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.

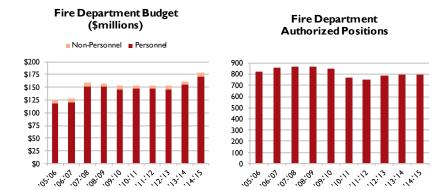
FIRE

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 2014-15, the Fire Department's operating expenditures were \$179 million,* II percent more than 2013-14 and almost \$27 million above the average for the last ten years. There were 793 authorized positions in the Fire Department, which is below the average of 816 over the past ten years.

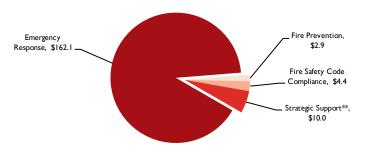
KEY FACTS (2014-15)

Fire stations	33
Engine companies	30
Truck companies	9
Squad units	5
Urban search and rescue (USAR) companies	I
San José Prepared! Graduates (Emergency Preparedness & Planning)	
2-hour Disaster Preparedness course graduates 20-hour Community Emergency Response Training (CERT)	705
graduates	35
Initial Fire Inspections Performed	8,700



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

Fire Department 2014-15 Expenditures by Service (\$millions)



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

^{*}Does not include \$7.2 million in Citywide expenses spent by the Fire Department (down from \$7.9 million in 2013-14), including \$6.5 million on workers' compensation claims.

KEY FACTS (2014-15)

Emergency Incidents

Emergency Medical Incidents 51,600

Fires 2,100

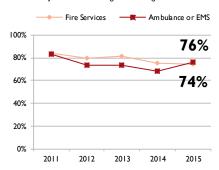
Rescue, Haz Mat, and non-fire hazards 6,500

Other (including service requests, false alarms, good intent responses, and canceled en route incidents) 23,400

Total 83,600

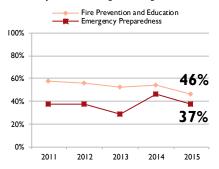
NATIONAL CITIZEN SURVEY ™

% of San José residents rating services as good or excellent



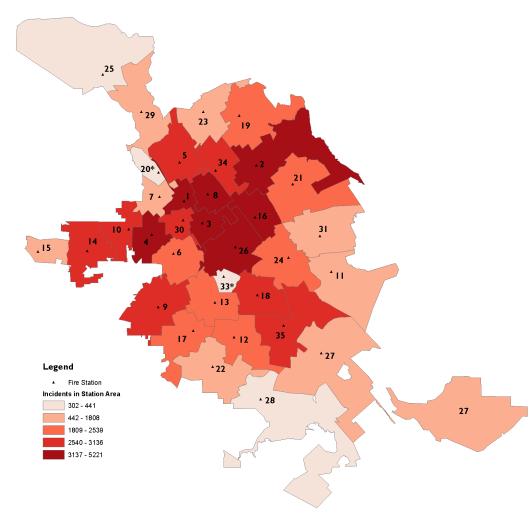
NATIONAL CITIZEN SURVEY ™

% of San José residents rating services as good or excellent



Fire Stations and Number of 2014-15 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.

^{*} 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

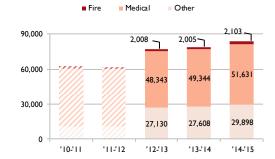
In 2014-15, the Fire Department responded to about 83,600 emergency incidents, including 66,600 Priority I incidents (red lights and sirens) and 16,800 Priority 2 incidents (no red lights or sirens). Sixty-two percent of incidents were medical emergencies (51,600). The Department responded to 2,100 fires in 2014-15. This was less than 3 percent of all incidents, but 5 percent more than last year, and up 34 percent from five years ago. The Department responded to 30,000 other types of incidents, including good intent calls, rescues, and false alarms. A breakdown of all incidents by fire station is provided below.*

In 2014-15, the Department met its target of 90 percent of fires contained in the *structure* of origin (actual: 90 percent). The Department was able to contain 68 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. San José's rate of fire-related injuries increased in 2014-15. There were 50 civilian fire injuries and 3 civilian fire deaths in 2014-15.

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

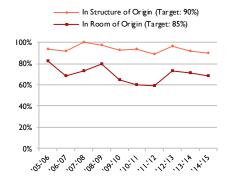
Emergency Incidents



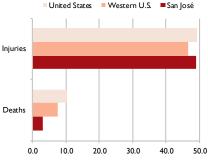
Emergency incidents are shown by type found on arrival. In 2012-13, the Department changed its methodology for classifying incidents, resulting in an increase in the number of incidents categorized as emergency incidents. In prior years, the Department's record management system excluded some incidents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

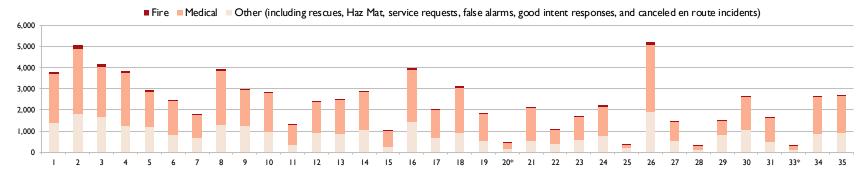


Civilian Fire Injuries and Deaths per Million Population (2014**)



Source: National Fire Protection Association, 2014 and SJFD data. **San José data is by fiscal year (shows FY 2014-15).

Emergency Incidents by Station Area (2014-15)



^{*} 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)

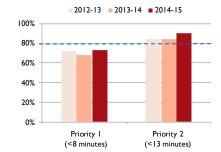
In 2014-15, the Department responded to 73 percent of Priority I incidents within the City's time standard of 8 minutes. This is significantly below the target of 80 percent compliance but above the 68 percent compliance in 2013-14.

For Priority 2 responses, the Department's target is to respond to 80 percent of incidents within 13 minutes. In 2014-15, the Department responded to 90 percent of Priority 2 incidents within the 13-minute standard. This is the above the 84 percent compliance in 2013-14.

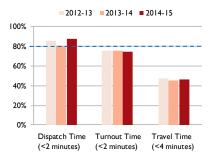
The Department disaggregates Priority I response time by three time targets: dispatch time, turnout time, and travel time. In 2014-15, the Department met its target for dispatch time and was close to meeting its target for turnout time. However, the Department met its travel time standard for only 46 percent of Priority I incidents (target: 80 percent within 4 minutes). An organization review is underway that will discuss response time targets along with other operations.

A breakdown of Priority I response times by station is shown below. Three stations met the Priority I response standard of 8 minutes for 80 percent of incidents in 2014-15.

Emergency Response Time Compliance



Time Targets of Priority I Response Time

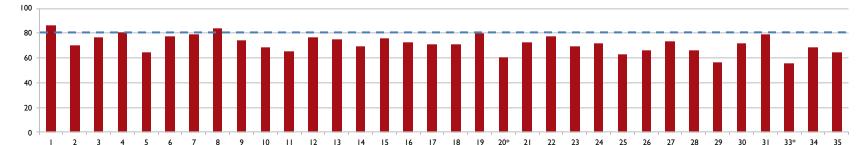


Emergency Medical Services (EMS)

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 2014-15, as in 2013-14, the Department responded to 89 percent of qualifying calls on time. As a result, the County found the City in breach of contract, resulting in a financial loss for the City. The Department continues to work with the County to implement audit recommendations and dispatch protocols that would improve City response time compliance.

Priority I Response Time Compliance by Station Area (2014-15) % of Time Initial Responding Unit Arives 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.

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 2014-15, the Department performed 7 percent fewer initial fire inspections than in the prior yea. Line firefighters conducted 26 percent fewer initial inspections in 2014-15 than in 2013-14. Fire prevention staff conducted 5 percent more inspections than in 2013-14. Seventy-four 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 2014-15, 68 complaints were investigated. In addition, the Department conducted nearly 470 plan reviews for special events.

Fire investigators conducted 300 arson investigations in 2014-15; about 125 of those investigations were determined to be arson. There were about 50 arson fires in structures in 2014-15.

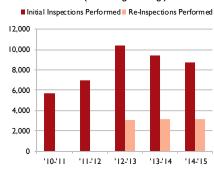
FIRE SAFETY CODE COMPLIANCE (DEVELOPMENT SERVICES)

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 2014-15, over 5,100 fire plan checks and about 7,600 inspections were performed for Development Services customers. One hundred percent of inspections in 2014-15 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 Inspections (on existing buildings)

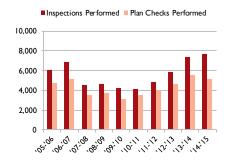


SMOKE DETECTORS Can Save Your

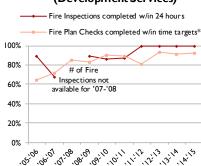
Source: San José Fire Department

Life!

Fire Safety Code Compliance-Workload (Development Services)



Timeliness - Code Compliance (Development Services)



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