

FIRE DEPARTMENT

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

FIRE

The San José Fire Department provides fire suppression, emergency medical (EMS), prevention and disaster preparedness services to residents and visitors in San José's incorporated and the County of Santa Clara's unincorporated areas, totaling approximately 200 square miles. Other fire prevention services include regulatory enforcement of fire and hazardous materials codes through inspection activities and construction plan reviews for residents and businesses. The Office of Emergency Services engages in emergency planning, preparedness curriculum development and training, and maintains the City's Emergency Operations Center.

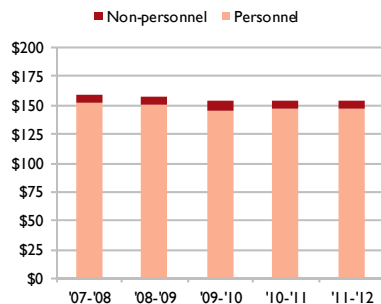
In 2011-12, the Fire Department's operating expenditures were \$154.3 million*, slightly higher than 2010-11 and about 3 percent more than five years ago. There were 752 authorized positions in the Fire Department, or about 2.4 percent less than in 2010-11.

*Does not include \$10.9 million in Citywide expenses spent by the Fire Department, including \$5.9 million on workers' compensation claims (up from \$5.8 million in 2010-11).

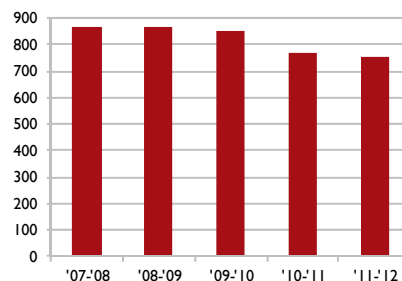
KEY FACTS (2011-12)

Fire stations	33
Engine companies	30
Truck companies	9
Urban search and rescue companies	1
Hazardous Incident Team (HIT) units	1
San José Prepared! Graduates (Emergency Preparedness & Planning)	
2-hour Disaster Preparedness course graduates	1,276
20-hour Community Emergency Response Training (CERT) graduates	112
Emergency Incidents	52,364
Emergency Medical Incidents	49,320
Fires	1,765
Estimated Initial Fire Inspections	7,000

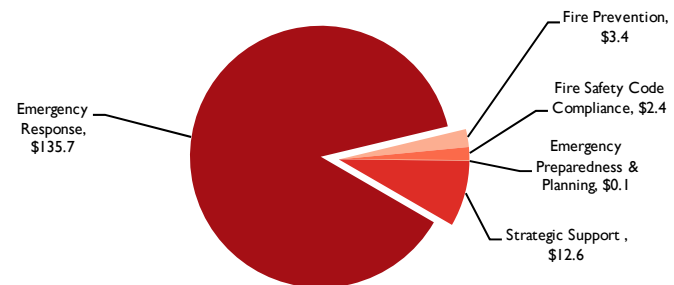
Fire Department Budget (\$millions)



Fire Department Authorized Positions



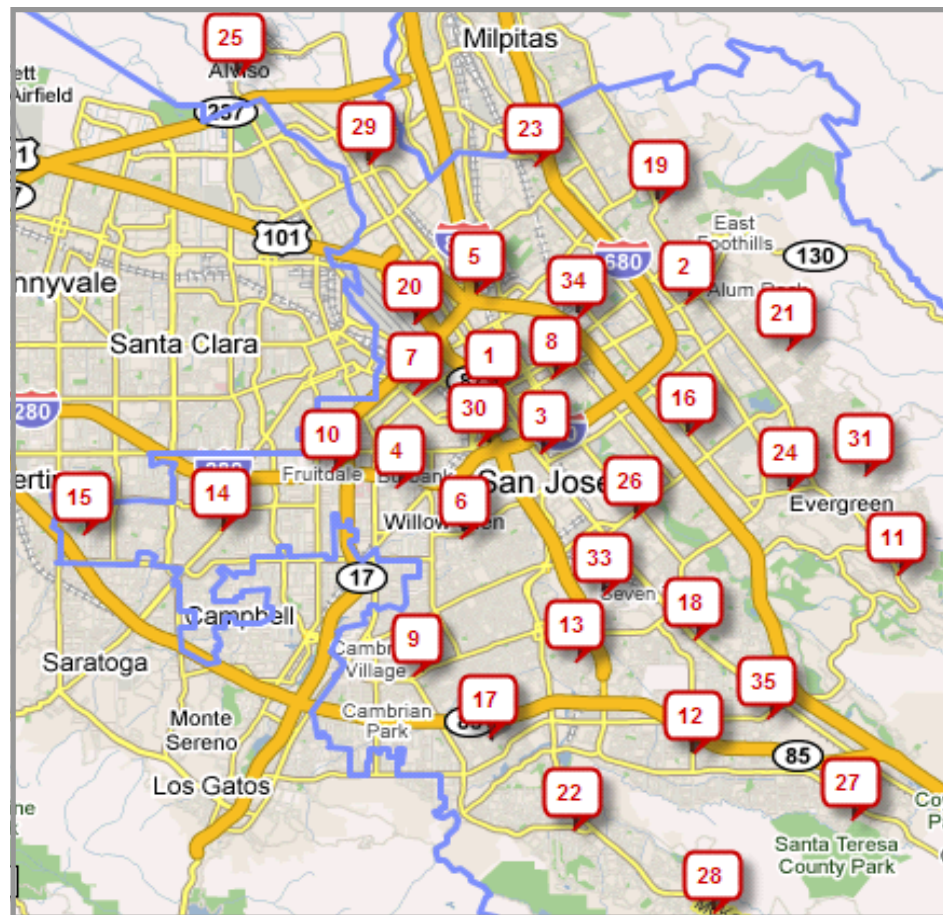
Fire Department 2011-12 Expenditures by Service (\$millions)



At the end of 2010-11, the City accepted a federal Staffing for Adequate Fire and Emergency Response (SAFER) grant that restored 49 positions in the Fire Department with SAFER funding through June 2013. This allowed the Department to staff an Engine Company that was previously identified for elimination, as well as 13 positions at the Airport.

The Department implemented a Flexible Brown-Out Plan to allow up to 2 fire companies to be subject to brown-outs each day. In May 2012, the Department implemented a Squad Pilot Program in which 2-person squads in smaller vehicles are dispatched to lower priority calls. This frees engine and truck companies to respond to higher priority calls. The pilot program will operate for one year while its effectiveness is evaluated.

City of San José—Map of Fire Stations by Station



THE NATIONAL CITIZEN SURVEY™

80% of residents surveyed rated San José’s fire services as “excellent” or “good”.

91% of residents surveyed rated their contact with the San José Fire Department as “excellent” or “good”.

73% of residents surveyed rated ambulance or emergency medical services as “excellent” or “good”.

55% of residents surveyed rated San José’s fire prevention and education as “excellent” or “good”.

37% of residents surveyed rated San José’s emergency preparedness as “excellent” or “good”.

Emergency Medical Services (EMS)

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

FIRE

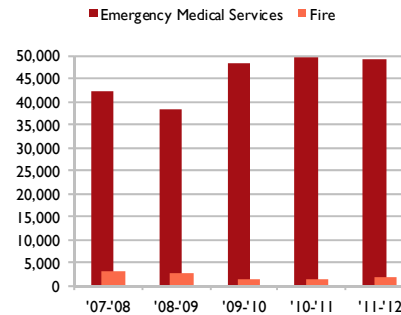
EMERGENCY RESPONSE

In 2011-12, the Fire Department responded to 52,364 emergency incidents (requiring the use of red lights and sirens); 94 percent of which were medical emergencies (49,320). Medical emergencies in 2011-12 reflected a 16 percent increase from five years ago. There were 1,765 emergency responses to fires in 2011-12, up 12 percent from 2010-11, but down 43 percent from five years ago. There were also 9,929 non-emergency responses, up 1 percent from last year. A breakdown of all incidents by fire station is provided below.

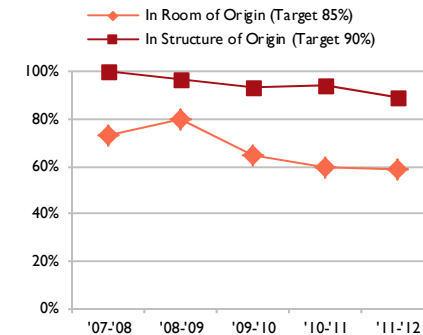
In 2011-12, the Department was able to contain 59 percent of fires to the room of origin; this was below the containment target of 85 percent. Fires that extend beyond the room of origin typically result in significantly more injuries, deaths, and property loss. For the first time in seven years, the Department did not meet its target of 90 percent of fires contained in the structure of origin (actual: 89 percent).

There were 34 civilian fire injuries in 2011-12—this is the same as 2010-11, but is down 23 percent from 2009-10. According to the National Fire Protection Association (NFPA) comparisons, San José has experienced lower fire-related death and injury rates per million population than the western United States and national averages over the past three years.

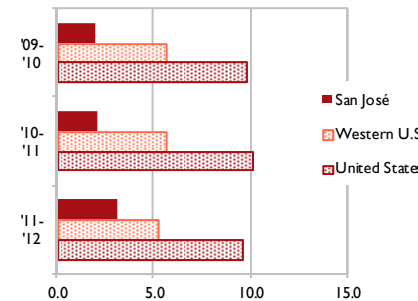
Emergency Incidents



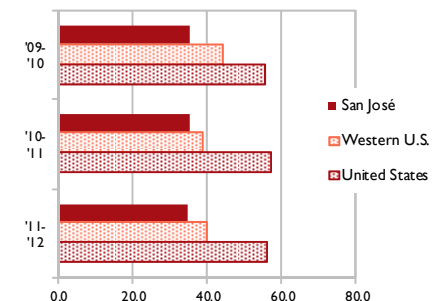
Percent of Fires Contained



Civilian Fire Deaths per Million Population



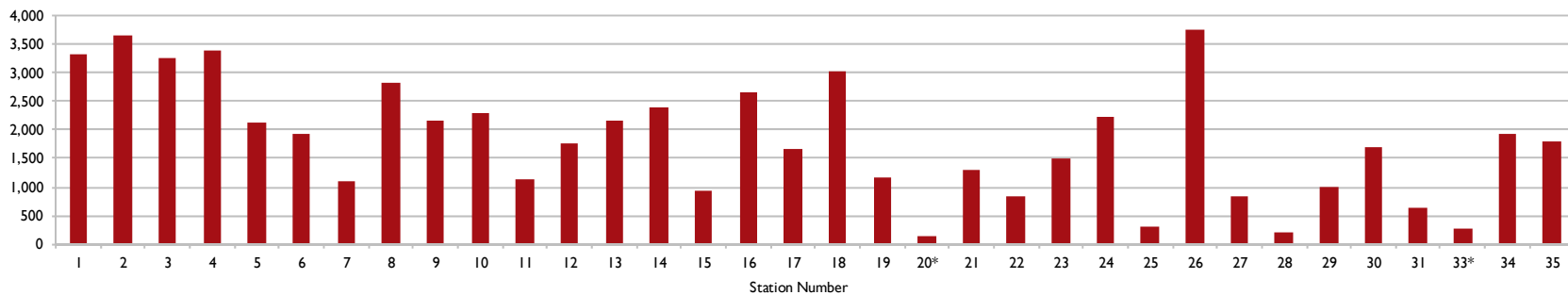
Civilian Fire Injuries per Million Population



Source: National Fire Protection Association, 2011

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Incidents by Fire Station (2011-12)



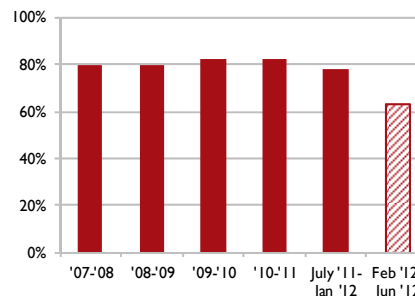
* Fire Station #20 dedicated to Mineta San José International Airport. Fire Station #33 closed in August 2010. Incidents within the district of Station #33 handled by other stations. Fire Station #32 reserved for Coyote Valley, pending future development.

EMERGENCY RESPONSE (continued)

The Department’s resource deployment plan defines how response time performance is measured for responding units. Three of the measures that are regularly reported include: how quickly a responding unit arrives after receiving a 9-1-1 call, how quickly the second unit arrives after a 9-1-1 call, and how often the “first due” or assigned company is available for calls in the response area.

- In the first seven months of 2011-12, the Department reported that 78.3 percent of initial responding units arrived within 8 minutes from time of dispatch. This was a decline from 82.1 percent in 2010-11.
- According to the Department, the methodology changed for calculating response time in February 2012 to include some previously uncounted call processing time (see text box to the right). Between February 2012 and June 2012, the Department reported that 63.8 percent of initial responding units arrived within 8 minutes (including some previously uncounted call processing time). A breakdown of response time by station is provided below.
- The Department reported that 91 percent of second response units arrived within 10 minutes in 2011-12 (target: 80 percent).
- 96 percent of all emergencies (medical, fire, etc.) in 2011-12 were handled by units assigned to their respective districts (target: 85 percent).

% of Time Initial Responding Unit Arrives within 8 Minutes



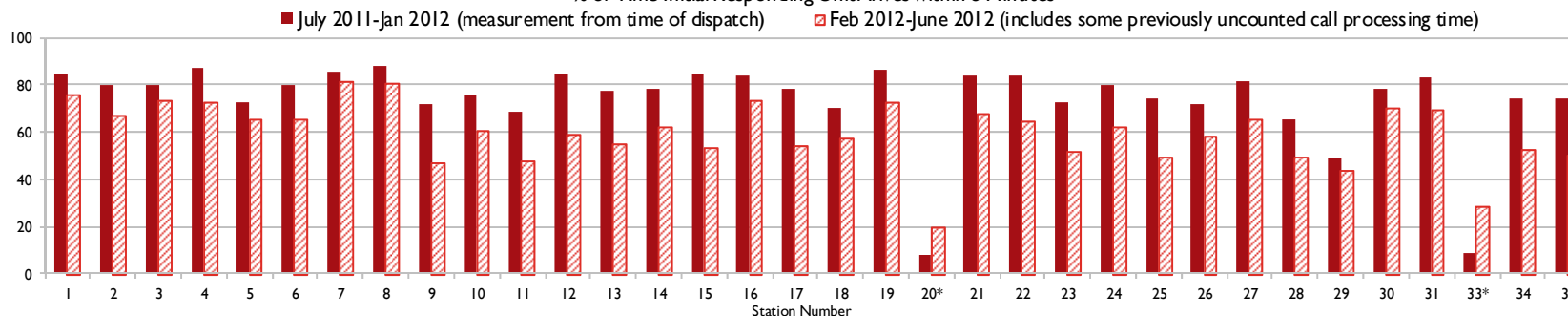
According to the Department, the methodology changed for calculating response time in February 2012. Data from prior years may not be comparable.

Reporting of Response Time Data

In February 2012, the Fire Department began including some previously uncounted “call processing time” in its calculation of response time. The National Fire Protection Association recommends including call processing time in the measurement of total response time. Prior to February 2012, the response time calculation began at the point in time when a fire company was dispatched. This change increases reported response time, but does not change actual response time. In addition to this methodology change, the Department advises that it is working to solve long-term underlying issues related to the collection of response time data and the tracking of emergency incidents.

Emergency Response Time by Station

% of Time Initial Responding Unit Arrives within 8 Minutes**



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

FIRE

FIRE PREVENTION

Fire Prevention provides regulatory enforcement of fire and hazardous materials codes, investigates fire cause, and educates the community to reduce injuries, loss of life, and property damage from fires and other accidents. In 2011-12, the Department performed an estimated 7000 initial fire inspections, many of which were conducted by firefighters. The remainder were conducted by fire prevention staff. An estimated 70 percent of initial inspections did not require a follow-up inspection to re-check code violations.*

Fire Prevention also conducts investigations based on complaints received about residents or businesses. In 2011-12, 111 complaints were investigated.

Fire investigators conducted 305 arson investigations in 2011-12; 173 of those investigations were determined to be arson. There were 66 arson fires in structures in 2011-12, resulting in a dollar loss of \$1.7 million.

*Numbers reflect best available data. The City Auditor is currently conducting an audit of the Bureau of Fire Prevention.

FIRE SAFETY CODE COMPLIANCE (DEVELOPMENT SERVICES)

Fire Safety Code Compliance enforces the City's Fire and Health and Safety Codes during the plan review and inspection processes, in coordination with the Development Services partners in the Permit Center (see *Planning, Building & Code Enforcement Department*). In 2011-12, 4,088 fire plan checks and 4,830 inspections were performed for Development Services customers. 100 percent of inspections in 2011-12 were completed within the 24-hour target. Revenues from the Fire Department's Development Fee exceeded the modified budget estimate by \$255,000, resulting in a corresponding increase to the Fire Fee Reserve.

The **Development Services partners** in the Permit Center are:

- Planning, Building & Code Enforcement Department (see *PBCE section*)
- Fire Department
- Public Works Department (See *Public Works section*)

