

911 Memorial 10th Anniversary



Public Safety Facility Ground Breaking Ceremony



Turlock Fire Department 2011 Annual Report Tim Lohman, Fire Chief



Department Mission Statement

"Protecting Your Quality of Life with Pride and Compassion"

Organizational Values

*Ethical and Honest

*Accountability: Individual and Organizational

*Commitment, Dedication

*Teamwork

*Pride of Work and Organization

Department Vision Statement

"Protecting What Matters Most"

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CITY OF TURLOCK

Incorporated1908GovernmentCouncil/ManagerMayorJohn LazarCity General Fund Budget7,204,460.08City Population70,256City Size16.6 sq Miles

FIRE DEPARTMENT

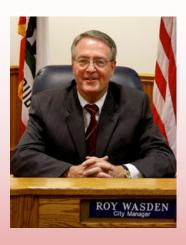
Fire Chief Tim Lohman
Type of Department Career
Number of Stations 4
Staffing at Each Station 3
Number of Line Staff 45
Number of Support Staff 4
ISO Rating Class 3



City Leadership



Council Member William DeHart, Council Member Amy Bublak, Mayor John Lazar, Council Member Mary Jackson, and Council Member Forrest White



City Manager Roy Wasden



City Attorney Phaedra Norton



The Fire Chief's Message

It is an honor and a privilege to represent the men and women of the Turlock Fire Department and submit our second annual report. In last year's annual report, I provided information on the current state of the Department along with historical statistical data, but at that time it was clear that we were on the brink of many new and exciting organizational changes. I am proud to share with you these changes, and also more information about the various divisions of the Department. We use this information internally as a way to measure our effectiveness, and to look for any emerging trends that may be developing.

The Department is committed to our strategic priorities from our strategic planning process in 2010. These priorities, along with the newly adopted City Council's strategic priorities, gives us a solid road map to work with as we accomplish our objectives. We have continued our work on analyzing and implementing changes within the organization that were identified through the strategic planning process.

In last year's report, there was a great deal of concern about the economy and the impact to the Department's budget. Through some reorganizational efforts, employee reduction in compensation and leaving some vacancies unfilled, we were able to offset increases to our medical and retirement benefits. At all levels of the Department, we have worked hard to control costs and purchase only essential items. We continue to be optimistic about the future of our City and the quality of life that we are helping to preserve.

In 2010, we noted a drop in our emergency call volume. I reported to the City Council last year that I wasn't sure if this was the beginning of a new trend or an unusual occurrence. In 2011, our call volume did, in fact, go up 5% from the 2010 year. We are right at the national average in terms of EMS response, with 69% of our calls dedicated to EMS.

As Fire Chief, there are many things in this organization to be proud of, but most of all, I am proud to work with the Fire Department employees. They all work hard every day to deliver a high level of service to our citizens and seek to provide the best customer service with each and every interaction. It is a pleasure to serve with dedicated employees who want to help solve problems and strive to make our City a great place to live and work.

I am pleased that you are taking your time to review this document. We hope that there is valuable information in it and we welcome your feedback to try and make the document better each year. Thank you to our City Council and citizens for placing your trust in the men and women of the Turlock Fire Department who serve our community.

Sincerely,



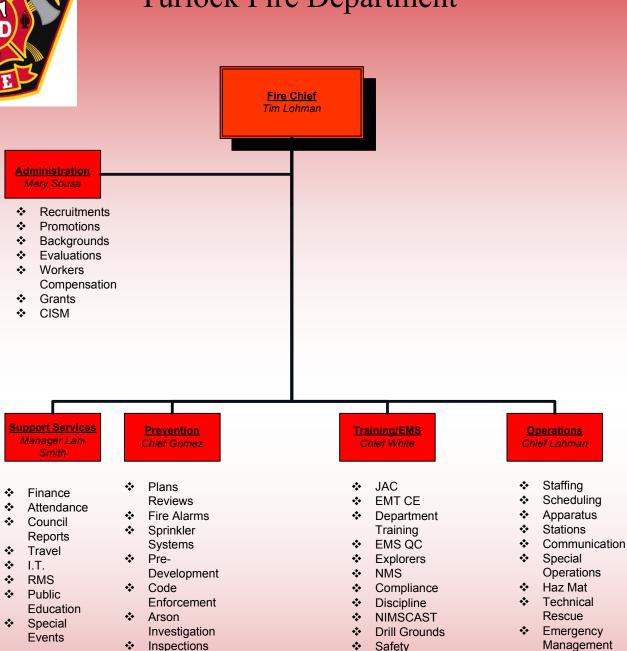
Some important changes took place in our organization in 2011, which are highlighted throughout this document. Much of the change reflects new leadership and new priorities. We are a Department that has worked hard to take advantage of grant funding when available. Some of the most noteworthy changes are listed below:

- *Award and Acceptance of the SAFER Grant
- *Merging Fire Administration into the Police Department
- *Design and Development of the New Public Safety Facility
- *New Mobile Data Computers on Our Apparatus
- *Adoption of New Mission and Vision Statement
- *New Department Logo
- *Department Wide Leadership Training
- *Developed a Captain's College
- *Developed a Monthly Press Release about Department Operations and Safety

The Fire Department administrative organizational chart has changed with the merging of the Police and Fire Administrations. The addition of Lani Smith, Support Services Manager, and Mary Sousa, Executive Assistant, from the Police Department has allowed the Fire Department to maintain many of the functions from previous years. The Fire Department moved from City Hall to the Police Administration building in June and began the process of merging these two functions shortly thereafter. This has been an excellent way for the Fire Department to continue with many of the same functions and for both Departments to interact on public safety issues. There have been many benefits to this organizational change for both Departments and there will be ongoing savings and efficiencies realized from this merger.



Turlock Fire Department



Fire Administration Organizational Chart

Committee

Permits





The Administration Division is now responsible for recruitments, promotions, backgrounds, evaluations, worker's compensation, grants, and critical incident stress management. Mary Sousa coordinates these functions and reports directly to the Fire Chief.

The Fire Department was awarded the SAFER Grant in May and we were able to hire three (3) new firefighters in July. The grant award pays for the wages and benefits of all three (3) firefighters for a two (2) year period. With the hiring of these three (3) firefighters and retirements of four (4) long term employees, we were able to maintain our line roster at forty-five (45) personnel.

The Fire Department had four (4) members retire in 2011. Engineer Keith Crabtree retired in October, Captain Kirk Summers and Engineer Floyd Martin retired in November, and Battalion Chief Marc St. Pierre retired in December. Assessment center promotional processes were held for each rank to replace the vacancies created by the retirements. The Department promoted Bill Becker to Battalion Chief, Chad Hackett and Kevin Forsythe to Captain, Kyle Dyke, Nathan Benner, and Michael Mungaray to Engineer, and we hired Firefighters Daniel Timko, and Michael Rebensdorf to fill the positions. We are happy for those who retired from the department, and excited for our newly promoted employees to start in their new roles.

The Department was also awarded the Assistance to Firefighter Grant (AFG) for new mobile data computers (MDC's) on our fire engines and in our command vehicle. This grant was hosted by Modesto Fire Department on behalf of all fire agencies within Stanislaus County. The old MDC's were eight (8) years old, at the end of their life span and difficult to repair. The AFG requires a 20% match in funds and the department was able to purchase \$39,585.00 worth of mobile data computers and equipment for only \$8,957.00.

This project started late in 2010, with Captain Kain Packwood and Daniel Lourenco from Information Technology taking the lead on design and purchase. Dan Lourenco also was instrumental in the design of the mapping feature and the seamless installation of the new units. I am proud to say that the new MDC's have improved functionality and a real time mapping feature has improved our Department's response efficiency.

To try and keep up with the workload, our Department has tried to take advantage of volunteerism. We have found some great people all offering their time and talents to help us complete our mission. In 2011, we had four (4) different volunteers work in different functions of the Fire Department Administration during part of the year. This is important work that helps us complete our mission and accomplish our Department's objectives. We look to continue this type of program in 2012 and beyond.

Fire Department volunteer hours as follows:

Name	Hours
	Worked
Kimberly Kessler	296
Grace Youhana	157
Shivan Singh	80
Roger Dooley	59
Total	592

I wanted to acknowledge our personnel who received awards this past year. Captain Frank Saldivar was honored as the *911 Public Safety Award* winner for Stanislaus County from the Christian Public Servants in October 2011. Frank met or exceeded all of the criteria that was required including being inspirational to those around him, and outstanding job performance. As the Fire Chief, it was an honor to nominate Frank for this deserving achievement.

At our Annual Department Breakfast, which is held each year in December at Fire Station 1, we recognized Kevin Forsythe as the 2011 *Firefighter of the Year* and Nathan Benner as the 2011 *Customer Service Award* winner. Both of these firefighters were nominated by their peers and evaluated by a committee made up of Labor and Management. They both were unanimous choices and recommended to the Fire Chief. Both Kevin and Nate had excellent years and demonstrated time and again their ability to go above and beyond the normal call of duty. There were many fine examples for both of these young men performing well in all types of situations. In addition to these awards, the Department handed out eight (8) Fire Chief Commendations to employees for their excellence while working on special projects or in training. All were well deserved and it is a pleasure to acknowledge our employees doing good things that help the Department be the best we can.



Captain Frank Saldivar
911 Public Safety Award



Captain Kevin Forsythe
2011 Firefighter of the Year



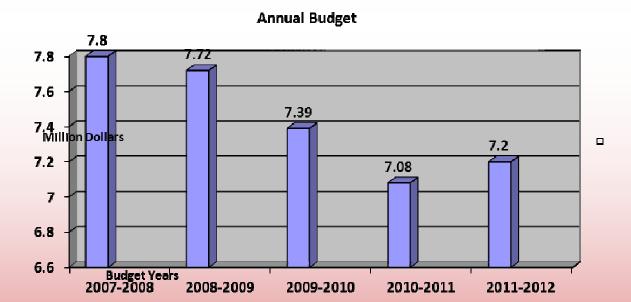
Engineer Nathan Benner
2011 Customer Service Award



Support Services

The Support Services Division is new to the Fire Department and is shared between both the Police and Fire Departments. This division is led and managed by Lani Smith. She has responsibility over the Department's payroll, attendance, accounts payable, travel requests, public education, special events, and budget. Fire Department Secretary Vanessa Hubbell performs these tasks and reports directly to Lani. We are also working to cross train both Vanessa and Stacy Cooley to learn Police and Fire Department's payroll and attendance. This will help provide back-up and eliminate redundancy for both of these important functions should we ever need it.

The previous three (3) years, the Department had experienced reductions to the budget, while in 2011 we were able to maintain a mostly status quo budget. The following graph shows the past five (5) years Fire Department budget:



Special Events are an important aspect of the Fire Department. In 2011, we hosted several events such as Leadership Turlock, Turlock Police Department's Citizen Academy, new Firefighter Family Orientation, Open House, National Night Out, Badge Pinning Events, Academy Graduation Ceremonies, and Annual Department Breakfast. The Department takes great pride in these types of events and we enjoy working with our community to interact and share information.





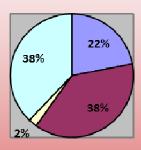


2011 Turlock Police Department Citizen Academy

Public Education in many ways is a Department priority and a way for our members to share their knowledge and safety advice. It helps to meet our Department's Mission by trying to educate our community to prevent emergencies before they happen. We accomplish this in a variety of ways, such as ride-alongs, demonstrations, and station tours.

The graph and chart below illustrate 2011 public education and activities:

2011 Public Education





Activity	2009	2010	2011
Station Tours	48	46	29
Ride Along	19	19	50
Extinguisher	3	4	3
Presentations	31	56	50





Fire Marshal, Mark Gomez

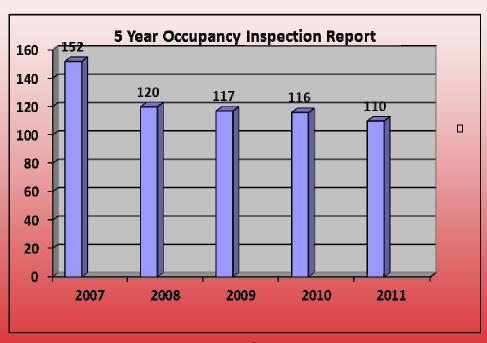
The primary objective of the Turlock Fire Prevention Division is to improve the quality of life and reduce the risk of harm and destruction to the citizens of Turlock. Our goal is to improve the lives of our residents and business owners by preventing fires within our community. To accomplish this goal,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

The Fire Prevention Division is led by Fire Marshal, Mark Gomez who reports directly to the Fire Chief. Chief Gomez spends much of his time working with the business and development community on a variety of meetings, inspections, and reviews. Chief Gomez also coordinates the annual business inspection program that is performed by the engine companies.

Chief Gomez' other primary responsibility is the Department Arson 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 investigators work in partnership with police detectives who also have been trained in arson fire investigations, and together work to solve arson fires.

Occupancy Inspections:

When a new tenant moves into a vacant building, an occupancy inspection is required. During this inspection, all fire and life safety items are inspected by the Fire Marshal. In 2011, 110 inspections were conducted.



Pre-Development Meetings:

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 that the customer can have a positive City experience. The Fire Marshal participated in sixty-seven (67) Pre-Development meetings last year.

Fourth of July Safety Inspections:

The July 4th season is one of the busiest times of the year for fire. A mandatory safety meeting and safety inspection is conducted for all vendors who want to sell fireworks. Over three (3) days, thirty-two (32) booth and storage locations are inspected to validate the locations before sales can take place.

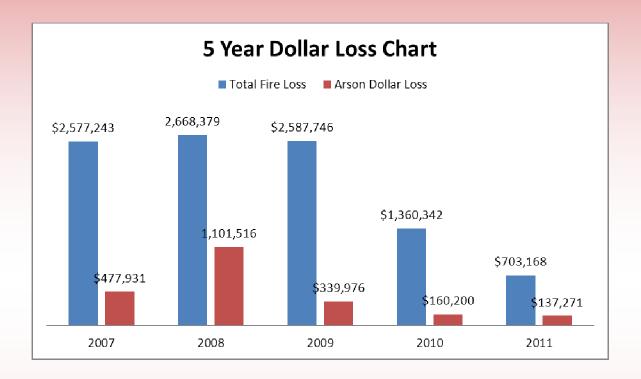
Annual Fire Permits:

Each year, 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 being conducted. Permits shall be posted within the business or during a special event. 383 Permits were issued in 2011.

Permit Types	2009	2010	2011
Aerosol Products	1	0	0
Assembly	149	144	147
Compressed Gases	30	28	28
Dry Cleaning	0	1	1
Dust Producing	5	6	5
Explosives	1	1	0
Flammable/	54	51	54
Combustible			
Gas Stations	1	0	0
Haz Mat	22	24	23
High Piled Storage	3	5	3
Hot Works	22	24	26
LPG	4	3	4
Refrigeration	10	13	11
Repair Garage	82	80	75
Spray & Dipping	6	6	6
Total	390	386	383

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, an arson investigator will take on the investigation and follow it through to the end. In 2011, there were twenty-seven (27) recorded arson fires.

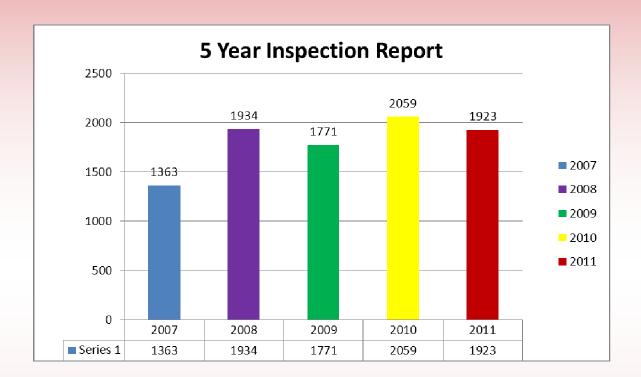


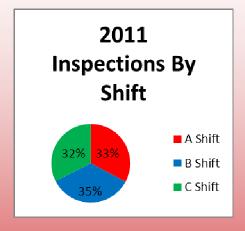
Year	2007	2008	2009	2010	2011
Arson	43	59	38	38	27
Investigations					

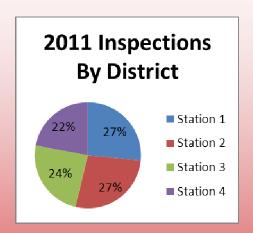
Annual Engine Company Business Inspections:

Engine Companies perform annual business inspections on almost every business in Turlock. Our goal with business inspections is to reduce fire loss in businesses in a proactive way by working with our business owners to be aware of safety violations and gain compliance. It is also important for our engine company crews to visit the business and learn more about the individual building features and provide positive interaction with the business community.

The graphs below illustrate the breakdown of Business inspections for 2011:









Training/EMS

2011 proved to be a very busy and productive year for the Turlock Fire Department Training Division. The Firefighters conducted internal training to meet many federal, state, and locally mandated training subjects for EMS and Firefighter didactic and manipulative skills. The Firefighters also performed several specialized trainings at City and non-city owned properties throughout the City of Turlock.

Various specialized trainings that were accomplished in 2011 included: Rooftop Helicopter Helipad Training, Roadway and Highway Safety, Driver / Operator Training, Building Ventilation, Crime Scene and Evidence Preservation, Rising to Real Leadership, Confined Space Rescue, Large Area Searches, Self Contained Breathing Apparatus evolutions, Auto Extrication, Multiple Casualty Incidents, Ground Ladder Operations, Search and Rescue, Fire Strategy and Tactics, Simulated Hazardous Materials Incidents, Elevator Rescue Refresher Training, Firefighting Hose Lays, Fire Engine Pumping Evolutions, Ladder Truck Operations, Wildland Firefighting Training, Solar and Photovoltaic Power Systems, Canal Water Rescue Scenarios, Building Pre-Fire Planning, Live Fire Training, and Fire Extinguisher Training. Additionally, Turlock City Hall and other Turlock City Personnel received CPR and Defibrillator Training provided by the Fire Department Personnel.

The Turlock Fire Department has maintained an active Fire Explorer Post for young adults aged 15-21 who are interested in learning the roles, responsibilities, and skills necessary to become a Firefighter. The Fire Explorers have been very active with monthly firefighting training, as well as community service support. One such community service project was the Turlock Fire Department Open House in which the Fire Explorers donated time to assist with customer service and demonstrate their skills.

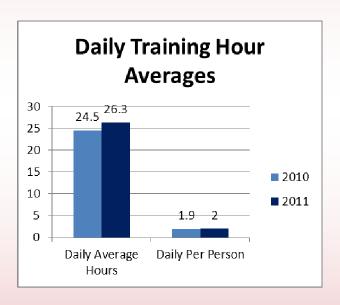
The Turlock Fire Department conducted several internal promotional tests, assessment centers, and new hire testing to fill vacancies for the ranks of Battalion Chief, Captain, Engineer, and Firefighter. Following the promotions, the personnel are assigned monthly didactic and manipulative training and testing throughout the probationary year of their new position.

The Turlock Fire Department is a participating member of the California Fire Fighter Joint Apprenticeship Committee (JAC) which reimburses the Department for verified and specific monthly fire training. In 2011, ten (10) Turlock Fire Department members completed their apprenticeship contracts, five (5) members promoted into new apprenticeship contracts and five (5) new firefighters were entered into the system. Currently, there are nineteen (19) JAC Apprentices reporting their training hours monthly.

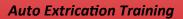
2011 Training Hours

Month	Total Hours	Daily Average Hours	Per Person Average
January	689	22.2	1.7
February	701	25	1.9
March	721	23.2	1.8
April	1030	34.3	2.6
May	688	22.2	1.7
June	644	21.4	1.7
July	665	21.4	1.6
August	987	31.8	2.4
September	826	27.5	2.1
October	977	31.5	2.4
November	803	26.7	2.0
December	905	29.1	2.2
Total	9635	26.3	2.0











Ventilation Training



The Operations Division is responsible for all of the emergency response and daily operations of the Department. We consider our department an "all risk" Department, ready to respond to emergency medical calls, motor vehicle accidents, rescue calls, hazardous materials calls, fire calls, and public assist type of calls. We also work with other partner city and private agencies. The Operations Division's responsibilities are personnel management, resource management, and special operations. The Operations Chief position is currently vacant and is managed by Fire Chief, Tim Lohman. With the recent promotions and shift movement, our goal is to have the Battalion Chiefs assume some of the responsibilities of the Operations Division. Battalion Chief Lunsford is working with the records management program, Battalion Chief Carlson completes the personnel scheduling and overtime bids, and Battalion Chief Becker will soon begin updating our operating guidelines.

Over the past year, we have updated many of our response policies to meet the demands and safety concerns that are now required. A Policy Committee made up of the Fire Chief, Captain Bickle, and Engineer Becchetti reviewed and changed several policies in 2011. Many of these changes include updates to current standards or reflect the way we are now operating.

Our primary mission is responding to emergency calls for service. Our response times to emergency calls are critical to the outcome of the incident for two essential reasons.

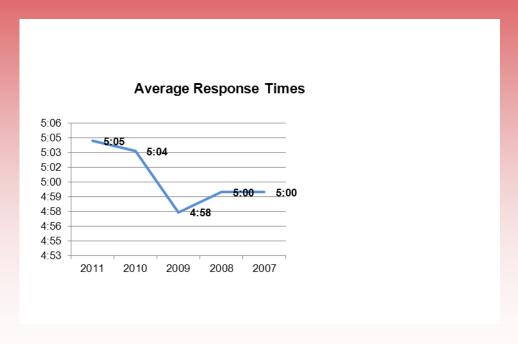
Response times can be a life or death issue. Research has shown that medical intervention begins within five (5) minutes of a traumatic injury or cardiac event and gives the patient a much greater chance for survival.

With respect to fires, the fire service is primarily concerned with how a fire can impact flame spread. National data from the National Fire Protection Agency (NFPA) shows that about half of structure fires confined to the room of origin and confined to the floor of origin had a response time of less than five (5) minutes.

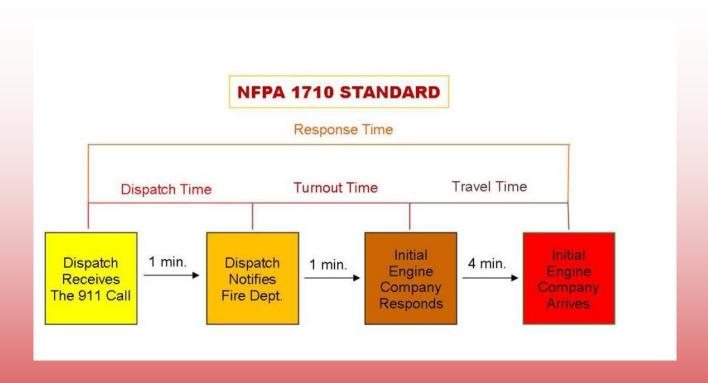
This information along with safety mandates, is why we have updated many of our response polices over this past year to meet the demands and safety concerns that are now required. On structure fire calls we now send three (3) fire engines and the battalion chief for a first alarm assignment rather than two (2) fire engines. This change is significant to our ability to make an early and aggressive attack on a fire and meet our safety requirements.

Turlock Fire Department places great emphasis on response times and on driving safely and efficiently to all emergency calls. There is much debate in the fire service over exactly what constitutes a "Response Time." The NFPA 1710 Standard guideline sets the call receipt and processing time at one (1) minute, the turnout time at one (1) minute, and the travel time at four (4) minutes. We do have the ability, through the CAD system, to analyze the full criteria.

The following graph shows the Department's current and historical average full response time:



The illustration below shows a breakdown of events that factor into the response time:



Personnel Management:

Our suppression staff is comprised of one (1) Battalion Chief, four (4) Captains, four (4) Engineers, and four (4) Firefighters each day for a total of thirteen (13) on duty at all times. The City of Turlock is covered 24/7 by three (3) shifts with a total of forty-five (45) line level personnel staffing four (4) fire stations.







Battalion Chief Bill Becker

A Shift

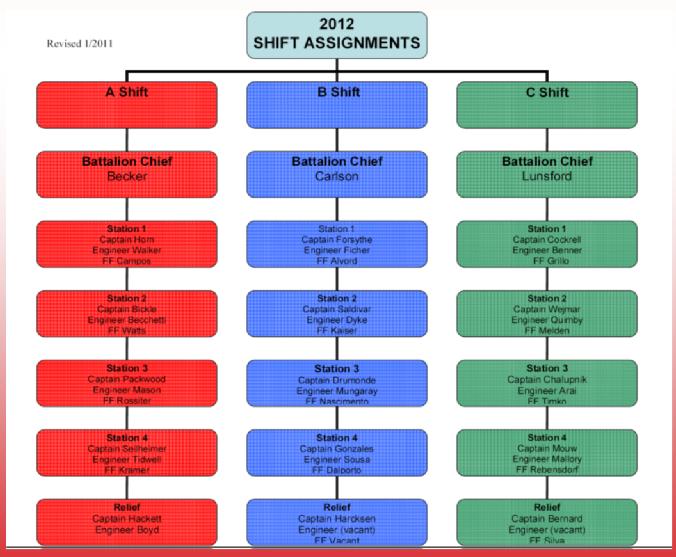
Battalion Chief Gary Carlson

B Shift

Battalion Chief Gary Lunsford

C Shift

The following organizational chart shows the Battalion Chiefs and their respective shifts:



Resource Management:

The Department has one (1) Administration office, four (4) fire stations, six (6) fire engines, one (1) ladder truck, and two (2) command vehicles, five (5) staff vehicles, one (1) pickup, one (1) box trailer, and a great deal of equipment to support our mission. We also have a second pickup and box trailer as part of a grant award from Stanislaus County that is designated for Haz Mat decontamination equipment. We also took delivery of one of the Police Department's Ford Expeditions that was designated for auction. We plan to have it painted and use it as our back up command vehicle to replace a 1999 Crown Victoria that we currently use. We are working on having the vehicle painted for the cost of materials at the Chowchilla State Women's facility.

With the adoption of our new Department logo, we will pursue changing logos on all of our vehicles over the next two (2) years. We have a committee working on the design for the engines that will match the new Department logo, and when approved, we will develop a plan to systematically change over the vehicles.

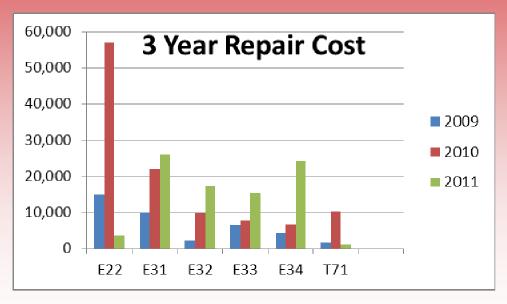
We follow the age, miles, hours, and repair history of our vehicles to use as a planning tool for the replacement of our vehicles. Our next fire engine to be replaced is Engine 31. When replaced as a front line engine, it will go into a reserve status for about five (5) years. We have built into our Capital Equipment Plan the replacement for Engine 31 and we are dedicating the funds to that purchase. We applied for the Assistance to Firefighters Grant to help with the funding of a replacement engine, and we were not successful in the 2011/2012 grant cycle. We will apply once again for this grant in the 2012/2013 grant year and hope to get a grant award for this project.

The following chart shows the total mileage and hours through the 2011 calendar year:

Unit	Vehicle	Total	Total	Miles in	2011 Repair
	Year	Mileage	Hours	2011	Costs
E22	1993	115,047	13,155	3839	\$3,497.02
E31	1999	90,981	11,339.60	6005	\$25,967.13
E32	2008	37,374	3,466	8449	\$17,441.14
E33	2006	48,021	4,934.9	7517	\$15,464.67
E34	2006	57,973	5,555.5	9546	\$24,241.45
E35	1988		10,707.9		\$486.40
T71	2001	9,309	1,656	804	\$1,109.31

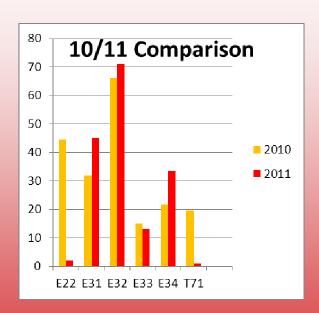
The following charts and graphs show repair costs and down time for our apparatus:

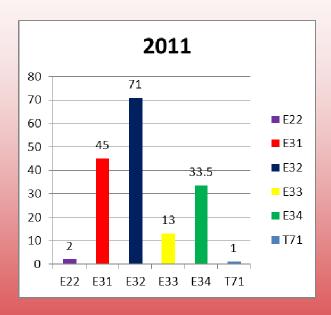




The Department tracks the time each apparatus is out of service for warranty and repair work. We track this by shift, so every twenty-four (24) hours out-of-service represents one (1) shift.

The graph below shows the number of shifts each apparatus was down for repair:





Special Operations

Department Special Operations include our team participation in Haz Mat, Technical Rescue, and Emergency Preparedness. Each team is made up of Department members who want to specialize in these areas and increase their knowledge, skills, and abilities to participate on the respective teams. The emergency calls that these teams respond to are low frequency but usually a high risk type of emergency. All team members work to attend extra monthly training to enhance their skills in these specialty operations. The Haz Mat Team and Emergency Operations Members also participate in county training with other members from agencies around Stanislaus County.

In addition to the teams listed above, our Battalion Chiefs and Relief Battalion Chiefs have been attending quarterly Battalion Chief training hosted by Modesto Fire Department. There has been good training and interaction at that level and that has opened up possibilities for departments to train and work together under more consistent standards and policies. Our Department was challenged at the end of 2011. To attend these trainings with our overtime budget running low, we had to limit our participation at the county level, but we continue to support these concepts and we will commit back to the training when our overtime funding improves.

With the types of businesses that are located in the City of Turlock, it is important that our firefighters have some knowledge about Hazardous Materials. Every line level firefighter is trained to the level of Haz Mat First Responder. In addition, we have six (6) Department members and a County Haz Mat team, who are trained to the technician or specialist levels. These members are participants on our Haz Mat Team. We also have, through a Department of Homeland Security Grant, a pickup and box trailer that contains decontamination equipment for Haz Mat and Terrorism calls. This equipment is housed at Fire Station 3.

Our Technical Rescue Team is made up of Department individuals who train to a higher level in specialized areas such as low and high angle rescue, trench rescue, confined space entry, and building collapse. By having this team, it allows our business community to make their own confined space entries for regular maintenance and repairs at their facilities.

In Emergency Operations, we plan for large scale disasters and emergencies. The Department coordinates training for both Department and City employees through the National Incident Management System (NIMS) by following the Incident Command System (ICS) and training to these standards. The City currently partners with Cal State University, Stanislaus by using their Emergency Operations Center (EOC) until the Public Safety Facility is completed next year. This allows the City to have a dedicated EOC should the need arise.

Our Special Operations Teams have been challenged to purchase equipment and provide training with our overtime budget deficit, yet they have continued to be prepared and ready to respond when called.

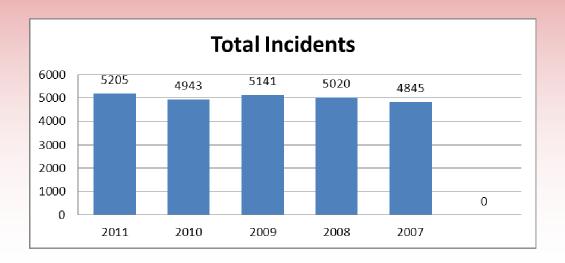


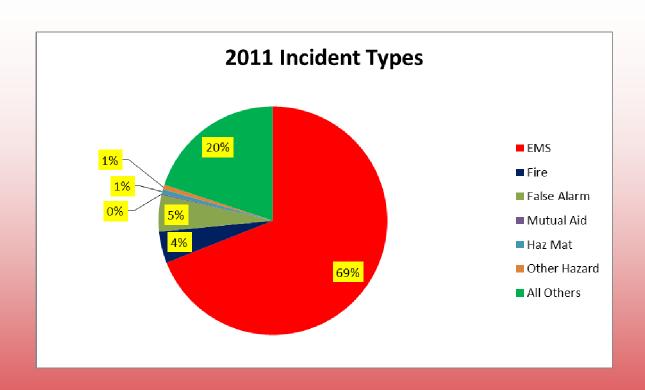
Confined Space Entry Training

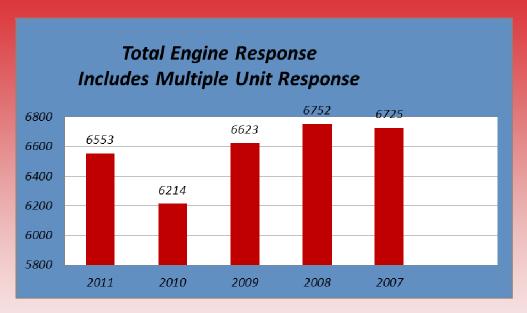


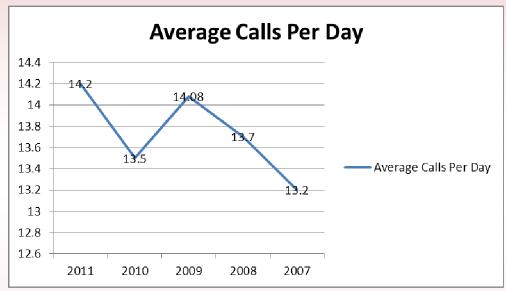
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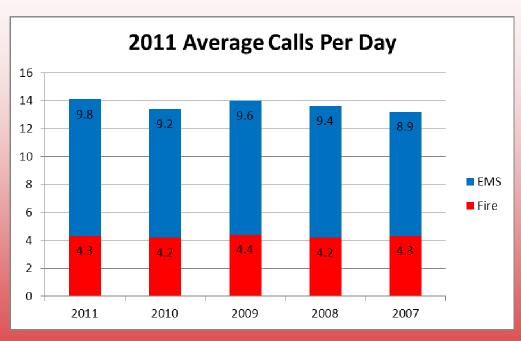
Emergency Response Calls 5 Year Report

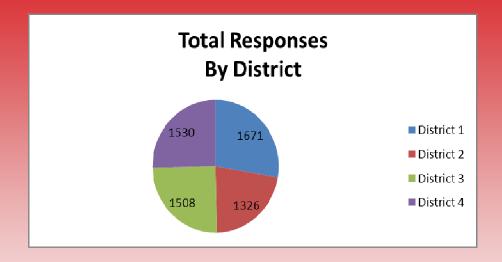












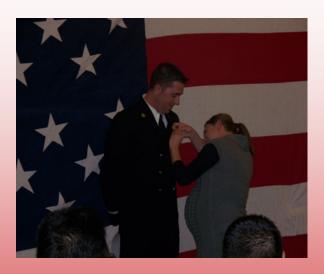
Historical Reference of Department response data

The response time data used here does not include call receipt and processing time

	2011	2010	2009	2008	2007
Number of Respons-	6553	6216	6623	6752	6725
es					
Average Response	17.9	17.0	18.1	18.4	18.4
Per Day					
Average Turnout	1:01	1:07	1:24	1:09	1:18
Time					
Average Response	4:21	4:27	4:25	4:26	4:26
Time					
Average Contain	14:06	15:32	12:40	15:55	14:31
Time					
Average Total Time	22:27	22:35	22:52	23:20	23:18



Captain Horn Leading Saw Training



Captain Hackett's Badge Pinning Ceremony

A Breakdown of all Responses by Engine and Shift

Engine Company	Shift	Total Responses	Average Turnout	Average Response
			Time	Time
31	А	541	0:55	4:27
31	В	562	0:54	4:03
31	С	568	0:59	4:13
32	Α	473	1:07	4:31
32	В	430	1:13	4:51
32	С	423	0:55	4:42
33	Α	517	1:07	4:31
33	В	496	1:34	5:43
33	С	495	1:00	4:13
34	Α	569	1:04	4:52
34	В	459	1:08	5:10
34	С	502	0:44	4:24

