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 2013-14, the Fire Department's operating expenditures were $162 million,* 6 percent more than 2012-13 and almost $16 million above the average for the last ten years. There were 792 authorized positions in the Fire Department, which is below the average of 819 over the past ten years.
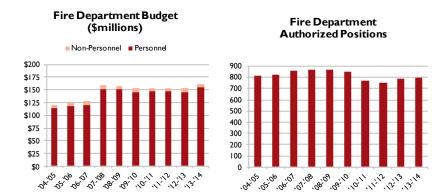
Does not include $7.9 million in Citywide expenses spent by the Fire Department (down from $9.4 million in 2012-13), including $6.9 million on workers' compensation claims.

KEY FACTS (2013-14)

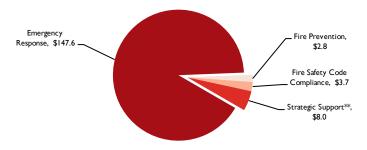|	
Fire stations	33
Engine companies	30
Truck companies	9
Urban search and rescue companies	1
San José Prepared! Graduates (Emergency Preparedness & Planning)	
2-hour Disaster Preparedness course graduates	*588*
20-hour Community Emergency Response Training (CERT) graduates	*approx. 100*
Initial Fire Inspections Performed	9,000

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 contracts with a private company (Rural Metro) to provide emergency ambulance transportation services to all County areas (except to the City of Palo Alto).

Fire Department Budget ($millions)

■ Non-Personnel ■ Personnel

Fire Department Authorized Positions

Fire Department 2013-14 Expenditures by Service ($millions)

Emergency Response, $147.6

Fire Prevention, $2.8

Fire Safety Code Compliance, $3.7

Strategic Support**, $8.0

NOTE: Beginning in 2009-10, the Office of Emergency Services consolidated into the Fire Department.
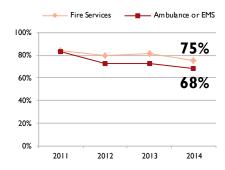
** As of 2012-13, Emergency Preparedness and Planning is included in the Strategic Support core service.
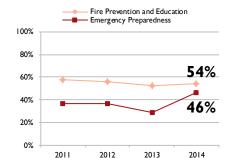
KEY FACTS (2013-14)

Emergency Incidents	79,000
Emergency Medical Incidents	*49,300*
Fires	*2,000*
Rescue, Haz Mat, USAR and non-fire hazards	*6,300*
Other (including service requests, false alarms, good intent responses, and canceled en route incidents)	*21,300*

The National Citizen Survey™
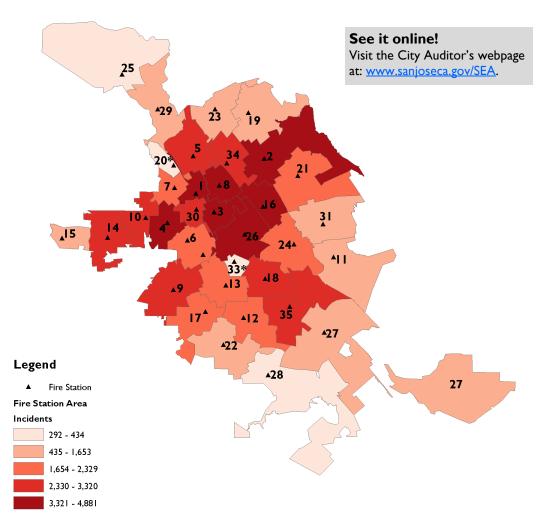% of San José residents rating services as good or excellent

Fire Services ─── Ambulance or EMS

75%
68%

The National Citizen Survey™
% of San José residents rating services as good or excellent

Fire Prevention and Education
Emergency Preparedness

54%
46%

Fire Stations and Number of 2013-14 Emergency Incidents by Station Areas
(see following page for graph of data)

See it online!
Visit the City Auditor's webpage at: www.sanjoseca.gov/SEA.

Legend

▲ Fire Station

Fire Station Area Incidents

	292 – 434
	435 – 1,653
	1,654 – 2,329
	2,330 – 3,320
	3,321 – 4,881

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

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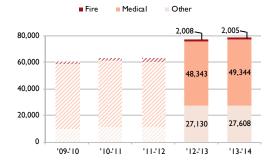
FIRE

EMERGENCY RESPONSE

In 2013-14, the Fire Department responded to about 79,000 emergency incidents, including over 63,000 Priority 1 incidents (red lights and sirens) and over 15,000 Priority 2 incidents (no red lights or sirens). Sixty-two percent of incidents were medical emergencies (49,300). The Department responded to 2,000 fires in 2013-14, the same as 2012-13, but up 30 percent from five years ago. The Department responded to 28,000 other types of incidents, including good intent calls, rescues, and false alarms. A breakdown of all incidents by fire station is provided below.*

In 2013-14, the Department met its target of 90 percent of fires contained in the *structure* of origin (actual: 92 percent). The Department was able to contain 71 percent of fires to the *room* of origin; this continues to be below the containment target of 85 percent.

San José has experienced lower fire-related death and injury rates per million population than the national average over the past five years. There were 41 civilian fire injuries and 4 civilian fire deaths in 2013-14.

*Breakdowns of incidents and response times city-wide and by fire station are also available on the SJFD Statistics website.
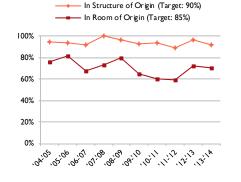
Emergency Incidents

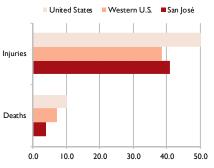Legend: ■ Fire ■ Medical ▢ Other

Emergency incidents are shown by type found on arrival. In 2012-13, the Department changed its methodology for classifying incidents, resulting in an increase in the number of incidents categorized as emergency incidents. In prior years, the Department's record management system excluded some incidents and classified some incidents as non-emergencies.

On this chart, data for years 2009-10 through 2011-12 in the "Other" category includes incidents categorized as non-emergencies (as well as emergencies other than fire or medical incidents, such as Haz Mat). Incidents that were excluded from data in those years are not shown.
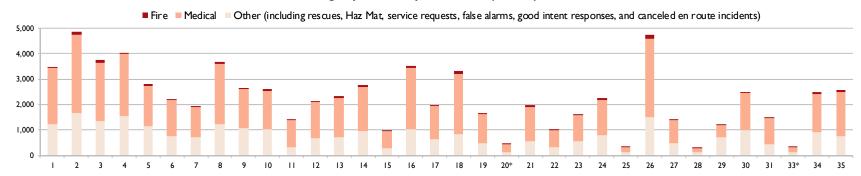
Percent of Fires Contained

Legend: ◆ In Structure of Origin (Target: 90%) ■ In Room of Origin (Target: 85%)

Civilian Fire Injuries and Deaths per Million Population (2013**)

Legend: ▢ United States ■ Western U.S. ■ San José

Source: National Fire Protection Association, 2013 and SJFD data.
***San José data is by fiscal year (shows FY 2013-14).*

Emergency Incidents by Station Area (2013-14)

Legend: ■ Fire ■ Medical ▢ Other (including rescues, Haz Mat, service requests, false alarms, good intent responses, and canceled en route incidents)

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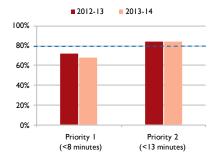
EMERGENCY RESPONSE (continued)

In 2013-14, the Department responded to 68 percent of Priority 1 incidents within the City's time standard of 8 minutes.* This is significantly below the target of 80 percent compliance and less than the 72 percent compliance in 2012-13.

For Priority 2 responses, the Department's target is to respond to 80 percent of incidents within 13 minutes. In 2013-14, the Department responded to 84 percent of Priority 2 incidents within the 13-minute standard. This is the same as in 2012-13.
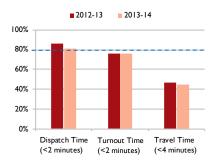
The Department disaggregates Priority 1 response time by three time targets: dispatch time, turnout time, and travel time. In 2013-14, the Department met its target for dispatch time and nearly met its target for turnout time. However, the Department met its travel time standard for only 45 percent of Priority 1 incidents (target: 80 percent within 4 minutes).

A breakdown of Priority 1 response times by station is shown below. No station met the Priority 1 response standard of 8 minutes for 80 percent of incidents in 2013-14.

The department met its contract compliance with Santa Clara County for 89 percent of qualifying EMS incidents in 2013-14 (target: 90 percent).

Emergency Response Time Compliance
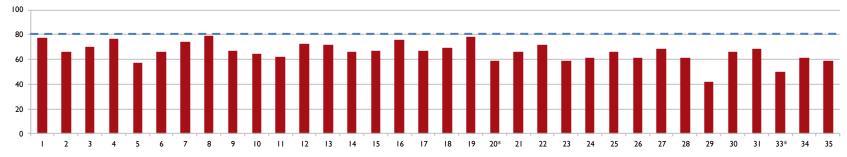

Time Targets of Priority 1 Response Time

Reporting of Emergency Response Data

In January 2013, the Fire Department reported inconsistencies in the tracking and reporting of emergency response performance measures. Since that time, the Department has worked to solve long-term underlying issues related to the collection of response time data and the tracking of emergency incidents. As part of this work, the Department has conducted reviews and validations of their emergency response data. These efforts resulted in updated performance measures and revised data for previous years.

Priority 1 Response Time Compliance by Station Area (2013-14)
% of Time Initial Responding Unit Arives 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 2013-14, the Department performed over 9,000 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.

Fire Prevention also conducts investigations based on complaints received about residents or businesses. In 2013-14, 66 complaints were investigated. In addition, the Department conducted 475 plan reviews for special events.

Fire investigators conducted 271 arson investigations in 2013-14; 125 of those investigations were determined to be arson. There were 65 arson fires in structures in 2013-14.

Fire Prevention Inspections
(on existing buildings)

■ Initial Inspections Performed ■ Re-Inspections Performed

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

Source: San José Fire Department

FIRE SAFETY CODE COMPLIANCE (DEVELOPMENT SERVICES)

Fire Safety Code Compliance enforces the City's Fire and Health and Safety Codes during the development plan review and inspection processes, in coordination with the Development Services partners in the Permit Center *(see Planning, Building & Code Enforcement Department)*. In 2013-14, over 5,500 fire plan checks and 7,000 inspections were performed for Development Services customers. 100 percent of inspections in 2013-14 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 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

# of Fire Inspections not available for '07-'08