

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.

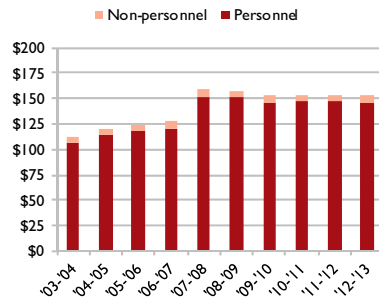
In 2012-13, the Fire Department's operating expenditures were \$152.6 million,* slightly lower than 2011-12 but about \$10 million above the average for the last ten years. There were 763 authorized positions in the Fire Department, which is below the average of 819 over the past ten years.

*Does not include \$9.4 million in Citywide expenses spent by the Fire Department, including \$6.9 million on workers' compensation claims (up from \$5.9 million in 2011-12).

KEY FACTS (2012-13)

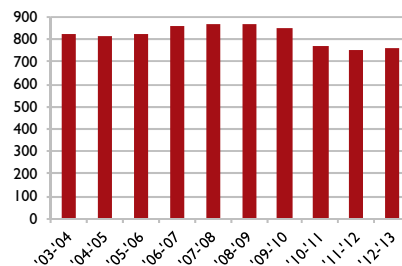
Fire stations	33
Engine companies	30
Truck companies	9
Urban search and rescue companies	1
Hazardous Incident Team (HIT) units	1
San José Prepared! Graduates (Emergency Preparedness & Planning)	
2-hour Disaster Preparedness course graduates	872
20-hour Community Emergency Response Training (CERT) graduates	57
Emergency Incidents	55,500
Emergency Medical Incidents	52,200
Fires	2,000
Initial Fire Inspections Performed	10,000

Fire Department Budget (\$millions)

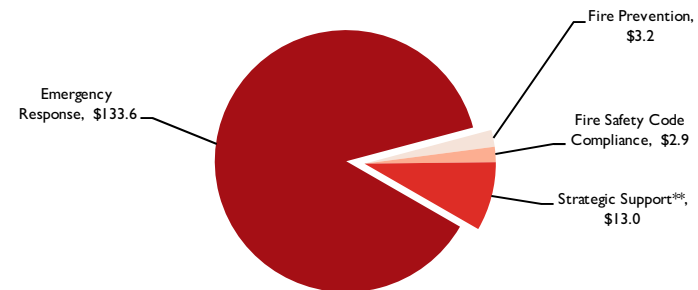


NOTE: Beginning in 2009-10, the Office of Emergency Services consolidated into the Fire Department.

Fire Department Authorized Positions



Fire Department 2012-13 Expenditures by Service (\$millions)



** As of 2012-13, Emergency Preparedness and Planning is included in the Strategic Support core service.

THE NATIONAL CITIZEN SURVEY™

81% of residents surveyed rated San José's fire services as "excellent" or "good".

80% 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".

52% of residents surveyed rated San José's fire prevention and education as "excellent" or "good".

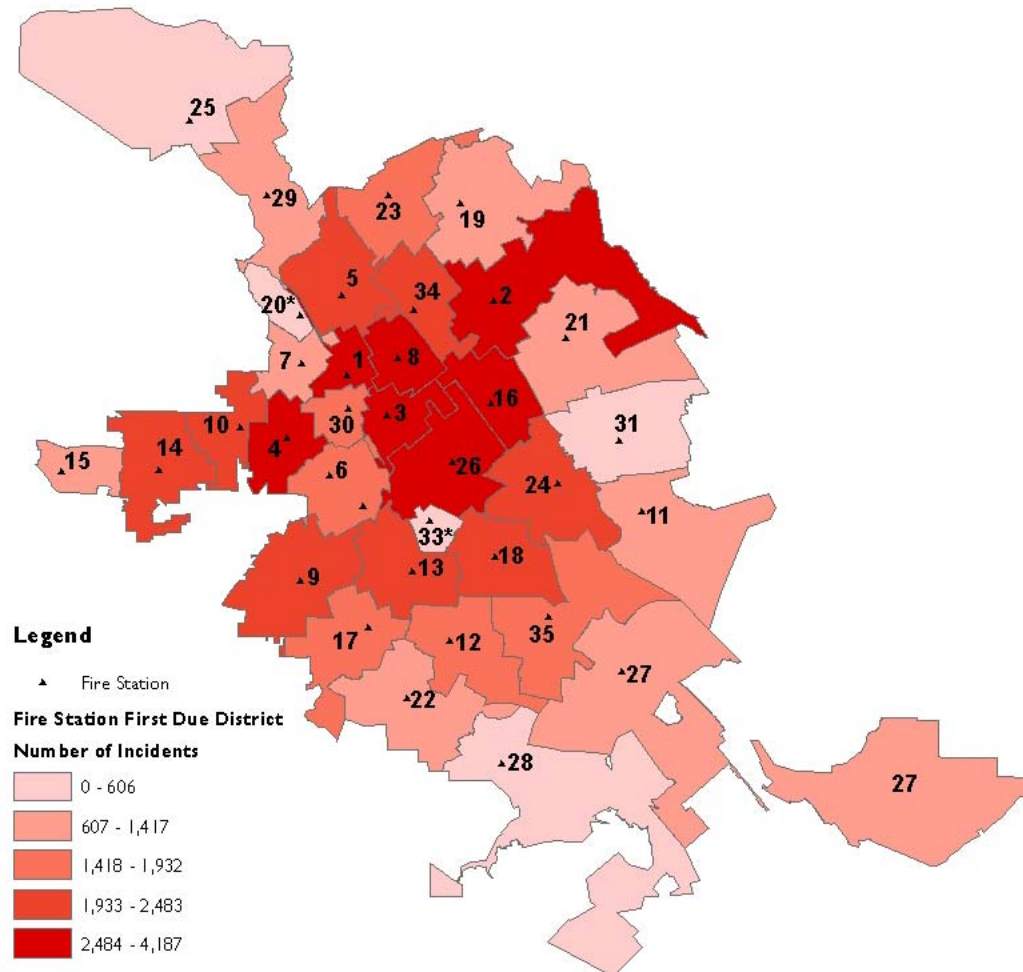
29% of residents surveyed rated San José's emergency preparedness as "excellent" or "good".

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).

Map of Fire Stations and First Due Districts by Number of 2012-13 incidents

(see following page for graph of data)



Source: Auditor analysis of Fire Department-provided incident data

* 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.

FIRE

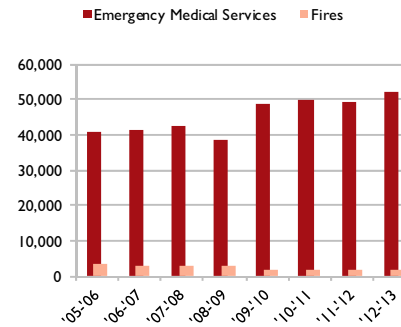
EMERGENCY RESPONSE

In 2012-13, the Fire Department responded to about 55,500 emergency incidents (requiring the use of red lights and sirens); 94 percent of which were medical emergencies (52,200). Medical emergencies in 2012-13 reflected a 36 percent increase from five years ago. There were about 2,000 emergency responses to fires in 2012-13, up from 2011-12, but down 33 percent from five years ago. There were also nearly 15,000 non-emergency responses. A breakdown of all incidents by fire station is provided below.

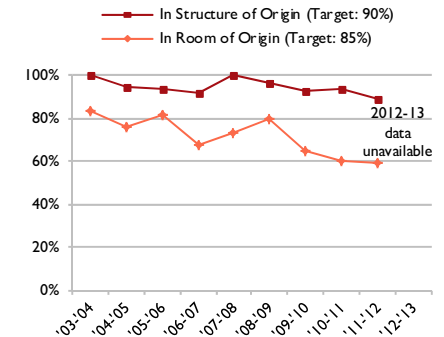
In prior years, the Department reported on the percent of fires that were contained to the room (target 85 percent) and structure (target 90 percent) of origin. Information for 2012-13 was not available.

There were 36 civilian fire injuries in 2012-13—higher than in 2011-12, but slightly below the average of 37 over the last five years. 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 national average over the past three years.

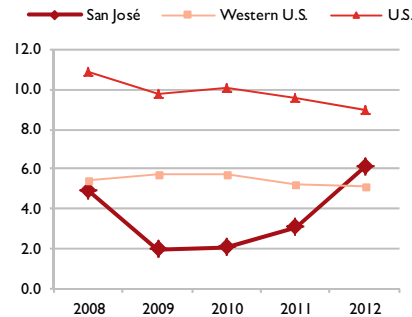
Emergency Incidents



Percent of Fires Contained

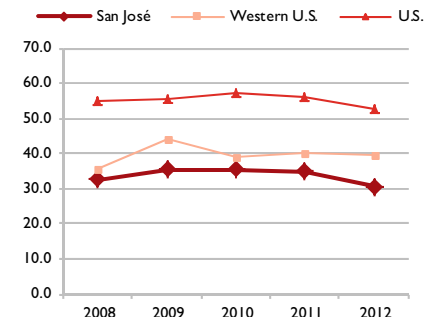


Civilian Fire Deaths per Million Population



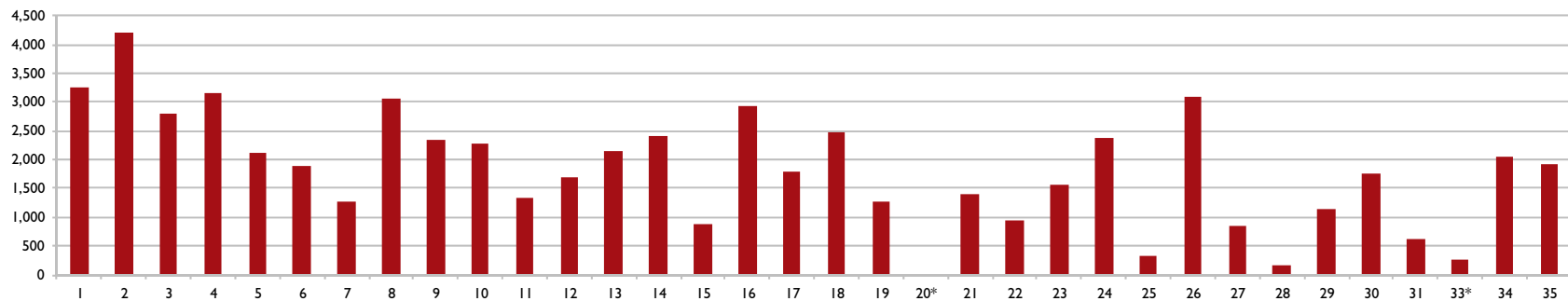
Source: National Fire Protection Association, 2012

Civilian Fire Injuries per Million Population



Source: National Fire Protection Association, 2012

Incidents by Fire Station (2012-13)



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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.

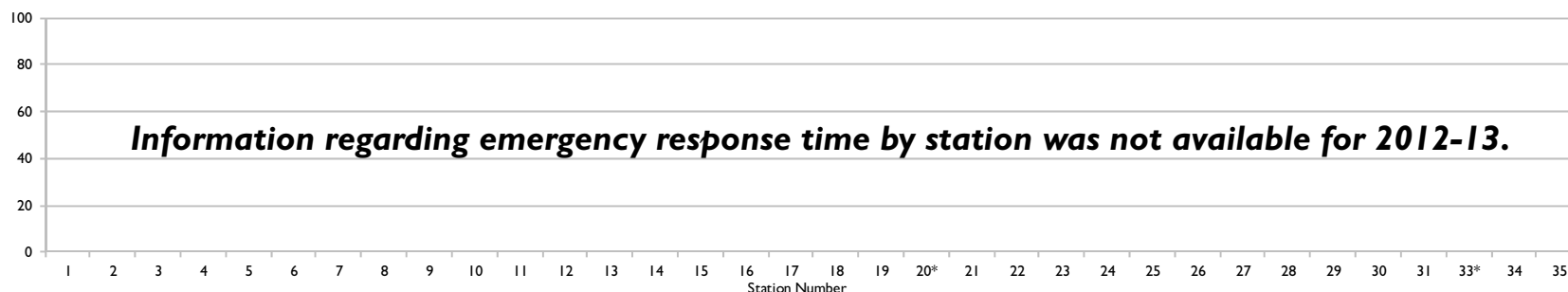
- In prior years, the Department reported on the percent of time that initial responding units arrived within 8 minutes of receiving a 9-1-1 dispatch (target 80%). The most recent data available is for the period between February 2012 and June 2012, for which the Department reported that 63.8 percent of initial responding units arrived within the 8 minute target. The Fire Department is currently resolving long-term underlying problems related to the collection of response time data and the tracking of emergency incidents (see text box to the right). Information for 2012-13 was not available at the time that this report was issued.
- The Department has also previously reported on the percent of time that second response units arrived within 10 minutes (target: 80 percent). Information for 2012-13 was not available.
- The Department has previously reported on the percent of all emergencies (medical, fire, etc.) that were handled by units assigned to their respective districts (target: 85 percent). Information for 2012-13 was not available.

Reporting of Response Time Data

In February 2012, the Fire Department began including some previously uncounted "pre-alert 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 increased reported response time, but did not change actual response time.

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. In January 2013, the Fire Department reported inconsistencies in the tracking and reporting of emergency response performance measures. It appears that data from the responses to emergencies outside a fire company's assigned area were not included in the calculation of emergency response times. The Department anticipates that the rate at which response times met the target will be lower than was reported under the previous method of calculation.

Emergency Response Time by Station
% of Time Initial Responding Unit Arrives within 8 Minutes



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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 2012-13, the Department performed over 10,000 initial fire inspections, about half of which were conducted by line firefighters. The remainder were conducted by fire prevention staff. The Department also performed about 3,000 follow-up inspections to re-check code violations.

Following the audit report of fire prevention published April 2013, the Department is working to improve follow-up on outstanding violations, the use of software for data reporting, and public education.

Fire Prevention also conducts investigations based on complaints received about residents or businesses. In 2012-13, 83 complaints were investigated.

Fire investigators conducted 318 arson investigations in 2012-13; 175 of those investigations were determined to be arson. There were 86 arson fires in structures in 2012-13, resulting in a dollar loss of about \$4 million.

FIRE SAFETY CODE COMPLIANCE (DEVELOPMENT SERVICES)

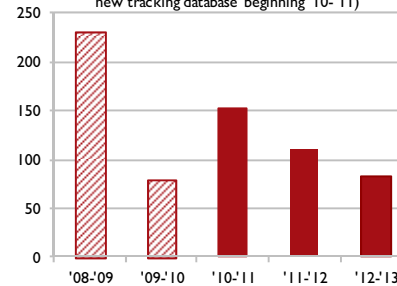
Fire Safety Code Compliance enforces the City's Fire and Health and Safety Codes during the plan review and inspection processes, in coordination with the Development Services partners in the Permit Center (see *Planning, Building & Code Enforcement Department*). In 2012-13, nearly 4,700 fire plan checks and 6,000 inspections were performed for Development Services customers. 100 percent of inspections in 2012-13 were completed within the 24-hour target.

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

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

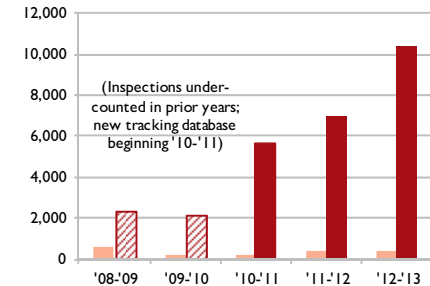
Fire Prevention Complaints Investigated

(Inspections under-counted in prior years; new tracking database beginning '10-'11)



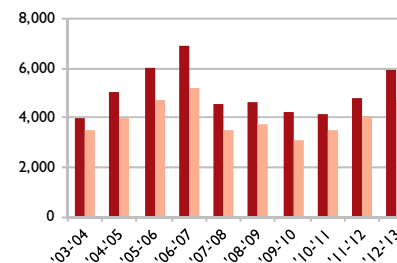
Fire Prevention - Workload (on existing buildings)

Plan Reviews Performed Initial Inspections Performed



Fire Safety Code Compliance - Workload (Development Services)

Inspections Performed Plan Checks Performed



Timeliness - Code Compliance (Development Services)

Fire Inspections completed w/in 24 hours
Fire Plan Checks completed w/in time targets

