

FIRE

The mission of the San José Fire Department is to serve the community by protecting life, property, and the environment through prevention and response.

FIRE

The San José Fire Department provides fire suppression, emergency medical (EMS), prevention and disaster preparedness services to residents and visitors within San José’s geographic boundaries, totaling approximately 200 square miles (including some unincorporated areas). Other fire prevention services include regulatory enforcement of fire and hazardous materials codes through inspection activities and construction plan reviews for residents and businesses.

In 2016-17, the Fire Department’s adopted operating budget was \$203 million.* Of the Department’s total budget, nearly 90 percent was dedicated to emergency response. There were 822 authorized positions in the Fire Department in 2016-17. For the first time since 2012-13, a significant number of positions were added to the Fire Department authorized staffing in 2016-17 (29 positions added). In part, these positions will provide staff for restored fire engines, the Fire Development Fee program, and the Office of Emergency Services.

* In addition to the expenditures paid out of its operating budget, the Fire Department was also responsible for \$7.5 million in actual Citywide expenses in 2016-17. This includes \$7.1 million on workers’ compensation claims.

Office of Emergency Services: Emergency Preparedness and Response

In February 2017, the Coyote Creek flooded neighborhoods near San José’s downtown area, including the Naglee Park and Rock Springs neighborhoods. This resulted in significant damage to homes, vehicles, and property, as well as the evacuation of approximately 14,000 San José residents. Property damage due to the flood was initially estimated to be \$73 million.

Following the flood, the City revisited its disaster preparedness and completed a formal after-action review of the response to the Coyote Creek flooding. This involved over 40 public and stakeholder meetings and has resulted in ongoing planning and coordination between the City and the Santa Clara Valley Water District. Additionally, the City decided to move the Office of Emergency Services from the Fire Department to the City Manager’s Office and rename it the Office of Emergency Management.

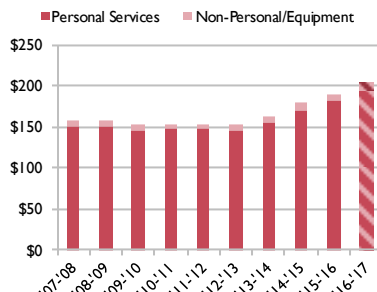
The Office engages in emergency and continuity planning, maintains the City’s primary and alternate Emergency Operations Centers (EOCs), develops and conducts preparedness trainings, and performs outreach to the community. The EOC was activated 4 times involving a total of 24 days, including the February 2017 flood. Additionally, the Office improved the notification of City staff in the event of an emergency and facilitated the completion of the Santa Clara County Operational Area Hazard Mitigation Plan and the City of San José Annex to the plan.

Flooding in San José, February 2017

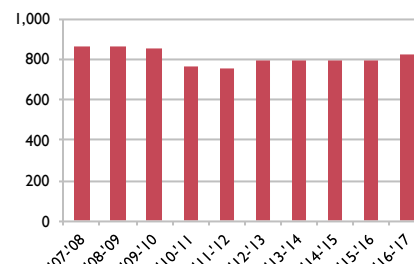


Source: City of San José and Santa Clara Valley Water District presentation on Joint Emergency Action Plan, Nov. 3 2017

Fire Department Operating Expenditures (\$millions)



Fire Department Authorized Positions

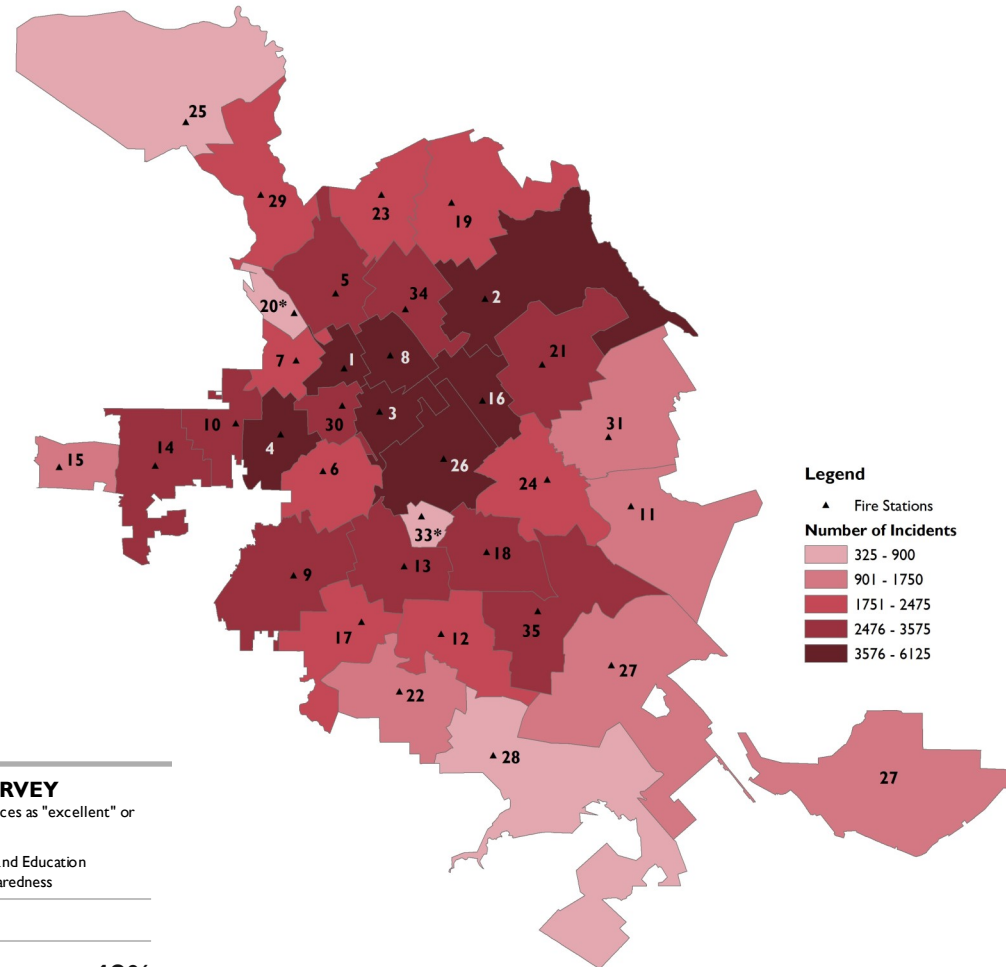


NOTE: FY 2016-17 is adopted budget data. All other years are actual expenses. Beginning in 2009-10, the Office of Emergency Services was consolidated into the Fire Department.

KEY FACTS (2016-17)

Fire stations	33
Engine companies	30
Truck companies	9
Squad units	3
Initial Fire Inspections Performed	9,000
San José Prepared! Graduations (Emergency Preparedness & Planning)	
2-hour Disaster Preparedness course graduates	0
20-hour Community Emergency Response Training (CERT) graduates	1
Emergency Incidents	
Emergency Medical Incidents	55,800
Fires	2,900
Rescue, Haz Mat, and non-fire hazards	7,100
Other (including service requests, false alarms, good intent responses, and canceled en route incidents)	25,000
Total (may not add due to rounding)	90,900

Fire Stations and Number of 2016-17 Emergency Incidents by Station Areas
(see following page for graph of data)



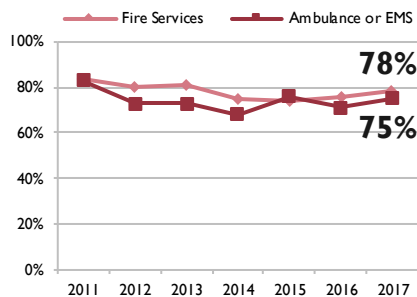
Legend
 ▲ Fire Stations
Number of Incidents
 325 - 900
 901 - 1750
 1751 - 2475
 2476 - 3575
 3576 - 6125

Source: Auditor analysis based on incident data provided by Fire Department
 Note: Data shows incidents by geographic area, not by responding unit.

* Fire Station #20 dedicated to Mineta San José International Airport. Fire Station #33 closed in August 2010. Incidents within the district of Station #33 handled by other stations. Fire Station #32 reserved for Coyote Valley, pending future development.

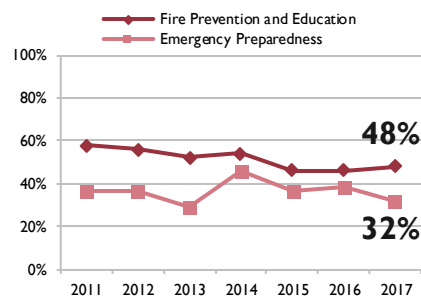
RESIDENT SURVEY

% of San José residents rating services as "excellent" or "good"



RESIDENT SURVEY

% of San José residents rating services as "excellent" or "good"



FIRE

EMERGENCY RESPONSE

In 2016-17, the Fire Department responded to about 90,900 emergency incidents. There were 72,900 Priority 1 incidents (red lights and sirens) and 17,400 Priority 2 incidents (no red lights or sirens). Of the total incidents,

- 3 percent were fires (2,900 total)
- 61 percent were medical emergencies (55,800 total)
- 35 percent were other types of incidents, including good intent calls, rescues, and false alarms (32,100 total).

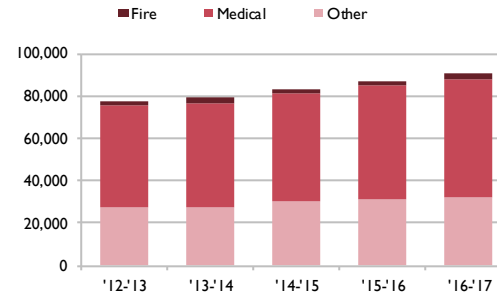
A breakdown of all incidents by fire station is provided below.*

In 2016-17, the Department contained 92 percent of fires to the structure of origin (target: 90 percent). The Department contained 72 percent of fires to the room of origin (target: 85 percent).

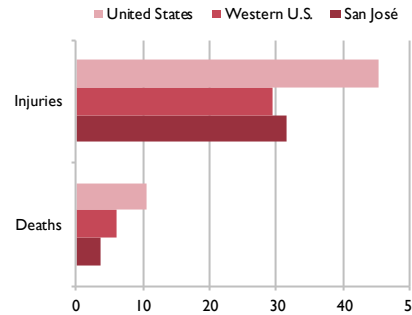
San José has experienced lower fire-related death and injury rates per million population than the national average reported by the National Fire Protection Association. There were 33 civilian fire injuries and 4 civilian fire deaths in 2016-17.

*Breakdowns of incidents and response times city-wide and by fire station are also available on the [SJFD Statistics website](#).

Emergency Incidents

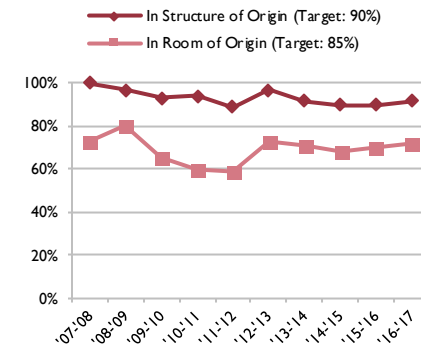


Civilian Fire Injuries and Deaths per Million Population (2016)**

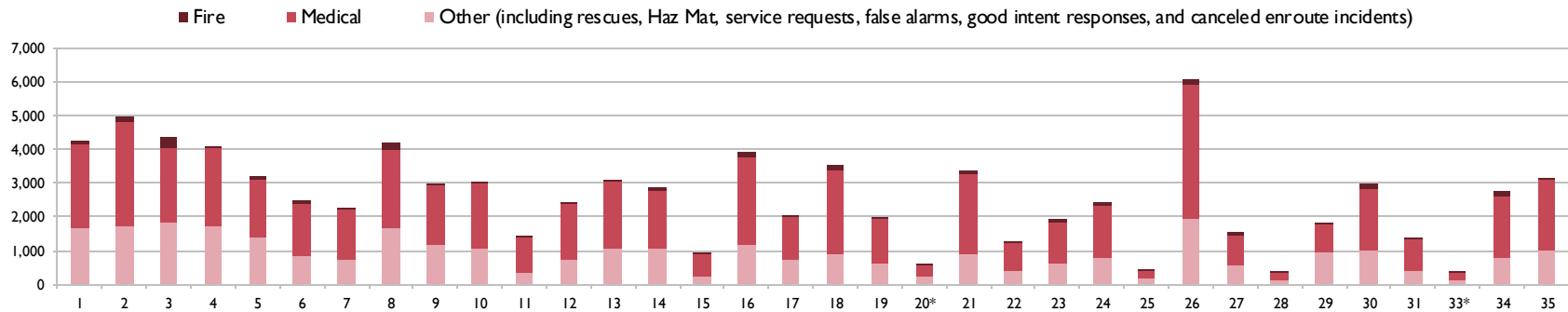


Source: National Fire Protection Association, 2016 and SJFD data.
**San José data is by fiscal year (shows FY 2016-17).

Percent of Fires Contained



Emergency Incidents by Station Area (2016-17)



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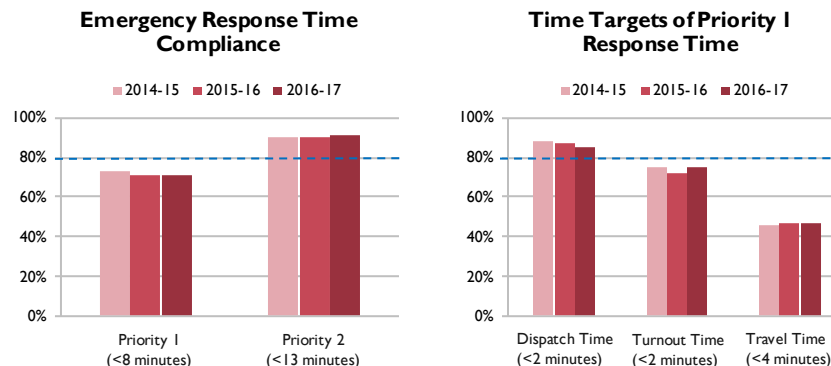
EMERGENCY RESPONSE (continued)

In 2016-17, the Department responded to only 71 percent of Priority 1 incidents within its time standard of 8 minutes (target: 80 percent), which is the same as in 2015-16.

The Department responded to 91 percent of Priority 2 incidents within 13 minutes (target: 80 percent).

The Department disaggregates Priority 1 response time by three time targets: dispatch time, turnout time, and travel time. In 2016-17, the Department met its target for dispatch time. The Department met its turnout time target for 75 percent of Priority 1 incidents (target: 80 percent within 2 minutes) and met its travel time standard for only 47 percent of Priority 1 incidents (target: 80 percent within 4 minutes). The Fire Department is working on strategies to improve its emergency response time. Among other projects on its work plan, the Department is expanding traffic signal preemption (in which traffic signals are equipped to give green lights to oncoming emergency vehicles) and utilizing automatic vehicle location (to provide more accurate data regarding when a vehicle has arrived at an emergency location).

A breakdown of Priority 1 response times by station is shown below. Two stations met the Priority 1 response standard of 8 minutes for 80 percent of incidents in 2016-17.

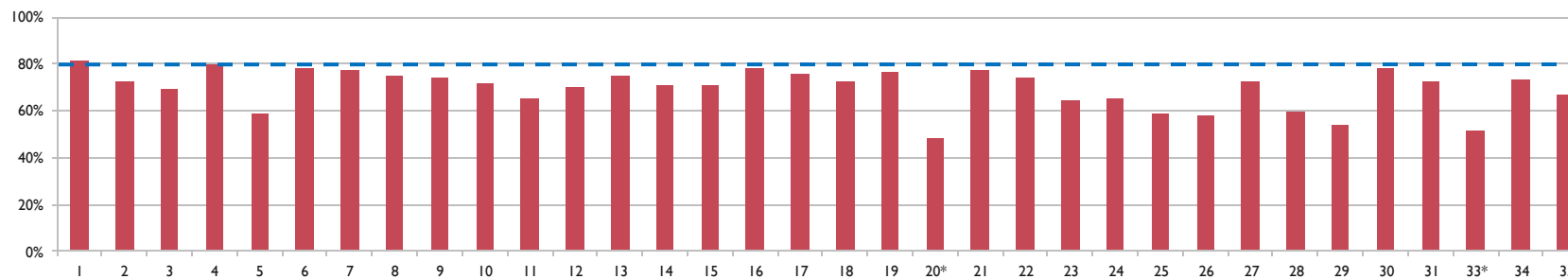


Emergency Medical Services (EMS)

The County contracts with a private company to provide emergency ambulance transportation services to all County areas (except to Palo Alto). The City of San José Fire Department provides first responder Advanced Life Support (paramedic) services primarily within the incorporated City limits through a direct agreement with the County of Santa Clara Emergency Medical Services (EMS) Agency.

The agreement requires the San José Fire Department to respond to 90 percent of qualifying EMS calls within 8 minutes. In 2016-17, the Department responded to 87 percent of qualifying calls on time. The Department has been renegotiating the agreement with the County regarding the financial repercussions of not meeting response times. The Department continues to work with the County to implement audit recommendations and dispatch protocols that would improve City response time compliance.

Priority 1 Response Time Compliance by Station Area (2016-17)
% of Time Initial Responding Unit Arrives within 8 Minutes



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FIRE PREVENTION

Fire Prevention provides regulatory enforcement of fire and hazardous materials codes, investigates fire cause, and educates the community to reduce injuries, loss of life, and property damage from fires and other accidents. Both line firefighters and fire prevention staff conduct initial inspections to check for compliance with fire codes. In 2016-17, the Department performed 9,000 initial fire inspections. Line firefighters conducted 3,000 of these initial inspections and fire prevention staff conducted 6,000. Seventy-nine percent of initial inspections conducted were code compliant, and therefore did not require a follow-up inspection.

Fire Prevention also conducts investigations based on complaints received from residents or businesses. In 2016-17, 180 complaints were investigated. In addition, the Department conducted over 450 plan reviews for special events.

Fire investigators conducted over 300 arson investigations in 2016-17. About 160 of those investigations were determined to be arson and about 90 arson fires were in structures.

FIRE SAFETY CODE COMPLIANCE (DEVELOPMENT SERVICES)

Fire Safety Code Compliance enforces the City's Fire and Health and Safety Codes during the development plan review and inspection processes, in coordination with the Development Services partners in the Permit Center (see *Planning, Building & Code Enforcement Department*). This includes both engineering and hazardous materials reviews. In 2016-17, fire code compliance civilian and sworn staff performed 6,100 fire plan checks and 8,700 inspections for Development Services customers. One hundred percent of inspections in 2016-17 were completed within the customer's 24-hour request for inspection target.

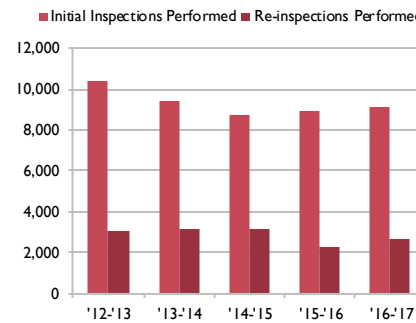
- The **Development Services partners** in the Permit Center are:
- Planning, Building & Code Enforcement Department (see *PBCE section*)
 - Fire Department
 - Public Works Department (See *Public Works section*)

Fire Safety Inspections

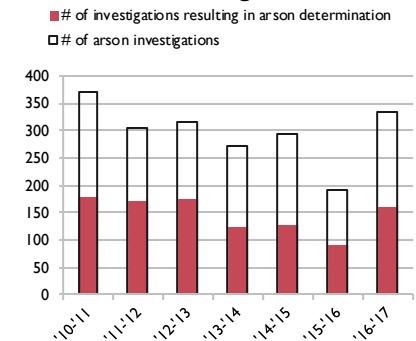
The Fire Department inspects existing buildings and newly constructed buildings to ensure compliance with the fire code. As of June 2017, approximately 12,000 buildings had fire permits in the City, including 87 high-rises, 600 schools, 5,000 multi-family residences and hotels/motels, and 1,700 buildings with assembly spaces. The frequency of the inspection cycle depends on the building use and type. For example, high-rises, schools, multi-family residences are required by the state fire marshal to have annual inspections. In 2016-17, the Fire Department completed 65 percent* of the inspections mandated by the state. Fire prevention inspectors also inspected 85 percent of buildings with assembly spaces and 72 percent of complex Haz Mat facilities. For more information, see the 2013 [Audit of Fire Prevention](#).

* Does not include non-state mandated Haz Mat inspections that were included in the calculation in previous years. The Fire Department changed the scheduling of inspections to better align inspections with the fiscal year reporting cycles.

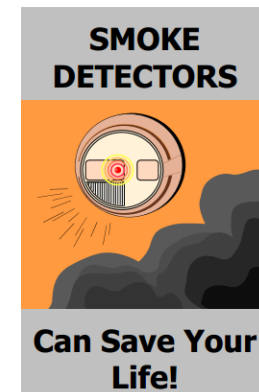
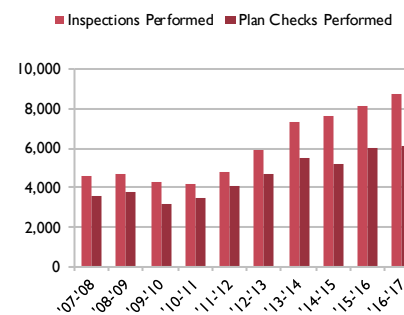
Fire Prevention Inspections (on existing buildings)



Arson Investigations



Fire Safety Code Compliance - Workload (Development Services)



Source: San José Fire Department