

## **FIRE**

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

**FIRE**

The San José Fire Department provides fire suppression, emergency medical (EMS), prevention and disaster preparedness services to residents and visitors 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 2015-16, the Fire Department’s operating budget was \$190 million.\* There were 793 authorized positions in the Fire Department.

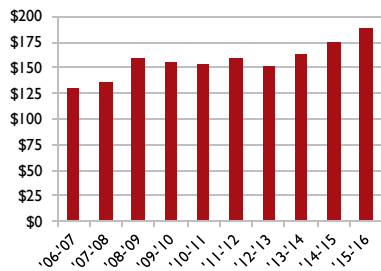
\* In addition to the expenditures paid out of its operating budget, the Fire Department was also responsible for \$8.5 million in actual Citywide expenses in 2015-16. This includes \$8 million on workers’ compensation claims.

**KEY FACTS (2015-16)**

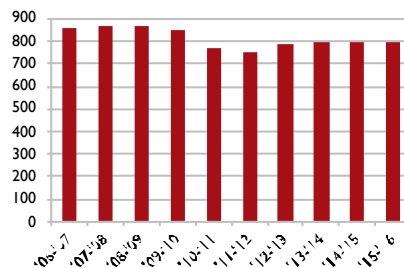
Fire stations	33
Engine companies	30
Truck companies	9
Squad units	5
Urban search and rescue (USAR) companies	1
San José Prepared! Graduates (Emergency Preparedness & Planning)**	
2-hour Disaster Preparedness course graduates	0
20-hour Community Emergency Response Training (CERT) graduates	0
Initial Fire Inspections Performed	9,000

\*\* The Office of Emergency Services suspended CERT classes in October 2014. See the 2016 [Audit of the City’s Use and Coordination of Volunteers](#) for more information; the audit has an open audit recommendation relating to the role of volunteers in the City’s emergency operations plan and the reactivation of the CERT program. In 2015, a partner agency, the Valley Transportation Authority, offered a CERT class but handled all registration and instruction.

**Fire Department Budget (\$millions)**

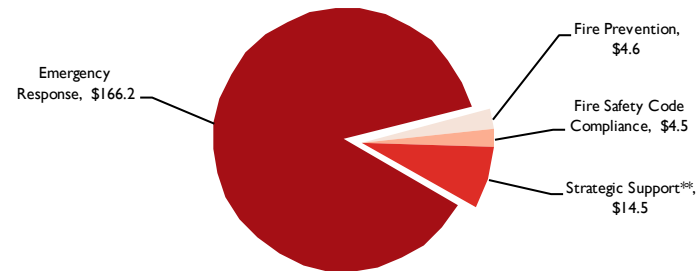


**Fire Department Authorized Positions**



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

**Fire Department 2015-16 Adopted Budget by Service (\$millions)**



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

# FIRE

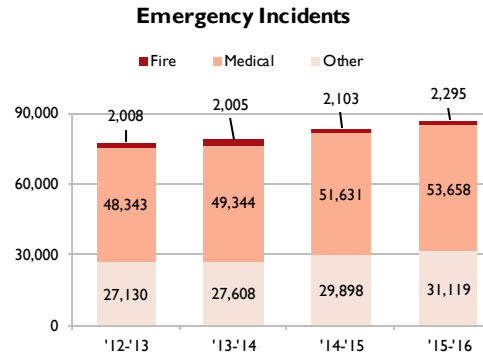
## EMERGENCY RESPONSE

In 2015-16, the Fire Department responded to about 87,100 emergency incidents, including 69,800 Priority 1 incidents (red lights and sirens) and 16,900 Priority 2 incidents (no red lights or sirens). Sixty-two percent of incidents were medical emergencies (53,700). The Department responded to 2,300 fires in 2015-16; this was less than 3 percent of all incidents. The Department responded to 31,100 other types of incidents, including good intent calls, rescues, and false alarms. A breakdown of all incidents by fire station is provided below.\*

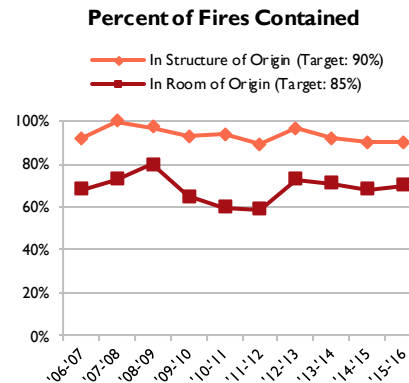
In 2015-16, the Department contained 89.7 percent of fires to the structure of origin (target: 90 percent). The Department contained 70 percent of fires to the room of origin (target: 85 percent).

San José has experienced lower fire-related death and injury rates per million population than the national average over the past five years. San José's rate of fire-related deaths increased in 2015-16. There were 46 civilian fire injuries and 8 civilian fire deaths in 2015-16. San José has averaged fewer than 5 civilian fire deaths per year over the past ten years.

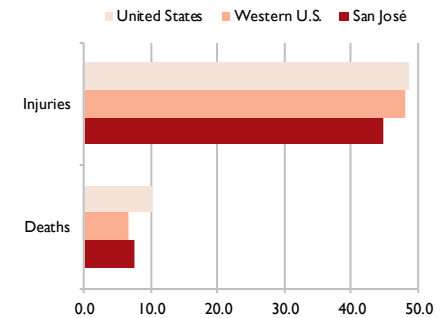
\*Breakdowns of incidents and response times city-wide and by fire station are also available on the [SJFD Statistics website](#).



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.

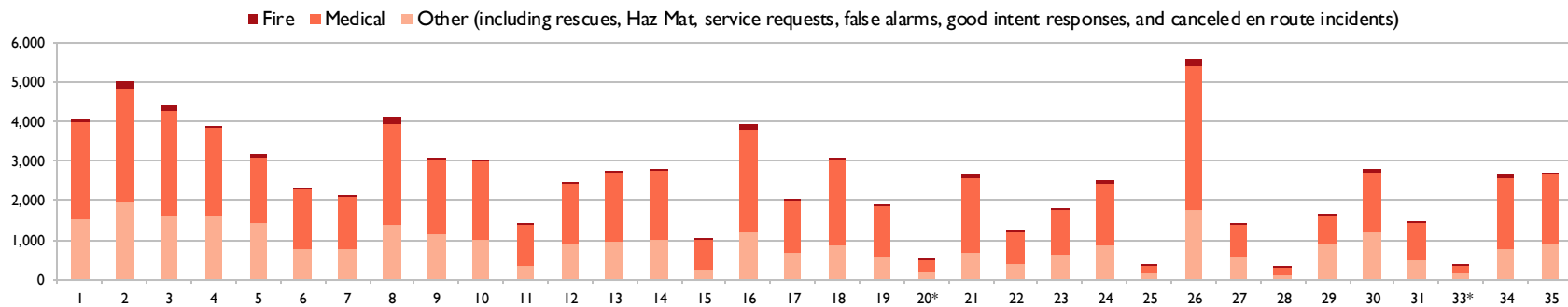


### Civilian Fire Injuries and Deaths per Million Population (2015)\*\*



Source: National Fire Protection Association, 2015 and SJFD data. \*\*San José data is by fiscal year (shows FY 2015-16).

### Emergency Incidents by Station Area (2015-16)



\* 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.

**KEY FACTS (2015-16)**

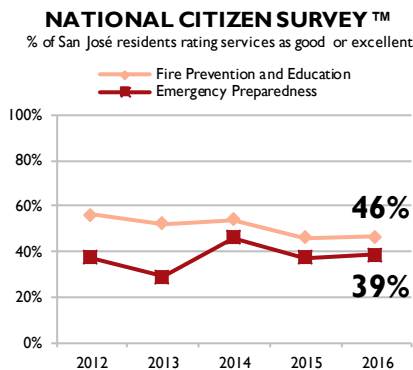
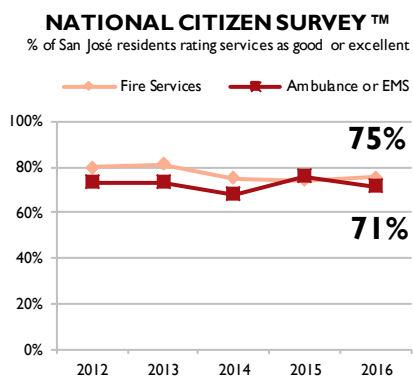
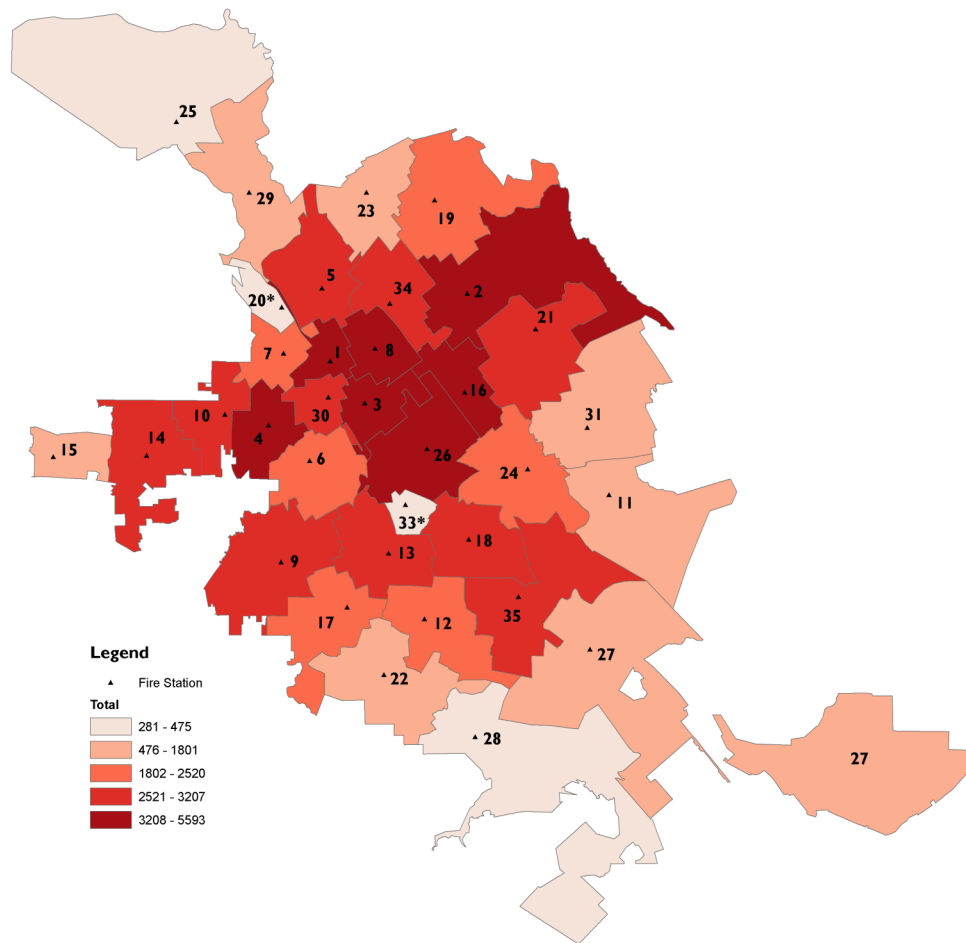
**Emergency Incidents**

Emergency Medical Incidents	53,700
Fires	2,300
Rescue, Haz Mat, and non-fire hazards	6,800
Other (including service requests, false alarms, good intent responses, and canceled en route incidents)	24,400

Total (may not add due to rounding) **87,100**

**Fire Stations and Number of 2015-16 Emergency Incidents by Station Areas**

(see following page for graph of data)



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

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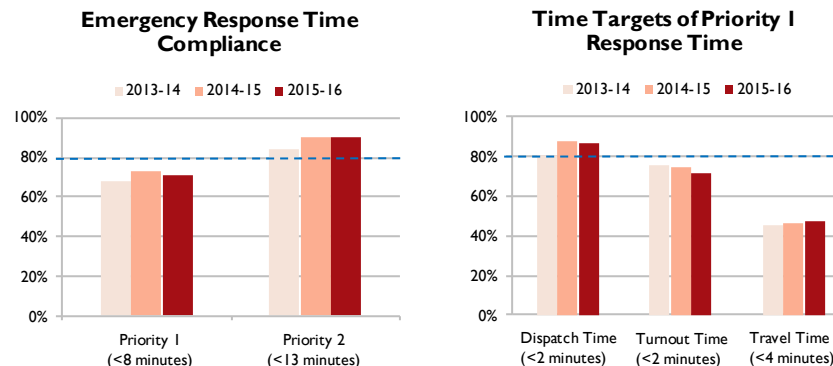
**EMERGENCY RESPONSE** (continued)

In 2015-16, the Department responded to only 71 percent of Priority 1 incidents within its time standard of 8 minutes (target: 80 percent) and below the 73 percent compliance in 2014-15.

The Department responded to 90 percent of Priority 2 incidents within 13 minutes (target: 80 percent).

The Department disaggregates Priority 1 response time by three time targets: dispatch time, turnout time, and travel time. In 2015-16, the Department met its target for dispatch time. The Department met its turnout time target for 72 percent of Priority 1 incidents (target: 80 percent within 2 minutes) and met its travel time standard for only 47 percent of Priority 1 incidents (target: 80 percent within 4 minutes). A recent organizational review provided recommendations for improving the Department's response time.

A breakdown of Priority 1 response times by station is shown below. Two stations met the Priority 1 response standard of 8 minutes for 80 percent of incidents in 2015-16.

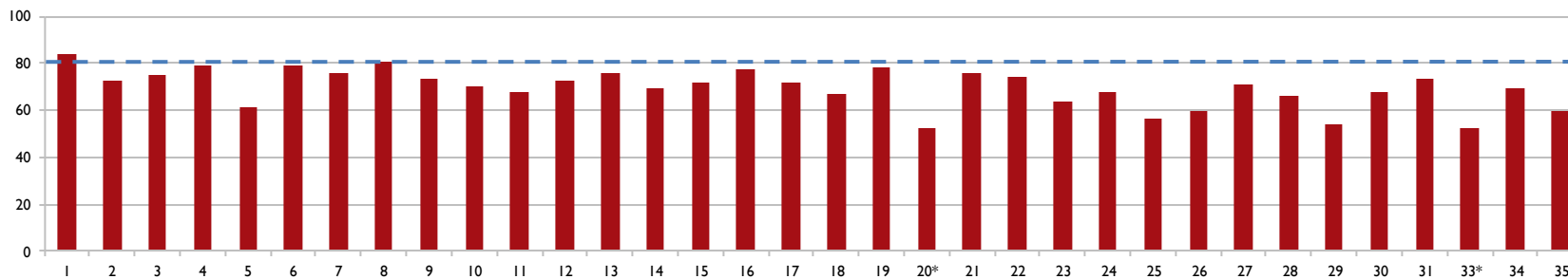


**Emergency Medical Services (EMS)**

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

The contract requires the San José Fire Department to respond to 90 percent of qualifying EMS calls within 8 minutes. In 2015-16, as in 2014-15, the Department responded to 89 percent of qualifying calls on time. As a result, the City continues to have a financial loss due to noncompliance with the EMS contract. The Department continues to work with the County to implement audit recommendations and dispatch protocols that would improve City response time compliance.

**Priority 1 Response Time Compliance by Station Area (2015-16)**  
% 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. Both line firefighters and fire prevention staff conduct initial inspections to check for compliance with fire codes. In 2015-16, the Department performed 9,000 initial fire inspections. Line firefighters conducted 4,000 of these initial inspections and fire prevention staff conducted 5,000. Twenty percent of initial inspections conducted did not require a follow-up inspection.

Fire Prevention also conducts investigations based on complaints received about residents or businesses. In 2015-16, 62 complaints were investigated. In addition, the Department conducted nearly 400 plan reviews for special events.

Fire investigators conducted 200 arson investigations in 2015-16. 90 of those investigations were determined to be arson and 50 arson fires were in structures.

## FIRE SAFETY CODE COMPLIANCE (DEVELOPMENT SERVICES)

Fire Safety Code Compliance enforces the City's Fire and Health and Safety Codes during the development plan review and inspection processes, in coordination with the Development Services partners in the Permit Center (see *Planning, Building & Code Enforcement Department*). This includes both engineering and hazardous materials reviews. In 2015-16, fire code compliance civilian and sworn staff performed 6,000 fire plan checks and 8,100 inspections for Development Services customers. One hundred percent of inspections in 2015-16 were completed within the 24-hour target.

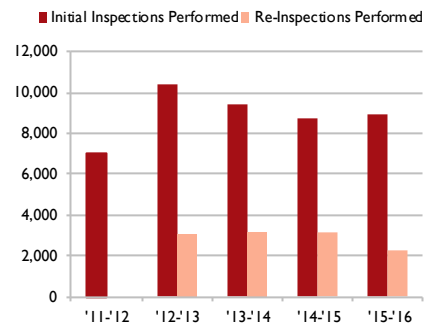
The **Development Services partners** in the Permit Center are:

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

## Fire Safety Inspections

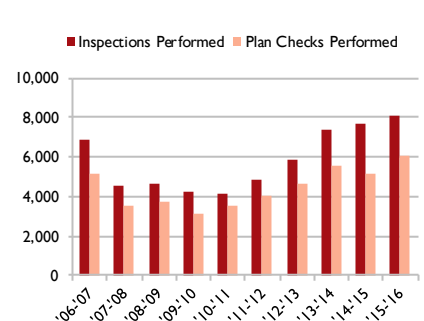
The Fire Department inspects existing buildings and newly constructed buildings to ensure compliance with the fire code. The frequency of the inspection cycle depends on what the building use and type. For example, high-rises, schools, multi-family residences are required to have annual inspections. As of June 2016, approximately 11,700 buildings had fire permits in the City, including 85 high-rises, 600 schools, 5,100 multi-family residences and hotels/motels, and 1,600 buildings with assembly spaces. For more information, see the 2013 [Audit of Fire Prevention](#).

**Fire Prevention Inspections (on existing buildings)**

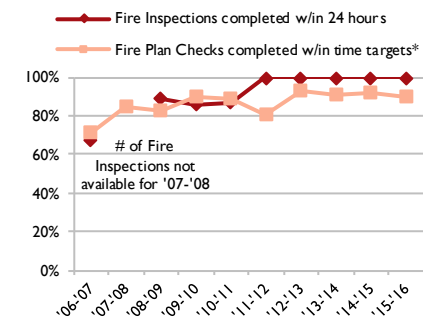


Source: San José Fire Department

**Fire Safety Code Compliance - Workload (Development Services)**



**Timeliness - Code Compliance (Development Services)**



\* Time targets for plan checks vary by type of project.