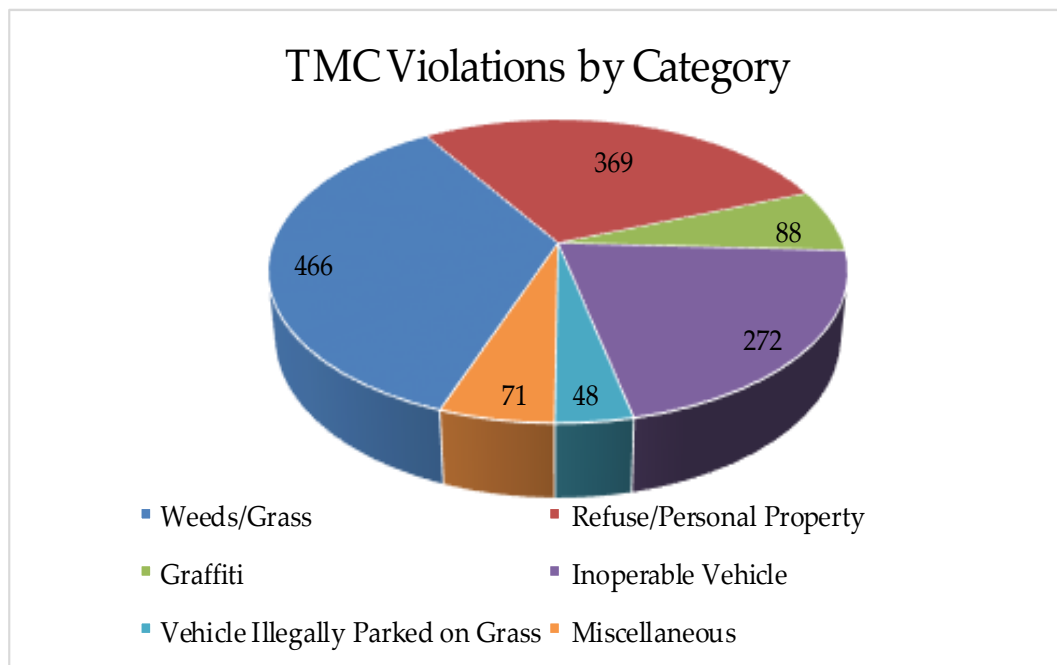
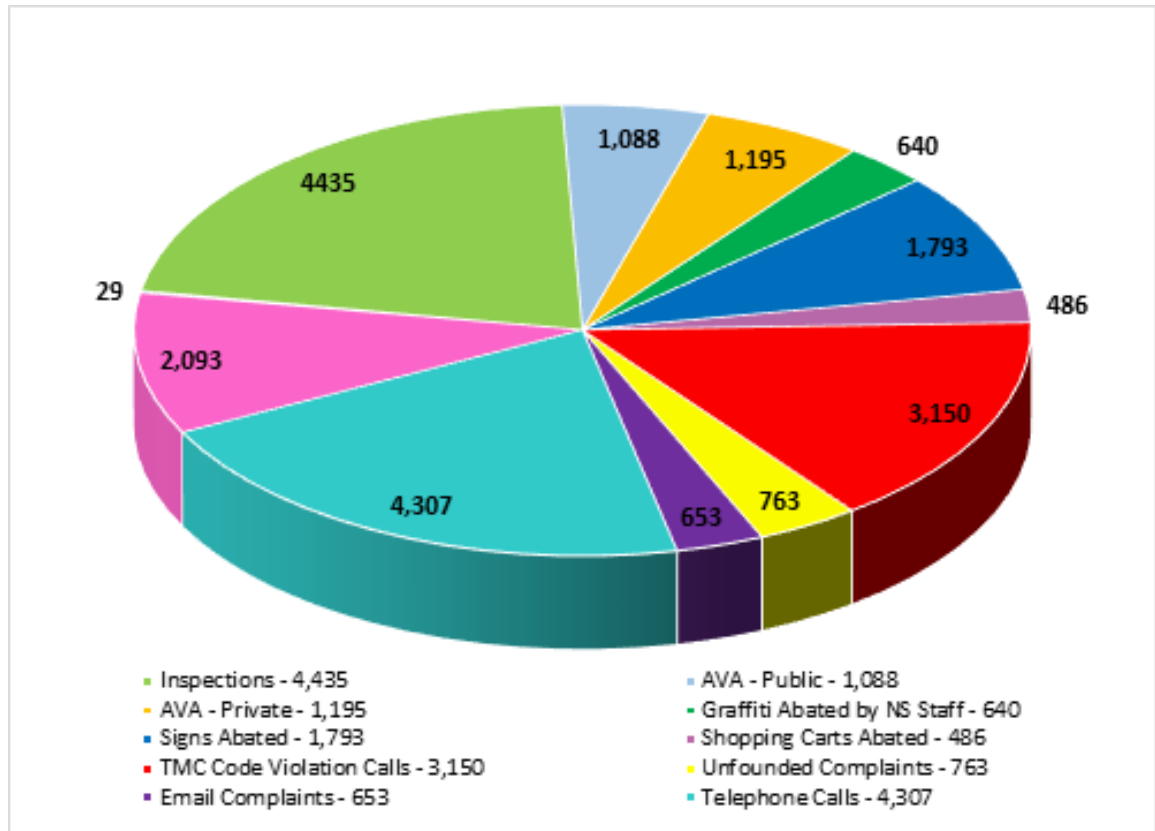


Neighborhood Services is a participant in the California Highway Patrol's (CHP) Abandoned Vehicle Abatement (AVA) Program. The purpose of this program was created to guide counties who wish to develop and administer AVA Authorities. The AVA Program is recognized as a means to remove abandoned vehicles that create a public nuisance and a health or safety hazard. To qualify as an abandoned inoperative vehicle, there are certain criteria the vehicle is required to have, such as: wrecked or damaged, on jack stands, flat tire (s), expired registration, and/or if the vehicle is dirty and has cobwebs indicating that it has not been driven in an extended amount of time. In 2018 there were 2,283 vehicles inspected for the AVA program.



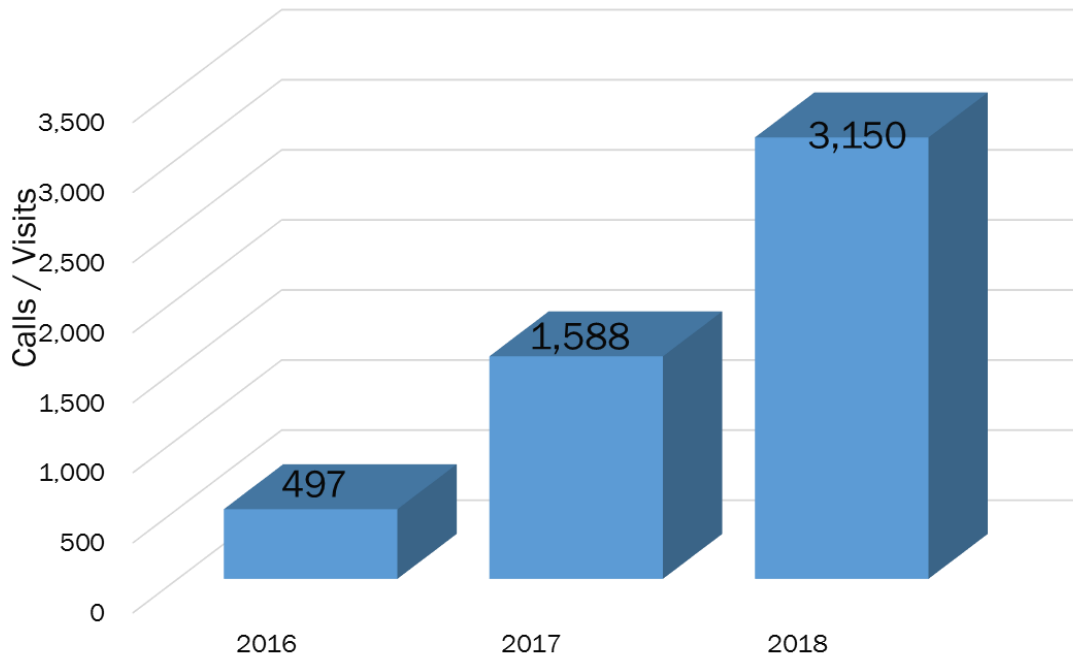
## ABANDONED VEHICLES

# NEIGHBORHOOD SERVICES



# NEIGHBORHOOD SERVICES

## City of Turlock Ordinance Homeless/CTO Contacted



City of Turlock Ordinance (CTO) Complaints	3,150
CTO Refuse Removed	62,840 pounds
Tall Weeds/Grass Abated	466
Abandoned Vehicles - Public	1,195
Abandoned Vehicles - Private	1,088
Graffiti Abated	640
Signs Abated	1,793
Shopping Carts Abated	486
Offensive Signs Abated	6
Inspections Completed	4,435
Phone Calls Received	4,307
Emailed Complaints	2,093

# FIRE ADMINISTRATION



Executive Assistant  
Julie Miranda

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.

Department 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.



Secretary  
Vanessa Hubbell

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 the 602 trespass forms, administrative citations, abatement warrants, property liens, flower permits and handles the abatement process and reports.



Business Analyst  
Christianne Burbank

# COMMUNITY OUTREACH/EVENTS

9/11 Ceremony



Public Education



Every 15 Minutes



FF Graduation

Honoring the Fallen



FF Palmer Swearing In



Annual Retiree Breakfast



Pitman Career Faire

# COMMUNITY OUTREACH/EVENTS

Dedication of Burn Structure



Honoring Fallen Officer Cpl. Singh



Honoring Fallen Fire Captain Rosa

Serving Thanksgiving Meals at Turlock Gospel Mission



Fire Admin supporting Breast Cancer Awareness

Swearing In of Mr. Lawton



Kid's Day at CSUS



Rescuing Mama Duck and Babies

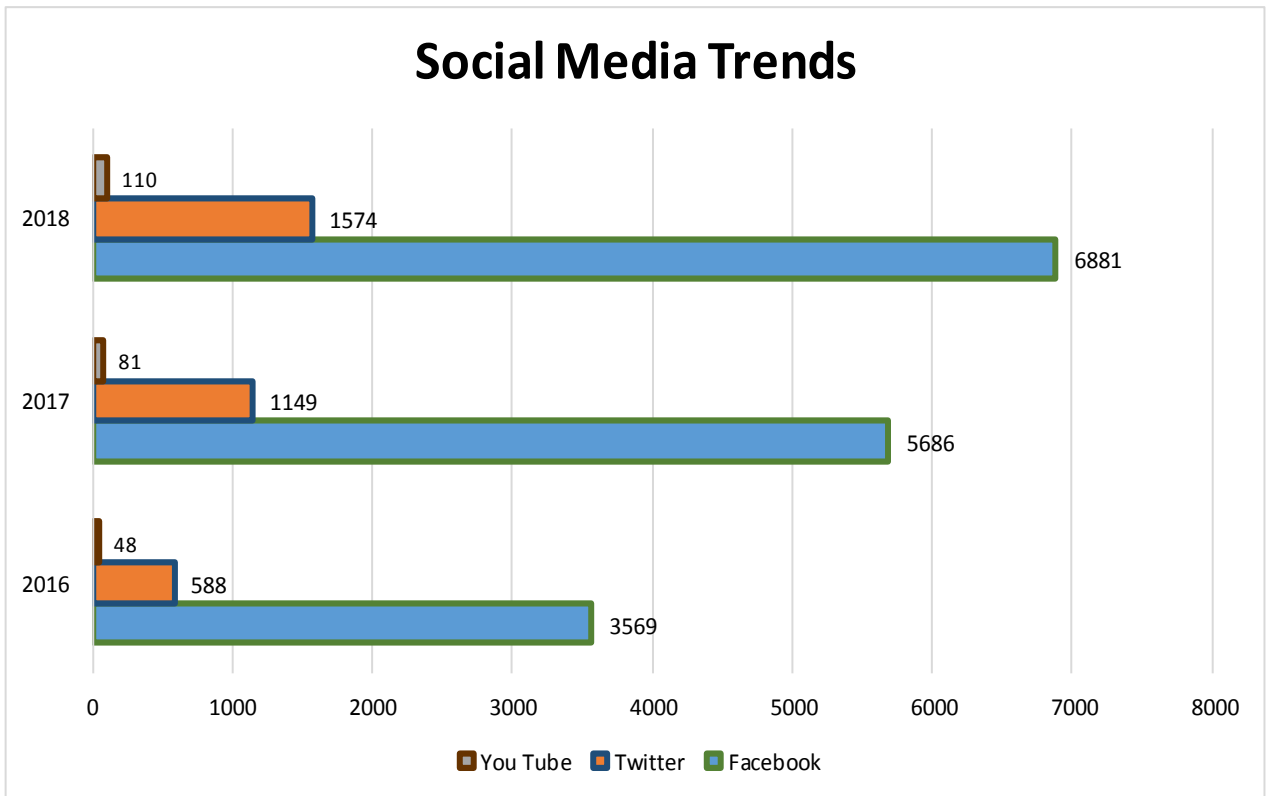


# SOCIAL MEDIA



FACEBOOK - @TurlockFireDepartment

TWITTER - @TurlockFire



6881 Followers



110 Subscribers



1574 Followers



Captain Kevin Tidwell Public Information Officer