



**OFFICE OF THE
CITY AUDITOR**

**SEMI-ANNUAL RECOMMENDATION FOLLOW-UP REPORT
ON ALL OUTSTANDING AUDIT RECOMMENDATIONS
FOR THE SIX MONTHS ENDED DECEMBER 31, 2003**

**A REPORT TO THE
SAN JOSE CITY COUNCIL
MAKING GOVERNMENT WORK BETTER COMMITTEE**



CITY OF SAN JOSÉ, CALIFORNIA

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GERALD A. SILVA
City Auditor

April 6, 2004

Honorable Mayor and Members
of the City Council
801 North First Street, Room 600
San Jose, CA 95110

Transmitted herewith is the *Semi-Annual Follow-Up Report On All Outstanding Audit Recommendations For The Six Months Ended December 31, 2003.*

An Executive Summary is presented on the blue pages in the front of this report. In accordance with procedures, the City Auditor gave the City Manager's Office a preview copy of this report for review.

The format of the Semi-Annual Follow-Up Report is intended to highlight recommendations requiring Making Government Work Better Committee attention and report on the status of all open recommendations.

I will present this report to the Making Government Work Better Committee at its April 14, 2004 meeting. Should you have any questions or need additional information in the interim, please let me know.

Respectfully submitted,

Gerald A. Silva
City Auditor

GS:bh
Dec03

cc: City Manager's Office
and affected departments



EXECUTIVE SUMMARY

In accordance with the City Auditor's approved 2003-04 Workplan, we have prepared a report of the status of open recommendations for the six months ending December 31, 2003. To prepare this report, we met with department staff, reviewed department assessments of audit status, and reviewed documentation provided by departments.

IMPLEMENTATION STATUS OF OPEN RECOMMENDATIONS

During the semi-annual period covering July 1 through December 31, 2003, there were one hundred and six (106) outstanding recommendations of which:

- 35 recommendations were implemented;
- 56 recommendations were partly implemented; and
- 15 recommendations were not implemented.

Table I summarizes these recommendations by audit report in chronological order.

**TABLE I
STATUS OF OPEN RECOMMENDATIONS BY AUDIT REPORT ENDING DECEMBER 31, 2003**

Report #	Audit Report	Implemented	Partly Implemented	Not Implemented	Deferred	Dropped
88-03	An Audit Of The Police Department Overtime Controls		1			
93-04	An Audit Of The Fire Department--Hazardous Materials Storage Permit Fees		1			
93-05	An Audit Of The Department Of General Services/Vehicle Maintenance Division--Police Vehicles		1			
95-06	An Audit Of the San Jose Arena Management Agreement			1		
96-06	An Audit Of The City Of San Jose's Business Tax Collection Process			1		
96-07	An Audit Of The City Of San Jose's Open Purchase Order Process		1	1		
97-01	An Audit of the City of San Jose's Utility Billing System		3			
97-05	An Audit of the Department of Public Works Engineering & Inspection Costs		1			
98-05	An Audit of the City of San Jose's Sewer Billing Services		1			
99-04	An Audit of the Sewer Fund Expenditures	1				
00-01	An Audit Of The Police Department -Bureau of Field Operations Patrol Division's Staffing and Deployment		1			
00-02	An Audit of the City of San Jose's Master Vendor File			1		
00-04	An Audit of the City of San Jose Building Division's Building Permit Fee Process		2			
00-07	An Audit of the Watershed Protection Division's Industrial and Commercial Inspection Program	6				
00-08	An Audit of the City of San Jose's Building-Related Fees and Taxes		2			
01-01	An Audit of the Property Appraisal Process of the Department of Public Works—Real Estate Division		2	2		
01-02	An Audit of the City Of San Jose Fire Department's Overtime Expenditures		5			
01-03	An Audit of the Pretreatment Source Control Program	3				
01-05	An Audit of the City of San Jose Fire Department's Strategic Plan Regarding Proposed Fire Stations		1	1		
02-02	An Audit Of The San José Arena Management Corporation's Compliance With The San José Arena Management Agreement		3			
02-03	An Audit Of The Property Management Operations Of The City Of San José's Department Of Public Works – Real Estate Division	3	3	1		
02-04	An Audit Of The San José Police Department's Method Of Projecting Sworn Officer Retirements And Other Separations		2	1		
02-08	An Audit Of The School Age Growth And Enrichment Program Of The Department Of Parks, Recreation, And Neighborhood Services	2				
02-10	An Audit Of The City Of San José's Office Of Equality Assurance	3				
02-11	An Audit Of Hayes Renaissance, L.P.'s Compliance With The Lease Agreement For The Hayes Mansion Conference			2		
03-01	An Audit Of The Targeted Neighborhood Clean-up Program	1	1	3		
03-03	An Audit Of The Fleet Management Division Of The General Services Department's Vehicle Replacement		13			
03-04	An Audit Of The Airport Neighborhood Services Group	1	3			
03-05	An Audit Of The Customer Service Call Center's Handling Of Service Requests	2				
03-07	An Audit Of The Neighborhood Development Center Of The Department Of Parks, Recreation, And Neighborhood Services	2	4			
03-08	An Audit Of The Facilities Management Division	1				
03-10	An Audit of The San José Fire Department's Bureau of Fire Prevention	10	5	1		
	Totals	35	56	15	0	0

EXECUTIVE SUMMARY - continued

As of December 31, 2003, the distribution of the seventy one (71) recommendations which remain are as follows:

3	Airport	1	Information Technology
12	City Administration	8	Planning, Building, and Code Enforcement
4	Environmental Services Department	4	Police Department
2	Finance Department	4	Parks, Recreation, and Neighborhood Services
14	Fire Department	6	Public Works Department
9	General Services	4	San Jose Arena Management

Of the seventy one (71) recommendations which remain open:

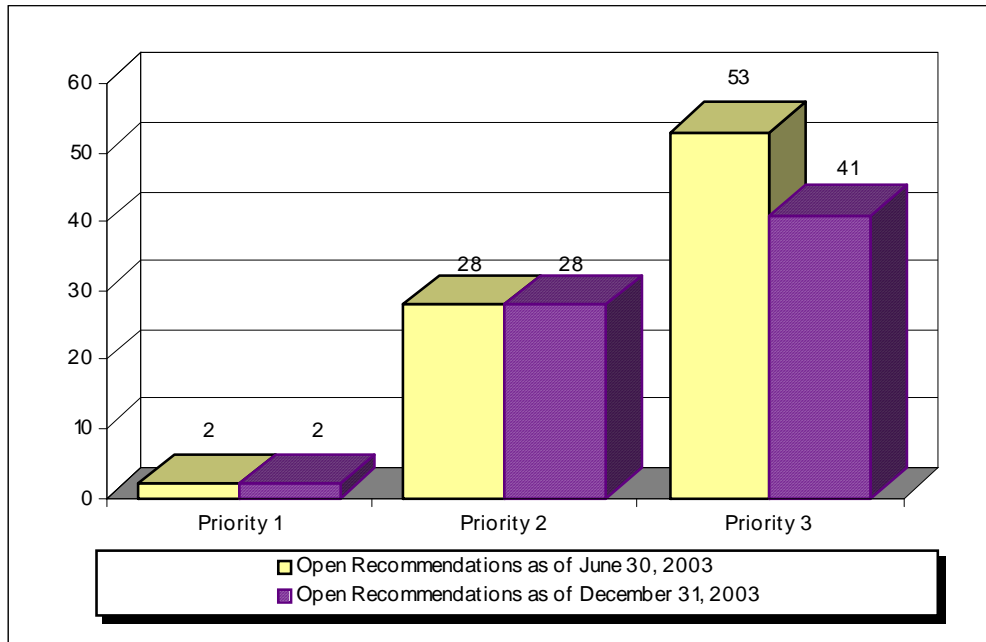
- 2 recommendations are Priority 1;
- 28 recommendations are Priority 2; and
- 41 recommendations are Priority 3.

Of the fifteen (15) recommendations which are “not implemented”:

- 0 recommendations are Priority 1;
- 6 recommendations are Priority 2; and
- 9 recommendations are Priority 3.

Graph 1 shows the priority status of recommendations that remained open during the past year.

GRAPH 1
PRIORITY STATUS OF REMAINING OPEN AUDIT RECOMMENDATIONS



EXECUTIVE SUMMARY – continued

During this semi-annual period the City Council approved 23 new recommendations, and the Administration implemented 35 recommendations. We thank the departments for their efforts in implementing these recommendations and toward implementing those 71 recommendations still outstanding.

We commend the Environmental Services Department for implementing all of their outstanding recommendations associated with the Watershed Protection Division’s Industrial and Commercial Inspection Program and Pretreatment Source Control Program.

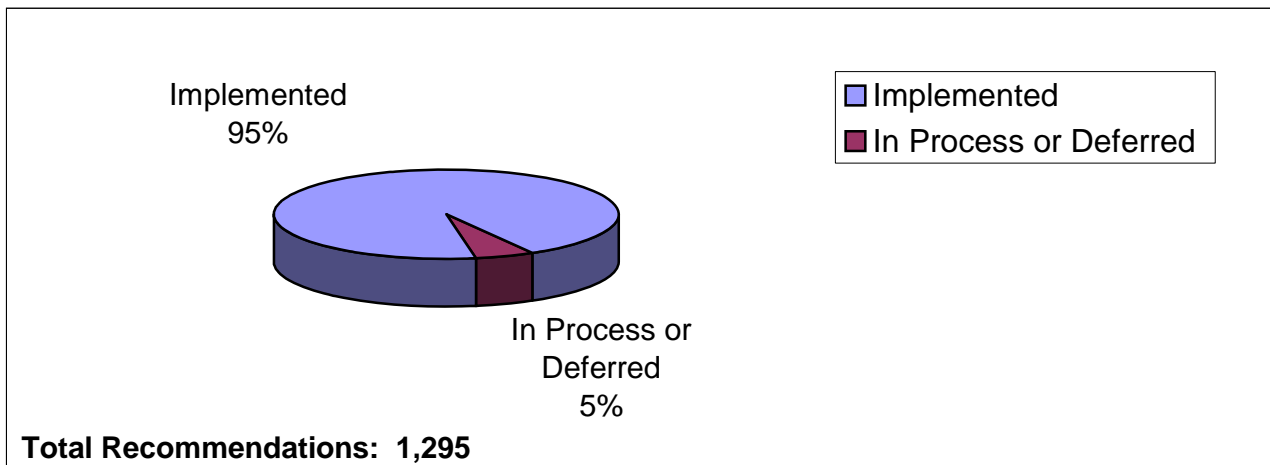
With the recent implementation of a new database, the ESD will be better able to track inspections, improve enforcement of violations, and balance inspection workloads to meet required frequencies. Throughout this process, ESD staff worked in collaboration with the Auditor’s Office to ensure the new database addressed the audit recommendations. Furthermore, ESD staff also incorporated into the database suggestions stemming from a previous memo from the Auditor’s Office regarding the tracking of illicit connections/illegal dumping cases.

The Fire Department did an outstanding job in implementing recommendations associated with its Bureau of Fire Prevention. We made 16 recommendations, of which, 10 recommendations were fully implemented during the recommendations follow-up period ended December 31, 2003.

Graph II shows the number of City Auditor recommendations made and implemented from May 1985 through December 31, 2003.

GRAPH II

**RECOMMENDATIONS IMPLEMENTED
May 1985 through December 2003**



EXECUTIVE SUMMARY - continued

RECOMMENDATIONS REQUIRING MAKING GOVERNMENT WORK BETTER COMMITTEE ATTENTION

Recommendations requiring Making Government Work Better Committee attention are those recommendations for which either 1) the City Auditor and the Administration disagree on the recommendation's implementation status, 2) the Administration has not informed the City Auditor as to the status of the recommendation's implementation, 3) the Administration has indicated it cannot or will not implement the recommendation, 4) the recommendation will require additional funding in order to be implemented, or 5) implementation would generate additional revenues or cost savings.

93-04: AN AUDIT OF THE FIRE DEPARTMENT--HAZARDOUS MATERIALS STORAGE PERMIT FEES

#1 (San José Fire Department/RM) - Include in the cost recovery system for the Hazardous Materials Program the costs of the Hazardous Incident Team activities that relate to the City's Hazardous Materials Program. (Priority 1)

Partly implemented. The Fire Department has provided current data on Hazardous Incident Team activities to the City Auditor. The City Auditor will provide the results of his analysis to the Making Government Work Better Committee in April 2004 (see attached information in Appendix B). Target date: 4-04.

REQUIRES COUNCIL ATTENTION.

96-06: AN AUDIT OF THE CITY OF SAN JOSÉ'S BUSINESS TAX COLLECTION PROCESS

#4 (Finance/Treasury Division/RK) - Upon approval of Recommendations #1, #2 and #3, request funding for any associated costs for necessary new staff and additional operating expenses. (Priority 3)

Not implemented. According to the Finance Department, staff has completed three pilot programs in the implementation of this recommendation. According to the Finance staff, all three pilot programs resulted in a revenue-neutral impact. While the recommendation does help taxpayers recognize if they are underpaying their business tax obligation, it also helps them to find out if they are overpaying the business tax. The benefits of implementing this recommendation would be that the taxpayer submitted the correct information and paid the right amount of tax. However, the Finance Department stated that implementation of this recommendation requires augmentation of existing staffing levels in the department to coordinate the additional duties resulting from performing a more exhaustive review of all business tax

renewals. The Finance Department will request that a review and potential implementation of this recommendation be considered as part of the City's e-Government strategy during fiscal year 2003-04. Target date: 6-04.

REQUIRES FUNDING: Funding was requested as part of the ITPB e-Gov funds.

97-01: AN AUDIT OF THE CITY OF SAN JOSÉ'S UTILITY BILLING SYSTEM

#4 (Finance/Environmental Services Department/DM) - The City Council consider combining sewer and storm drain fees with Recycle Plus billings. (Priority 2)

Partly implemented. The Finance Department processes annual sewer and storm drain assessments, and forwards these assessments to the County for inclusion on property tax bills. The County charges the City more than \$700,000 per year to collect sewer and storm drain assessments and remit them to the City. Our audit found that if the City billed these assessments bi-monthly through the Utility Billing System, the City could save more than \$700,000 in County collection fees and earn an additional \$870,000 in interest, in return for a small increase in bill-printing fees. Subsequently, the Administration issued an RFP for a new utility billing system. However, there were delays in implementing the new billing system software and the system implementation effort was cancelled. In June 2003, the Finance Department, Environmental Services Department (ESD) and Information Technology issued an RFP for an integrated billing, customer service and partner management system that would have the capability to issue combined sewer, storm, and garbage bills. Subject to Council approval and funding, according to the ESD, the project implementation and initial operation will take about 24 months. The ESD has modified the cost savings projections from \$870,000 to \$350,000 due to a change in the agreement between the City and County. The projected additional interest earned has been modified as well, from \$700,000 to \$350,000, due to the decrease in overall market interest rates. We will re-examine these calculations and billing system shortly after it comes online. Target date: 12-06.

INCREASES REVENUE: \$350,000.

REDUCES COST: \$350,000.

#19 (Finance/Environmental Services Department/DM) - Request that the City Council authorize a database administrator position at the UBS. (Priority 3)

Partly implemented. The Finance Department has requested a database administration position, but it has not yet been approved due to the current budget situation. The RFP for the Customer Relationship Management, Utility Billing System and Partnership Relationship Management System was approved by the Council and has been issued. Vendor responses have been received and are being evaluated. Subject to Council approval and funding, according to the ESD, the project implementation and initial operation will take about 24 months. According to

the ESD and Finance, the requested DBA and other temporary staffing to support the project implementation will be necessary to successfully complete the project on time and within budget. Target date: 12-06.

REQUIRES FUNDING: TBD.

00-02: AN AUDIT OF THE CITY OF SAN JOSÉ'S MASTER VENDOR FILE

#3 (Finance Department/IT Department/RK) - Prepare a proposal and budget requirements to allow for 1) identifying, researching, and purging inactive vendor numbers; "R" vendor numbers; deceased, retired, and former employee numbers; and erroneously assigned vendor numbers from the Master Vendor File and the corresponding records in other modules; 2) Archiving the records taken off the Master Vendor File and the corresponding records; and 3) Using a vendor numbering system for one-time payment of authorized purchases and automatic purging of such vendor numbers. (Priority 3)

Not implemented. During the previous budget process, a budget proposal was submitted to address specific vendor file issues and other financial issues. System enhancements related to FMS were included in this proposal. However, the proposal was not funded. Due to the City's current budget situation, this proposal will not be advanced in this year's budget cycle. Target date: None.

REQUIRES FUNDING: TBD.

00-04: AN AUDIT OF THE CITY OF SAN JOSÉ BUILDING DIVISION'S BUILDING PERMIT FEE PROCESS

#3 (Building Division/EL) - Develop a process for accounting for works-in-progress to ensure a proper matching of Building Program revenues and costs. (Priority 3)

Partly implemented. The Building Division received a final report from the Financial Consulting Group on the process to account for works-in-progress. The Building Division staff were trained on how to update statistics and apply the process. The Department considers the establishment of an enterprise fund or a special revenue fund with a fully funded works-in-progress reserve to be unlikely in the current economic climate as significantly larger reserves would be required than are currently available. Planning, Building, and Code Enforcement staff and the other development service partners will use the methodology to calculate the City's works-in-progress liability for development fees, report it to the development community, and reconsider the implementation of this item in 2006 when increased activity and higher reserve levels might make it more feasible. Since full implementation is delayed by the fiscal recovery of the economy, we request that this recommendation be deferred. Target date: 6-06.

COUNCIL ATTENTION REQUIRED: We request that this recommendation be deferred.

#4 (Building Division/EL) - Establish a policy and process to pay for long-term capital or asset acquisitions. (Priority 3)

Partly implemented. The Building Division received a final report from the Financial Consulting Group recommending a sinking fund to pay for long-term capital asset acquisitions. Long-term assets in the program consist primarily of inspector vehicles and the Integrated Development Tracking System (IDTS). Vehicle fleet adds are charged directly to the fee program when purchased and the cost of replacement vehicles is recovered through the overhead rate on the basis of a depreciation schedule determined by the Finance Department. Funding for the IDTS was accumulated through the implementation of a 2 percent automation surcharge on development fees. This surcharge was discontinued after three years and the ongoing maintenance costs of the system are included as overhead in the cost of permits. Since full implementation is delayed by the fiscal recovery of the economy, we request that this recommendation be deferred. Target date: 6-06.

COUNCIL ATTENTION REQUIRED: We request that this recommendation be deferred.

01-02 AN AUDIT OF THE CITY OF SAN JOSÉ FIRE DEPARTMENT'S OVERTIME EXPENDITURES

#9 (San José Fire Department/EL) - Evaluate the feasibility of implementing a comprehensive Wellness-Fitness Initiative Program for the San José Fire Department (SJFD) and prepare a budget proposal should the initiative appear cost beneficial. (Priority 3)

Partly implemented. The San José Fire Department (SJFD) has contracted with Club One to provide a part-time Wellness Program Coordinator. The Wellness Program Coordinator is expected to administer and deliver reports on physical assessments to individuals, enter results into a database, and provide the SJFD with a summary report. Exercise equipment has been installed in all stations. Club One is expected to maintain this equipment as needed. Due to the current fiscal situation, the SJFD has reduced the current wellness program from 2002-03 program levels. The SJFD supports a full comprehensive Wellness-Fitness Initiative Program, but has not prepared a budget proposal due the current fiscal constraints. Target date: 6-05.

REQUIRES FUNDING: TBD.

01-05 AN AUDIT OF THE CITY OF SAN JOSÉ FIRE DEPARTMENT'S STRATEGIC PLAN REGARDING PROPOSED FIRE STATIONS

#5 (San José Fire Department/RM) - Implement a pilot project to evaluate the use of SUVs or Light Units to respond to lower priority emergency medical calls. (Priority 3)

Not implemented. Given the current economic situation and the anticipated budget deficit, the Fire Department has not implemented this pilot program.

Target date: 6-05.

REQUIRES FUNDING: TBD.

02-03 AN AUDIT OF THE PROPERTY MANAGEMENT OPERATIONS OF THE CITY OF SAN JOSÉ'S DEPARTMENT OF PUBLIC WORKS – REAL ESTATE DIVISION

#1 (City Council/EL) - Revisit its policy on non-profit leases of City-owned properties. (Priority 2)

Not implemented. Before revisiting its policy on below-market rents to non-profit entities, the City Council requested that the Office of the City Auditor survey all City departments, and the Redevelopment Agency, to identify all City- and Agency-owned real property non-profit organizations lease, occupy, or otherwise use. The City Auditor issued a survey of Citywide Real Property Inventory in December 2002. The survey identified 43 leases to non-profit organizations. The City Council needs to utilize the survey results to review its policy on below-market rents involving City-owned properties. The City Council has not reviewed this policy to date.

Target date: 6-04.

REQUIRES COUNCIL ATTENTION.

02-11 AN AUDIT OF HAYES RENAISSANCE, L.P.'S COMPLIANCE WITH THE LEASE AGREEMENT FOR THE HAYES CONFERENCE CENTER

#2 (City/MK) - Propose to the Tenant amending the Lease Agreement to explicitly include in the calculation of gross revenues for lease payment purposes, the portion of service charges that the Tenant retains. (Priority 2)

Not implemented. The City has entered into a management agreement with Dolce International to operate the Hayes Mansion. Therefore, this recommendation is no longer valid and we recommend that it be dropped.

REQUIRES COUNCIL ATTENTION.

#3 (City/MK) - Propose to the Tenant amending the Lease Agreement to give the City the right to approve the amount of, and any changes to, the management fee. (Priority 2)

Not implemented. The City has entered into a management agreement with Dolce International to operate the Hayes Mansion. Therefore, this recommendation is no longer valid and we recommend that it be dropped.

REQUIRES COUNCIL ATTENTION.

03-01 AN AUDIT OF THE TARGETED NEIGHBORHOOD CLEAN-UP PROGRAM

#1 (Code Enforcement/CC) - Report to the City Council on its assessment of ways to reduce overtime costs and increase targeted Clean-up areas to accommodate an average of 22 bins per Clean-up event,

Work with the City Council to establish a City Council Office-Directed Community Grant Program to provide for two small neighborhood Clean-ups per year per City Council District, and

Develop written standards regarding the form, content, and timing for Clean-up event flyers and use funds budgeted for Clean-up event bins to cover the costs to mail the flyers. (Priority 3)

Partly implemented. Code Enforcement has increased the average number of bins from 16 to about 20 bins. On February 19, 2003, Code Enforcement gave an update to the Making Government Work Better Committee on their efforts to increase bins and augment the Clean-up Program with Hazardous Waste Disposal. According to Code Enforcement, Code Enforcement has replaced more expensive Code Enforcement Officers with part-time Recreation staff and is now starting to use the San Jose Conservation Corps. Code Enforcement must still present to Council a report to document their efforts to increase average bins to 22 bins per clean-up and reduce overtime costs.

According to Code Enforcement, the funds identified by the Auditor's Office to establish a City Council Office-Directed Community Grant Program were returned to the General Fund. We believe that the Grant Program is a beneficial tool for Council Offices, yet we understand the current financial constraints of the City. Therefore, we recommend that Code Enforcement work to identify funds in the near future to establish the Grant Program.

Code Enforcement has developed written standards regarding Clean-up event flyers and is working to identify funding for mailing costs. Target date: 6-04.

REQUIRES FUNDING: TBD.

**COMPLETE LISTING OF THE STATUS
OF OPEN AUDIT RECOMMENDATIONS
AS OF DECEMBER 31, 2003**

88-03: AN AUDIT OF THE POLICE DEPARTMENT OVERTIME CONTROLS

#14 (San José Police Department/ME) - Develop and implement forms for documenting the justification and authorization of all overtime occurrences. (Priority 3)

Partly implemented. The Police Department has been unable to implement an exception-based payroll system that would have assisted it in implementing this recommendation. During the next six months, the City Auditor's Office will assess whether the other controls the Police Department has implemented since the 1988 audit are sufficient to allow this recommendation to be dropped. Target date: 7-04.

93-04: AN AUDIT OF THE FIRE DEPARTMENT--HAZARDOUS MATERIALS STORAGE PERMIT FEES

#1 (San Jose Fire Department/RM) - Include in the cost recovery system for the Hazardous Materials Program the costs of the Hazardous Incident Team activities that relate to the City's Hazardous Materials Program. (Priority 1)

Partly implemented. The Fire Department has provided current data on Hazardous Incident Team activities to the City Auditor. The City Auditor will provide the results of his analysis to the Making Government Work Better Committee in April 2004 (see attached information in Appendix B). Target date: 4-04.

REQUIRES COUNCIL ATTENTION.

93-05: AN AUDIT OF THE DEPARTMENT OF GENERAL SERVICES/VEHICLE MAINTENANCE DIVISION--POLICE VEHICLES

#5 (City Council & City Administration(Employee Relations)/RK) - Update the current section of the City Administrative Manual on employee transportation to include language defining a City-wide sphere of influence and stipulating how employees will compensate the City for taking a City vehicle beyond the City's sphere of influence. (Priority 2)

Partly implemented. According to City Administration, discussions are ongoing regarding this issue as part of labor negotiations with involved bargaining units. Target date: 6-04.

95-06: AN AUDIT OF THE SAN JOSÉ ARENA MANAGEMENT AGREEMENT

#4 (City & San Jose Arena Management Corporation/ME) - Agree on a definition of what the program operating budget in section 9.02 of the Management Agreement should include in order to facilitate the San Jose Arena Management Corporation preparing the budget and submitting it to the City for review and approval in accordance with the terms of the Management Agreement. (Priority 2)

Not implemented. Although the City and Arena Authority continue to reserve the right for future considerations for the submittal of the program operating budget, it continues to be not required for any immediate purpose. Target date: 6-04.

96-06: AN AUDIT OF THE CITY OF SAN JOSÉ'S BUSINESS TAX COLLECTION PROCESS

#4 (Finance /Treasury Division/RK) - Upon approval of Recommendations #1, #2 and #3, request funding for any associated costs for necessary new staff and additional operating expenses. (Priority 3)

Not implemented. According to the Finance Department, staff has completed three pilot programs in the implementation of this recommendation. According to the Finance staff, all three pilot programs resulted in a revenue-neutral impact. While the recommendation does help taxpayers recognize if they are underpaying their business tax obligation, it also helps them to find out if they are overpaying the business tax. The benefits of implementing this recommendation would be that the taxpayer submitted the correct information and paid the right amount of tax. However, the Finance Department stated that implementation of this recommendation requires augmentation of existing staffing levels in the department to coordinate the additional duties resulting from performing a more exhaustive review of all business tax renewals. The Finance Department will request that a review and potential implementation of this recommendation be considered as part of the City's e-Government strategy during fiscal year 2003-04. Target date: 6-04.

REQUIRES FUNDING: Funding was requested as part of the ITPB e-Gov funds.

96-07: AN AUDIT OF THE CITY OF SAN JOSÉ'S OPEN PURCHASE ORDER PROCESS

#19 (General Services Purchasing Division/Finance Department/RM) - Develop and implement invoice review and approval procedures to be included in the City Administrative Manual. The procedures should provide assurance that:

- *goods or services were authorized under the open purchase order;*
- *goods or services were received;*
- *on open purchase orders over \$5,000, invoiced quantities, prices/rates and terms are in accordance with the terms of the open purchase order;*
- *invoices are mathematically correct;*
- *departments receive the pricing and rate documentation necessary to properly review invoices; and*
- *receiving documents are forwarded to accounting units to match to the invoices.*

(Priority 2)

Not implemented. The Finance Department is in the process of developing procedures to be included in the City Administrative Manual, but due to workloads and priorities, implementation of these procedures has not been completed. Staff redeployments intended to accomplish this task are underway. Target date: 6-04.

#21 (Finance/RM) - Finalize revisions to the Finance Administrative Manual Accounts Payable Section. (Priority 3)

Partly implemented. The Finance Department is in the process of updating the Accounts Payable Section of the Finance Administrative Manual. Continued vacancies in this section have prevented completion. Target date: 6-04.

97-01: AN AUDIT OF THE CITY OF SAN JOSÉ'S UTILITY BILLING SYSTEM

#4 (Finance/Environmental Services Department/DM) - The City Council consider combining sewer and storm drain fees with Recycle Plus billings. (Priority 2)

Partly implemented. The Finance Department processes annual sewer and storm drain assessments, and forwards these assessments to the County for inclusion on property tax bills. The County charges the City more than \$700,000 per year to collect sewer and storm drain assessments and remit them to the City. Our audit found that if the City billed these assessments bi-monthly through the Utility Billing System, the City could save more than \$700,000 in County collection fees and earn an additional \$870,000 in interest, in return for a small increase in bill-printing fees. Subsequently, the Administration issued an RFP for a new utility billing system. However, there were delays in implementing the new billing system software and the system implementation effort was cancelled. In June 2003, the Finance Department, Environmental Services Department (ESD) and Information Technology issued an

RFP for an integrated billing, customer service and partner management system that would have the capability to issue combined sewer, storm, and garbage bills. Subject to Council approval and funding, according to the ESD, the project implementation and initial operation will take about 24 months. The ESD has modified the cost savings projections from \$870,000 to \$350,000 due to a change in the agreement between the City and County. The projected additional interest earned has been modified as well, from \$700,000 to \$350,000, due to the decrease in overall market interest rates. We will re-examine these calculations and billing system shortly after it comes online. Target date: 12-06.

INCREASES REVENUE: \$350,000.

REDUCES COTS: \$350,000.

#19 (Finance/Environmental Services Department/DM) - Request that the City Council authorize a database administrator position at the UBS. (Priority 3)

Partly implemented. The Finance Department has requested a database administration position, but it has not yet been approved due to the current budget situation. The RFP for the Customer Relationship Management, Utility Billing System and Partnership Relationship Management System was approved by the Council and has been issued. Vendor responses have been received and are being evaluated. Subject to Council approval and funding, according to the ESD, the project implementation and initial operation will take about 24 months. According to the ESD and Finance, the requested DBA and other temporary staffing to support the project implementation will be necessary to successfully complete the project on time and within budget. Target date: 12-06.

REQUIRES FUNDING: TBD.

#20 (Finance/Environmental Services Department/DM) - Establish on-going procedures for (1) scanning for errors and correcting customer data in the database, (2) purging unnecessary data, (3) authorizing changes in account status from active to inactive, and (4) routinely reviewing monthly reports for rate code exceptions. (Priority 3)

Partly implemented. An RFP for a new Utility Billing System was issued in June 2003. Concurrently, a data clean-up effort has been initiated. Currently, data has been validated and revised for mobile home parks receiving garbage, recycling, and yard trimming collection services. Once a vendor is selected, Environmental Services Department staff will work with the vendor to determine which data will be converted to the new system. Procedures for ongoing, periodic purging and/or archiving of billing system data will be developed prior to the activation of the new system. Target date: 12-06.

97-05: AN AUDIT OF THE DEPARTMENT OF PUBLIC WORKS ENGINEERING AND INSPECTION COSTS

#2 (Public Works/RK) - In conjunction with the Budget Office, develop and propose to the City Council an alternate method, such as the “budget-off-the-top” approach, to budget and account for DPW costs charged to capital projects. (Priority 3)

Partly implemented. The Department of Public Works (DPW) is leading an effort to reform the budgeting and cost tracking process for Capital Program Support Costs - compensated time-off charges, direct project support charges, special project related service charges, and administrative costs. According to DPW, the following actions to implement this reform have been taken: (1) Capital Program Support Costs are finalized and coordination meetings inform impacted departments of the costs, (2) several meetings to receive input from the Manager’s Budget Office and the Finance Department Accounting Division have been held, (3) Finance and Information Technology Departments reviewed implementation of the program, and (4) the City Auditor’s Office was kept informed of the progress. Future actions will include coordination with the Finance Department and the Budget Office to establish a “Public Works Capital Program Support” Fund and finalization of the divisions’ administrative costs. According to DPW Administration, implementing this reform may make the “budget-off-the-top” approach feasible. Target date: 8-04.

98-05: AN AUDIT OF THE CITY OF SAN JOSÉ’S SEWER BILLING SERVICES

#2 (Environmental Services Department/DM) - Document its methodology for estimating sewer flow and its criteria for granting water loss adjustments. In addition, the Environmental Services Department should annually review existing water loss adjustment factors for both monitored industries and unmonitored companies and require supervisory review and approval of all changes to those factors. (Priority 2)

Partly implemented. The Environmental Services Department (ESD) has adopted a policy requiring installation of flow meters at major industrial locations, where feasible, as part of the permit renewal cycle. Those major industrial locations without flow meters are required to submit engineering reports that the ESD will review. The ESD procedures also require that industrial customers submit an engineering report to substantiate disputed water loss adjustments. ESD staff is preparing a report for the 2004-2005 budget discussion with the Council that will present recommendations regarding water loss factors for unmonitored companies. Target date: 6-04.

99-04: AN AUDIT OF SEWER FUND EXPENDITURES

#11 (Administration/Environmental Services Department/DM) - Develop approved charts of account and their uses that program managers can use for charging various expenses to the twelve wastewater funds. (Priority 3)

Implemented. The Management Wastewater Core Service Chart of Accounts, including the addition of codes for the FY 2003-2004 Treatment Plant Capital Projects, is complete.

00-01: AN AUDIT OF THE POLICE DEPARTMENT – BUREAU OF FIELD OPERATIONS PATROL DIVISION’S STAFFING AND DEPLOYMENT

#1 (San José Police Department/City Administration/RM) - Negotiate with the San Jose Police Officers’ Association to modify shift-starting times to provide sufficient flexibility to deploy officers in the most efficient and effective manner. (Priority 2)

Partly implemented. The Police Department’s new staffing software is online. Staff has received preliminary training in its use in preparation for the March 2004 shift change. According to the Police Department, shift change time-modifications will require an extended study and analysis using the new software for a minimum of at least two full shift change periods. Target date: 12-04.

00-02: AN AUDIT OF THE CITY OF SAN JOSÉ’S MASTER VENDOR FILE

#3 (Finance Department/IT Department/RK) - Prepare a proposal and budget requirements to allow for 1) identifying, researching, and purging inactive vendor numbers; “R” vendor numbers; deceased, retired, and former employee numbers; and erroneously assigned vendor numbers from the Master Vendor File and the corresponding records in other modules; 2) Archiving the records taken off the Master Vendor File and the corresponding records; and 3) Using a vendor numbering system for one-time payment of authorized purchases and automatic purging of such vendor numbers. (Priority 3)

Not implemented. During the previous budget process, a budget proposal was submitted to address specific vendor file issues and other financial issues. System enhancements related to FMS were included in this proposal. However, the proposal was not funded. Due to the City’s current budget situation, this proposal will not be advanced in this year’s budget cycle. Target date: None.

REQUIRES FUNDING: TBD.

00-04: AN AUDIT OF THE CITY OF SAN JOSÉ BUILDING DIVISION'S BUILDING PERMIT FEE PROCESS

#3 (Building Division/EL) - Develop a process for accounting for works-in-progress to ensure a proper matching of Building Program revenues and costs. (Priority 3)

Partly implemented. The Building Division received a final report from the Financial Consulting Group on the process to account for works-in-progress. The Building Division staff were trained on how to update statistics and apply the process. The Department considers the establishment of an enterprise fund or a special revenue fund with a fully funded works-in-progress reserve to be unlikely in the current economic climate as significantly larger reserves would be required than are currently available. Planning, Building, and Code Enforcement staff and the other development service partners will use the methodology to calculate the City's works-in-progress liability for development fees, report it to the development community, and reconsider the implementation of this item in 2006 when increased activity and higher reserve levels might make it more feasible. Since full implementation is delayed by the fiscal recovery of the economy, we request that this recommendation be deferred. Target date: 6-06.

COUNCIL ATTENTION REQUIRED: We request that this recommendation be deferred.

#4 (Building Division/EL) - Establish a policy and process to pay for long-term capital or asset acquisitions. (Priority 3)

Partly implemented. The Building Division received a final report from the Financial Consulting Group recommending a sinking fund to pay for long-term capital asset acquisitions. Long-term assets in the program consist primarily of inspector vehicles and the Integrated Development Tracking System (IDTS). Vehicle fleet adds are charged directly to the fee program when purchased and the cost of replacement vehicles is recovered through the overhead rate on the basis of a depreciation schedule determined by the Finance Department. Funding for the IDTS was accumulated through the implementation of a 2 percent automation surcharge on development fees. This surcharge was discontinued after three years and the ongoing maintenance costs of the system are included as overhead in the cost of permits. Since full implementation is delayed by the fiscal recovery of the economy, we request that this recommendation be deferred. Target date: 6-06.

COUNCIL ATTENTION REQUIRED: We request that this recommendation be deferred.

00-07: AN AUDIT OF THE WATERSHED PROTECTION DIVISION'S INDUSTRIAL AND COMMERCIAL INSPECTION PROGRAM

#2 (Environmental Services Department/LB) - Acquire a data system that more adequately meets Program needs. (Priority 3)

Implemented. The ESD installed the new database (EEDMS) and is in the process of testing and verifying the data. The ESD demonstrated the database's capability to schedule inspections to meet the required inspection frequencies, eliminate duplicates, and to provide management reports and approvals.

#5 (Environmental Services Department/LB) - Assign inspectors to ensure that required inspection frequencies are met. (Priority 2)

Implemented. The new database ESD installed automated the inspection frequency calculation by incorporating the required inspection frequency into its scheduling function. The database also reminds inspectors of upcoming inspections that need to be performed to meet the required inspection frequencies.

#6 (Environmental Services Department/LB) - Develop written procedures that provide inspectors with specific guidance on how to report desk reviews and identify facilities listed more than once in the database. (Priority 3)

Implemented. The new database has functions to prevent duplicate entries by alerting users if the facility information they are entering already exists (e.g. similar name and/or address already exists in the database). The "Desk reviews" we observed during our audit are no longer performed since the database maintains historical information on closed facilities.

#7 (Environmental Services Department/LB) - Develop written criteria for determining compliance dates and provide facilities with clearly defined compliance dates for correcting violations. (Priority 3)

Implemented. The ESD finalized the Enforcement Response Plan and supporting procedures to address the recommendation and ensure enforcement actions and corrections are consistent. In addition to the procedures, the new database automated enforcement actions and approvals to ensure enforcement actions are consistent.

#8 (Environmental Services Department/LB) - Develop written procedures to ensure that Program inspectors follow-up on identified violations and when necessary use available enforcement actions. (Priority 3)

Implemented. The ESD finalized the Enforcement Response Plan and supporting procedures to address the recommendation and ensure enforcement actions and corrections are consistent. In addition to the procedures, the new database automated enforcement actions and approvals to ensure enforcement actions are consistent.

#10 (Environmental Services Department/LB) - Not seek an increase in Storm Sewer Fees for the Program until it has revamped the Program and significantly improved its effectiveness and efficiency. (Priority 3)

Implemented. The Program has completed all recommendations to improve its effectiveness and efficiency with the installation of the new database, finalized procedures, approved Enforcement Response Plan, and completed Efficiency Study.

00-08: AN AUDIT OF THE CITY OF SAN JOSÉ'S BUILDING-RELATED FEES AND TAXES

#12 (Building Division/GM) - Work with the City Attorney's Office and Administration to develop guidelines for what constitutes research and development and classifying multiple use structures. (Priority 2)

Partly implemented. The Division has drafted a proposed amendment to Section 4.46.050 to classify multiple use structures. The amendment would:

- Replace current code language enumerating the list of industrial/driving industry uses that are eligible.
- Add driving industry employment sectors to the list of eligible uses in order to more accurately reflect manufacturing and research and development uses that current code language causes to be confused with commercial uses.
- Clarify procedures for collecting taxes for building permits issued separately for building shells from first tenant improvements on mixed use industrial/commercial buildings.

Staff expects to bring a report and draft ordinance to Council in March 2004. This report will also identify the anticipated annual costs of expanding the eligible sectors. Target date: 3-04.

#13 (Building Division/GM) - Designate an authoritative organization or person to render industrial versus commercial structure designation decisions where the structure use is unclear or complex. (Priority 2)

Partly implemented. As described under the response to Recommendation #12 of this audit, PBCE, OED, and the City Attorney's Office staff have prepared an amendment to Section 4.46.050 of the Municipal Code. Staff believes that this amendment will provide sufficient clarity to allow Building Technicians reviewing the code to determine whether a use is eligible or not. This will be accomplished by including a complete list of uses, and updating the Municipal Code to reflect ongoing technology changes. The amendment to the Municipal Code is expected to be presented to Council in March 2004. Target date: 3-04.

01-01 AN AUDIT OF THE PROPERTY APPRAISAL PROCESS OF THE DEPARTMENT OF PUBLIC WORKS—REAL ESTATE DIVISION

#11 (Public Works Real Estate/GE) - Augment its requested consultant services to include an assessment of whether the File Locator Database Program is compatible with the City's overall records management strategy and other City systems and can be upgraded to provide the ability to identify specific documents for purging and the statistical functions needed to support productivity tracking and management reports. (Priority 2)

Partly implemented. Without the use of consultant services, the Real Estate Division and General Services are working on how best to implement this recommendation. Heavy workloads and limited resources have prohibited significant progress on this assessment. However, an initial assessment has been conducted and recommendations on how best to proceed are being drafted. Target date: 12-04.

#12 (Public Works Real Estate/GE) - Write a user manual and conduct staff training on the use and maintenance of the File Locator Database Program if it decides to enhance and implement the Database. (Priority 3)

Not implemented. Implementation of this recommendation depends on the implementation of Recommendation #11. Target date: 12-04.

#13 (Public Works Real Estate/GE) - Write current and complete Real Estate Division policies and procedures in the prescribed Department of Public Works format. (Priority 3)

Not implemented. Workload and priorities, combined with limited staff resources, have not allowed the Division to complete its review of ways to implement this recommendation without additional staffing. Target date: 12-04.

#14 (Public Works Real Estate/GE) - Develop a project tracking system that will track targeted and actual dates on a project by project basis. (Priority 3)

Partly implemented. A request to expend funds to complete the Real Estate Tracking System (RETS) database has been approved by the Budget Office and the Information Technology Department. A comprehensive Scope of Services was developed by the Real Estate Division and a Consultant contract is in the final stages of negotiation. Once the Consultant Contract is executed it is anticipated that the RETS system will be fully operational by April 2004. Target date: 4-04.

01-02 AN AUDIT OF THE CITY OF SAN JOSÉ FIRE DEPARTMENT'S OVERTIME EXPENDITURES

#5 (San José Fire Department/EL) - Report to the City Council updated staffing information by December of each year including staffing levels and vacancies by rank, the number of personnel on disability and modified duty, and projected short-term and long-term vacancies. (Priority 3)

Partly implemented. In February and March 2003, the San José Fire Department (SJFD) presented a paramedic staffing report to the Making Government Work Better Committee. The SJFD met with the Auditor's Office to discuss the staff report requirements. The SJFD is working on developing a staffing report that will include all staffing levels and vacancies by rank, the number of personnel on disability and modified duty, and projected short-term and long-term vacancies. Target date: 12-04.

#6 (San José Fire Department /EL) - Update its 1992 study regarding the use of relief staff and overtime to meet minimum staffing requirements and annually determine the most efficient and cost effective mix of relief staff and overtime to meet minimum staffing needs. (Priority 3)

Partly implemented. The SJFD met with the Auditor's Office to discuss updating the staffing study to determine the efficient and cost effective mix of relief staff and overtime to meet minimum staffing requirements. The SJFD will update the 1992 study in conjunction with the finalized staffing report going to the City Council. Target date: 12-04.

#7 (San José Fire Department/EL) - Review sick leave data to establish benchmarks for sick leave use and identify possible patterns of abuse and take appropriate follow-up actions. (Priority 3)

Partly implemented. The San José Fire Department (SJFD) has not complied with this recommendation in a timely manner. The SJFD reported that it continues to analyze sick leave usage for trends and possible patterns of abuse. The SJFD has received instruction on establishing a sick leave benchmark, but has not established a sick leave benchmark. The SJFD indicated that they are reviewing sick leave usage for trends and will establish a benchmark. Target date: 7-04.

#8 (San José Fire Department/EL) - Implement a proactive sick leave reduction program to inform line personnel of the benefits of conserving sick leave and rewarding personnel with perfect attendance. (Priority 3)

Partly implemented. The San José Fire Department (SJFD) indicated that it recognized employees with minimal sick leave use in calendar year 2002. The SJFD will complete the development of a proactive sick leave reduction program. The SJFD needs to continue working on implementing a proactive sick leave reduction program targeted at line personnel to inform them of the benefits of conserving sick leave and rewarding personnel with minimal sick leave usage. The SJFD indicated that they are negotiating with the union regarding a sick leave reduction program. Target date: 6-04.

#9 (San José Fire Department/EL) - Evaluate the feasibility of implementing a comprehensive Wellness-Fitness Initiative Program for the SJFD and prepare a budget proposal should the initiative appear cost beneficial. (Priority 3)

Partly implemented. The San José Fire Department (SJFD) has contracted with Club One to provide a part-time Wellness Program Coordinator. The Wellness Program Coordinator is expected to administer and deliver reports on physical assessments to individuals, enter results into a database, and provide the SJFD with a summary report. Exercise equipment has been installed in all stations. Club One is expected to maintain this equipment as needed. Due to the current fiscal situation, the SJFD has reduced the current wellness program from 2002-03 program levels. The SJFD supports a full comprehensive Wellness-Fitness Initiative Program, but has not prepared a budget proposal due the current fiscal constraints. Target date: 6-05.

REQUIRES FUNDING: TBD.

01-03 AN AUDIT OF THE PRETREATMENT SOURCE CONTROL PROGRAM

#3 (Environmental Services Department /LB) - Schedule Source Control (SC) Program inspection and sampling events to optimize the use of SC Program staff time and resources. (Priority 2)

Implemented. The ESD installed a new database (EEDMS) in November 2003. The ESD demonstrated the database's capability to schedule inspections and sampling events to meet required frequencies and to produce management reports to ensure the events optimize the use of SC Program staff time.

#13 (Environmental Services Department /LB) - Develop and implement procedures to ensure all identified violations are consistently enforced according to Source Control (SC) Program procedures. (Priority 3)

Implemented. The new database detects certain violations and notifies users to ensure enforcement actions are taken. The database also tracks violations, generates form letters, and notifies supervisors to ensure enforcement actions receive appropriate approvals.

#14 (Environmental Services Department/LB) - Develop written procedures and management reports that ensure adequate management review and oversight of inspectors' activities including inspection reports and enforcement activities. (Priority 3)

Implemented. The new database tracks inspection and sampling frequencies, and generates management reports that allow supervisors to evaluate the Program's progress on a number of levels, ranging from individual inspector workloads to overall Program accomplishments.

01-05 AN AUDIT OF THE CITY OF SAN JOSÉ FIRE DEPARTMENT'S STRATEGIC PLAN REGARDING PROPOSED FIRE STATIONS

#3 (San José Fire Department/RM) - Develop for City Council consideration plans for expanding its use of the Omega priority response level. These plans should include: obtaining the software necessary to fully implement the Omega priority response level; options and costs for dispensing non-emergency medical advice; and any other issues that need to be addressed. (Priority 3)

Partly implemented. The Fire Department anticipates meeting the prerequisites for the OMEGA protocol by July 2005. These prerequisites include 1) Currently renewing its accreditation as an Accredited Center of Excellence (ACE) which must be renewed every three years; 2) Implementing the new CAD system scheduled for June 2004 which is necessary to integrate the ProQA software necessary for the OMEGA priority response level; 3) training on the ProQA software; and 4) Compliance with ACE standards on the ProQA software anticipated to be met by mid-2005. Once the prerequisites for the OMEGA protocol are met, the Fire Department will need to evaluate advice program options and projected costs as well as coordinate with Priority Dispatch Corporation, Santa Clara County Emergency Medical Services, and American Medical Response Corporation to develop a comprehensive OMEGA protocol system for the City. Target date: 7-06.

#5 (San José Fire Department/RM) - Implement a pilot project to evaluate the use of SUVs or Light Units to respond to lower priority emergency medical calls. (Priority 3)

Not implemented. Given the current economic situation and the anticipated budget deficit, the Fire Department has not implemented this pilot program.
Target date: 6-05.

REQUIRES FUNDING: TBD.

02-02 AN AUDIT OF THE SAN JOSÉ ARENA MANAGEMENT CORPORATION'S COMPLIANCE WITH THE SAN JOSÉ ARENA MANAGEMENT AGREEMENT

#1 (Arena Management/ME) - Develop written procedures for calculating the annual Arena fees payment to the City and include in those new procedures estimating luxury suite revenues based upon prior years' luxury suite leasing history. (Priority 2)

Partly implemented. The Finance Department has reviewed the 2003-04 Arena fees payment, but procedures have not yet been completed. Target date: 6-04.

#3 (Arena Management/Arena Authority/City Attorney's Office/ME) - Develop a mutually agreeable delivery schedule regarding the frequency of the detailed reports and records relating to the City Related Accounts. (Priority 3)

Partly implemented. A mutually agreeable delivery schedule has not yet been finalized. Target date: 6-04.

#4 (Arena Management/ME) - Provide the past and future City Income Reports and Audit Reports in accordance with the Management Agreement. (Priority 3)

Partly implemented. Arena Management has communicated the required information to the Arena Authority, but has not yet provided written reports. Arena Management will be taking the steps necessary to first complete quarterly reports, then will produce annual reports and obtain the accompanying Audit Reports for submission. Target date: 6-04.

02-03 AN AUDIT OF THE PROPERTY MANAGEMENT OPERATIONS OF THE CITY OF SAN JOSÉ'S DEPARTMENT OF PUBLIC WORKS – REAL ESTATE DIVISION

#1 (City Council/EL) - Revisit its policy on non-profit leases of City-owned properties. (Priority 2)

Not implemented. Before revisiting its policy on below-market rents to non-profit entities, the City Council requested that the Office of the City Auditor survey all City departments, and the Redevelopment Agency, to identify all City- and Agency-owned real property non-profit organizations lease, occupy, or otherwise use. The City Auditor issued a survey of Citywide Real Property Inventory in December 2002. The survey identified 43 leases to non-profit organizations. The City Council needs to utilize the survey results to review its policy on below-market rents involving City-owned properties. The City Council has not reviewed this policy to date. Target date: 6-04.

REQUIRES COUNCIL ATTENTION.

#2 (Administration/Department of Public Works/Real Estate Division/EL) - Include language in its leases with non-profits requiring the annual submission of documents to the Division to facilitate an annual review. (Priority 3)

Partly implemented. Effective July 1, 2002, all Public Works' property management operations were transferred to the General Services Department. At the direction of the City Manager's Office, non-profits whose leases expire will be given month-to-month rental agreements until such time as the City Council revisits Policy 7-1. All non-profits requesting lease renewals will be required to submit key non-profit background information prior to having their leases renewed. Additionally, new lease agreements will contain wording requiring the annual submission of documents to facilitate an annual review. Target date: 6-04.

#3 (Administration/Department of Public Works/Real Estate Division/EL) - Establish a formal application process for non-profit leases of City-owned property including the submission of key non-profit background information. (Priority 3)

Partly implemented. Effective July 1, 2002, all Public Works' property management operations were transferred to the General Services Department. At the direction of the City Manager's Office, non-profits whose leases expire will be given month-to-month rental agreements until such time as the City Council revisits Policy 7-1. All non-profits requesting lease renewals will be required to submit key non-profit background information prior to having their leases renewed. The Administration needs to formalize and implement an application process for non-profits to complete to obtain the necessary information to ensure compliance with City Council policy. Target date: 6-04.

#6 (Department of Public Works/EL) - Identify all Real Estate leases with late payment penalty provisions and establish procedures to ensure that late payment penalties are properly assessed. (Priority 3)

Implemented. Staff have identified leases with late payment provisions and have met with Finance Department staff to develop a process to ensure late payment penalties are properly assessed.

#8 (Department of Public Works/EL) - Establish a process to ensure that the Fiscal Division invoices tenants on a consistent and continuous basis until the tenant vacates the property or until there is a change in property ownership. (Priority 2)

Implemented. General Services has a process in place for ensuring that tenants are invoiced on a consistent and continuous basis. Staff use a database to track City-owned property with leased space. A Sr. Account Clerk is responsible for invoicing tenants on a monthly basis or annual basis in accordance with each lease agreement.

#11 (Department of Public Works/EL) - Assign responsibility for calculating rent adjustments on City-owned property and establish policies and procedures to effectuate that assignment. (Priority 3)

Implemented. The General Services Department has assigned responsibility for calculating rent adjustments on City-owned property to the Asset Management Group of its Strategic Support Division. Staff has developed a spreadsheet for tracking and calculating rent adjustments. Additionally, staff have developed policies and procedures to ensure timely and accurate rent adjustments are made.

#12 (Department of Public Works/EL) - Assign to the Real Estate Division the responsibility for providing oversight over leases of City-owned property. (Priority 2)

Partly implemented. The General Services Department's Asset Management Group has assumed responsibility for providing oversight over leases of City-owned property. The Asset Management Group needs to document and identify the leases that are overseen by other Departments. Target date: 6-04.

02-04 AN AUDIT OF THE SAN JOSÉ POLICE DEPARTMENT'S METHOD OF PROJECTING SWORN OFFICER RETIREMENTS AND OTHER SEPARATIONS

#1 (San José Police Department/EL) - Expand its current attrition-based approach for projecting sworn officer retirements to include the longer-term impact of retirements using demographic considerations. (Priority 3)

Partly implemented. The San José Police Department (SJPD) has conducted a survey of Police Officers' Association (POA) members within five years of retirement, and the department has received a near 50% response rate. The information included in the survey includes demographic considerations of age and years of service. The Auditor's Office and the department are working to develop a written process to integrate an analysis of the survey information and demographic information of all officers with its current approach. Due to the recent budget shortfall and cancellation of the Police Academy, the SJPD recommends that the target date be delayed. Target date: 5-04.

#2 (San José Police Department/EL) - Evaluate the impact of any proposed retirement plan changes on future sworn officer retirements. (Priority 3)

Partly implemented. The City is currently in negotiations with Police and Fire Unions regarding their retirement plan. The department indicates that it has a process to evaluate the impact of retirement plan changes on future sworn retirements. The department plans to evaluate any proposed retirement plan's effect on future sworn officer retirements. Target date: 6-04.

#3 (City Administration/EL) - Determine the feasibility of designing a Regular Deferred Retirement Option Plan that improves sworn officer retention and retirement predictability without being cost prohibitive. (Priority 3)

Not implemented. This issue will be discussed as part of the collective bargaining process now underway. Target date: 6-04.

02-08 AN AUDIT OF THE SCHOOL AGE GROWTH AND ENRICHMENT PROGRAM OF THE DEPARTMENT OF PARKS, RECREATION, AND NEIGHBORHOOD SERVICES

#1 (Parks, Recreation, and Neighborhood Services/EL) - Establish a process to notify those parents who wish to be informed when their child does not attend the after-school program for which the parent enrolled the child. (Priority 3)

Implemented. PRNS revised the parent agreement forms for the 2003-04 school year. The level 3 programming has a process in place to notify parents when their child has attended school and does not report to the after-school program.

#2 (Parks, Recreation, and Neighborhood Services/EL) - Modify its monthly reports to include the following performance measures:

- *staffing ratios;*
- *average daily attendance;*
- *average daily attendance as percent of enrolled students; and*
- *average daily attendance as percent of student body enrollment.*

Additionally, 1) establish a process to ensure that students are counted consistently and correctly and 2) develop a standard for assessing middle school participation. (Priority 3)

Implemented. Parks, Recreation, and Neighborhood Services (PRNS) staff had previously complied with this recommendation, except for the part that dealt with developing a standard for middle school participation. PRNS has since revised programming at the middle school level. In 2003-04, the City has revised middle school programming at five middle school sites and four youth centers.

02-10 AN AUDIT OF THE CITY OF SAN JOSÉ'S OFFICE OF EQUALITY ASSURANCE

#1 (Office of Equality Assurance/GM) - Review the workload among construction contract compliance specialists and require staff to document when they received and reviewed compliance documents. (Priority 3)

Implemented. OEA has reorganized how it operates by implementing 2 levels of labor compliance monitoring. Level I monitoring consists of ensuring receipt of labor compliance documents for construction, service and maintenance contracts that fall below a certain dollar value by one assigned contract compliance specialist. Any complaint received alleging wage/benefit violations is immediately investigated and resolved. Level II monitoring consists of the review of labor compliance documents, review of weekly certified payroll reports, employee questionnaires and on-site interviews for construction, service and maintenance contracts above a certain dollar value. Level II monitoring is performed by one contract compliance coordinator, five contract compliance specialists, and the Director of the Office (for Redevelopment Agency projects).

#5 (Office of Equality Assurance/GM) - Develop Prevailing Wage and Living Wage Resolutions enforcement procedures including the use of withholding payments to non-compliant contractors

and tracking the number of times the withholding of payments was used as an enforcement tool. (Priority 3)

Implemented. On May 27, 2003, the City Council adopted Resolution No. 71584 approving a policy that, City contracts containing the City's Prevailing and Living wage requirements expressly make the payment of compensation conditioned upon compliance with these requirements and, as remedies for a breach of these requirements, gives the City the right to conduct an audit and sets forth liquidated damages. Construction contracts as of November 1, 2003 include these provisions. Housing and Redevelopment Agency contracts include these provisions as of January 27, 2004.

#7 (Office of Equality Assurance/GM) - Impose financial penalties on contractors who willfully or blatantly violate the City's Prevailing Wage or Living Wage Resolutions. (Priority 2)

Implemented. On May 27, 2003, the City Council adopted Resolution No. 71584 approving a policy that, City contracts containing the City's Prevailing and Living wage requirements expressly make the payment of compensation conditioned upon compliance with these requirements and, as remedies for a breach of these requirements, gives the City the right to conduct an audit and sets forth liquidated damages. Service and maintenance contracts now include these new provisions and were implemented as of July 1, 2003. Construction contracts as of November 1, 2003 include these provisions. Housing and Redevelopment Agency contracts include these provisions as of January 27, 2004.

02-11 AN AUDIT OF HAYES RENAISSANCE, L.P.'S COMPLIANCE WITH THE LEASE AGREEMENT FOR THE HAYES CONFERENCE CENTER

#2 (City/MK) - Propose to the Tenant amending the Lease Agreement to explicitly include in the calculation of gross revenues for lease payment purposes, the portion of service charges that the Tenant retains. (Priority 2)

Not implemented. The City has entered into a management agreement with Dolce International to operate the Hayes Mansion. Therefore, this recommendation is no longer valid and we recommend that it be dropped.

REQUIRES COUNCIL ATTENTION.

#3 (City/MK) - Propose to the Tenant amending the Lease Agreement to give the City the right to approve the amount of, and any changes to, the management fee. (Priority 2)

Not implemented. The City has entered into a management agreement with Dolce International to operate the Hayes Mansion. Therefore, this recommendation is no longer valid and we recommend that it be dropped.

REQUIRES COUNCIL ATTENTION.

03-01 AN AUDIT OF THE TARGETED NEIGHBORHOOD CLEAN-UP PROGRAM

#1 (Code Enforcement/CC) - Report to the City Council on its assessment of ways to reduce overtime costs and increase targeted Clean-up areas to accommodate an average of 22 bins per Clean-up event,

Work with the City Council to establish a City Council Office-Directed Community Grant Program to provide for two small neighborhood Clean-ups per year per City Council District, and

Develop written standards regarding the form, content, and timing for Clean-up event flyers and use funds budgeted for Clean-up event bins to cover the costs to mail the flyers. (Priority 3)

Partly implemented. Code Enforcement has increased the average number of bins from 16 to about 20 bins. On February 19, 2003, Code Enforcement gave an update to the Making Government Work Better Committee on their efforts to increase bins and augment the Clean-up Program with Hazardous Waste Disposal. According to Code Enforcement, Code Enforcement has replaced more expensive Code Enforcement Officers with part-time Recreation staff and is now starting to use the San Jose Conservation Corps. Code Enforcement must still present to Council a report to document their efforts to increase average bins to 22 bins per clean-up and reduce overtime costs.

According to Code Enforcement, the funds identified by the Auditor's Office to establish a City Council Office-Directed Community Grant Program were returned to the General Fund. We believe that the Grant Program is a beneficial tool for Council Offices, yet we understand the current financial constraints of the City. Therefore, we recommend that Code Enforcement work to identify funds in the near future to establish the Grant Program.

Code Enforcement has developed written standards regarding Clean-up event flyers and is working to identify funding for mailing costs. Target date: 6-04.

REQUIRES FUNDING: TBD.

#2 (City Council/CC) - Either expand the Neighborhood Clean-up Program based on Code Enforcement's implementation of Recommendation # 1, or return the Program's unused budget capacity to the General Fund. (Priority 3)

Implemented. According to the ESD, \$107,891 in unused budget capacity was returned to the General Fund. Code Enforcement returned \$50,000 to the General Fund through a reduction included in the FY 2002-03 Proposed Operating Budget approved by the City Council in June.

#3 (Code Enforcement/Environmental Services Department/CC) - Establish a comprehensive budget for the Neighborhood Clean-up Program and a process to compare budgeted to actual Program costs. (Priority 3)

Not implemented. According to Code Enforcement, staff assigned to develop a comprehensive budget for the Clean-up Program were assigned the responsibility of coordinating Code Enforcement's move to the old Martin Luther King Library. Code Enforcement indicates that they will compile actual program costs for 2003-04 and will have a comprehensive budget in place for 2004-05. Target date: 6-04.

#4 (Code Enforcement/CC) - Collect and analyze Clean-up statistics and additional Clean-up performance information. (Priority 3)

Not implemented. According to Code Enforcement, they are in the process of finalizing a questionnaire for customer survey cards. Code Enforcement anticipates that these survey cards will be available in April 2004. Target date: 4-04.

#5 (Code Enforcement/CC) - Report to the City Council on the extent of coordination efforts with other City services and community-based organizations. (Priority 3)

Not implemented. According to Code Enforcement, staff is currently working with other City services, community-based organizations, and other stakeholders to conduct a summit to identify ways to improve existing coordination efforts. Target date: 6-04.

03-03 AN AUDIT OF THE FLEET MANAGEMENT DIVISION OF THE GENERAL SERVICES DEPARTMENT'S VEHICLE REPLACEMENT PROGRAM

#1 (Fleet Management Division/JO) - Consistently implement their replacement policy as well as all of the MOA's requirements into its replacement process for police patrol sedans. (Priority 1)

Partly implemented. The FMD has drafted a replacement policy and procedures which they are in the process of finalizing. In order to fully implement the recommendation, the Auditor's Office would like to see the final approved and signed policy and procedures. Additionally, we would like to review the written mechanical assessments performed on retired patrol vehicles for 2003-04. Target date: 6-04.

#2 (Fleet Management Division/San José Police Department/Budget Office/JO) - Determine an appropriate "operational contingency" of police patrol sedans that can meet operational and unexpected replacement needs. (Priority 2)

Partly implemented. We received the Police Department's analysis of the contingency on March 2, 2004. We will review this analysis and determine if further analysis is necessary. Target date: 6-04.

#5 (City Manager/JO) - Form a committee to review department requests for exemptions from the vehicle and equipment purchasing freeze. (Priority 2)

Partly implemented. The vehicle committee has been established and has been reviewing all exemptions to the vehicle purchasing freeze. In order to fully implement this recommendation, we would like to review the finalized and signed written procedures that guide this committee and verify that the procedures are being fully implemented. Target date: 6-04.

#6 (Fleet Management Division/JO) - Consistently follow its vehicle replacement policy for all vehicle purchases regardless of the funding source. (Priority 2)

Partly implemented. The FMD has drafted a replacement policy and procedures which they are in the process of finalizing. However, due to the current freeze on vehicle replacements, the General Services Department has not had an opportunity to demonstrate consistency in its implementation of the vehicle replacement policy. In order to fully implement this recommendation, we would like to review the finalized policy and procedures and verify that they are consistently implemented. Target date: 6-04.

#7 (Fleet Management Division/JO) - Consistently follow its own prescribed procedure to conduct a comprehensive mechanical assessment on all vehicles considered for replacement. (Priority 2)

Partly implemented. Due to the current freeze on vehicle replacements, the General Services Department has not had an opportunity to demonstrate consistency in its implementation of a replacement policy. In order to fully implement this recommendation, we would like to review mechanical assessments performed on vehicles that are being considered for replacement. Target date: 6-04.

#8 (City Manager/JO) - Establish and implement a Citywide replacement policy for transport vehicles that incorporates vehicle mileage, years in service, accurate repair costs, and comprehensive mechanical assessments. (Priority 2)

Partly implemented. The FMD is finalizing a Citywide replacement policy. However, due to the current vehicle freeze, the FMD has not had an opportunity to demonstrate consistency in its implementation of the vehicle replacement policy. In order to fully implement this recommendation, we would like to review the finalized policy and procedures and verify that they are consistently implemented.
Target date: 6-04.

#9 (Fleet Management Division/JO) - Stop loaning vehicles to departments on a long term basis and implement a formal process for loaning vehicles, including the use of the City vehicle pool. (Priority 2)

Partly implemented. The FMD is finalizing a Citywide replacement policy. However, due to the current vehicle freeze, the FMD has not had an opportunity to demonstrate consistency in its implementation of the vehicle replacement policy. In order to fully implement this recommendation, we would like to review the finalized policy and procedures and verify that they are consistently implemented.
Target date: 6-04.

#10 (Fleet Management Division/JO) – Develop and implement procedures for the retrieval and disposal of replaced vehicles. (Priority 2)

Partly implemented. The FMD is finalizing its retrieval and disposal policy and procedures. In order to fully implement this recommendation, we would like to review the finalized signed loan policy and verify that procedures are consistently implemented. Target date: 6-04.

#11 (Fleet Management Division/JO) – Work with the Budget Office to develop and implement procedures to ensure all additions to the vehicle fleet receive Budget Office approval. (Priority 2)

Partly implemented. The Fleet Management Division has drafted procedures for the vehicle additions process. In order to fully implement this recommendation, we would like to review the finalized policy and procedures and verify that they are consistently implemented. Due to the current freeze on vehicle purchases, the General Services Department has not had an opportunity to demonstrate consistency in its implementation of a vehicle additions policy. We will review this recommendation during the next follow-up to ensure the procedures are finalized and in place to be implemented as soon as the freeze is lifted. Target date: 6-04.

#12 (Fleet Management Division/JO) – Review the database information to ensure it is accurate and complete. (Priority 3)

Partly implemented. The FMD is currently undergoing a software upgrade. In order to fully implement this recommendation, we would like to review the database and validate the accuracy of the information. Target date: 6-04.

#13 (Budget Office/JO) - Ensure all department requests for vehicle additions identify the funding source and the estimated amount of on-going operating costs. (Priority 3)

Partly implemented. The Budget Office has modified the budget system. When an entry is made to purchase equipment, a flag is triggered and a message box pops up reminding the user to budget for the maintenance and operating costs. In order to fully implement this recommendation, the Budget Office and the General Services Department need to develop written guidelines and procedures that ensure that departments provide accurate estimates of vehicles' on-going costs.

Target date: 6-04.

#14 (Fleet Management Division or Budget Office/JO) - Develop a process to subject all department requests for vehicles to a standardized review process to ensure that departments are using similar vehicles for similar purposes. (Priority 2)

Partly implemented. The FMD is finalizing a Citywide replacement policy. However, due to the current freeze on vehicle replacements, the General Services Department has not had an opportunity to demonstrate consistency in its implementation of the vehicle replacement policy. In order to fully implement this recommendation, we would like to review the finalized policy and procedures and verify that they are consistently implemented. Target date: 6-04.

#15 (Budget Office/Fleet Management Division/JO) - Better coordinate the exchange of vehicle information to ensure that additions to the City's vehicle fleet are appropriate. (Priority 2)

Partly implemented. The Fleet Management Division has drafted procedures for the vehicle additions process. In order to fully implement this recommendation, we would like to review the finalized policy and procedures and verify that they are consistently implemented. Due to the current freeze on vehicle purchases, the General Services Department has not had an opportunity to demonstrate consistency in its implementation of a vehicle additions policy. We will review this recommendation during the next follow-up to ensure the procedures are finalized and in place to be implemented as soon as the freeze is lifted. Target date: 6-04.

03-04 AN AUDIT OF THE AIRPORT NEIGHBORHOOD SERVICES GROUP

#1 (Airport Neighborhood Services Group/JC) - Develop a standardized constituent complaint form to document the nature of the complaint, how the issue was resolved, any follow-up action taken, and how long it took to resolve the complaint. (Priority 3)

Partly implemented. Due to recent staff vacancies at the Airport Neighborhood Services Group, we are unable to verify implementation of this recommendation. We will verify implementation during our next semi-annual follow-up scheduled for June 30, 2004. Target date: 6-04.

#2 (Airport Neighborhood Services Group/JC) – Develop a standardized report format which includes comprehensive information on all of the RMBA #18 areas of responsibility. (Priority 3)

Implemented. The ANSG has developed a standardized report format which includes comprehensive information on all of the RMBA #18 areas of responsibility, designating the ANSG as the single point of information for Council and public inquiries on these areas. The first quarterly report was submitted to Council on 10/30/03. The Airport will continue to monitor the effectiveness of this improved reporting format, and suggest changes as necessary.

#3 (Airport Neighborhood Services Group/JC) – Collaborate with, monitor, and report on the efforts of the other City entities that are responsible for Replacement Manager’s Budget Addendum #18-identified responsibilities. (Priority 3)

Partly implemented. Due to recent staff vacancies at the Airport Neighborhood Services Group, we are unable to verify implementation of this recommendation. We will verify implementation during our next semi-annual follow-up scheduled for June 30, 2004. Target date: 6-04.

#4 (Airport Neighborhood Services Group/JC) – Collaborate with the identified City entities in the City Council’s June 25, 2001 and November 13, 2001 memoranda and monitor and report on their progress and efforts regarding their respective areas of responsibility. (Priority 3)

Partly implemented. Due to recent staff vacancies at the Airport Neighborhood Services Group, we are unable to verify implementation of this recommendation. We will verify implementation during our next semi-annual follow-up scheduled for June 30, 2004. Target date: 6-04.

03-05 AN AUDIT OF THE CUSTOMER SERVICE CALL CENTER’S HANDLING OF SERVICE REQUESTS

#1 (Call Center/RM) - Work together with the responsible departments to develop written procedures for following up on service requests. (Priority 3)

Implemented. Written procedures have been completed and are used within the Call Center to ensure timely follow-up on service requests. Furthermore, Code Enforcement now has the Call Center’s service request database software. For those service requests requiring service from Code Enforcement, Code Enforcement staff accesses the Call Center database daily to check for new service requests received at the Call Center. The Code Enforcement staff enter the service requests into the Code Enforcement database and they also enter the name of the assigned inspector to the Call Center’s database. Therefore, the Call Center can verify that an inspector has been assigned to follow a service request requiring Code Enforcement service.

#3 (Call Center/Department of Planning, Building, and Code Enforcement/RM) - Provide training for using their respective service request database software. (Priority 3)

Implemented. In discussions between Code Enforcement and the Call Center management, they determined that Code Enforcement would use the Call Center's service request database software. They also determined that it would not be effective to provide the Call Center staff training on the Code Enforcement database software because of the limited use by the Call Center and because of confidentiality issues. The Call Center's database software was installed on Code Enforcement staff computers in September 2003. In early February 2004, the Code Enforcement clerical staff and service area managers were given full training on the Call Center's database software. Code Enforcement staff currently use the Call Center's database software to open, query, provide updates, and close out all abandoned vehicle and code enforcement complaints received by the Call Center.

03-07 AN AUDIT OF THE NEIGHBORHOOD DEVELOPMENT CENTER OF THE DEPARTMENT OF PARKS, RECREATION, AND NEIGHBORHOOD SERVICES

#1 (Code Enforcement, Department of Parks, Recreation, And Neighborhood Services, and the Housing Department/GM) - Resolve Property Owners' and Tenant Training Program ownership, authority, funding, and management responsibility issues and prepare a formal Program workplan with specific goals and objectives. (Priority 3)

Implemented. PRNS, Code Enforcement, and the Housing Department met and agreed that the Housing Department has sufficient resources to manage all aspects of the tenant training program and will provide up to 15 training opportunities during FY 2003-04. Furthermore, it was agreed that both the NDC and Code Enforcement have complimentary roles and responsibilities with respect to the Property Owners' Training program. The NDC is responsible for managing the logistical and outreach aspects of the program. This support is limited to management of program registration, making facility arrangements, and providing technical assistance to property owners interested in starting a new association. Actual development of the training curriculum, instruction, and on-going support for the associations will be provided by Code Enforcement. Three training classes will be conducted in FY 2003-04.

#2 (Department of Parks, Recreation, And Neighborhood Services/GM) - Develop a comprehensive budget for the Project Blossom Program, a formal Project Blossom workplan for each Project Blossom site, and establish guidelines and better supervisory review. (Priority 2)

Partly implemented. The Neighborhood Development Center has proposed that the original Project Blossom program be integrated into a more comprehensive Neighborhood Organizing function. It is proposed that the core service offered by the Neighborhood Development Center become focused on two areas: Neighborhood

Training and Neighborhood Development Services. This reorganized program will have a comprehensive budget, workplan, and appropriate management guidelines. Target date: 12-04.

#3 (Department of Parks, Recreation, And Neighborhood Services/GM) - Require Project Blossom staff to document and report to PRNS management how they spend their time on Project Blossom activities. (Priority 3)

Partly implemented. In order to manage staff time, project updates are given each week during staff meetings with the NDC Community Services Supervisor. In addition, each staff member is responsible for submitting a monthly report. Finally, staff is responsible for utilizing a new database to track service calls. Management is still evaluating the most effective and efficient method of tracking staff time. Target date: 6-04.

#4 (Department of Parks, Recreation, And Neighborhood Services/GM) – Reconfigure and consolidate the Neighborhood Academy. (Priority 2)

Implemented. The NDC has revised the Neighborhood Academy curriculum to focus on neighborhood organizing, recruiting volunteers, managing neighborhood projects, and identifying and creating partnerships in and around their neighborhood. In addition, an experimental learning component has been incorporated that enables participants to implement a neighborhood project while a member of the Academy. The Neighborhood Academy classes are no longer taught by consultants, rather they are taught by City staff, past Neighborhood Academy participants, and volunteers from community-based organizations. In addition to the 12 session series, the NDC will be hosting “Mini-Academies” throughout the year at satellite locations.

#5 (Department of Parks, Recreation, And Neighborhood Services/GM) –

- Develop and implement specific CAP Grant criteria including usage, evaluation, and follow-up guidelines for determining how much to award for each specific grant purpose, and require applicants to provide detailed descriptions of specific locations where proposed projects will take place and expected timeframes for project completion.***
- Coordinate and consolidate the CAP Grant with other similar City and Community grants and program support for neighborhoods. (Priority 3)***

Partly implemented. The CAP grant criteria have been revised to include specific information about grant usage and application evaluation. The new guidelines require applicants to provide detailed descriptions of specific locations where proposed projects will take place and expected timeframes for project completion. In addition, the CAP Grant program has been consolidated with other similar City grant programs; it is now part of PRNS’ grants unit. Information on similar community grants for neighborhoods has been compiled and is provided to every CAP grant applicant. This recommendation will be implemented once the next cycle of CAP grants has been issued using this revised criterion. Target date: 6-04.

#6 (Department of Parks, Recreation, And Neighborhood Services/GM) - Make full use of the grant management oversight clause in its agreement with the Community Foundation Silicon Valley. (Priority 3)

Partly implemented. The NDC is currently in the process of revising their agreement with the Community Foundation Silicon Valley. Target date: 6-04.

03-08 AN AUDIT OF THE FACILITIES MANAGEMENT DIVISION

#1 (Facilities Management Division of the General Services Department/GM) -

- **Develop a procedures manual to formally document the developed procedures in Appendix D.**
- **Continuously develop controls and procedures to address additional operational threats as they arise.**
- **Use the procedures manual to advise and train current and new staff.**
- **Institute management oversight to ensure compliance with the new procedures. (Priority 3)**

Implemented. Facilities Management has developed a procedures manual, formally documenting the procedures developed during the audit. This manual has been distributed to management within the organization who are using it to advise current staff. The procedures manual is continuously updated with new controls and procedures to address operational threats as they arise.

03-10 AN AUDIT OF THE SAN JOSÉ FIRE DEPARTMENT'S BUREAU OF FIRE PREVENTION

#1 (San José Fire Department/MK) - Follow up on the facilities that are not in the FIBS database that we identified from comparing the FIBS database to the Business License database. (Priority 2)

Partly implemented. Fire Inspectors physically contacted the 674 facilities received from the Auditor as a sample selection from the Business License database that could not be matched with the Fire Inspection Billing System (FIBS).

The following are the results from the contacts:

- 162 (24%) of the 674 facilities required permits (break-down follows):
 - 31 (5%) of the 674 facilities had been inspected and appropriate permits were issued.
 - 83 (12%) of the 674 facilities required permits. These businesses are currently being inspected and permits issued.

- 48 (7%) of the 674 facilities were new businesses that did not match the name of the facility on the sample list. These businesses will be inspected and receive the appropriate permits.

The City Auditor is continuing to work with the SJFD to locate facilities that the Fire Inspectors could not locate. We anticipate that the work will be completed within the next month. Target date: 6-04.

#2 (San José Fire Department/MK) - If Recommendation #1 results in a significant number of facilities being added to the FIBS database, follow up on the remaining manufacturing facilities in the Business License database that did not have a FIBS number. (Priority 2)

Partly implemented. The City Auditor's Office and the SJFD will reevaluate this recommendation when Recommendation #1 is fully completed. Target date: 6-04.

#3 (San José Fire Department/MK) - Periodically compare the FIBS database with the Business License database using the SIC Codes that are most likely to require a fire safety inspection. (Priority 2)

Not implemented. The SJFD is seeking to replace the FIBS database with a new database. We will discuss this recommendation again with the SJFD when the new database is in place. Target date: 7-05.

#4 (San José Fire Department/MK) - Develop written procedures to ensure that facilities identified from the New Accounts Report as potentially needing a fire safety permit are

- ***Inspected;***
- ***Assessed as to whether a permit is required; and***
- ***Entered into the FIBS database if a fire safety permit is required.***

(Priority 3)

Implemented. The SJFD has established policies and procedures to improve the current system of recording Business Licensing referrals. The new referrals are:

- Recorded on a spreadsheet in a database, which will be kept current by the supervisor;
- Assigned to the appropriate Fire Inspector to determine if a permit is necessary; and
- Monitored by the supervisor to ensure timely completion.

This new policy is currently in place and is being monitored.

#5 (San José Fire Department/MK) - Establish written procedures to ensure that all facility deletions from the FIBS database are properly authorized. (Priority 3)

Implemented. The SJFD has developed policies and procedures to ensure that any deletion from the FIBS database system will be reviewed through the chain of command up to the Fire Marshal prior to any deletion being made.

#6 (San José Fire Department/MK) - Require the fire companies to submit information on the number of educational facilities actually inspected annually. (Priority 3)

Implemented. The SJFD has developed a new policy and procedure to ensure all educational facilities will be inspected annually. The Assistant Fire Marshal met with the line Battalion Chiefs to educate them on the new policy. Training materials and tapes covering the line inspection of educational facilities have also been developed to assist the line in meeting their inspection goals.

The line inspection program will be monitored by progress reports to the Fire Marshal through the chain of command.

#7 (San José Fire Department/MK) - Inspect all facilities requiring an annual inspection on an annual basis. (Priority 2)

Implemented. The SJFD has implemented new policies and procedures to ensure that all State-mandated facilities are inspected annually. All high schools and high-rise buildings have been inspected during this current inspection cycle.

#8 (San José Fire Department/MK) - Change its inspection goals to 100 percent for all facilities requiring an annual inspection. (Priority 3)

Implemented. The SJFD has implemented new policies and procedures to ensure that all State-mandated facilities are inspected annually.

#9 (San José Fire Department/MK) - Establish accountability for all Record of Inspection forms and ensure that an inspection is completed for all assigned Record of Inspection forms. (Priority 3)

Implemented. The SJFD has implemented policies and procedures to assign accountability for all Records of Inspection forms. A list of inspections will be generated for each inspection area and the supervisors will monitor the process of the work assigned.

#10 (San José Fire Department/MK) - Develop a risk assessment methodology to assign facility inspection frequencies. (Priority 3)

Partly implemented. The SJFD has implemented policy, ranking facilities based on risk. The risk priorities are in the following order:

1. State-mandated,
2. State Social Service Request (850 forms),
3. Complaints,
4. Public information request on fire safety,
5. Facilities with chronic problems/violations, and
6. Remaining facilities.

The SJFD should use this ranking system to develop inspection frequencies.

#11 (San José Fire Department/MK) - Improve its system of tracking the amount of time inspectors spend on inspections and inspection-related activities. (Priority 3)

Implemented. The Bureau has developed and upgraded the Daily Reporting System to clearly capture the Fire Inspector's workday.

#12 (San José Fire Department/MK) - Develop a workload analysis to determine its inspection staff needs to achieve its inspection goals and objectives. (Priority 3)

Partly implemented. The SJFD has completed an analysis of its staffing needs based on the number of inspections required and the time needed to complete the inspections in the Code Enforcement Division. However, the SJFD should use the inspection frequencies established in Recommendation #10 to further refine its workload analysis.

#13 (San José Fire Department/MK) - Develop formal policies and procedures that require the inspectors to follow up on identified violations in a timely manner and specify the actual compliance date on the Record of Inspection form. (Priority 3)

Implemented. The SJFD has implemented policies and procedures to educate the Fire Inspectors on timely follow up. The procedures require the Fire Inspectors to state a specific date on the ROI when violations need to be completed. For example, if a violation needs to be corrected, the Fire Inspector will note the exact date when he/she will return to assess compliance and will not just state that they will return in two weeks or ten days.

#14 (San José Fire Department/MK) - Develop written policies and procedures for applying re-inspection fees. (Priority 3)

Implemented. The SJFD has developed written policies and procedures on the consistent application of re-inspection fees. Moreover, supervisors will monitor Record of Inspections forms to ensure fees are applied consistently after each visit.

#15 (San José Fire Department/MK) - Ensure supervisory review and approval of completed Record of Inspection forms. (Priority 3)

Implemented. The SJFD has implemented policies and procedures to ensure that all Record of Inspections forms are reviewed by a supervisor.

#16 (San José Fire Department/MK) - Develop procedures and controls to reduce the number of times inspectors return to facilities to confirm that an HMBP is in place and to ensure that facilities submit their HMBP in a timely manner. (Priority 3)

Partly implemented. The SJFD is working with the City Attorney to develop an Administrative Enforcement policy. Target date: 5-04.

APPENDIX A

DEFINITIONS OF PRIORITY 1, 2, AND 3 AUDIT RECOMMENDATIONS

The City of San Jose's City Administration Manual (CAM) defines the classification scheme applicable to audit recommendations and the appropriate corrective actions as follows:

Priority Class¹	Description	Implementation Category	Implementation Action³
1	Fraud or serious violations are being committed, significant fiscal or equivalent non-fiscal losses are occurring. ²	Priority	Immediate
2	A potential for incurring significant fiscal or equivalent fiscal or equivalent non-fiscal losses exists. ²	Priority	Within 60 days
3	Operation or administrative process will be improved.	General	60 days to one year

¹ The City Auditor is responsible for assigning audit recommendation priority class numbers. A recommendation which clearly fits the description for more than one priority class shall be assigned the higher number. (CAM 196.4)

² For an audit recommendation to be considered related to a significant fiscal loss, it will usually be necessary for an actual loss of \$25,000 or more to be involved or for a potential loss (including unrealized revenue increases) of \$50,000 to be involved. Equivalent non-fiscal losses would include, but not be limited to, omission or commission of acts by or on behalf of the City which would be likely to expose the City to adverse criticism in the eyes of its citizens. (CAM 196.4)

³ The implementation time frame indicated for each priority class is intended as a guideline for establishing implementation target dates. While prioritizing recommendations is the responsibility of the City Auditor, determining implementation dates is the responsibility of the City Administration. (CAM 196.4)

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A Follow-up Study to the June 1993 Audit Report: *An Audit of the Fire Department – Hazardous Materials Storage Permit Fees*

Why the City Auditor Did This Study

In November 2003, the City Manager, the Budget Office, and the San Jose Fire Department (SJFD) requested the City Auditor's Office to assist in evaluating whether some of the SJFD's Hazardous Incident Team's (HIT) cost could be recovered through hazardous materials storage permit fees (permit fees) charged to permitted facilities. This work was a follow up to an audit report the City Auditor issued in 1993.

Significant Findings

The City Auditor's Office found that the HIT spent little time on permitted facilities. Therefore, the City cannot justify charging the permitted facilities based only on workload volume. However, according to the SJFD, the HIT exists in a large part because of the high risk associated with the permitted facilities, especially the facilities with the highest hazards and largest quantities of hazardous materials. The SJFD maintains a state of readiness for response to hazardous incidents, some of which occur at permitted facilities. Therefore, the SJFD should evaluate whether some of the costs of maintaining the HIT should be charged to permitted facilities. We also found other opportunities to recover some HIT costs; however, these amounts may be minimal. In addition, we found that the HIT has a very low workload that may not justify dedicating firefighters to respond almost exclusively to hazardous materials incidents. Specifically, in 2002-03, the HIT Company responded to the fewest number of incidents of any fire company in the City and its total incident workload has steadily decreased over the past five years. Finally, we found that other jurisdictions have their firefighters respond to hazardous materials incidents as well as other types of incidents. Accordingly, in our opinion, the SJFD, the City Manager's Office, and the City Council should consider during the 2004-05 budget deliberations whether the SJFD should continue to dedicate firefighters to respond almost exclusively to hazardous materials incidents. According to the SJFD, while it does not support HIT staff reductions, it will consider this report and the proposed staffing reductions to the HIT as part of its budget deliberations. In addition, the SJFD plans to present a proposal to recover some of the HIT program costs through an increase in hazardous materials storage fees.

Cost Recovery Analysis

We reviewed the HIT's 2002-03 daily journal of activities. The HIT is staffed 24/7 with four staff; therefore, it is staffed 35,040 hours (24 hours x 365 days x 4 staff) annually. During our review of the daily journals, we found that the HIT responded to 218 incidents in 2002-03. We also documented the number of hours the HIT spent responding to hazardous materials incidents, administration, and training activities as shown below.

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Exhibit 1 2002-03 HIT Incident, Administration, and Training Hours*								
	HIT Incident Response Staff Hours	Percent of HIT Incident Response Staff Hours	HIT Adminis- tration Staff Hours***	Percent of HIT Adminis- tration Staff Hours	HIT Training Staff Hours	Percent of HIT Training Staff Hours	Total of Incident, Admin- istration & Training Staff Hours	Total % of Incident, Admin- istration & Training Staff Hours
HIT Staff Time Spent On Permitted Facilities**	316	28%	332	26%	48	5%	696	21%
Other HIT Staff Time	799	72%	968	74%	848	95%	2,615	79%
Total HIT Staff Time	1,115	100%	1,300	100%	896	100%	3,311	100%

*Four staff respond to incidents; we assumed four staff working on administration and training, the actual hours may be less. Therefore, elapsed time is ¼ hours shown in Exhibit 1. For example, the Exhibit shows 1,115 staff hours spent on Incident Response; the elapsed time for Incident Response is 279 hours (1,115/4).

** Includes permitted City facilities.

*** Includes 236 staff hours spent on incident planning at permitted facilities.

As Exhibit 1 shows, the HIT spent little time on permitted facilities. Specifically, in 2002-03, the HIT spent 696 staff hours on activities directly related to permitted facilities: 316 staff hours responding to incidents for permitted facilities; 332 staff hours on administration time; and 48 hours on training time related to permitted facilities. Therefore, the HIT spent a total of 696 staff hours on activities related to permitted facilities, or 2 percent of the 35,040 annual staff hours worked.

Based on our analysis, charging fees to permitted facilities based solely on workload volume is not justified. However, according to the SJFD, the HIT exists in a large part because of the high risk associated with the permitted facilities, especially the facilities with the highest hazards and largest quantities of hazardous materials. Therefore, the HIT maintains a state of readiness for response to hazardous incidents, some of which occur at permitted facilities. This includes reviewing Hazardous Materials Management Plans (HMMP). The HMMPs are collected from facilities storing, handling, and using hazardous materials. The HIT also does pre-planning for incidents by conducting walk-through site visits. The walk-through site visits require hours of planning and meeting with Hazardous Materials Inspectors and site representatives. The HIT also receives and maintains copies of the HMMPs for the most complex facilities such as electronic facilities, semiconductor facilities, chemical warehouses, and fuel terminals. The HIT unit also does site specific pre-planning at these complex facilities. The 1993 audit report recommended that the SJFD recover the costs of the HIT activities through fees to permitted facilities. In our opinion, this recommendation is still valid and the SJFD should evaluate whether some of the costs of maintaining the HIT should be charged to permitted facilities. Moreover, the 1993 report recommended that the SJFD and the City

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Attorney report on the feasibility of recovering some of these additional costs by restructuring the hazardous materials storage permit fees to reflect the volume and degree of hazard potential. This would allow the City to recover the costs of the Hazardous Materials Program through a fee structure that charges higher fees to facilities that pose the greatest risk to the community.

In addition, it appears that there may be other opportunities to recover the cost of some of the staff time spent on the HIT workload. However, the amount of these cost recoveries would be minimal. The City might be able to recover costs on

- Storm drain incidents from the responsible party or if none, the Storm and Sewer Fund;
- Incidents where the responsible party can be determined; and
- Frequent false alarms.

We estimate the City could recoup as much as \$42,000 with a more aggressive cost recovery program. The City would need to perform a cost/benefit analysis to determine if revenue from cost recovery would outweigh the cost of collecting those funds.

HIT Workload Analysis

We found that the HIT workload is very low and does not appear to justify a HIT dedicated primarily to responding to hazardous incidents. The HIT primarily responds to hazardous incidents and to multiple-alarm fires. We reviewed the HIT workload and found that in 2002-03, the HIT Company responded to the fewest number of incidents of any fire company in the City and its total incident workload has steadily decreased over the past five years (see Attachments 2 and 3). During 2002-03, the HIT responded to 218 HIT incidents and spent 279 hours on these incidents. This equates to the HIT devoting only 3 percent of its total available hours on HIT incidents. Of these 218 incidents, 43 incidents (20 percent) were cancelled (see Attachment 9).

Alternative HIT Deployment Patterns and Estimated Costs

We surveyed other jurisdictions and found that most do not have staff dedicated to respond to hazardous materials incidents. For example, the City of Sacramento, California has three truck companies at different fire stations that respond to both hazardous materials incidents and other types of incidents in the city and the county. The City of San Diego, California has an engine company and a truck company located at one fire station that respond primarily to fire and emergency medical calls and are also cross-trained to respond to hazardous materials incidents. The City of San Diego previously had a dedicated hazardous incident response team, but two years ago, it changed to its current cross-trained staffing configuration because of mandated budget reductions. The City of San Diego's fire/hazardous materials response teams also respond to hazardous materials response incidents in the County of San Diego jurisdiction, which covers a 380 square mile area, on a contract basis. Based on call volume or anticipated on scene time, the City of San Diego may use call back to staff its HIT rigs if the cross-trained

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companies are busy on other calls, or “moving up” to maintain fire service availability. “Moving up” refers to the moving of an available engine or truck company to a station when an engine or truck company is busy on another call.¹

We estimated the cost of the Sacramento and San Diego deployment patterns if they were used in San Jose. In addition, we have also provided the cost of another deployment alternative, which is two staff dedicated to HIT. This is how the SJFD deployed the HIT shortly after it was established in 1980. Exhibit 2 shows the current and three potential deployment alternatives and their estimated costs. The deployment alternatives shown in Exhibit 2 are not intended to be all inclusive.

Exhibit 2				
Current And Three Possible HIT Deployment Alternatives and Estimated 2004-05 Costs				
	Dedicated HIT Team Costs	Deployment Alternative 1: Two Fire Stations with HIT-trained Firefighters Similar to the Sacramento Program	Deployment Alternative 2: One Fire Station with HIT-trained Firefighters Similar to the San Diego Program	Deployment Alternative 3: One Fire Station with Two Dedicated HIT-trained Firefighters***
Personal Costs	\$1,843,336	0	0	\$994,202
Premium Pay	\$ 54,706	\$160,306	\$ 80,153	96,884
Non-Personal *	\$ 203,618	\$407,236	\$203,618	\$203,618
Overhead	\$ 508,574	\$508,574	\$508,574	\$508,574
HIT Training Overtime**	\$ 75,000	\$ 75,000	\$ 75,000	\$ 75,000
Capital Cost: One time cost of additional HIT Rig	0	\$500,000	0	0
DOT Contractual Services (Fund 446)	\$ 100,000	\$100,000	\$100,000	\$100,000
Total Costs	\$2,785,234	\$1,751,116	\$967,345	\$1,978,278

* Non-Personal includes \$97,000 in annual equipment costs for each rig, mostly from the Capital Budget.

** HIT Training Overtime funds department-wide initial and continuing HIT certification training requirements. The SJFD has about 60 firefighters certified as either HIT specialists or technicians who are assigned to HIT or provide relief HIT staffing. All firefighters permanently assigned to HIT are certified specialists.

*** Includes the estimated cost of premium pay for a Truck Company serving as back-up personnel to the two dedicated staff.

Deployment Alternative 1 is similar to the Sacramento hazardous materials response program, however, Deployment Alternative 1 assumes two fire companies instead of the three companies Sacramento uses. Deployment Alternative 2 is similar to the San Diego hazardous materials response program, however, Deployment Alternative 2 assumes one fire company instead of the two San Diego uses. The reason we assumed one company is because of San Jose’s lower level of HIT incidents when compared to San Diego.

¹ San Jose Fire Communications routinely moves up engine and truck companies during multiple alarm fires.

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Deployment Alternative 3 is based on the SJFD's HIT staffing deployment shortly after the program was established in 1980.

We should note that we developed the deployment patterns and cost estimates in Exhibit 2 for illustrative purposes only. Moreover, we did not evaluate the operational issues associated with any of the deployment patterns shown in Exhibit 2. We should also note that while we did not evaluate all of the operational issues of the above deployment alternatives, we do know that these alternatives may affect the availability of truck or HIT services. In order to increase the availability of a cross-trained HIT/truck company, the City of San Jose could select a fire truck company with a lower fire call volume. For example, Fire Station 29 currently has an engine, a truck company, and the HIT company. Truck Company 29 responded to 61 fires in 2002-03, which was the lowest call volume of any of the City's truck companies.

Conclusion

In our opinion, the SJFD, the City Manager's Office, and the City Council should consider during the 2004-05 budget deliberations whether the SJFD should continue to dedicate firefighters to respond almost exclusively to hazardous materials incidents. According to the SJFD, while it does not support HIT staff reductions, it will consider this report and the proposed staffing reductions to the HIT as part of its budget deliberations. In addition, the SJFD plans to present a proposal to recover some of the HIT program costs through an increase in hazardous materials storage fees.

Attachments

Below is a list of attachments and a summary of information in the attachments.

Attachment 1-Estimated HIT costs for 2004-2005: The estimated 2004-05 Budget funds staffing for 14 FTEs, including two positions for relief staffing. The personal and non-personal budget totals \$2.7 million. The budget includes \$100,000 from the Storm Sewer Operating Fund (Fund 446) for the annual costs of cleanup kits, pick-up, and recycling/disposal of hazardous materials.

Attachment 2 - Summary of 1998-99 through 2002-03 Number of Total Incidents for Fire Companies: The attachment shows the number of responses to incidents for all fire companies over the past five years. As shown on the attachment, HIT has the second lowest number of responses to incidents over the past five years.

Attachment 3 - Summary of 2002-03 Number of EMS, Fire, and Other Incidents for Fire Companies: The attachment shows the number of responses to incidents for all fire companies for fiscal year 2002-03. As shown on the attachment, HIT has the lowest number of responses to incidents.

APPENDIX B

Attachment 4 - Graph of 2002-03 Number of Total Incidents for Fire Companies: The graph illustrates the information in Attachment 3.

Attachment 5 - Summary of 2002-03 HIT Incidents at City or Permitted Facilities by Type of Incident: The SJFD categorizes HIT incidents by type. We listed the number of incidents by type. Based on the incident address, we also showed if the location was at a City facility or a permitted facility. Although some City facilities, such as the Airport and the Water Pollution Control Plant, are permitted facilities, we listed them as City facilities.

Attachment 6 - Number of 2002-03 HIT Incidents by Time of Day: The graph shows fewer incidents occur at night and during the early morning hours. During 2002-03, 180 incidents occurred between 8 a.m. and 9 p.m. and 35 incidents occurred between 9 p.m. and 8 a.m.

Attachment 7 - Number of 2002-03 HIT Incidents by Day of the Week: The graph shows that fewer incidents occur on the weekends. During 2002-03, nine percent of incidents occurred on Saturdays and another nine percent of incidents occurred on Sundays. Weekday incidents ranged from 13 to 19 percent, daily.

Attachment 8 - List of 2002-03 HIT Incident Information: We listed information about the 218 incidents that occurred in 2002-03 from the HIT's daily journals.

We determined

- Whether the incident occurred at a permitted or City facility.
- If it appeared that the City could be potentially reimbursed for staffing costs for time spent on incidents.
- If the incident required HIT expertise and/or equipment. We determined that all the incidents required HIT expertise and/or equipment unless the incident was cancelled or self-dispatched.
- The reason the incident required HIT expertise and/or equipment. We determined the type of reason from the description of the incident in the daily journal entries. These reasons include:
 - Air Pump to pump out remaining fuel from a vehicle. Only HIT has this equipment.
 - Chemicals Handling Knowledge & Equipment. HIT specialists are trained in handling chemicals and the HIT vehicle carries information and equipment for handling chemicals.
 - Contain, control and clean capability; truck or vehicle accidents.
 - Decontamination Equipment.
 - Detection Equipment. Only the HIT team and the Fire Department's three Urban Search and Rescue truck companies carry equipment that can measure levels of airborne materials, such as natural gas.
 - Hazardous Materials Fire.
 - Storm Drain: Testing and Cleaning of Materials Capability; Storm Drain and Sewer Maps. Anything other than rainwater flowing to a storm drain

APPENDIX B

is considered a hazardous material. The HIT can clean up materials on the surface, and calls a licensed hazardous materials contractor to clean up materials that have already flowed into the drain.

- Testing Equipment: Abandoned Chemicals.
 - Transporting of abandoned hazardous materials for storage at Fire Station 29. The HIT is licensed to transport hazardous materials. A waste hauler subsequently picks up materials on a periodic basis.
- Summary of the Daily Journal Description of the Incident.

Attachment 9 - Summary of 2002-03 HIT Incidents by Type of Reason Incident Requires HIT Expertise and/or Equipment: We listed the number of incidents, the total number of hours, and the average hours by type of incident.

Attachment 10 - Map of 2002-03 Incident Locations Requiring HIT Expertise or Equipment: We mapped the locations of 151 of the 218 incidents by type of reasons requiring HIT. The map shows that these incidents are dispersed throughout the City. The map also shows the location of Fire Station 29.

Attachment 1

HIT Estimated Costs					
04-05 Base					
FTE Costs					
				FTE	04-05
	Fire Captain	151,533		1.0	151,533
	Fire Captain	152,248		1.0	152,248
	Fire Captain	150,616		1.0	150,616
	Fire Engineer	132,582		1.0	132,582
	Fire Engineer	132,583		1.0	132,583
	Fire Engineer	132,582		1.0	132,582
	Fire Fighter	119,126		1.0	119,126
	Fire Fighter	118,571		1.0	118,571
	Fire Fighter	122,639		1.0	122,639
	Fire Fighter	119,244		1.0	119,244
	Fire Fighter	120,173		1.0	120,173
	Fire Fighter	121,699		1.0	121,699
	Fire Captain (Relief)	151,533		0.5	75,767
	FE (Relief)	132,582		0.5	66,291
	FF (Relief)	121,674		1.0	121,674
	FF Class B License premium				6,009
	HIT Premium				53,926
	HIT Premium (Relief)				780
	Total : Personal			14	1,898,042
	Overhead				508,574
4030	Safety Equipment + EMS Coat				38,861
4045	Training				11,630
4048	Vehicle Maintenance				25,958
4052	Contractual Svcs (cleanup kits, pick-up and recycling/disposal of hazardous materials)				29,825
4065	Uniform Allowance - In Personal Services Cost				
	Equipment for Rig (defibrillators, radios, SCBA tanks etc.)				97,344
	Total Non-Personal				203,618
	Sub-Total				2,610,234
	Fund 446 Share - DOT Contractual Svcs (Non-Point Source)				100,000
	(cleanup kits, pick-up and recycling/disposal of hazardous materials)				
	Total HIT Program Costs				2,710,234

Attachment 2

Summary of 1998-99 through 2002-03 Number of Total Incidents for Fire Companies

Fiscal Year	98-99	99-00	00-01	01-02	02-03	Total
E8	3,738	3,677	3,585	3,610	3,473	18,083
E2	3,309	3,341	3,427	3,421	3,369	16,867
E1	3,190	3,271	3,299	3,131	2,914	15,805
E26	2,939	3,036	3,149	3,005	2,922	15,051
E18	2,693	2,970	3,029	3,045	2,775	14,512
E16	2,764	2,742	2,820	2,706	2,499	13,531
E3	2,593	2,639	2,831	2,631	2,447	13,141
E5	2,677	2,645	2,793	2,377	2,411	12,903
E14	2,518	2,596	2,697	2,580	2,418	12,809
E4	2,311	2,553	2,703	2,624	2,473	12,664
E12	2,139	2,211	2,248	2,368	2,438	11,404
E13	2,081	2,232	2,363	2,314	1,971	10,961
E10	2,059	2,173	2,244	2,130	2,214	10,820
E9	2,010	2,138	2,251	2,160	2,058	10,617
E30	2,087	2,171	1,823	2,033	2,040	10,154
E6	1,903	1,935	1,969	2,046	1,982	9,835
E24	2,117	1,892	1,755	1,686	1,761	9,211
E17	1,662	1,884	1,832	1,784	1,739	8,901
E23	1,641	1,796	1,703	1,616	1,574	8,330
E19	1,657	1,610	1,630	1,616	1,514	8,027
E27	1,328	1,424	1,608	1,770	1,538	7,668
T2	1,448	1,485	1,581	1,565	1,495	7,574
T1	1,472	1,470	1,439	1,450	1,372	7,203
E21	1,451	1,390	1,399	1,403	1,377	7,020
E7	1,492	1,455	1,382	1,359	1,286	6,974
E29	1,239	1,512	1,538	1,293	1,141	6,723
U5	1,421	1,335	1,293	1,341	1,292	6,682
T18	1,226	1,378	1,389	1,359	1,231	6,583
T3	1,001	1,067	1,108	1,139	1,172	5,487
T14	1,057	1,009	1,002	1,032	1,022	5,122
U16	1,053	1,001	945	1,007	928	4,934
E22	967	996	979	976	942	4,860
T4	908	957	893	1,057	1,016	4,831
U13	771	902	863	1,027	1,219	4,782
E15	789	789	788	768	798	3,932
E11	776	777	704	710	789	3,756
T29	697	834	819	638	640	3,628
T9	642	680	663	763	802	3,550
E31		527	913	927	956	3,323
E20	606	552	668	488	397	2,711
E25	409	496	512	356	408	2,181
HIT29	408	326	329	327	282	1,672
E28	296	333	310	318	337	1,594
Source: SJFD						

E: Engine Company

T: Truck Company

U: Urban Search and Rescue Company (has Truck capabilities as well as Search and Rescue)

Attachment 3

Summary of 2002-03 Number of EMS, Fire, and Other Incidents for Fire Companies

COMPANY	TOTAL	EMS	FIRE	OTHER
E8	3473	2627	299	547
E2	3369	2809	283	277
E26	2922	2215	249	458
E1	2914	2136	259	519
E18	2775	2231	231	313
E16	2499	2043	232	224
E4	2473	1929	202	342
E3	2447	1893	232	322
E12	2438	1730	233	475
E14	2418	1972	184	262
E5	2411	1696	214	501
E10	2214	1520	189	505
E9	2058	1686	173	199
E30	2040	1263	245	532
E6	1982	1496	141	345
E13	1971	1448	223	300
E24	1761	1287	198	276
E17	1739	1164	188	387
E23	1574	1143	121	310
E27	1538	1070	174	294
E19	1514	1082	168	264
T2	1495	827	192	476
E21	1377	1016	155	206
T1	1372	445	213	714
U5	1292	543	136	613
E7	1286	802	142	342
T18	1231	606	166	459
U13	1219	644	130	445
T3	1172	458	204	510
E29	1141	670	102	369
T14	1022	468	112	442
T4	1016	409	142	465
E31	956	679	100	177
E22	942	683	69	190
U16	928	461	172	295
T9	802	386	131	285
E15	798	531	68	199
E11	789	648	37	104
T29	640	158	61	421
E25	408	191	56	161
E20	397	253	21	123
E28	337	201	49	87
HIT 29	282*	28	53	201

SOURCE: SJFD

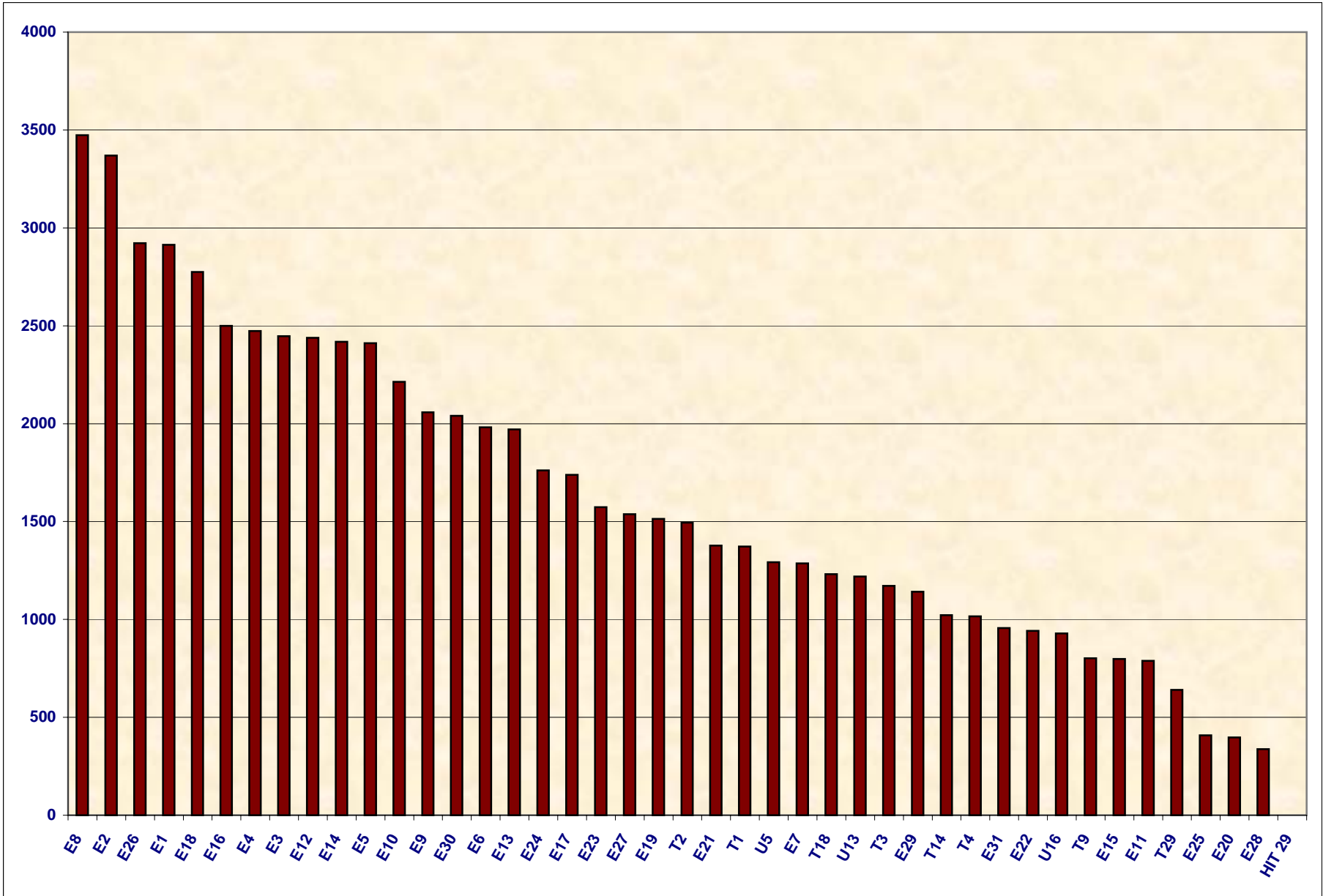
Auditor Note: Attachment 9 shows 218 hazardous materials incidents. The hazardous materials incidents may be classified as either Other, Fire, or EMS incidents.

E: Engine Company

T: Truck Company

U: Urban Search and Rescue Company (has Truck capabilities as well as Search and Rescue)

Attachment 4
Graph of 2002-03 Number of Total Incidents for Fire Companies



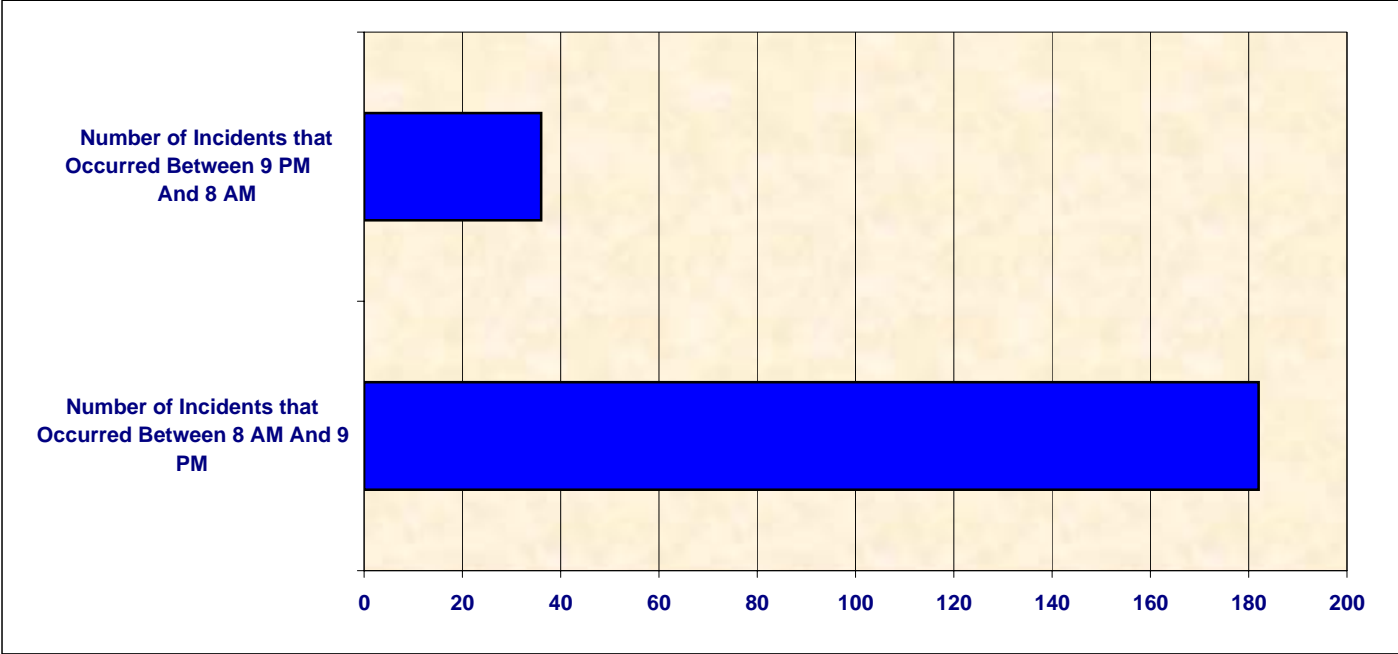
E: Engine Comany
 T: Truck Company
 U: Urban Search and Rescue Company

Attachment 5

Summary of 2002-03 HIT Incidents at City or Permitted Facilities by Type of Incident			
Type of Incident	Total Number of Incidents	Number of City Facilities	Number of Permitted Facilities
Abandoned Chemicals	19	1	1
Alarm	3	2	1
Consultation	9		2
Contamination	6		1
EMS	1		1
Explosion	5		1
Fire Hazmat	9	1	5
Fuel Spill/Leak	8		
Gas Leak	42	3	12
Hazmat Consultation	10	1	4
Illegal Dump	1		
Incident Report	2	1	
Investigation	39	2	10
Liquid Spill	45	3	6
Odor/Smell Investigation	11	1	4
Rescue	1		
Solid/Spill Release	7		1
<u>TOTAL</u>	<u>218</u>	<u>15</u>	<u>49</u>
<u>Percentage of Total</u>	<u>100.00%</u>	<u>6.88%</u>	<u>22.48%</u>

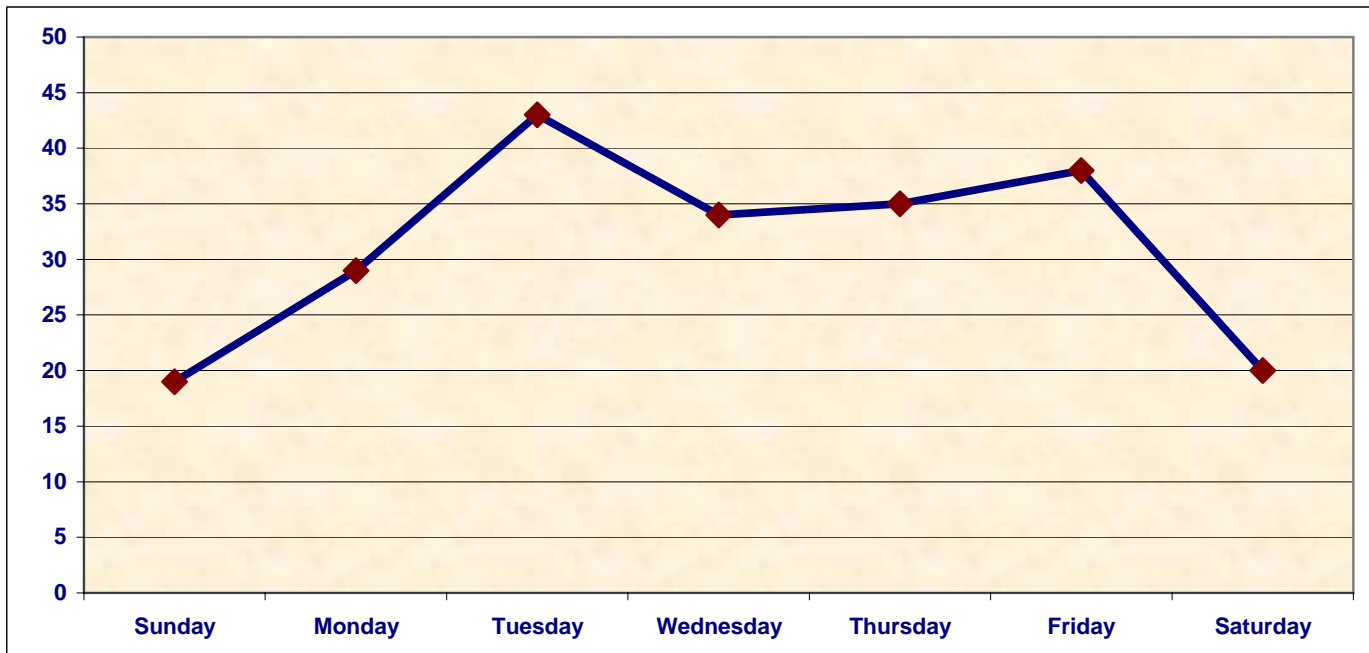
Attachment 6
Number of 2002-03 HIT Incidents By Time of Day

Number of Incidents that Occurred Between 8 AM And 9 PM	Percentage of Incidents	Number of Incidents that Occurred Between 9 PM And 8 AM	Percentage of Incidents
<u>182</u>	<u>83.11%</u>	<u>36</u>	<u>16.44%</u>



Attachment 7
Number of 2002-03 HIT Incidents By Days of the Week

Day of the Week	Number of Incidents	Percentage of Total
Sunday	19	8.72%
Monday	29	13.30%
Tuesday	43	19.72%
Wednesday	34	15.60%
Thursday	35	16.06%
Friday	38	17.43%
Saturday	20	9.17%
TOTAL	<u>218</u>	<u>100.00%</u>



**Attachment 8
List of 2002-03 HIT Incident Information**

Number of Incidents	Date	Day of the Week	Incident#	Start Time	End Time	Total Event Time	Type of Incident	Permitted Facility	Potential Reimbursement	Cancelled enroute	Requires HIT Expertise and/or Equipment (Y/N)	Reason Incident Requires HIT Expertise and/or Equipment; or Reason Cancelled	Summary of Daily Journal Description of Incident
1	10/25/2002	Friday	20514	9:06	9:12	0:06	Gas Release	N	n	Canceled enroute	N	Detection Equipment	Cancelled by Incident Commander on scene.
2	11/15/2002	Friday	24613	17:12	17:55	0:43	Natural Gas	n	n	N	N	Detection Equipment: Natural Gas Leak	Self-dispatched to natural gas release
3	8/29/2002	Thursday	10802	21:25	21:30	0:05	2nd Alarm	CF	N	Canceled enroute	N	Cancelled.	Alert 2 at airport
4	7/6/2002	Saturday	959	10:30	11:30	1:00	Contamination/ Exposure	N	N	Canceled enroute	N	Handled by Engine	HIT requested to respond to assist E28 in decontaminating divers who were doing a car recovery in the lake. HIT 29 cancelled en route by E28.
5	7/9/2002	Tuesday	1612	19:16	19:24	0:08	Consultation: Investigation	N	N	Canceled enroute	N	Handled by Engine	Item determined to be abandoned water softener cylinder.
6	7/16/2002	Tuesday	2785	8:38	8:48	0:10	Consultation: Investigation	N	N	Canceled enroute	N	Handled by Engine	Natural gas or chlorine odor investigation. Cancelled en route by E8
7	8/1/2002	Thursday	5578	13:21	13:32	0:11	Liquid/Spill Release	N	N	Canceled enroute	N	Handled by Engine	4 to 5 gallons of transmission fluid on off-ramp.
8	8/22/2002	Thursday	9495	12:08	12:16	0:08	Gas Release	Y	N	Canceled enroute	N	Handled by Engine	Broken gas main at a large retail store
9	8/28/2002	Wednesday	10617	20:39	20:52	0:13	Gas Investigation	CF	N	Canceled enroute	N	Handled by Engine	Fuel vapors on large aircraft
10	10/15/2002	Tuesday	18999	18:30	19:00	0:30	Liquid	N	N	Canceled enroute	N	Handled by Engine	Backhoe rolled over; handled by Engine
11	12/3/2002	Tuesday	27526	5:22	5:32	0:10	Investigation	y	n	Canceled enroute	N	Handled by Engine	Responded to assist E8 at explosion. HIT was cancelled by E8 on scene.
12	12/3/2002	Tuesday	27597	13:55	14:00	0:05	Fire, Haz	n	n	Canceled enroute	N	Handled by Engine	Assist station 18 and 26 en route to an unknown fire. T18 requested HIT response due to possible involvement of propane. HIT responded and was cancelled en route when E18, T18 identified the fire as residual burn from the venting of a propane truck.
13	12/14/2002	Saturday	29444	11:23	11:43	0:20	Haz Mat Alarm	Y	Maybe	Canceled enroute	N	Handled by Engine	HIT self-dispatched. Was cancelled by E23 enroute.
14	12/17/2002	Tuesday	30306	21:37	22:07	0:30	Liquid	n	n	Canceled enroute	N	Handled by Engine	Vehicle fuel leak: Handled by E22
15	12/23/2002	Monday	31405	18:48	19:38	0:50	Gas Release	n	n	Canceled enroute	N	Handled by Engine	Gas Leak at intersection of Snell & Blossom Hill: handled by E12 and PGE
16	1/14/2003	Tuesday	34951	16:18	16:25	0:07	Investigation	no	no	Cancelled	N	Handled by Engine	Package releasing smoke in a mail box. E17 called and cancelled.
17	1/18/2003	Saturday	35728	21:00	21:10	0:10	Haz Mat Alarm	Y	no	Canceled	N	Handled by Engine	HIT responded for an alarm cancelled enroute by E29 on scene.
18	2/4/2003	Tuesday	38553	12:32	12:40	0:08	Gas release	N	no	Cancelled enroute	N	Handled by Engine	Possible carbon monoxide exposure.
19	2/15/2003	Saturday	40577	13:57	14:10	0:13	odor/smell inv	Y	maybe	cancelled enroute	N	Handled by Engine	Appears to be false alarm.
20	2/24/2003	Monday	42224	23:17	23:25	0:08	odor/ smell investigation	n	n	Cancelled enroute	N	Handled by Engine	Small round glass vial broken with green liquid and a smell of sulphur. E6 handled it and HIT cancelled en route.
21	3/20/2003	Thursday	46229	11:39	12:00	0:21	Hazmat consultation	n	n	Released	N	Handled by Engine	Explosion. Release of CO2. HIT released from the scene by Battalion Chief.
22	5/21/2003	Wednesday	56522	12:59	13:06	0:07	Contamination Exposure	n	n	Cancelled enroute	N	Handled by Engine	Responded to a possible hazmat exposure. HIT was cancelled en route by E14.

**Attachment 8
List of 2002-03 HIT Incident Information**

Number of Incidents	Date	Day of the Week	Incident#	Start Time	End Time	Total Event Time	Type of Incident	Permitted Facility	Potential Reimbursement	Cancelled enroute	Requires HIT Expertise and/or Equipment (Y/N)	Reason Incident Requires HIT Expertise and/or Equipment; or Reason Cancelled	Summary of Daily Journal Description of Incident
23	6/24/2003	Tuesday	50191	17:34	17:39	0:05	Solid spill release	n	n	canceled enroute	N	Handled by Engine	HIT dispatched and cancelled en route.
24	11/17/2002	Sunday	24881	10:32	10:52	0:20	Gas Release	N	n	Canceled enroute	N	Handled by first arriving units	Smell of natural gas at large retail store; handled by first arriving units.
25	3/5/2003	Wednesday	43690	12:23	12:33	0:10	Gas release	n	n	Canceled enroute	N	Handled by first arriving units	Dispatched to assist Battalion1 at a natural gas leak. Cancelled en route.
26	6/19/2003	Thursday	61680	8:08	8:43	0:35	Gas investigation	n	n	Canceled enroute	N	Handled by first arriving units	Dispatched for natural gas smell in the FD and PD control rooms. HIT cancelled en route by Battalion1
27	6/26/2003	Thursday	63013	14:11	14:16	0:05	Gas investigation	n	n	canceled enroute	N	Handled by first arriving units	Responded to gas investigation at the request of Battalion 29. Cancelled en route.
28	12/26/2002	Thursday	31864	17:00	17:10	0:10	Gas	N	N	Canceled enroute	N	Handled by other unit.	Dispatched to broken gas line, cancelled en route.
29	7/25/2002	Thursday	4288	14:01	14:40	0:39	Liquid/Spill Release	N	N	Canceled enroute	N	Handled by Truck	Tanker truck leaked several hundred gallons of what appeared to be soapy water.
30	9/6/2002	Friday	12144	14:28	14:40	0:12	Investigation	Y	N	Canceled enroute	N	Handled by Truck	Strange odor from testing lab: no chemicals inside
31	9/24/2002	Tuesday	15373	19:08	19:30	0:22	Explosion	N	N	Canceled enroute	N	Handled by Truck	Underground explosion and fire, no hazardous materials
32	11/12/2002	Tuesday	24025	9:46	10:10	0:24	Gas Release	n	Maybe	Canceled enroute	N	Handled by Truck	Gas line ruptured by construction crew. Handled by T29 and PG&E.
33	11/28/2002	Thursday	26790	11:07	11:37	0:30	Odor/Smell	CF	n	Canceled enroute	N	Handled by Truck	Smoke investigation at SJ Airport. Cancelled on scene by B29
34	1/2/2003	Thursday	32986	12:44	12:54	0:10	Gas invest.	n	n	Canceled enroute	N	Handled by Truck	Gas investigation cancelled enroute
35	3/5/2003	Wednesday	43669	9:00	9:15	0:15	Liquid spill release	GF	n	Cancelled	N	Handled by Truck	Blue liquid in high school parking lot.
36	3/18/2003	Tuesday	45898	10:38	10:45	0:07	Investigation	n	n	Released	N	Handled by Truck	HIT to assist USAR 16: male washing off his driveway into the gutter. However, USAR 16 contacted HIT and said that they handled the call.
37	3/21/2003	Friday		15:30	16:00	0:30	Illegal dump odor/smell	n	n	Cancelled	N	Handled by Truck	Assist T1 on scene of an illegal dump of radiator fluid. Cancelled by T1.
38	5/16/2003	Friday	55531	11:00	11:30	0:30	investigation liquid spill release	n	n	Cancelled enroute	N	Handled by Truck	Monitored gas response with T9. No need for HIT to respond.
39	6/5/2003	Thursday	59270	15:02	15:06	0:04	liquid spill release	n	n	Canceled enroute	N	Handled by Truck	Leaking diesel fuel. Cancelled en route by T and E1
40	10/22/2002	Tuesday	20069	12:00	12:30	0:30	Liquid	N	N	N	N	Handled by Truck.	Oil on road from motorcycle accident. HIT happened to be passing by and assisted T1.
41	2/12/2003	Wednesday	39905	20:40	21:15	0:35	Liquid spill release	Y	no	Released	N	Handled by USAR with Detection Equipment.	Someone at retail store had used gasoline to clean the floors. HIT advised U13 to use gas detector and contact County Health if necessary. HIT released en route.
42	9/11/2002	Wednesday	13012	12:46	12:49	0:03	Investigation	N	N	Canceled enroute	N	Not required.	Tanker Truck on fire. Cancelled by Fire Communications
43	6/16/2003	Monday	61157	13:30	14:30	1:00	Investigation	N	N	N	Pick-up: Clean up capacity and storage	Transporting of abandoned materials for storage	At request of E26, picked up three abandoned 5 gallon containers of what appeared to be oil and thinner mixed together.
44	9/28/2002	Saturday	16058	18:12	19:33	1:21	Fuel	N	Maybe	N	Y	Air Pump to pump out remaining fuel from vehicle	Vehicle with gasoline leak

**Attachment 8
List of 2002-03 HIT Incident Information**

Number of Incidents	Date	Day of the Week	Incident#	Start Time	End Time	Total Event Time	Type of Incident	Permitted Facility	Potential Reimbursement	Cancelled enroute	Requires HIT Expertise and/or Equipment (Y/N)	Reason Incident Requires HIT Expertise and/or Equipment; or Reason Cancelled	Summary of Daily Journal Description of Incident
45	7/28/2002	Sunday	4870	14:59	16:18	1:19	Haz Mat	N	Maybe	N	Y	Air Pump to pump out remaining fuel from vehicle involved in accident	Gasoline spill from vehicle accident
46	9/1/2002	Sunday	11288	14:46	16:10	1:24	Liquid Spill/Release	N	Maybe	N	Y	Air Pump to pump out remaining fuel from vehicle leaking fuel	Car leaking gasoline. However, HIT did not use its air pump.
47	1/15/2003	Wednesday	35036	9:10	10:56	1:46	Fuel spill/leak	no	no	N	Y	Air Pump to pump out remaining fuel from vehicle leaking fuel	Assisted E31. Leak from a truck. HIT pumped fuel from tank.
48	7/9/2002	Tuesday	1562	15:50	16:26	0:36	Consultation: Investigation	N	N	N	Y	Chemicals Handling Knowledge & Equipment	Battery in communications room started to burn and leaked.
49	7/27/2002	Saturday	4631	9:44	10:46	1:02	Investigation	N	N	N	Y	Chemicals Handling Knowledge & Equipment	Plastic bag with liquid substance. Label said if dry will "flash". Determined to no longer be a threat since diluted with water and in resident's garage for years.
50	7/28/2002	Sunday	4895	17:57	19:10	1:13	Haz Mat	Y	Y	N	Y	Chemicals Handling Knowledge & Equipment	DUI driver had 28 gallons of film processor solution that needed to be removed before vehicle towed. Manager from company came to scene and assumed responsibility for returning company pick-up truck and chemicals.
51	7/29/2002	Monday	5015	13:47	14:14	0:27	Consultation: Investigation	Y	N	N	Y	Chemicals Handling Knowledge & Equipment	Fire in the transformer. PG&E to assist.
52	8/23/2002	Friday	9757	20:33	21:56	1:23	Explosion, Haz Mat	N	Maybe	N	Y	Chemicals Handling Knowledge & Equipment	Ammonia explosion at a plant.
53	8/23/2002	Friday	9682	12:20	13:39	1:19	Haz-Mat Consultation	N	N	N	Y	Chemicals Handling Knowledge & Equipment	Unknown substance on cars stripped paint off cars, some of the substance still on ground
54	9/14/2002	Saturday	13522	12:45	13:05	0:20	Gas Release	n	n	N	Y	Chemicals Handling Knowledge & Equipment	Freezer with broken freon line
55	9/22/2002	Sunday	14870	21:03	23:53	2:50	Investigation	N	N	N	Y	Chemicals Handling Knowledge & Equipment	Hundreds of dead fish in pond
56	11/1/2002	Friday	21818	7:00	8:00	1:00	Gas Release	n	n	N	Y	Chemicals Handling Knowledge & Equipment	Accidental mixing up bleach and drano while cleaning. T2 onscene and used gas blowers to clear scene
57	11/23/2002	Saturday	25937	14:17	15:17	1:00	Liquid/Spill Release	N	N	N	Y	Chemicals Handling Knowledge & Equipment	Raw sewage leak
58	11/27/2002	Wednesday	26640	14:25	15:05	0:40	Gas Release	CF	N	N	Y	Chemicals Handling Knowledge & Equipment	Refrigerator releasing freon at City Hall
59	12/3/2002	Tuesday	27601	14:25	17:15	2:50	Investigation	n	n	N	Y	Chemicals Handling Knowledge & Equipment	Assist E 22 with a box containing radioactive material. Crew was preparing to enter site with Radef equipment when SJFD bomb squad arrived. HIT stood by and assisted PD.
60	12/13/2002	Friday	29380	21:32	22:59	1:27	Contamination	Unk	n	N	Y	Chemicals Handling Knowledge & Equipment	Self dispatched to man splashed with chemical.
61	12/27/2002	Friday	31976	14:24	17:19	2:55	Gas Release	Y	N	N	Y	Chemicals Handling Knowledge & Equipment	Hexaflouracetone released from small bottle in lab, one person transported to hospital
62	12/29/2002	Sunday	32245	2:46	5:16	2:30	Fire, Haz	Yes	Maybe	N	Y	Chemicals Handling Knowledge & Equipment	1-foot flame from vent pipe of 10,000 gallon liquid hydrogen tank. HIT contacted tank servicing company which secured valves and flame self-extinguished.

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63	1/15/2003	Wednesday	35105	15:00	16:15	1:15	Investigation	no	no	N	Y	Chemicals Handling Knowledge & Equipment	Responded to complaint of yellow droplets dried on cars. Appeared to be pollen, but could not confirm a source. Test neutral. Because of building manager's concern that lot was at a Federal facility, HIT took samples. Subsequent lab analysis determined sample to be bee droppings.
64	1/19/2003	Sunday	35806	11:39	13:32	1:53	Liquid spill release	n	Maybe	N	Y	Chemicals Handling Knowledge & Equipment	Above tank spill.
65	1/23/2003	Wednesday	36528	22:21	22:33	0:12	Investigation	No	no	N	Y	Chemicals Handling Knowledge & Equipment	Possible plane or object crash. Unable to locate.
66	1/22/2003	Wednesday	36390	7:06	9:34	2:28	Liquid spill release	N	Maybe	N	Y	Chemicals Handling Knowledge & Equipment	Garbage truck leaking acid.
67	2/11/2003	Tuesday	39860	15:50	16:30	0:40	Investigation	N	no	N	Y	Chemicals Handling Knowledge & Equipment	Radioactive placards on construction trailer. Trailer was empty.
68	2/18/2003	Tuesday	41065	14:02	14:30	0:28	Investigantion	CF	Maybe	Released	Y	Chemicals Handling Knowledge & Equipment	Luggage with trace of TNT. Handled by Bomb Squad at Airport.
69	2/18/2003	Tuesday	41094	16:09	17:00	0:51	Investigation	N	n	N	Y	Chemicals Handling Knowledge & Equipment	Unkown material on vehicles.
70	3/7/2003	Friday	44062	13:36	14:36	1:00	Liquid spill release	n	maybe	N	Y	Chemicals Handling Knowledge & Equipment	HIT responded on request of T29. Person working on automobile with residue of auto fluids in dumpster. Fire Prevention to handle.
71	3/11/2003	Tuesday	44749	14:53	17:49	2:56	Odor/Smell Investigation	Y	Maybe	N	Y	Chemicals Handling Knowledge & Equipment	Employee exposed to Chemical agent
72	3/27/2003	Thursday	47386	15:10	19:10	4:00	Haz mat consultation	CF	Maybe	N	Y	Chemicals Handling Knowledge & Equipment	Abandoned package at airport marked "Hazardous Materials". Handled by HIT and Bomb Squad.
73	4/11/2003	Friday	49996	3:36	4:42	1:06	Fire, Haz materials involved	N	N	N	Y	Chemicals Handling Knowledge & Equipment	Diesel fuel leak resulting from fire in an area of a parking garage that houses sprinkler system
74	5/1/2003	Thursday	53124	15:02	17:00	1:58	Liquid spill	n	n	N	Y	Chemicals Handling Knowledge & Equipment	Assited T14 on a mercury spill from a broken blood pressure unit at a medical clinic. HIT cleaned the mercury with the mercury kits carried on the HIT unit. FF put on protective gear.
75	8/3/2002	Saturday	5910	8:31	10:51	2:20	Fuel Spill/Leak	No	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	Overtuned truck with load of dirt. Small leaks of fuel, oil and hydraulic fluid. No leakage from saddle tanks with 200 gallons of diesel.
76	8/5/2002	Monday	6323	10:00	10:31	0:31	Liquid Spill/Release	N	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	Truck fuel line rupture; 50-75 gallons diesel fuel, single vehicle incident at a business site. HIT also checked storm drain.
77	8/15/2002	Thursday	8296	22:48	1:38	2:50	Liquid Spill/Release	Y	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	1,000 to 4,000 gallons gasoline spill
78	8/27/2002	Tuesday	10278	4:08	6:58	2:50	Liquid Spill/Release	No	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	5 to 10 gallons of diesel spilled in dump truck accident
79	9/6/2002	Friday	12082	6:00	8:00	2:00	Liquid Spill/Release	N	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	Big rig rolled over; both saddle tanks leaking; Engine 10 had begun cleanup by putting spill bucket under tanks and put down absorbant

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80	9/26/2002	Thursday	15638	7:30	8:00	0:30	Fire, Haz	n	Maybe	Canceled enroute	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	Battery dead on HIT truck, thus no response to incident. Prepared another unit to respond to big rig on fire, response cancelled
81	10/2/2002	Wednesday	16775	23:00	0:00	1:00	Liquid	y	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	Trailer with leaking valve. Liquid was hot water to keep asphalt from solidifying.
82	12/9/2002	Monday	28656	18:35	20:46	2:11	Fuel spill/leak	n	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	100 gal fuel spill from big rig auto accident
83	2/28/2003	Friday	42801	8:53	10:45	1:52	Liquid spill release	n	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	15-20 gallons of diesel fuel spill from big rig that topped off and went up hill
84	3/18/2003	Tuesday	45882	9:25	10:32	1:07	Fuel leak and spill	n	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	10-15 gallon fuel spill from big rig saddletanks.
85	3/27/2003	Thursday	47311	8:23	10:13	1:50	Investigation	N	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	Jackknifed big rig spilled tar
86	6/3/2003	Tuesday	58943	16:20	19:01	2:41	Rescue	n	Maybe	N	Y	Contain, control and clean capability; Large Truck or Big Rig Accident	Overtuned big rig fuel spill with person trapped
87	6/4/2003	Wednesday	59115	17:09	20:30	3:21	liquid spill release	no	Maybe	N	Y	Contain, control and clean capability; Truck carrying chemicals accident	Swimming pool service truck spill
88	6/17/2003	Tuesday	61332	8:40	11:30	2:50	liquid spill release	n	Maybe	N	Y	Contain, control and clean capability; Truck carrying chemicals accident	Pesticide truck rolled over
89	12/17/2002	Tuesday	30140	6:51	9:20	2:29	Fire, Haz	N	Maybe	N	Y	Contain, control and clean capability; Vehicle Accident	Vehicle fire: catering truck with small propane tank leak
90	10/31/2002	Thursday	21637	10:00	12:30	2:30	Liquid	N	Maybe	N	Y	Contain, control and clean capability; Vehicle carrying chemicals accident	Pest control company vehicle on fire
91	3/21/2003	Friday	46367	9:50	11:45	1:55	abandoned chemicals	n	y	N	Y	Contain, control and clean capability; Vehicle Fluid Spill in Excess of 12 gallons	Received a call from LU3 for 4-5 gallon containers of waste motor oil because they did not have enough spill kits to handle the material.
92	8/20/2002	Tuesday	9250	22:27	23:25	0:58	Fuel Spill/Leak	N	Maybe	N	Y	Contain, control and clean capability; Vehicle Fuel Spill in Excess of 12 gallons	SJPD vehicle accident, fuel tank ruptured
93	1/5/2003	Sunday	33478	18:27	19:20	0:53	Liquid spill release	No	Maybe	N	Y	Contain, control and clean capability; Vehicle Fuel Spill in Excess of 12 gallons	20 gal fuel leaking from pickup truck fuel line
94	1/15/2003	Wednesday	35168	21:55	23:30	1:35	Fuel spill/leak	no	Maybe	N	Y	Contain, control and clean capability; Vehicle Fuel Spill in Excess of 12 gallons	Van with 2 fuel tanks leaking. Assist U16.

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95	12/10/2002	Tuesday	28768	12:19	16:14	3:55	Contamination	y	n	N	Y	Decontamination Equipment	Possible hydrofluoric acid exposure. Two patients were decontaminated in an emergency shower.
96	8/17/2002	Saturday	8614	15:31	20:42	5:11	Gas Investigation	Y	Maybe	N	Y	Detection Equipment	Underground explosion in area of gas station blew off street manhole covers.
97	8/18/2002	Sunday	8694	1:14	1:53	0:39	Investigation	Y	Maybe	N	Y	Detection Equipment	Monitor hydrocarbon samples again from prior incident # 8614
98	9/3/2002	Tuesday	11628	11:14	11:52	0:38	Gas	N	N	N	Y	Detection Equipment	Smell of natural gas in one room of building; no natural gas supplied in building.
99	9/4/2002	Wednesday	11783	10:01	10:15	0:14	Gas Detection	Y	Y	N	Y	Detection Equipment	False gas detection alarm
100	9/24/2002	Tuesday	15334	15:17	15:59	0:42	EMS	Y	N	N	Y	Detection Equipment	Dizziness & shortness of breath by employee after opening integrated circuit package. Determined that there was no hazard from package.
101	9/27/2002	Friday	15982	6:15	8:00	1:45	Haz Mat Alarm	y	Maybe	N	Y	Detection Equipment	False toxic gas alarm
102	10/8/2002	Tuesday	17857	19:52	22:43	2:51	Explosion	y	Maybe	N	Y	Detection Equipment	Transformer explosions
103	10/18/2002	Friday	19426	11:40	15:48	4:08	Abandoned Chemicals	N	N	N	Y	Detection Equipment	Vapors from mixed chemicals that were stored in box.
104	10/30/2002	Wednesday	21556	20:20	21:50	1:30	Odor/Smell	N	N	N	Y	Detection Equipment	Smell of gasoline or kerosene near storm drain. UT13 responded but had a problem with their meter, so HIT called to respond also. Negative readings.
105	11/6/2002	Wednesday	22796	17:31	18:56	1:25	Odor/Smell	y	n	N	Y	Detection Equipment	Disgruntled customer released stink bomb.
106	11/7/2002	Thursday	22890	5:28	7:08	1:40	Odor/Smell	y	n	N	Y	Detection Equipment	Maintenance crew had applied disinfectant deodorizer in water softener area to eliminate mildew smell.
107	11/11/2002	Monday	23854	12:37	13:10	0:33	Investigation	y	Maybe	N	Y	Detection Equipment	False hazardous materials alarm
108	11/18/2002	Monday	25016	8:25	9:30	1:05	Gas	y	Maybe	N	Y	Detection Equipment	Gas detection alarm; no gas leak
109	12/16/2002	Monday	30073	19:13	20:00	0:47	Gas	n	Maybe	N	Y	Detection Equipment	False gas detection alarm
110	12/17/2002	Tuesday	30163	9:20	13:30	4:10	Explosion	N	Maybe	N	Y	Detection Equipment	Explosion involving PG&E equipment, PG&E indicated that oil from explosion was mineral oil.
111	12/22/2002	Sunday	31186	15:29	17:30	2:01	Investigation	y	Maybe	N	Y	Detection Equipment	Hazardous materials alarm; no leak
112	1/8/2003	Wednesday	33990	19:11	22:31	3:20	Gas release	Y	Maybe	N	Y	Detection Equipment	Leaking vehicle fuel propane tank
113	1/29/2003	Wednesday	37501	17:12	20:30	3:18	Gas investigation	no	no	N	Y	Detection Equipment	HIT29 assisted E22 on a gas investigation.
114	2/1/2003	Saturday	37986	10:27	11:20	0:53	Gas release	Y	no	N	Y	Detection Equipment	Leaking 300 gallon propane tank
115	2/3/2003	Monday	38928	6:54	8:28	1:34	Gas release	CF	Maybe	N	Y	Detection Equipment	Overheated tar pot at City Corporation yard
116	2/6/2003	Thursday	38986	18:31	18:56	0:25	Odor/smell investigation	N	no	N	Y	Detection Equipment	HIT staged on gas investigation with Engine & Truck. No gas release.
117	3/10/2003	Monday	44465	23:12	0:00	0:48	Gas investigation	n	n	N	Y	Detection Equipment	Assited E8 for ground water recovery treatment system leaking air which smelled slightly of gasoline.
118	4/8/2003	Tuesday	49442	18:40	18:50	0:10	Investigation	Y	n	N	Y	Detection Equipment	Phone call from T3 on scene on report of 2 propane gas tanks both of which were found to be empty. HIT advised it was an agency's responsibility if on agency property.
119	5/14/2003	Wednesday	55200	10:04	10:54	0:50	Gas release	CF	n	N	Y	Detection Equipment	First alarm assignment. HIT used equipment to determine LE limit.

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120	5/27/2003	Tuesday	57506	0:22	2:02	1:40	Explosion	n	n	N	Y	Detection Equipment	Explosion in PG&E equipment electrical vault in manhole
121	8/3/2002	Saturday	6107	5:36	6:26	0:50	Haz Mat Alarm	N	Maybe	N	Y	Detection Equipment: Gas Leak: Alarm	False gas detection alarm
122	7/5/2002	Friday	791	11:26	11:45	0:19	Gas Investigation	n	n	N	Y	Detection Equipment: Natural Gas Leak	No natural gas leak.
123	7/11/2002	Thursday	1911	9:19	9:49	0:30	Natural Gas Release	N	Maybe	N	Y	Detection Equipment: Natural Gas Leak	Construction crew ruptured gas line. Area already secure by engine/truck company. PG&E to cap leak.
124	8/28/2002	Wednesday	10535	13:12	14:08	0:56	Gas Investigation	No	No	N	Y	Detection Equipment: Natural Gas Leak	Natural gas leak. HIT & PG&E monitoring samples showed less than 10% explosive; PG&E to locate pipe and crimp it.
125	10/12/2002	Saturday	18429	12:16	13:59	1:43	Gas	N	N	N	Y	Detection Equipment: Natural Gas Leak	Resident accidentally cut gas pipe while digging holes.
126	10/20/2002	Sunday	19766	13:30	14:30	1:00	Gas Release	Y	N	N	Y	Detection Equipment: Natural Gas Leak	Broken gas line at shopping center. Leak capped by PG&E.
127	11/19/2002	Tuesday	25204	10:57	11:46	0:49	Gas	y	no	N	Y	Detection Equipment: Natural Gas Leak	Natural gas leak. PG&E onscene to shut off gas.
128	2/13/2003	Thursday	2130	13:17	13:40	0:23	Incident report	n	y	N	Y	Detection Equipment: Natural Gas Leak	Self dispatched to natural gas odor.
129	3/28/2003	Friday	47544	13:35	14:52	1:17	Gas release	n	y	N	Y	Detection Equipment: Natural Gas Leak	Construction crew severed gas line. PG&E already on scene. No action by HIT.
130	4/8/2003	Tuesday	49340	8:54	13:47	4:53	Gas release	n	maybe	N	Y	Detection Equipment: Natural Gas Leak	Natural Gas Leak at construction site
131	4/10/2003	Thursday	49752	17:04	17:40	0:36	Gas investigation	Y	n	N	Y	Detection Equipment: Natural Gas Leak	Smell of natural gas throughout the building.
132	4/10/2003	Thursday	49777	19:14	20:14	1:00	Gas release	n	y	N	Y	Detection Equipment: Natural Gas Leak	Natural gas leak at apartment building
133	8/10/2002	Saturday	7298	13:33	14:41	1:08	Fuel Spill/Leak	N	N	N	Y	Expertise to plug vehicle leaking gasoline	Vehicle leaking gasoline
134	1/22/2003	Wednesday	20057	8:07	8:10	0:03	Alarm	Y	Maybe	Cancelled enroute	Y	Handled by Engine	Water Flow Alarm: Sprinkler system failure
135	7/12/2002	Friday	2167	16:47	18:38	1:51	Fire, Haz Mat	Y	N	N	Y	Hazardous Materials Fire	Air compressor leaking water and oil, thus vapor appears to look like black smoke.
136	11/8/2002	Friday	23362	18:46	18:56	0:10	Alarm	y	Maybe	Cancelled enroute	Y	Handled by Engine	Appears to be false hazardous materials alarm.
137	7/10/2002	Wednesday	1767	16:06	17:38	1:32	Fire	Y	N	N	Y	High Tech Firm: Fire	Fire caused by overheated unit
138	7/9/2002	Tuesday	1535	14:22	14:48	0:26	Consultation: Investigation	Y	N	N	Y	High Tech Firm: Fire Investigation	Fire Investigation, requested by Battalion29.
139	11/10/2002	Sunday	23739	19:00	19:20	0:20	Alert 2	CF	Maybe	N	Y	Chemicals Handling Knowledge & Equipment	Small aircraft can't lower landing gear.
140	3/11/2003	Tuesday	44729	13:17	14:57	1:40	Investigation	n	yes	N	Y	Private Property: Abandoned oil Process Knowledge	Dumped 50 five gallon containers of roofing materials
141	1/3/2003	Friday	33111	10:46	11:35	0:49	Investigation	No	Y	N	Y	Private Property: Soil Contamination Process knowledge	San Jose Environmental inspector found two 5 gallon containers of oil or transmission fluid. HIT assisted with information gathering. Responsible party had not cleaned up soil.
142	2/14/2003	Friday	40350	10:15	11:30	1:15	Investigation	Y	y	N	Y	Private Property: Abandoned oil Process Knowledge	Illegal dumping of large amount of motor oil. Require responsible party to clean up.

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143	7/28/2002	Sunday	4829	13:13	14:59	1:46	Investigation	N	N	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Site investigation after fire. Numerous abandoned vehicle batteries, 55 gallon metal drums, 5 gal fuel cans, ammunition. HIT checked fire ground water run-off.
144	8/5/2002	Monday	6383	15:31	19:51	4:20	Consultation: Investigation	No	Maybe	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Jackknifed gas truck. No spill. HIT covered nearby storm drain and waited for another truck to off load fuel
145	8/17/2002	Saturday	8578	12:23	13:03	0:40	Solid Spill Release	N	Maybe	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Vehicle repair residue
146	8/19/2002	Monday	8971	23:48	0:18	0:30	Investigation	N	N	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	30 paint cans dumped down the curb
147	9/13/2002	Friday	13400	14:58	15:37	0:39	Investigation	Y	Y	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Photo lab dumping liquid down courtyard drain
148	9/14/2002	Saturday	13477	0:00	0:38	0:38	Investigation	No	Maybe	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Report of employee of dialysis center dumping chemicals into storm drain
149	9/28/2002	Saturday	16031	14:26	17:22	2:56	Liquid	N	N	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Grease flowing to storm drain
150	10/18/2002	Friday	19422	10:22	11:40	1:18	Liquid	N	Maybe	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Contractor washing paint down storm drain. Call completed by USAR 16 so that HIT could respond to pending call.
151	10/21/2002	Monday	19859	5:00	6:30	1:30	Liquid	N	N	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Foam used by Engine to fight fire flowing into creek.
152	10/25/2002	Friday	20607	16:20	17:34	1:14	Liquid	N	Maybe	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Maintenance worker dumped paint down storm drain.
153	10/31/2002	Thursday	21745	20:22	0:00	3:38	Liquid	N	Maybe	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Fuel delivery, accidental overfilling. 350 gal of fuel into storm drain.
154	12/20/2002	Friday	30909	20:00	21:00	1:00	Odor/Smell	n	n	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Plumber clearing storm drain smelled oil; was not oil.
155	1/1/2003	Wednesday	32829	12:41	16:21	3:40	Liquid spill release	y	y	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Fuel spill at gas station
156	1/15/2003	Wednesday	35066	9:50	11:50	2:00	Liquid spill release	No	Yes	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Runoff from concrete sawing operation going down the gutter into storm drain system.
157	2/17/2003	Monday	40900	12:25	16:14	3:49	Liquid spill release	n	n	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Fuel Spill into Creek
158	2/20/2003	Thursday	41413	13:30	14:52	1:22	Liquid spill release	Y	Maybe	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Ford had small leak. Approx 1/2 gallon in the storm drain and 2 gallons in the gutter.
159	5/6/2003	Tuesday	53973	16:26	17:45	1:19	Liquid spill release	n	y	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Paint spill.

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160	5/12/2003	Monday	54870	12:25	14:15	1:50	Liquid spill release	N	y	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Retail hardware store washing down paint into storm drain.
161	5/12/2003	Monday	54911	16:53	18:20	1:27	liquid spill release	N	y	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Oil spill from a restaurant.
162	5/19/2003	Monday	56190	19:23	20:45	1:22	Liquid spill release	CF	maybe	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Jet fuel spill at airport.
163	6/13/2003	Friday	40197	15:47	17:32	1:45	Investigation	Y	n	N	Y	Storm Drain: Testing and Cleaning of Materials Capability; Maps	Assisted Santa Clara's HIT with tracking down a release. Possible release could travel from Santa Clara to San Jose through storm drain.
164	7/3/2002	Wednesday	413	8:49	15:35	6:46	Liquid Spill/Release	n	N	N	Y	Testing Equipment: Abandoned Chemicals	Abandoned chemicals from possible illegal drug lab.
165	7/7/2002	Sunday	1143	14:11	14:46	0:35	Consultation: Investigation	N	N	N	Y	Testing Equipment: Abandoned Chemicals	Four abandoned 5-gallon containers found at a fire scene. Determined to contain water and latex paint.
166	7/7/2002	Sunday	1192	18:41	19:17	0:36	Consultation: Investigation	N	N	N	Y	Testing Equipment: Abandoned Chemicals	Possible drug lab. Determined to be dripping bird feeder liquid.
167	8/2/2002	Friday	5751	12:00	14:00	2:00	Solid Spill Release	N	N	N	Y	Testing Equipment: Abandoned Chemicals	Possible drug lab supplies dumping. Two 5 gallon buckets containing white powder. Tests negative.
168	8/7/2002	Wednesday	6701	10:11	10:48	0:37	Consultation: Investigation	No	No	N	Y	Testing Equipment: Abandoned Chemicals	15 to 20 plastic containers with residual chemicals appeared to have fallen out of truck. Hydrofluoric acid/sulfuric acid
169	8/8/2002	Thursday	6929	14:09	14:55	0:46	Investigation	N	N	N	Y	Testing Equipment: Abandoned Chemicals	Call regarding white powder. Determined to be flaky white liquid paper on an envelope; tests negative.
170	8/29/2002	Thursday	10690	10:29	11:58	1:29	Investigation	Y	N	N	Y	Testing Equipment: Abandoned Chemicals	8 unknown containers left near dumpster
171	9/16/2002	Monday	13869	12:00	13:13	1:13	Abandoned Chemicals	N	Y	N	Y	Testing Equipment: Abandoned Chemicals	Abandoned chemicals
172	9/20/2002	Friday	14703	23:15	23:47	0:32	Investigation	CF	N	N	Y	Testing Equipment: Abandoned Chemicals	White powder at airport, test negative; safe for custodian to clean up
173	9/27/2002	Friday	15912	18:00	20:30	2:30	Investigation	N	N	N	Y	Testing Equipment: Abandoned Chemicals	Resident recieved package with toy with white powder. Negative for anthrax
174	10/16/2002	Wednesday	19116	14:56	16:15	1:19	Investigation	N	n	Unk	Y	Testing Equipment: Abandoned Chemicals	Abandoned chemicals
175	10/19/2002	Saturday	19593	10:30	11:30	1:00	Investigation	N	N	N	Y	Testing Equipment: Abandoned Chemicals	Abandoned 5 gallon container sulfuric acid
176	10/25/2002	Friday	20547	11:42	12:35	0:53	Liquid	Yes	N	N	Y	Testing Equipment: Abandoned Chemicals	Spill at old chemistry lab at high school that was being renovated. Tests negative.
177	10/29/2002	Tuesday	21255	11:00	12:30	1:30	Solid	N	N	N	Y	Testing Equipment: Abandoned Chemicals	Leaking container of possible cyanic acid found on private property. Instructed property manager to keep area secure and arrange for clean up and disposal.
178	11/1/2002	Friday	21883	14:16	14:46	0:30	Solid	n	n	Unk	Y	Testing Equipment: Abandoned Chemicals	Red and white powder on road.
179	11/17/2002	Sunday	24921	16:45	17:25	0:40	Investigation	N	n	N	Y	Testing Equipment: Abandoned Chemicals	Determined that material was rain water in a mismarked 55 gal drum.
180	11/18/2002	Monday	25032	10:21	11:45	1:24	Abandoned	N	n	N	Y	Testing Equipment: Abandoned Chemicals	Abandoned methamphetamine lab waste

**Attachment 8
List of 2002-03 HIT Incident Information**

Number of Incidents	Date	Day of the Week	Incident#	Start Time	End Time	Total Event Time	Type of Incident	Permitted Facility	Potential Reimbursement	Cancelled enroute	Requires HIT Expertise and/or Equipment (Y/N)	Reason Incident Requires HIT Expertise and/or Equipment; or Reason Cancelled	Summary of Daily Journal Description of Incident
181	11/26/2002	Tuesday	26425	10:45	11:25	0:40	Abandoned Chemicals	n	n	N	Y	Testing Equipment: Abandoned Chemicals	Abandoned 5 gallon container of fluid determined to be urine mixed with detergent.
182	1/6/2003	Monday	60081	13:50	16:25	2:35	Abandoned chemicals	N	Y	N	Y	Testing Equipment: Abandoned Chemicals	16 five-gallon containers of abandoned industrial cleaning chemicals.
183	1/15/2003	Wednesday	35159	19:55	21:55	2:00	Odor/smell investigation	No	no	N	Y	Testing Equipment: Abandoned Chemicals	Possible drug lab
184	1/20/2003	Monday	35958	9:11	11:00	1:49	Liquid spill release	Y	maybe	N	Y	Testing Equipment: Abandoned Chemicals	Was an illegal dumping call. On investigation HIT found that in the 55 gallon drums were some one gallon paint and stain containers.
185	1/21/2003	Tuesday	36174	17:20	18:50	1:30	Abandoned chemicals	No	No	N	Y	Testing Equipment: Abandoned Chemicals	Responded to investigate a plastic 55 gallon drum.
186	1/21/2003	Tuesday	35156	15:30	16:30	1:00	Abandoned chemicals	No	maybe	N	Y	Testing Equipment: Abandoned Chemicals	5 gallon abandoned container labeled Morline. Container bagged and sent to Station 29
187	1/30/2003	Thursday	37643	10:15	13:10	2:55	abandoned chemicals	no	no	N	Y	Testing Equipment: Abandoned Chemicals	Abandoned mini methamphetamine lab in suit case
188	2/4/2003	Tuesday	38534	10:27	12:32	2:05	Solid spill release	Y	no	N	Y	Testing Equipment: Abandoned Chemicals	White powder and an employee displaying a burning sensation on her hands. Test negative.
189	2/10/2003	Monday	39698	17:14	19:41	2:27	Abandoned chemicals	No	No	N	Y	Testing Equipment: Abandoned Chemicals	Suspected methamphetamine lab. Assisted E2. HIT released E2 and assumed incident command.
190	2/13/2003	Thursday	40239	18:10	19:15	1:05	Incident report	CF	no	N	Y	Testing Equipment: Abandoned Chemicals	White powder at airport from a hand squeeze ball. Tests negative.
191	2/15/2003	Saturday	40625	17:55	18:39	0:44	Contamination exposure	no	no	N	Y	Testing Equipment: Abandoned Chemicals	Abandoned yellow bags marked hazardous waste and containing emergency response suits. HIT tested suits; negative results. Determined that suits had been stolen earlier from a high tech firm.
192	2/21/2003	Friday	41606	15:05	15:44	0:39	investigation	n	n	N	Y	Testing Equipment: Abandoned Chemicals	Assisted E25 on an abandoned 55 gallon drum. HIT tested contents and found them to be negative.
193	3/12/2003	Wednesday	44897	14:00	20:20	6:20	Liquid spill release	n	yes	N	Y	Testing Equipment: Abandoned Chemicals	Illegal dump of 37 Five gallon containers: 22 with items such as paint and 15 empty
194	4/7/2003	Monday	49166	9:51	11:02	1:11	Abandoned chemicals	Y	n	N	Y	Testing Equipment: Abandoned Chemicals	Two abandoned de-ionized water cylinders.
195	4/17/2003	Thursday	50895	14:38	15:30	0:52	Investigation	n	n	N	Y	Testing Equipment: Abandoned Chemicals	Received a call from E7 with a 55 gallon drum of unknown material. Material found to be non-hazardous.
196	5/2/2003	Friday	53337	20:30	21:00	0:30	Meth lab	n	n	N	Y	Testing Equipment: Abandoned Chemicals	HIT responded to assist T 29 with possible methamphetamine lab
197	5/2/2003	Friday	53371	3:45	4:45	1:00	Meth lab	n	n	N	Y	Testing Equipment: Abandoned Chemicals	HIT responded to assist E19 as a reference for a possible methamphetamine lab.
198	5/14/2003	Wednesday	55194	9:10	9:20	0:10	haz mat consultation	n	n	N	Y	Testing Equipment: Abandoned Chemicals	Call from E5 on several barrels of material marked non hazardous waste. HIT to check out at its convenience.
199	6/2/2003	Monday	58823	23:07	0:00	0:53	Abandoned chemicals	CF	n	N	Y	Testing Equipment: Abandoned Chemicals	Assist USAR5 on scene at the airport to assist with suspicious package discovery. Determined to contain liquid cheese.
200	6/2/2003	Monday	58783	19:11	20:11	1:00	Fire haz materials involved	CF	n	N	Y	Testing Equipment: Abandoned Chemicals	Grass fire endangering a number of 55 gallon drums. Drums contained waste products from recent Hwy 87 construction
201	6/4/2003	Wednesday	59101	15:01	16:51	1:50	Abandoned Chemicals	N	Maybe	N	Y	Testing Equipment: Abandoned Chemicals	2 five gallon containers abandoned chemicals: Carboxylic Acid

**Attachment 8
List of 2002-03 HIT Incident Information**

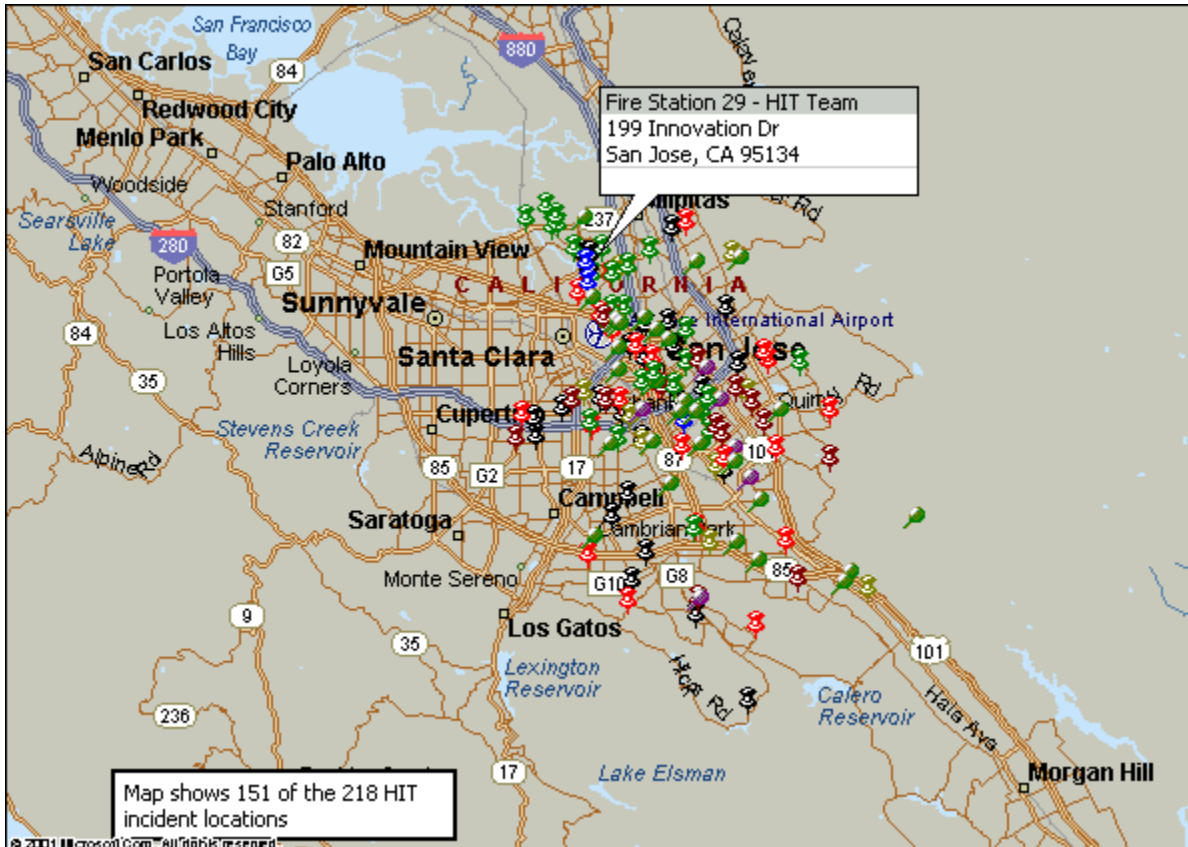
Number of Incidents	Date	Day of the Week	Incident#	Start Time	End Time	Total Event Time	Type of Incident	Permitted Facility	Potential Reimbursement	Cancelled enroute	Requires HIT Expertise and/or Equipment (Y/N)	Reason Incident Requires HIT Expertise and/or Equipment; or Reason Cancelled	Summary of Daily Journal Description of Incident
202	6/6/2003	Friday	59414	11:28	12:02	0:34	Investigation White Powder	Y	N	N	Y	Testing Equipment: Abandoned Chemicals	White powder found in elevator. Appears to be material found in dry chemical extinguisher. Advised building manager on how to clean it up.
203	6/6/2003	Friday	59426	12:57	13:30	0:33	Investigation of abandoned paint	n	y	N	Y	Testing Equipment: Abandoned Chemicals	Possible hazardous materials. Abandoned 15 gallon paint containers.
204	6/16/2003	Sunday	61150	10:47	11:19	0:32	Investigation Abandoned Chemicals	n	n	N	Y	Testing Equipment: Abandoned Chemicals	Resident found a small package with 20-30 gms of a caramel brown substance. No symptoms or injuries to resident. Package turned over to S.J.P.D.
205	8/22/2002	Thursday	9449	8:01	8:53	0:52	Abandoned Chemicals	N	N	N	Y	Transporting of abandoned materials for storage	5 abandoned 5 gallon containers of used motor oil and anti-freeze
206	10/24/2002	Thursday	20401	14:00	14:30	0:30	Abandoned Chemicals	N	N	N	Y	Transporting of abandoned materials for storage	Phone consultation. E5 found sealed waste paint materials. HIT to pick up.
207	11/17/2002	Sunday	24515	12:00	13:00	1:00	Abandoned Chemicals	n	n	N	Y	Transporting of abandoned materials for storage	Picked up waste from Station 8 incident: cooking grease in buckets.
208	11/28/2002	Thursday	26831	18:51	19:36	0:45	Abandoned Chemicals	N	n	N	Y	Transporting of abandoned materials for storage	Responded to Station 22 to pick up chemicals left by a resident who picked them up at a park. Pick up by haz mat contractor for disposal.
209	12/11/2002	Wednesday	28908	9:27	10:06	0:39	Abandoned Chemicals	N	Maybe	N	Y	Transporting of abandoned materials for storage	Environmental Services Officer found 5 gallon containers labeled Aqua ammonia. HIT bagged them for the haz mat contractor to pick up for disposal.
210	1/11/2003	Saturday	34523	0:43	2:15	1:32	Liquid spill release	No	No	N	Y	Transporting of abandoned materials for storage	Abandoned waste oil in 7 gallon container dumped on the road. Engine had cleaned up area.
211	5/12/2003	Monday	54836	9:50	10:30	0:40	Abandoned chemicals	n	n	N	Y	Transporting of abandoned materials for storage	HIT received a call from Light Unit 3 for paint buckets and a can of kerosene left by the side of the road.
212	5/19/2003	Monday	56060	8:00	9:00	1:00	liquid spill release	n	n	N	Y	Transporting of abandoned materials for storage	Abandoned 55 gallon drum of used cooking grease. HIT called the haz mat contractor for pick up and disposal.
213	12/1/2002	Sunday	27344	20:05		0:15	Contamination	Unk	Unk	Unk	Y	Unknown	Journal page missing
214	9/18/2002	Wednesday	14163			0:52	Liquid	Unk	Unk	Unk	Y	Unknown	Journal page missing
215	11/21/2002	Thursday	25601	12:39		0:21	Liquid	Unk	Unk	Unk	Y	Unknown	Journal page missing
216	2/3/2003	Monday	38340	11:50		1:20	Solid	Unk	Unk	Unk	Y	Unknown	Journal page missing
217	2/4/2003	Tuesday	38495	5:52		2:15	Gas release	Unk	Unk	Unk	Y	Unknown	Journal page missing
218	2/6/2003	Thursday	38892	9:20		1:10	Gas release	Unk	Unk	Unk	Y	Unknown	Journal page missing
Total Incident Hours						278:51:00							

Attachment 9

2002-03 Summary of HIT Incidents by Type of Reason Incident Required HIT Expertise and/or Equipment					
Reason Incident Required HIT Expertise and/or Equipment	Number of Incidents	% of Total Incidents	Total Hours by Type of Incident	% of Total Time	Average Hours per Type of Incident
Air Pump to pump out remaining fuel from vehicle involved in accident	4	2%	5:50:00	2%	1:27:30
Cancelled: Handled by Other Units	43	20%	12:09:00	4%	0:16:57
Chemicals Handling Knowledge & Equipment	28	13%	40:39:00	15%	1:27:06
Contain, control and clean capability; Truck or Vehicle Accidents	21	10%	39:21:00	14%	1:52:26
Decontamination Equipment	1	0%	3:55:00	1%	3:55:00
Detection Equipment	38	17%	57:16:00	21%	1:30:25
Hazardous Materials Fire	3	1%	3:49:00	1%	1:16:20
Unknown	6	3%	6:13:00	2%	1:02:10
Storm Drain: Testing and Cleaning of Materials Capability; Maps	21	10%	38:43:00	14%	1:50:37
Testing Equipment: Abandoned Chemicals	44	20%	62:58:00	23%	1:25:52
Transporting of abandoned materials for storage	9	4%	7:58:00	3%	0:53:07
Total HIT Incidents	218	100%	278:51:00	100%	1:16:45

ATTACHMENT 10

2002-03 Map of HIT Incident Locations by Type of Reason Incident Required HIT



Pushpins

- ▲ Fire Station 29 - HIT Team Location

Reason Incident Requires HIT by Street Address

- ⌘ Canceled: Handled by Other Units
- ⌘ Chemicals Handling Knowledge & Equipment
- ⌘ Contain, control and clean capability; Truck or other vehicle
- ⌘ Detection Equipment
- ⌘ Hazardous Materials Fire
- ⌘ Storm Drain: Testing and Cleaning of Materials Capability; Maps
- ⌘ Testing Equipment: Abandoned Chemicals
- ⌘ Transporting of abandoned materials for storage