

San Antonio Fire Department



2009 Annual Report

SAN ANTONIO FIRE DEPARTMENT



Mission

To provide the highest level of professional service to the public by protecting lives, property, and the environment while providing life safety community education.

Vision

To be a service driven, nationally recognized leader in providing emergency services with exceptional leadership, open communication, state-of-the-art resources, and a healthy, highly trained, motivated workforce.



Core Values

We believe in conducting ourselves with integrity, honesty, concern, and respect for each other and the public. We have a high regard for teamwork and esprit de corps and possess a strong commitment to serving with pride and professionalism while honoring the noble traditions of the fire service.



SAN ANTONIO FIRE DEPARTMENT



TABLE OF CONTENTS

| | |
|-------------------------------------|----|
| San Antonio Fire Department History | 4 |
| Message from the Fire Chief | 5 |
| Fire Station Map | 6 |
| Fire Station Information | 7 |
| Fire Apparatus Information | 10 |
| Organization Chart | 12 |
| Command Staff | 13 |
| Office of the Fire Chief | 14 |
| Office of Emergency Management | 16 |
| Operations | 18 |
| Firefighting | 20 |
| Special Operations | 22 |
| Emergency Medical Services | 24 |
| Communications | 26 |
| Administration | 28 |
| Fiscal Management & Research | 29 |
| Capital Projects | 30 |
| Management Information Systems | 31 |
| Logistics/Services | 32 |
| Technical Services | 34 |
| Public Information Office | 35 |
| Fire Prevention | 36 |
| Human Services | 40 |
| Safety | 42 |
| Health & Wellness | 43 |
| Recruiting | 44 |
| Training | 45 |
| Statistics and Charts | 47 |
| 2009 Highlights | 49 |

San Antonio Fire Department History



The San Antonio Fire Department traces its origins back to a gathering of 20 concerned citizens on June 6, 1854. This all-volunteer department was a “bucket brigade”, supplying water in buckets hauled from the San Antonio River.

Not long after that, more volunteer companies sprang up throughout the city, called into service by church bells. At least eight volunteer fire companies existed before San Antonio’s mayor determined the city had enough demand for a paid fire department.

The San Antonio Fire Department that exists today was formed by the city on February 26, 1891. At the time, the city made a progressive yet controversial decision to hire both Anglo and Hispanic Firefighters.

While freed slaves made up two of the volunteer companies that existed before the paid department, they had no support from the city and were forced to disband in 1886. It was not until 1967 that African-Americans were officially welcomed into the San Antonio Fire Department. Women made their entrance in 1979 under the leadership of Chief I.O. Martinez, who made history as the first Hispanic Fire Chief of the Department.

While the make-up of the Firefighters was changing, so were the departments. What started as bucket brigades moved along to hand-drawn carts to steamers pulled by horses and eventually by tractors.

Buildings that began as converted sheds turned into specially built fire stations. Some of these buildings still grace the city’s landscape today. As the city of San Antonio continued to grow, the city’s fire department continued to follow suit. The Fire Prevention Division was constantly updating codes and ordinances to keep up with expanding populations. The department created a Services Division in 1901 to maintain the ever growing equipment developed to fight fires. 1911 saw the implementation of a state-of-the-art fire alarm system, marking the beginning of what is now called the Communications Division.

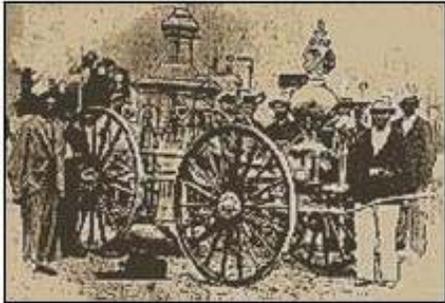
By 1914, interest in the department was strong enough to warrant a Training Division. Modeled after the New York City Fire Department School, it taught firefighting as well as first aid.

That first aid training evolved into discussions with area doctors to provide quality medical transportation in 1972. It took almost two years to get the program off the ground. The first group of Firefighters went to Paramedic training in 1974 and the Emergency Medical Services Division was created.

In the meantime, other marks of progress were seen. 1946 saw the creation of fire stations at both airports in the city. After years of working closely with the police, arson inspectors became certified peace officers in 1966.

The 1990s also saw positive growth. A need for a Hazardous Materials Team was identified and fulfilled in 1991. Two years later, the Technical Rescue Squad was formed.

In 2007, the San Antonio Fire Department continued its tradition of progress by welcoming its current and first African-American Chief, Charles N. Hood.



Early Volunteer Equipment— circa 1870



Engine #1—1942



Station #19—built in 1964



Station #1— built in 1938

PHOTOS courtesy of www.sanantonioFIRE.org

A Message from the Fire Chief



The San Antonio Fire Department is charged with providing emergency care and services to our citizens and visitors on a daily basis as well as a full range of non-emergency professional services afforded by a full-service metropolitan fire department. We deliver these vital services through Fire Prevention, Public Education, Emergency Response and the many Support Services that remain behind the scenes to our citizens.

Fire Stations are one of the most visible examples that local government is concerned about the safety and well being of our community members, firefighters and visitors. These facilities, along with the people living and working there, and the equipment it houses, remain the face of the San Antonio Fire Department to our neighbors, our citizens.

I believe strongly that each call for service is an opportunity for our Department to provide safe, efficient, stellar customer service to the citizens of this historically significant City. To meet these challenges, the San Antonio Fire Department must continually focus on improvements, implement best practices and develop performance enhancements in all areas of the services we provide.

As we continue to cope with budget constraints, the expectation of our citizens with regards to quality emergency service delivery should never change. The San Antonio Fire Department will work hard to meet these demands, continually striving to be one of the finest Fire Departments in the nation.

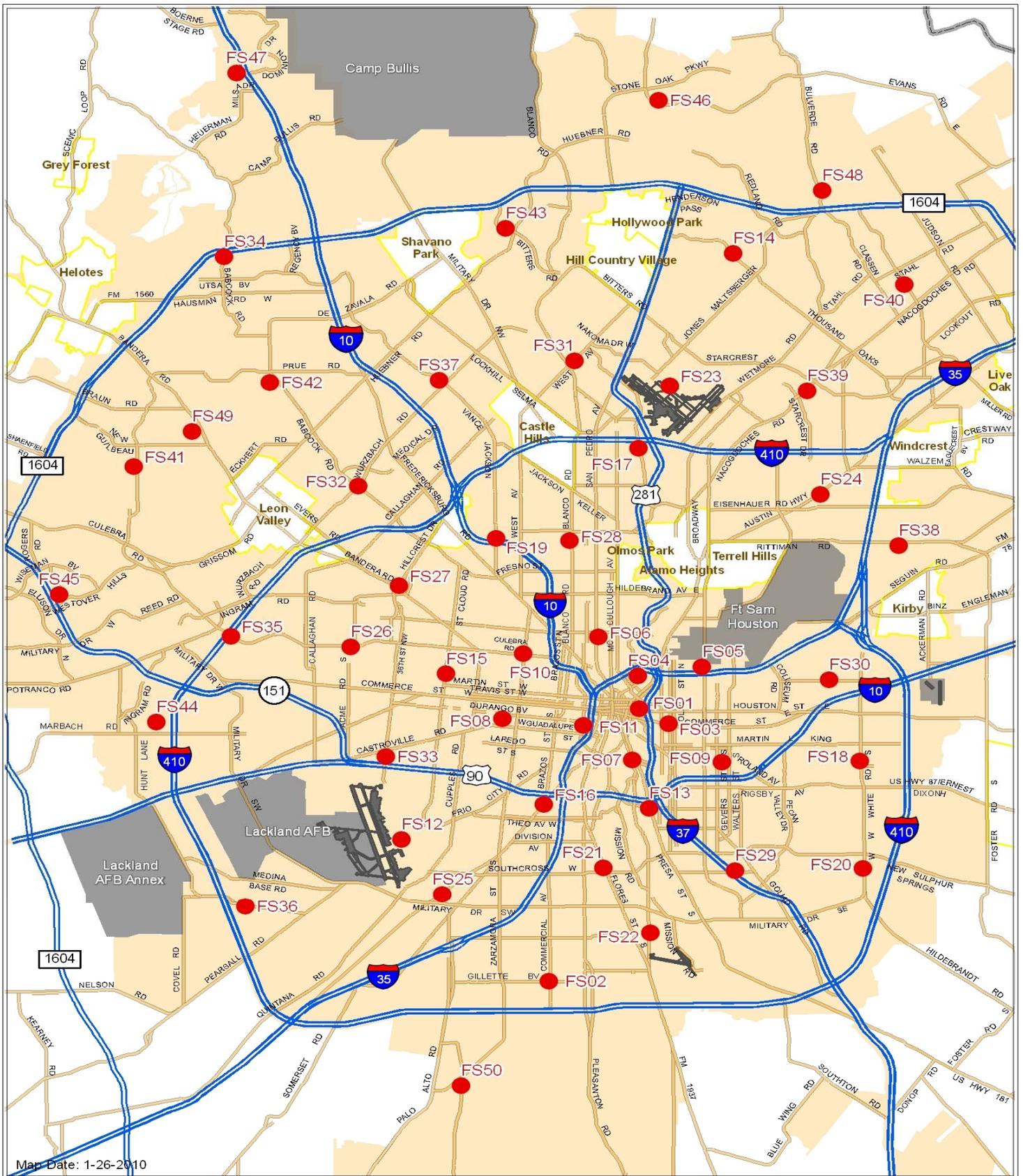
In this report, I am pleased to present the highlights and accomplishments of the San Antonio Fire Department in 2009, continuing the mission of "Our family protecting your family."

Charles Hood
Fire Chief





Fire Station Map



Map Date: 1-26-2010



Fire Station Information

| Station Number | Address | Zip Code | Council District | Year Built | Resources Available |
|----------------|--|----------|------------------|------------|--|
| 1 | 801 East Houston Hazardous Materials Response Team (HMRT) | 78205 | 1 | 1938 | Engine Aerial Ladder Truck HazMat Responder vehicles (3) First Responder vehicle |
| 2 | 601 Gillette Boulevard | 78201 | 3 | 1957 | Engine |
| 3 | 1425 East Commerce | 78202 | 2 | 1921 | Engine |
| 4 | 1430 N. St Mary's | 78215 | 1 | 1966 | Engine Battalion Chief |
| 5 | 1011 Mason | 78208 | 2 | 1929 | Engine Medic Unit |
| 6 | 503 West Russell | 78212 | 1 | 1929 | Engine Aerial Ladder Truck Medic Unit |
| 7 | 1414 S. St. Marys | 78210 | 1 | 2005 | Engine Medic Unit Safety Officer MSOU truck/trailer |
| 8 | 619 S. Hamilton | 78207 | 5 | 2000 | Engine Aerial Ladder Truck Medic Unit First Responder vehicle |
| 9 | 649 Del Mar | 78210 | 2 | 1914 | Engine Aerial Ladder Truck Medic Unit First Responder vehicle Battalion Chief |
| 10 | 1107 Culebra @ Zarzamora | 78201 | 1 | 1914 | Engine Medic Unit |
| 11 | 610 S. Frio Firefighting Shift Commander Technical Rescue Team (TRT) | 78207 | 5 | 2000 | Engine Platform Ladder Truck Heavy Rescue vehicle First Responder vehicle Fire Shift Commander |
| 12 | 103 Arts & Crafts Way Bldg 1699 | 78226 | 1 | 1960 | Engine |
| 13 | 3203 South Presa | 78210 | 3 | 1929 | Engine Medic Unit |
| 14 | 2515 Thousand Oaks Drive | 78232 | 10 | 1983 | Engine Aerial Ladder Truck Medic Unit First Responder vehicle |
| 15 | 3150 Ruiz Street | 78228 | 7 | 1987 | Engine Medic Unit Medic Officer |
| 16 | 2110 Nogalitos | 78204 | 5 | 2001 | Engine Medic Unit Medic Shift Commander |
| 17 | 8545 Jones Maltsberger | 78216 | 1 | 1987 | Engine Aerial Ladder Truck Medic Unit First Responder vehicle Battalion Chief Stationary Air Compressor |



Fire Station Information

| Station Number | Address | Zip Code | Council District | Year Built | Resources Available |
|----------------|---|----------|------------------|------------|--|
| 18 | 1463 South W.W. White | 78220 | 2 | 1956 | Engine Medic Unit |
| 19 | 1310 Vance Jackson @ IH 10 | 78201 | 1 | 1964 | Engine Medic Unit |
| 20 | 3347 S. W.W. White Rd. | 78222 | 3 | 1998 | Engine 4X4 Brush Fire Truck |
| 21 | 5537 South Flores | 78214 | 4 | 1929 | Engine Service Truck First Responder vehicle Battalion Chief Stationary Air Compressor |
| 22 | 1100 March | 78214 | 3 | 1988 | Engine 4X4 Brush Fire Truck Aircraft Rescue Firefighting Truck Water Tanker Truck Medic Unit |
| 23 | International Airport (1750 Sky Place Blvd) Aviation Crash Rescue Team (ACRT) | 78216 | 9 | 1988 | Aircraft Rescue Firefighting Trucks (4) Airport Rescue Support Vehicles (4) Airport Command Bus Foam trailer First Responder Vehicle |
| 24 | 1940 Austin Highway | 78218 | 2 | 1958 | Engine Medic Unit |
| 25 | 1038 New Laredo Hwy | 78211 | 4 | 2006 | Engine Medic Unit |
| 26 | 4140 Culebra | 78228 | 6 | 1987 | Engine Medic Unit Mobile Air Compressor Truck Battalion Chief |
| 27 | 1518 Hillcrest | 78228 | 7 | 1963 | Engine Medic Unit |
| 28 | 815 El Monte | 78201 | 1 | 1962 | Engine Medic Unit |
| 29 | 827 Hot Wells | 78223 | 3 | 1988 | Engine Aerial Ladder Truck First Responder vehicle Medic Unit Medic Officer |
| 30 | 919 Gemblar Road | 78219 | 2 | 1967 | Engine 4X4 Brush Fire Truck |
| 31 | 11802 West Avenue | 78216 | 9 | 1967 | Engine Medic Unit |
| 32 | 2235 Babcock Road | 78229 | 8 | 1970 | Engine Platform Ladder Truck First Responder vehicle |
| 33 | 2002 S W 36th Street | 78228 | 6 | 1973 | Engine Aerial Ladder Truck First Responder vehicle Medic Unit |
| 34 | 15300 Babcock Road | 78249 | 8 | 1973 | Engine Aerial Ladder Truck Water Tanker Truck |
| 35 | 7038 Culebra | 78238 | 6 | 1974 | Engine Aerial Ladder Truck First Responder vehicle Medic Unit |



Fire Station Information

| Station Number | Address | Zip Code | Council District | Year Built | Resources Available |
|----------------|-------------------------|----------|------------------|------------|--|
| 36 | 5826 Ray Ellison Drive | 78242 | 4 | 1983 | Engine Aerial Ladder Truck 4X4 Brush Fire Truck First Responder vehicle Medic Unit |
| 37 | 11011 Vance Jackson | 78230 | 8 | 1975 | Engine Aerial Ladder Truck First Responder vehicle Medic Unit |
| 38 | 6000 Distribution Drive | 78218 | 2 | 1975 | Engine Platform Ladder Truck First Responder vehicle Medic Unit Battalion Chief |
| 39 | 10750 Nacogdoches Road | 78217 | 10 | 1976 | Engine Mobile Air Compressor Truck Medic Unit Medic Medic Officer |
| 40 | 14331 O'Connor Road | 78247 | 10 | 1983 | Engine Aerial Ladder Truck First Responder vehicle |
| 41 | 9146 Dover Ridge | 78250 | 7 | 1987 | Engine Aerial Ladder Truck First Responder vehicle Medic Unit |
| 42 | 10400 Horn | 78240 | 7 | 1987 | Engine 4X4 Brush Fire Truck Medic Unit Battalion Chief Medic Officer (2) |
| 43 | 2055 W. Bitters Road | 78248 | 9 | 1987 | Engine 6X6 Brush Fire Truck Medic Unit |
| 44 | 1351 Horal | 78227 | 6 | 1987 | Engine 4X4 Brush Fire Truck Medic Unit |
| 45 | 3415 Rogers Road | 78251 | 6 | 2001 | Engine Medic Unit |
| 46 | 1165 Evans Road | 78258 | 9 | 2001 | Engine Aerial Ladder Truck First Responder vehicle Medic Unit |
| 47 | 7240 Stonewall Bend | 78256 | 8 | 2006 | Engine Hose Wagon |
| 48 | 18100 Bulverde Road | 78258 | 10 | 2004 | Engine 4X4 Brush Fire Truck MSOU truck/trailer |
| 49 | 8710 Mystic Park | 78254 | 7 | 2006 | Engine Haz-Mat trailer |
| 50 | 12703 Applewhite Road | 78224 | 4 | 2006 | Engine |



Fire Apparatus Information

ENGINE — 67 in the fleet, supporting 49 companies. They respond to fires and other emergencies. They carry the hose, a fire pump, and onboard tanks that hold 500-750 gallons of water. Most can pump fire-fighting foam, with 24 engines able to produce a high-quality foam through a Compressed Air Foam System (CAFS).



Photo courtesy of Tommy Thompson

AERIAL LADDER TRUCK — 20 in the fleet. They carry a wide range of power and hand tools used at fire incidents and motor vehicle crashes. They have a 95-105 foot ladder.



Photo courtesy of Adam Rangel



John Anderson Photo
sanantonioFIRE.org
August 21, 2005

PLATFORM LADDER TRUCK — 4 in the fleet. Similar to the Aerial Ladder Truck. The top of the ladder is a platform from which the Firefighter can operate more efficiently and effectively due to stable footing.



Photo courtesy of Robert Mikel II

EMS UNIT — 57 in the fleet, supporting 35 companies. Used to answer medical emergencies and if needed transport injured and ill people to a hospital.

FIRST RESPONDER VEHICLE — 16 in the fleet. Used to answer some medical emergencies. When used in lieu of an engine or ladder company, it allows those companies to remain in service, increasing availability. Also decreases wear and tear on larger, more expensive apparatus.



Fire Apparatus Information



AIRPORT RESCUE & FIREFIGHTING VEHICLE — 4 in the fleet. Quick response vehicles that carry up to 3000 gallons of water and up to 400 gallons of foam. They also carry 450-460 lbs of an auxiliary agent dry chemical. The rescue vehicles are equipped with many tools to help firefighters advance into an aircraft. FAA requirements state that these vehicles have to be able to respond to the mid point of the furthest runway in 3 minutes or less.



Photo courtesy of Deirdre Murphy



Photo by: Everett Hubbard
SAFD Truck 35-A

2005 Pierce Rescue / Hazmat (Regional Response)

HAZMAT RESPONSE VEHICLE — 3 in the fleet. Carries equipment like hazardous gas monitors and spill cleanup kits used to respond to hazardous material emergencies.

HEAVY RESCUE VEHICLE — 1 in the fleet. Responds to the scene of rescue incidents such as trench or building collapses, high angle rescues, and major motor vehicle accidents.



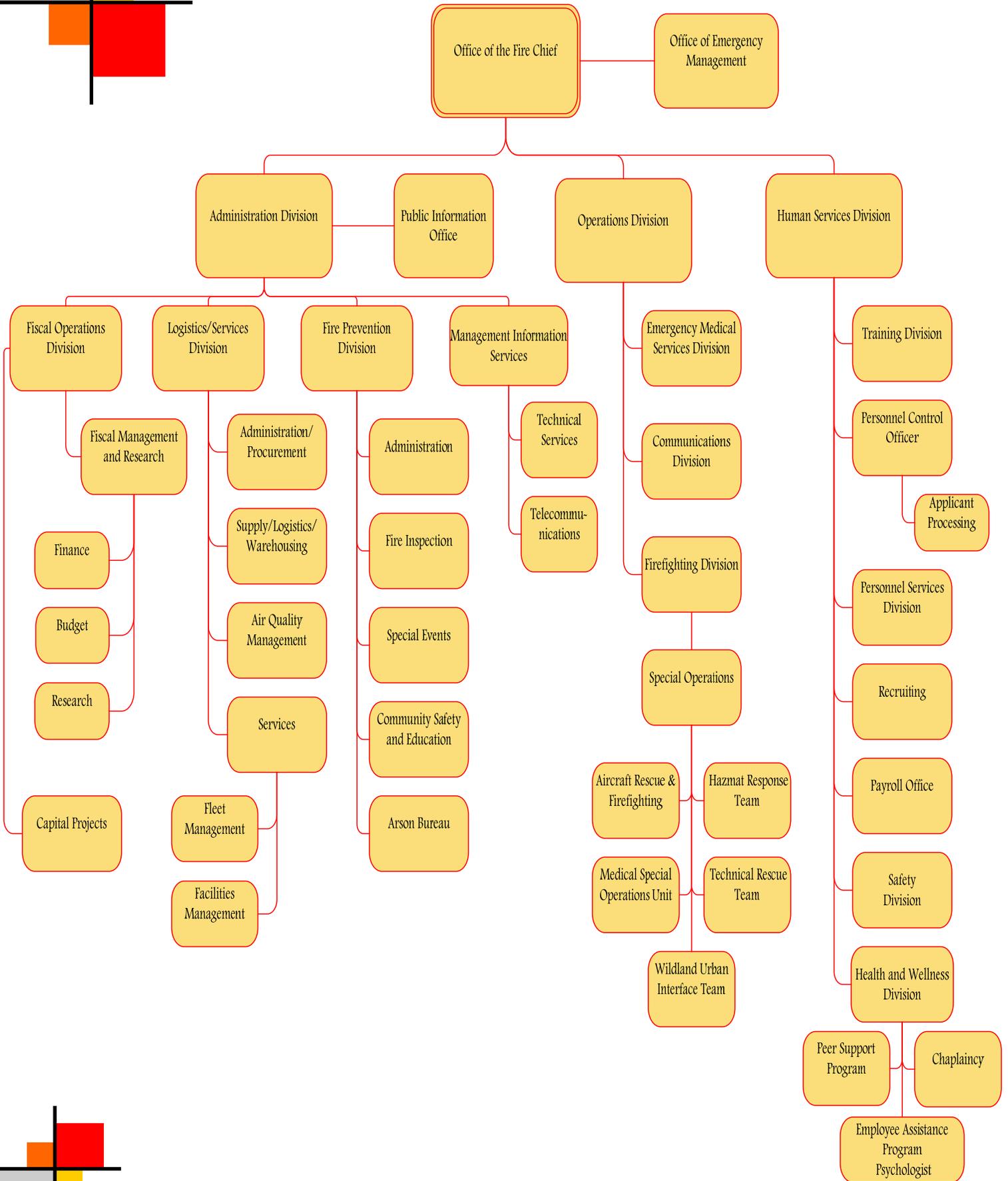
Photo courtesy of Robert Mikel II

4X4 and 6X6 BRUSH TRUCK — 8 in the fleet. These vehicles have off-road capabilities and are used for fighting grass and brush fires. They have self-contained water tanks and onboard pumps.



Photo by James Thompson
sanantonioFIRE.org

Organization Chart





Command Staff



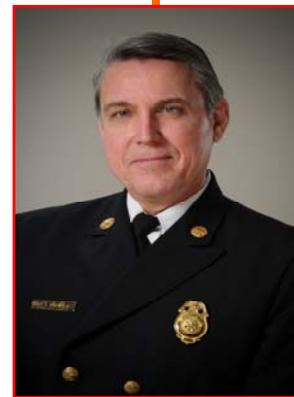
FIRE CHIEF
Charles N. Hood



Deputy Chief
Rodney Hitzfelder
Administration



Deputy Chief
David E. Martinez
Operations



Assistant Chief
Noel T. Horan
Human Services



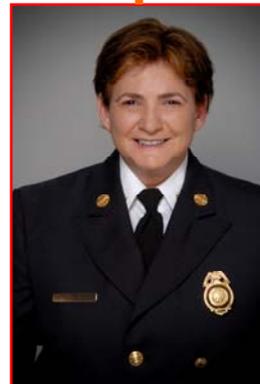
Assistant Chief
Carl Wedge
Fiscal Operations/
Capital Projects



Assistant Chief
Earl Crayton
Fire Prevention,
Arson Bureau &
Fire Marshal



Assistant Chief
Mario Guerra
EMS Operations



Assistant Chief
Yvette Granato
Communications



Assistant Chief
David Coatney
Fire Operations



Office of the Fire Chief

The Fire Chief's Office (FCO) is responsible for planning, directing, and managing all activities and operations of the San Antonio Fire Department (SAFD) Additionally, the FCO coordinates assigned activities with other City Departments and outside Agencies.



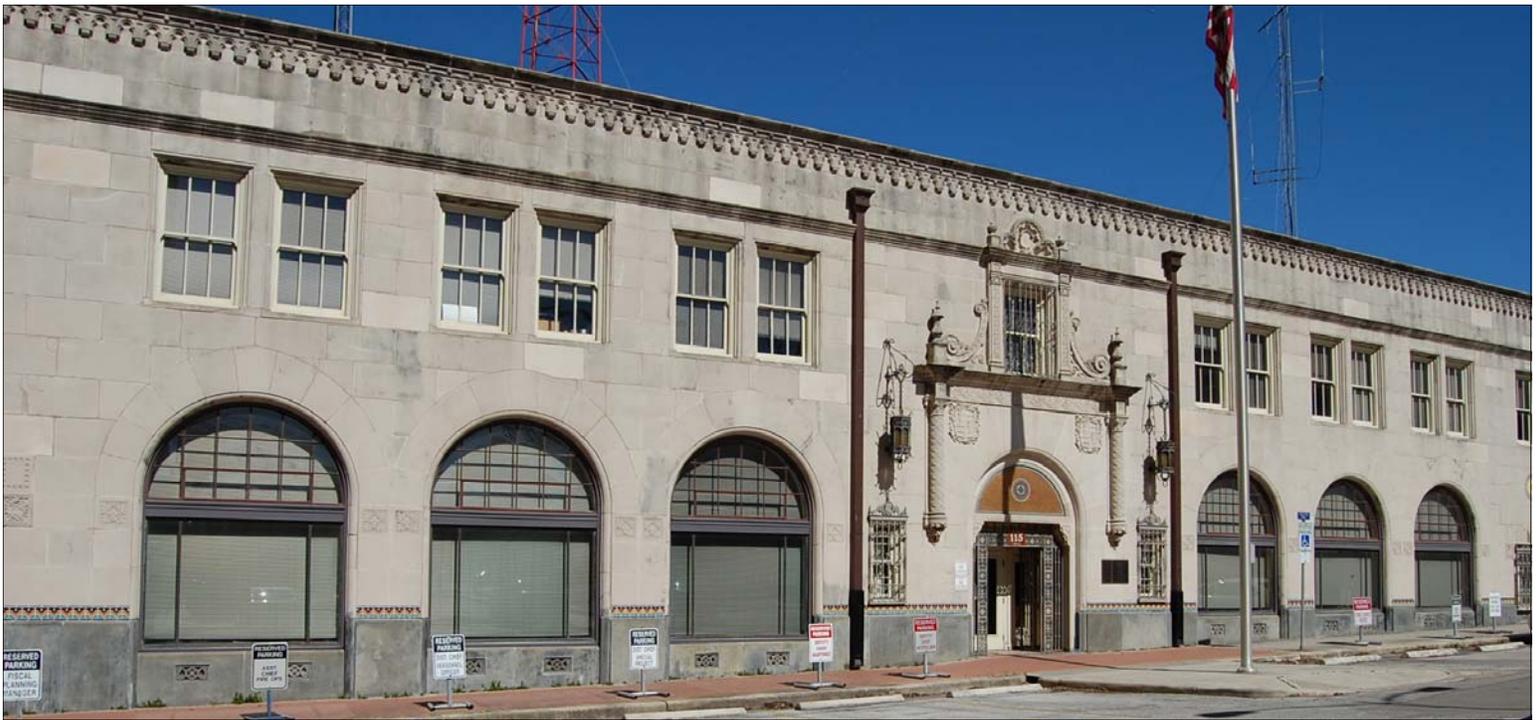
CHARLES N. HOOD FIRE CHIEF

Charles N. Hood joined the San Antonio Fire Department in April 2007. He brought with him more than 23 years of fire and emergency service experience with the Phoenix Fire Department. His tenure there included high ranking management positions as a Division Chief, Battalion Chief, Deputy Chief and most recently as Assistant Chief. He is the first African-American Fire Chief in the history of San Antonio.



Chief Hood holds a Bachelor of Science in Fire Service Management from the University of Ottawa, along with numerous certifications. He is a graduate of the Harvard Kennedy School of Executive Education. He is an Adjunct Faculty at Texas A&M University National Emergency Response and Rescue Training Center. As a member of FEMA's Urban Search & Rescue Red Incident Support Team, Chief Hood has responded to numerous national incidents.

An Arizona native, Chief Hood is the husband of Roseyn and proud father of four sons, Tevin, Jaxon, Langston and Sheridan.



Office of the Fire Chief



The FCO provides highly responsible and complex reporting and support including:

- ◆ Managing the development and implementation of Department priorities, goals, objectives, policies, and procedures for each assigned service area
- ◆ Establishing, within City policy, appropriate service and staffing levels and allocating resources accordingly
- ◆ Monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures, and identifying and implementing opportunities for improvement
- ◆ Acting as the official Department representative to other City Departments, the City Manager's Office, elected officials, and outside Agencies
- ◆ Explaining and justifying Department programs, policies, and activities
- ◆ Assisting with the development and implementation of Department safety and training programs, with a goal of limiting the severity and number of on-the-job injuries and accidents
- ◆ Providing staff support to boards and commissions.
- ◆ Attending and participating in professional group meetings with the labor union
- ◆ Keeping abreast of new trends and innovations in the field of fire science

2009 SAFD Original Adopted Budget Breakdown

| Office of the Fire Chief | |
|---|----------------------|
| Administration | \$1,142,914 |
| Office of Emergency Management | \$2,435,586 |
| Operations | |
| Firefighting | \$129,578,235 |
| Emergency Medical Services | \$56,135,621 |
| Communications | \$8,289,752 |
| Administration | |
| Fiscal Operations | \$895,373 |
| Management Information Systems | \$578,296 |
| Logistics/Services and Facilities | \$5,299,292 |
| Fire Prevention, Arson, Comm. Education | \$6,082,816 |
| Other - Temp. Cadets, Paramedics | \$3,736,316 |
| Human Services | |
| Personnel Services | \$2,540,785 |
| Training | \$2,234,856 |
| Total Operating Budget | \$218,949,841 |
| Capital Improvement Budget | \$15,191,000 |
| Grants Budget | \$8,532,173 |



Office of Emergency Management



DISTRICT CHIEF NIM KIDD

The City of San Antonio's Office of Emergency Management (SAOEM) is a division of the San Antonio Fire Department. The duties of the SAOEM are to prevent, prepare for, respond to, recover from, and mitigate the dangers associated with all hazards, natural and man-made. SAOEM is located in the state of the art San Antonio/Bexar County Emergency Operations Center at Brooks City Base.

Disasters and emergency rescues require coordination and collaboration with City Departments, other municipal and county governments, State and Federal governmental entities, non-governmental organizations (NGOs), private industry, and volunteer groups active in disasters (VOADs). The SAOEM works closely with the Bexar County OEM, the Texas Division of Emergency Management (TDEM), and the Federal Emergency Management Agency (FEMA) Region VI to ensure proactive planning and a seamless response to complex incidents.

Community partners are a cornerstone of emergency management, and the healthcare community in San Antonio is a major contributor in the response to large incidents. To meet the challenges of healthcare coordination, SAOEM partnered with the Southwest Texas Regional Advisory Council for Trauma to create the Regional Medical Operations Center (RMOC). RMOC is now a permanent fixture within the EOC dedicated to the local healthcare community for information and resource sharing.

The Chief of Emergency Management is also designated as the Homeland Security Director for the City. Since 2003, the US Department of Homeland Security has awarded the City of San Antonio over \$41.2 million in Homeland Security grant funds. Grant funds have been used to purchase command and response vehicles, personal protective equipment, increase training opportunities, and provide overtime and backfill funding.



2009 Awarded Grants

| | |
|---|--------------------|
| State Homeland Security Program (SHSP) | \$273,805 |
| Urban Area Security Initiative (UASI) | \$6,042,664 |
| Metropolitan Medical Response System (MMRS) | \$900,587 |
| Emergency Management Program Grant (EMPG) | \$156,648 |
| TOTAL | \$7,373,704 |





The Office of Emergency Management also oversees several programs that fall under the auspices of the city's Geographic Information Systems. Two of the programs in particular provide necessary information to assist both Fire and EMS operations with doing their jobs effectively and efficiently:

- ◆ Web EOC Mapper - Used to deliver a web-enabled emergency management communications system for both local and regional incidents; tools added will assist with key public safety analysis improving our regional anti-terrorism capabilities.
- ◆ San Antonio Notification System - Developed to aid in community safety by delivering alerts by telephone or internet. Citizens can register by telephone or internet.

SAFE SYSTEM

The San Antonio Flood Emergency (SAFE) System was introduced to the community on March 16th, 2009. SAFE's goals are to educate the public on flood awareness, preparedness and safety.

Throughout 2009, SAFE participated in over 45 events including: school festivals, homeowner's association meetings, safety fairs, career days, City of San Antonio events, adult learning events, and numerous City Council District festivals. SAFE was able to reach over 6,300 citizens through these outreach efforts.

During the year, SAFE was highlighted in internet neighborhood links and over 20 HOA newsletters, that reach over 747 communities.

With help from the San Antonio Water System, an Emergency Management partner, the SAFE message reached over 500,000 homes and businesses in the month of July alone.

SAFE Routes were established in key Low Water Crossing locations throughout San Antonio so citizens can easily find alternate routes to avoid flooded roads.



www.safloodsafe.com

2009 Significant Events

| | |
|-----------|--|
| January | Ft. Sam Domestic Terrorism Exercise SARS Exercise StormReady Certification |
| February | Wildland Fires at Camp Bullis |
| March | SAFE Program Launched Homeland Security Conference at Convention Center Ammonia Leak on W. W. White Road |
| April | Military Civilian Coordination Workshop Governor Issues Disaster Proclamation for H1N1 |
| May | Blanco/Huebner Gas Fire-Partial Evacuation Airport Security Exercise US Postal Service Exercise - Bio-Detection System FEMA/STRAC Credentialing Exercise MCI Drill at Fiesta Texas |
| June | Hurricane Exercise Heat Advisory-Level II |
| July | Los Angeles Alliance Best Practices Visit |
| August | Potential Heat Issue at Large Outdoor Concert H1N1 Daily Monitoring |
| September | National Preparedness Month H1N1 Daily Monitoring Citywide Cooperative Planning (H1N1) and Briefings |
| October | National Night Out H1N1 Daily Monitoring Military Civilian Coordination Workshop |
| November | Potential Heavy Rain Event H1N1 Daily Monitoring |
| December | Potential Snow Event H1N1 Daily Monitoring |



Operations is the most recognized face of the San Antonio Fire Department. Operations is overseen by a Deputy Chief, and includes all people, apparatus, and equipment involved in emergency response. This includes everyone from the person taking the call at the Fire Department Dispatch Center to the firefighters and Paramedics showing up at the scene of the emergency. With approximately 350 emergency response personnel on duty 24 hours a day, 7 days a week, 365 days a year, Operations is constantly prepared to respond at a moment's notice.

Operations responds to emergency requests from the public for:

- ◆ **Fires**—Structure, High-Rise, Vehicle, Aircraft, Grass, and Brush.
- ◆ **Medical Calls**—First Responder and EMS.
- ◆ **Rescues**—Vehicle, Water, Confined Space, Industrial, Building Collapse, Wilderness, and High Angle.
- ◆ **Hazardous Materials Incidents**—Transportation, Industrial, Environmental, and Terrorism.

As First Responders, Firefighters are also Emergency Medical Technicians (EMT) who can begin administering medical treatment before an ambulance arrives on the scene. This is why we frequently hear, “I called for an ambulance, not a fire truck.” This cross-training is an important part of how divisions work together to provide the best medical care for the citizens of San Antonio.

In 2009, almost 81% of all SAFD calls for assistance were medical in nature. When it comes to the delivery of medical services, the SAFD's 32 full time ambulances are our most visible resource and handle the majority of the workload. Considering that full time ambulances provide Advanced Life Support (ALS) service to over 1.3 million people living within a coverage area of over 504 square miles, providing medical service can seem like a daunting task. In order to support our full time ambulances, the SAFD has instituted several programs that work together to maximize the effectiveness of our medical service delivery.

- ◆ Peak ALS Ambulances Program
- ◆ First Responder Program
- ◆ Fire ALS Program
- ◆ Fire Medical Program

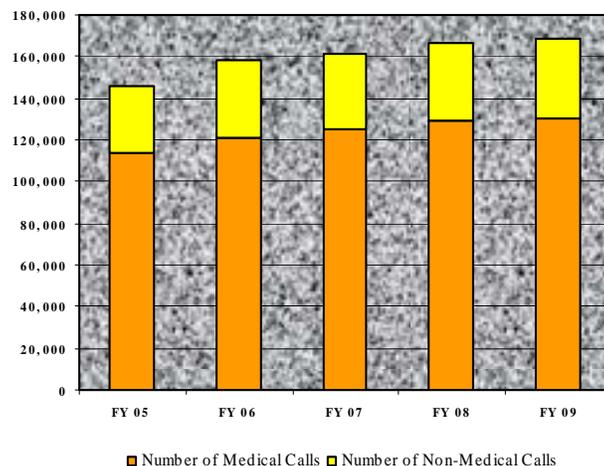
DAVID E. MARTINEZ DEPUTY CHIEF OPERATIONS



Chief Martinez joined the Fire Department in 1979. He was promoted to Fire Apparatus Operator in 1984, served as a Paramedic from 1986 to 1988 and was promoted to Lieutenant in 1988. Chief Martinez was the first uniformed employee to serve as head of the Department's Personnel Services, an assignment that lasted six years. In 2000, he was promoted to Assistant Chief and continued serving as the Personnel Services Chief until 2001 when he was reassigned to the Firefighting Division.

In 2007, he was promoted to Deputy Chief and currently oversees the Firefighting, Emergency Medical Services, and Communications Divisions, as well as Special Operations Teams.

Medical Calls as a Percentage of Total Calls



Operations



The San Antonio Fire Department deploys up to eight additional ambulances per day during periods of peak demand. Targeting peak demand times and locations enables us to enhance ambulance productivity in a cost effective manner. Since there are more fire stations than there are ambulances, a fire apparatus with a crew of Firefighters usually can respond to the scene of an emergency quicker than an ambulance. Accordingly, fire apparatus are routinely sent to medical emergencies as First Responders and arrive in advance of the ambulance. This allows the responder to begin providing basic life support (BLS) prior to the arrival of an advanced life support (ALS) capable unit. The Fire ALS program supplies fire apparatus with ALS personnel (Paramedics) and equipment. This enables the department to provide ALS service as soon as the fire apparatus arrives on scene. A First Responder had a Paramedic with ALS capabilities on board approximately 45% of the time in 2009.

The Fire Medical Program involves sending a fire unit instead of an ambulance to certain requests for medical service. The purpose of the program is to increase ambulance availability and reduce average ALS response times. Based on information received from the caller, Dispatch personnel are authorized to send a “Fire Medical” response to the following types of calls: animal/insect bites, assaults, deceased on arrival calls, psychiatric patients, medi-alerts and traffic accidents. These call types are carefully screened and only those with a high probability of needing Basic Life Support (BLS) receive a “Fire Medical” response.

In 2009, full time medic units averaged about 3,800 responses per year or about 10.5 responses per day per unit. SAFD was able to send Firefighters on fire apparatus to 4,000 medical calls instead of sending an ambulance. That’s 4,000 times that an ambulance remained in service to respond to other critical emergencies. With an average of 11 responses per day, the Fire Medical Program achieves more than the average productivity of one ambulance. Since hiring personnel and staffing an ambulance costs about 1.4 million dollars per year, this program accomplished over 1.4 million dollars worth of productivity in 2009. This was done with existing resources at no additional cost to taxpayers.



Firefighting



The Firefighting Division is a team of dedicated professionals serving the community by providing fire protection, rescue, and medical first responder services to over 1.3 million citizens in a service coverage area of over 500 square miles. In 2009, the Division responded to 100,894 emergency incidents.

The Division is made up of approximately 1,100 uniform Firefighters, who work out of 50 Fire Stations geographically located throughout the city (see map and matrix on pages 6-9 of this report). The Division operates 49 Engine companies, 19 Ladder companies, 18 Medical First Responder Squads, and a variety of specialized vehicles. The Division is divided into three 24-hour shifts. A Fire Shift Commander supervises each of the shifts. The city is divided in seven districts, each supervised by a Battalion Chief.

Although the Firefighting Division responds to a variety of fire related calls, such as single and multi-family structure fires, commercial structure fires, vehicle fires, and brush fires, our service is not limited to fire suppression activities only. Members of the division regularly assist the Emergency Medical Services Division on medical calls; in fact, this type of call has surpassed the average number of fire responses over the last several years.

Many new challenges face the members of the San Antonio Fire Department. These include maintaining an increased awareness and preparation to respond to different threats, both natural and manmade, that pose a risk to our community. To be ready for such events, the Firefighting Division continually evaluates new equipment, response techniques, and training that ensure we are properly prepared to protect our community and the citizens who live in it.



DAVID COATNEY ASSISTANT CHIEF FIRE OPERATIONS



Chief Coatney joined the Fire Department in 1985. He has served in various capacities within the department, including Firefighter, Paramedic, Company Officer, Fire Department Safety Officer, Fire District Commander, Emergency Medical Services Executive Officer, Special Teams Chief, Chief of Training, and as a Fire Shift Commander. Chief Coatney is currently the Fire Division Commander and oversees the daily operations of the Firefighting Division and Special Operations Teams.

Chief Coatney holds a Masters of Arts degree in Management from Wayland Baptist University and enjoys spending his free time with his family.



Firefighting



Members of the San Antonio Fire Department, and in particular the Firefighting Division, enjoy the unique opportunity of working and living in the community. Because many of our fire stations are located in neighborhoods, we often represent the face of the city to many of our citizens. This allows the Firefighters to regularly talk to our neighbors and get a good understanding of what the needs of the community are and how we can respond to those needs.

Many of our Firefighters also take an active part in programs and services in their communities to promote health, safety, and fire prevention, such as:

- ◆ Adopt-A-School
- ◆ Student mentoring
- ◆ Home safety inspections
- ◆ Business and industry response pre-planning and safety inspections
- ◆ Fire Prevention Week demonstrations
- ◆ Health and Safety Fair representatives
- ◆ National Night Out
- ◆ Smoke Detector installation program
- ◆ Vital Signs Checks at fire stations (free of charge)
- ◆ Community Service Events within local neighborhoods



Major Incident Types for CY2009

| Incident Type | Number |
|--------------------------------|---------------|
| Structure Fires | 1,087 |
| Brush/Grass Fires | 1,067 |
| Vehicle Fires | 784 |
| Assist EMS | 59,237 |
| EMS Manpower | 2,862 |
| Water Rescue | 58 |
| Chemical Emergency | 36 |
| Unauthorized Burning | 559 |
| Spill/Leak, No Fire | 748 |
| Power Lines | 368 |
| Vicinity Alarm | 1,276 |
| Bomb Scare - No Bomb | 12 |
| False | 3,261 |
| False, Malicious Call | 421 |
| Assist the Public | 3,213 |
| Assist Police | 352 |
| Total Incidents | 99,554 |
| Total Fires | 4,206 |
| Total Medical Incidents | 62,099 |
| Percent EMS Incidents | 62% |



Special Operations



DISTRICT CHIEF RICHARD GIUSTI

The Special Operations (Special-Ops) Teams of the San Antonio Fire Department consist of personnel that are trained in areas of expertise beyond the scope of traditional Fire and EMS response to mitigate manmade or natural events of a severe nature. The areas of responsibilities for the Special Operation Teams are:

- Aircraft Rescue & Firefighting (ARFF)**
- Hazardous Materials Response Team (HMRT)**
- Medical Special Operations Unit (MSOU)**
- Technical Rescue Team (TRT)**
- Wildland/Urban Interface Team (WUIT)**



Aircraft Rescue & Firefighting (ARFF)

Personnel assigned to ARFF are assigned at Fire Station #23 at the San Antonio International Airport and at Fire Station #22 near Stinson Municipal Airport. ARFF is the lead team responsible for developing and implementing an incident action plan to mitigate events that deal with in-flight emergencies, aircraft fire suppression, and passenger rescue. Personnel from this team act as the liaison between SAFD and aviation authorities on everything from exercises to catastrophic events and are the point of contact for other special teams during hazmat or technical rescues at either airport. This team also consists of highly trained Paramedics who are the EMS first responders for both airports.



The goal of the Spec-Ops Teams are to strive to always be in a constant state of readiness to respond to natural or manmade events that are beyond the training of other emergency responders. The goals of these special teams are to focus on their respective area of expertise and work in unison with all teams, divisions, and personnel to protect the citizens of San Antonio and the region during high risk/low frequency events. A key focus of these teams is to increase interoperability with other local, state, and federal agencies to increase the effectiveness and teamwork during joint or unified operations. The interoperability of these teams has led to successful unified operations at all levels of government and has led many of its members to be selected to state/federal task forces and strike teams that have been deployed to mitigate major disasters around the nation.



Special Operations

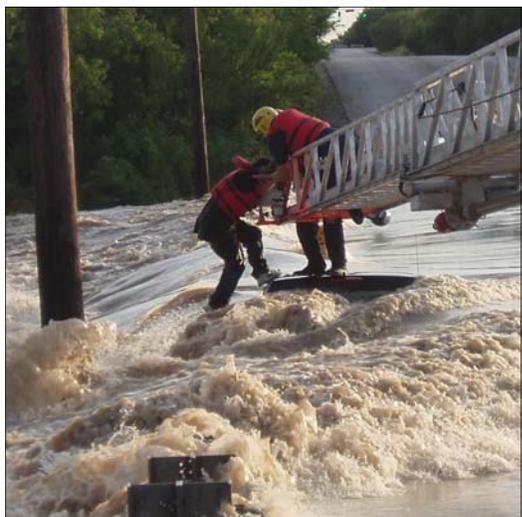


Medical Special Operations Unit (MSOU)

MSOU is a special team that is a joint venture between the firefighting and emergency medical services divisions. The mission of MSOU is to provide the highest level of medical support during high risk/low frequency events that may require specialized training to protect themselves, other responders, and victims in hazardous environments. A goal of MSOU members is the interoperability and teamwork with the other special teams so that an exceptional working relationship is forged. MSOU members have been trained to provide medical support and life saving treatment for Technical Rescue and Hazardous Materials/WMD events. They have also trained with the San Antonio Police Department to respond to helicopter operations and SWAT/Tactical incidents. Members of this team are also equipped and trained to handle mass casualty incidents (MCI) to assist with triage, treatment, transportation, and decontamination.

Technical Rescue Team (TRT)

The TRT specializes in rescues involving the following: Urban Search and Rescue (USAR), high angle, confined spaces, swift water (flooding), trench cave in, building collapse, caving, advanced auto and big rig extrication, industrial accidents, as well as wilderness rescues. Members selected to this team complete over 1000 hours of annual training that has led to the establishment of in-house certification programs that exceed Local, State, and Federal standards, becoming an industry leader in technical rescue and USAR.



Hazardous Materials Response Team (HMRT)

The HMRT takes the lead in mitigating incidents involving chemical transportation accidents, chemical spills in business/manufacturing facilities, and acts of terrorism involving weapons of mass destruction (WMD). Additionally, our HMRT is the regional team that responds to significant Hazmat/WMD events within the Alamo Area Council of Governments, which is an 11,354-square mile, 12-county area. The versatility and interoperability of this team has led to joint operations with other agencies at all levels of government. Given San Antonio's role as a hospitality city, HMRT is a critical part of the protection and response process to defend against weapons of mass destruction.



Wildland/Urban Interface Team (WUIT)

Trained to meet one of the newest threats to our area, the WUIT is trained to mitigate the risk and incidence of fires where wildland areas meet urban and rural communities. Members assigned to this team have to meet national standards that consist of 544 training hours within a three month period as well as a physical agility test. This team has been tested during unified operations at local, state, and federal levels to mitigate wildland fires that have threatened life, property, environmentally sensitive areas, and critical infrastructure. A major activity for the team is educating groups about the Wildland/Urban Interface issues that face our community. According to the Texas Forest Service, Wildland/Urban Interface is quickly becoming a major threat for the northwest and north sides of San Antonio.

Emergency Medical Services



Serving the City of San Antonio and surrounding communities for over 35 years, the Emergency Medical Services (EMS) Division is under the command of an Assistant Chief with a supervisory staff of 21 officers, and a force of 347 Emergency Medical Technician (EMT) Paramedics, who are certified or licensed by the State of Texas, and 18 civilian support personnel.

With the activation of one new EMS unit in April 2009, EMS operates with 32 full-time ambulances. During periods of high call volume, up to 8 peak period units are activated as needed. EMT-Paramedics are trained in the latest emergency medicine protocols by instructors at the University of Texas Health Science Center. Building on their initial 1,400 hours of training, EMT-Paramedics receive 40 hours of medical continuing education each year. As members of the SAFD, EMS personnel must also take ongoing classes on structural firefighting approved by the Texas Commission on Fire Protection.

Our charge is to protect and preserve human life in the event of a trauma-related incident or medical condition. EMS is dispatched to various locations and types of incidents, including homes, businesses, educational facilities, motor vehicle accidents, hazardous materials incidents, and mass casualty incidents. Our ambulances, or Medical Intensive Care Units, are supplied with state-of-the-art equipment and along with our highly trained personnel, are essentially an emergency room on wheels capable of handling a variety of life-saving procedures.



MARIO GUERRA ASSISTANT CHIEF OF EMERGENCY MEDICAL SERVICES



Chief Guerra entered the SAFD in 1975. He worked in Firefighting for eight years, in Training for three years, and in EMS for twenty-three years. He has been an Assistant Chief for fourteen years.

Chief Guerra holds a Bachelor of Applied Arts & Science from Southwest Texas State University.

Chief Guerra enjoys music, reading and movies. He is also a huge UT football fan.



Other programs through which EMS provides high quality, immediate medical care include:

Medical Special Operations Unit — a team of specially trained Paramedics that provide advanced medical life support in situations such as Weapons of Mass Destruction events, tactical/medical rescue for SWAT operations, hazardous materials exposure, and helicopter rescue operations.

Preceptor Program — an internal program designed to standardize orientation and training processes for SAFD Paramedics to improve the efficiency and effectiveness of service..

Emergency Medical Services



Tablet Patient Care Record (PCR) — All vital information on patients assessed and/or transported by EMS is entered and maintained electronically through a tablet PCR. Electronic reporting provides a reliable and robust system that can be readily and easily analyzed for quality assurance and trend analysis purposes.

Heart Alert Program — Field Paramedics are trained to interpret heart attacks via 12 lead electrocardiogram (ECG) and then advise selected emergency rooms to activate their catheter labs and personnel to reduce intervention times and increase survivability.

12 Lead ECG Transmission — SAFD, STRAC, and other regional partners have invested in technology and capabilities to provide healthcare facilities with certain patient information before ambulances arrive. Emergency healthcare providers will have a 12 lead electrocardiogram to help fast-track patient care.

Stroke Alert Program — EMS coordinates with area hospitals to transport stroke patients to specific emergency rooms that can provide the highest level of care of medicine and resources.

Another important program in which EMS actively participates is the **Shattered Dreams** program. Held annually, this program targets local high school teens and is designed to help them experience the negative consequences of drunk driving, including a mock car crash and ambulance ride. EMS personnel also attend career days and school demonstrations to inform young people about the EMS profession and the services provided.



2009 EMS FACTS

| | |
|---|-----------------------|
| EMS Personnel | 387 |
| Full-Time Ambulances | 32 |
| Peak-Period Ambulances | 8 |
| Number of Units Dispatched | 138,890 |
| Number of Patients Transported | 52,585 |
| Average Response Time | 8 minutes, 40 seconds |
| Most Frequent Call Type | Traffic Accidents |
| 2 nd Most Frequent Call Type | Breathing Issues |
| 3 rd Most Frequent Call Type | Falls |
| 4 th Most Frequent | Chest Pain |

As the City of San Antonio grows, so does the demand for emergency services. Maintaining an acceptable average response time is especially challenging given the geographic size of our service area. Response time is defined as beginning at the time a citizen makes contact with the SAFD Communication Center and ending when a unit arrives on the scene. Steps taken this past year in support of this important service measure include the addition of a full time EMS ambulance unit and leveraging firefighting units as medical First Responders providing Advanced Life Support (ALS) service.

Customer service is another on-going area of focus for EMS, given our direct contact with the general public under difficult circumstances. In addition to customer service training, the EMS administration meets with EMT-Paramedics throughout the year to discuss customer service issues and actions. The Firefighting and EMS Divisions continue to develop policy and procedures to improve scene communications and coordination in order to streamline patient care.

Communications



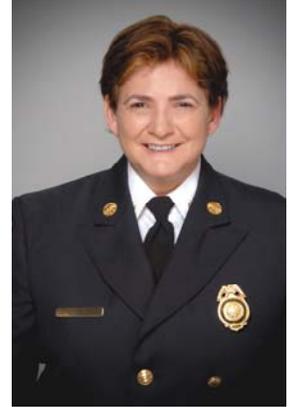
The Communications Division is overseen by an Assistant Chief. All personnel assigned to the Communications Division are individually selected and receive approximately three months of specialized training on multiple forms of computer applications in order to function as both call takers and dispatchers.

Communications works on a rotation of four 24-hour shifts staffed with 10 to 11 call takers/dispatchers and one shift supervisor, who also serves as a backup or overflow call taker. The 42 call takers are certified Texas Emergency Medical Technician-Paramedics, certified Structural Firefighters, and hold special certifications as Emergency Medical Dispatchers and Emergency Fire Dispatchers. The Communications Division's Executive Officer is responsible for the day to day administrative duties and assists in augmenting the on-duty supervisor. A full-time Training Officer, added this year, is responsible for the coordination of initial training as well as continuing education for all assigned personnel.

The Communications Center answers over a quarter of a million calls annually. These calls include requests for Emergency Medical Services (EMS), Fire Suppression, and numerous other general information inquiries. As experienced Firefighters and EMT-Paramedics, call takers can quickly extract needed information and begin determining the correct response. They have saved countless lives by talking frantic callers through step-by-step instructions so that emergency treatment or action can begin while waiting for the responding units to arrive on the scene. Additional responsibilities include:

- ◆ Monitoring tactical radio channels during fire ground operations.
- ◆ Assisting EMS field units by constantly monitoring and updating the availability of local hospitals.
- ◆ Contacting resources such as Arson Investigators, Fire Inspectors, and Public Works for response to fire scenes.
- ◆ Notifying City Public Service and the San Antonio Water System for assistance with power and gas lines or water pressure.

YVETTE GRANATO ASSISTANT CHIEF COMMUNICATIONS



Chief Granato began her career with SAFD in 1985. She served as a Firefighter from 1986 to 1988, and in 1988 began service as a Fire Apparatus Operator and Paramedic for the EMS Division. She was promoted to Lieutenant in 1993 and to Captain in 2001. In February 2008, Yvette Granato became the first female Assistant Chief in the history of the San Antonio Fire Department.

Chief Granato cherishes her time with family. She also enjoys reading, catching a good movie, and any time spent outdoors.

2009 Most Frequent Fire Responses Dispatched by Type

| | |
|--------------------------------|-----|
| Medical Response | 62% |
| Vicinity Alarm | 10% |
| Fire Only EMS | 4% |
| Motor Vehicle Crash High Speed | 3% |
| Assist the Public | 3% |
| Structure Fires | 2% |

2009 Most Frequent EMS Responses Dispatched by Type

| | |
|------------------------|-------|
| Traffic Accidents | 11.1% |
| Breathing Difficulties | 8.7% |
| Falls | 7.8% |
| Chest Pain | 7.4% |
| Sick Person | 7.3% |
| Convulsions/Seizures | 5.0% |

Communications



2010 promises to be an exciting and challenging year for the SAFD Communications Division. Beginning in mid-February, training of all assigned personnel on the use of the new state-of-the-art Computer Aided Dispatch System (CAD) will start. The addition of our new, full-time training officer will provide the opportunity to continue in-house training on the new CAD system through its implementation in the second quarter of 2010.

The new CAD system will offer the following operational improvements:

- ◆ Improved response times with on-board Automatic Vehicle Locators (AVL), which will determine response and routing based on the closest appropriate available units; especially helpful with EMS since they are often dispatched while mobile.
- ◆ Ability to prioritize calls as they are dispatched (Cardiac arrest will be pushed out in front of a stubbed toe or trash fire).
- ◆ Ability to tier the response to medical calls for appropriate use and improved availability of resources.
- ◆ Dispatches can be sent out simultaneously to multiple fire stations without waiting through the manual dispatch process by using the new Station Alerting System.
- ◆ Consolidation of 3 current CADs (Fire, EMS and Police) into a single CAD capable of sharing critical information (Unit status, hazards, notes, etc.) and linking multi-agency incidents.

Also on the horizon for the Communications Division is the construction of a new state-of-the-art 911 dispatching center, commonly referred to as a Public Safety Answering Point (PSAP). This new dispatch center will house both the San Antonio Fire/EMS and Police 911 dispatch centers. The current projected timeline for completion of the PSAP center is the fourth quarter of 2011.

2009 Communications FACTS

| | |
|-------------------------|---------|
| Call takers | 42 |
| Calls received | 280,600 |
| Resulting Fire Dispatch | 101,634 |
| Resulting EMS Dispatch | 123,056 |
| Average Daily Calls | 769 |



Administration Section



Under the oversight of Deputy Chief Rodney Hitzfelder, the Administration Division of the SAFD includes several key Divisions:

- ◆ **Fiscal Management & Research Services Division**
- ◆ **Management Information Services (MIS) Division**
- ◆ **Logistics/Services Division**
- ◆ **Technical Services Division**
- ◆ **Public Information Office (PIO)**
- ◆ **Fire Prevention Division**

Units within the SAFD Administration Division perform all of the tasks that make it possible for the Fire and EMS companies to respond to calls for help. This includes the procurement and maintenance of all vehicles, equipment, stations and other facilities for both Fire and EMS. Our personnel manage all purchasing activities, from fire trucks to paper clips for the stations. Another key responsibility that touches all levels of the Fire Department is the generation and management of the San Antonio Fire Department's \$200,000,000+ annual budget.

The safety of our citizens and visitors is a primary goal of the overall Fire Department. Administration is a major contributor in this area through our fire code enforcement responsibility. This includes overseeing new construction safety standards, the inspection of buildings, and investigating suspicious fires for possible arson. Administration is also responsible for the development and dissemination of public education materials and programs covering fire prevention and health and safety topics.

In 2009, in conjunction with the Computer Aided Dispatch (CAD) system, the SAFD implemented CAD Analyst and ADAM software programs. These programs assist the SAFD to evaluate optimal geographic deployment of resources, including fire station locations, engine and ladder companies, and EMS unit placements.

RODNEY HITZFELDER DEPUTY CHIEF ADMINISTRATION



Deputy Chief Hitzfelder entered the SAFD in 1979. He has worked as a Firefighter and Paramedic, a District Commander in the EMS Division, the Department's first Public Information Officer, Special Projects Officer for the Fire Chief, Chief of Firefighting and Special Operations, Interim Director of the Office of Emergency Management, and is presently the Chief of Administration.

Chief Hitzfelder holds a Master of Public Administration degree from the University of Texas at San Antonio. He is also an avid hunter and enjoys spending his free time with his family.

2009 Administration Facts

| | |
|----------------------------------|-----------|
| Fiscal Services personnel | 12 |
| MIS personnel | 10 |
| Logistics/Services personnel | 33 |
| Technical Services personnel | 5 |
| PIO personnel | 2 |
| Fire Prevention personnel | 26 |
| Administrative Support personnel | 1 |
| TOTAL | 88 |



Fiscal Management & Research



The Fiscal Management & Research Division of the Administration Division has 12 staff members who are divided into two sections:

Fiscal Operations Team - This team establishes and implements efficient procedures for accounting, audit, purchase delivery, payment of vendors and contractors, and all other areas of fiscal management. This team guides the expenditures of funds and provides on going monitoring of the General Ledger Accounting, Accounts Receivable, and Accounts Payable services for all divisions of the SAFD. They also continually explore practical and legal sources of revenues to increase organizational effectiveness. The Fiscal Operations team was responsible for collecting over \$600,000 in Hazmat revenues this year.

Budget and Resources Team - This team prepares and monitors the annual budget and supports the other SAFD divisions in the areas of procurement, research, proposals, and contracts. In Fiscal Year 2009, the Department received a budget of \$224,838,804 (including Capital Projects and grants). The Budget Team was responsible for securing more than \$2 million in improvements for Fiscal Year 2009.

In mid-2009, the San Antonio Fire Department, led by the Budget and Resources Team, submitted a competitive grant application for American Recovery & Reinvestment Act funding to construct two fire stations (50 and 51). These stations will be located on Applewhite Road and Beckwith Road respectively. SAFD was awarded \$7.3 million. San Antonio was one of only four fire departments in Texas to receive grant funding and received the largest grant of this type in the country.

In 2009, SAFD fiscal staff led a team of over 30 personnel from SAFD, SAPD, Public Works, Metro Health, Finance, ITSD, and Solid Waste departments to create a system and draft procedures to be followed by the Incident Management Team (IMT) Finance Section. This system is used to track costs during events such as hurricane evacuations. These procedures were tested during the June 2009 exercise at the Emergency Operations Center and utilized for the H1N1 event.

CARL WEDIGE ASSISTANT CHIEF FISCAL OPERATIONS/ CAPITAL PROJECTS



Chief Wedige joined the SAFD in 1983. He has served as a Firefighter, Fire Apparatus Operator and Paramedic. He was promoted to Lieutenant in 1990, and in 1993 was promoted to Captain. In 1996, Chief Wedige became a District Chief and was assigned to the Fire Chief's Office. Currently, he holds the position of Assistant Chief and is the head of the Fiscal Division. He is responsible for the budgetary and financial operations of the Department, capital projects, and annexation.

Chief Wedige was born and raised in San Antonio and has been married for 29 years. He has a son, Eric, daughter, Kayla and granddaughter, Zooney.



The division began a new tradition of adopting a local nonprofit agency for the holidays. 2009's selected agency was Respite Care's Davidson House. The staff had great fun making Christmas photo frames with the children and even brought along Santa who arrived on a fire engine with a full complement of Firefighters from Fire Station #6 to hand out presents to the children living at Davidson House.

The Fiscal Management & Research Division also spearheads the SAFD Annual Charitable Campaign. SAFD raised its participation from 61% in 2008 to 70% in 2009. Employees raised \$178,000, which exceeded their city-given goal by over \$6,000.



Capital Projects

Fire Station Renovations Status

- ◆ Phases One and Two of the Facility re-roofing/air conditioning and ventilating system upgrade project have been completed. This included Fire Stations 4, 28, 30, 31, 33, 17, 26, 34, and 41.
- ◆ Phase Three, including Fire Stations 15, 22, 29, and 37 started in May 2009.
- ◆ Phase Four, including Fire Stations 40, 42, 43, and 44 is scheduled to start in the Spring of 2010.



In addition, the SAFD received funding in FY2009 for the installation of a Fire Station Alerting System in conjunction with the implementation of the regional Computer Aided Dispatch (CAD) project. This new capability will eliminate call-stacking, will dispatch fire and EMS units more efficiently, and will allow dispatchers to better monitor and manage radio traffic and incidents.

Another project that began in 2009 was the assembly of a new railway safety training building. It began with the installation of a locomotive along the existing track, all donated by Union Pacific, at the SAFD Training Academy.



Design of Additional and Replacement Stations

Currently, there is approved funding for six replacement fire stations, two new fire stations, and a new Fire Logistics/Services facility. Plans for a new Public Safety Headquarters facility are being developed. The square footage of new fire stations will range from 12,500 to 24,500 square feet, depending on the number of fire and EMS bays and amenities required. Most of the stations will be one story, with a few being two story depending on land availability and acquisition. Each facility will be designed to blend with and complement its surroundings while addressing the complex functional and technical issues associated with fire station requirements. The new Fire Logistics/Services facility will be constructed at the SAFD Training Academy at 300 South Callaghan.

| Project | Address | Council District |
|----------------------------------|----------------------------|------------------|
| FS # 1 | Cherry Street at Nolan | 2 |
| FS # 19 | 1310 Vance Jackson | 1 |
| FS # 50 | 15000 Applewhite Rd | 4 |
| FS # 51 | Beckwith and Vance Jackson | 8 |
| Railway Safety Training Building | 300 S Callaghan | 6 |
| FS # 27 | 1518 Hillcrest | 7 |
| FS # 28 | 15 Burwood Lane | 1 |
| Services Facility | 300 S Callaghan | 6 |
| Water Rescue Prop | 300 S Callaghan | 6 |
| FS # 32 | 2235 Babcock | 8 |
| FS # 2 | 601 Gillette Blvd | 3 |
| FS Renovations | Various | Various |

Management Information Services

DEPARTMENT SYSTEMS MANAGER HOPE WUELLNER-BROOKS

The Management Information Services (MIS) division provides technical support to all of the divisions of the SAFD – both operational and administrative. MIS has a staff of 10 that includes technician, programmers, GIS, integrators, and management. They support all aspects of computer hardware and software used by the department.

The SAFD relies heavily on its IT resources. Every station and every vehicle have at least one computer. MIS staff members work on a variety of programs and projects including the Computer Aided Dispatch system, Mobile Data Computers, all standard Microsoft applications, FASTER fleet maintenance software, and an EMS Case Reporting System. MIS technical support is available on a 24-hour every day basis.

In addition to technical support, MIS contributes software programming expertise to develop and maintain custom applications. Internal and external web pages have been redesigned to better support the SAFD customer base. Also, the continued use of Geographic Information System (GIS) mapping and analysis has provided SAFD management with the necessary support documentation to determine the placement of new units and new fire stations.



| 2009 MIS FACTS | |
|------------------------------------|--------|
| Computers, peripherals supported | 2,500 |
| Software programs supported | 42 |
| Number of work locations supported | 63 |
| Number of special projects | 15 |
| Number of MIS personnel | 10 |
| Total MIS Man-hours available | 20,800 |

Currently, MIS continues to work with all SAFD Divisions on a long-range project for a new Computer Aided Dispatch (CAD) system. This project will provide the SAFD with a new CAD as well as an improved Records Management System (RMS). The CAD will bring our dispatch capabilities into the 21st century and provide the ability to automate and expedite responses based on the priority of the call type and the closest appropriate responders. The RMS will provide electronic data management in the form of: National Fire Incident Reporting System (NFIRS), location pre-planning for fire response, inventory management, personnel training, and certification tracking. The first portion of this project, NFIRS reporting, was implemented in November 2008. With the new Mobile Data Computers installed in most units, MIS now will focus on the implementation of the latest generation of wireless communication and the implementation of the mobile CAD software for the CAD/RMS project. MIS continues to support and upgrade the EMS Electronic Patient Care Reporting (ePCR) System, as well as those used by the Fire ALS responders. MIS will continue to work with the Training Division to prepare and provide training to the SAFD's uniform and civilian personnel for the new applications, policies, and procedures that the new CAD/RMS systems will bring.





DISTRICT CHIEF ROBERT MIKEL II

The Logistics/Services Division supports SAFD operations through the acquisition and maintenance of Fire and EMS vehicles, equipment and facilities, as well as the procurement and distribution of supplies and materials necessary for day-to-day functions. The Division consists of several groups, including:

Air Quality Management—responsible for the maintenance, repair and testing of the SAFD’s gas detectors, thermal imaging cameras, and protective breathing equipment known as SCBA (Self-Contained Breathing Apparatus). Air Quality Management technicians must maintain numerous certifications in order to be qualified to work on the most critical safety equipment Firefighters use.

Supply/Logistics—responsible for delivering fire and medical supplies and equipment and commodities to Fire Stations across San Antonio each day. This unit also manages the purchasing, receiving, and warehousing of equipment and supplies, including firefighting tools and equipment. Additionally, the unit conducts on-site repairs of fire hoses, nozzles, helmets, oxygen delivery systems, and certain other emergency medical equipment as needed.

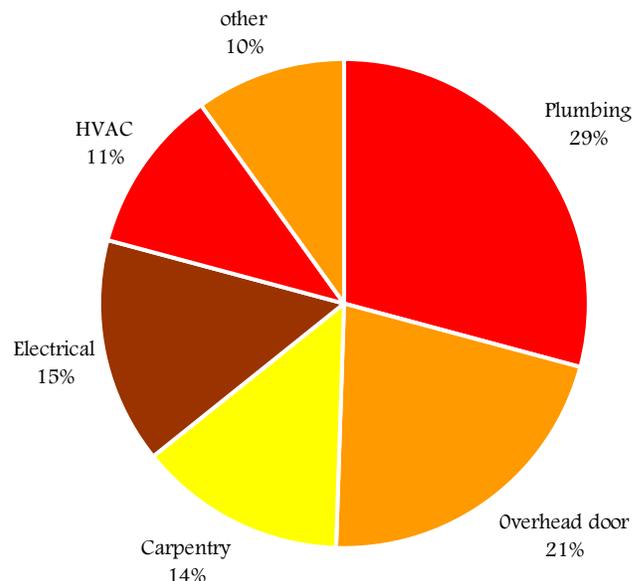
Fleet Maintenance— responsible for maintenance and repairs on the fleet of Fire and EMS vehicles and emergency equipment. Power tools used in emergency operations are maintained as well. Hydraulic rescue equipment, operated to free trapped occupants of vehicle accidents, and chain-saws used to cut ventilation holes in roofs, are examples.

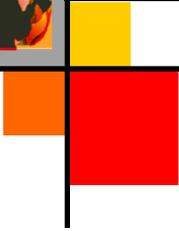


Administration—responsible for acquisitions, procurement, specifications and disposal of most assets and general oversight of the Logistics/Services Division.

Facilities— responsible for maintenance and repair of 60 facilities with total square footage of approximately 500,000 square feet. This includes carpentry, glass repair, flooring, painting, roofing, locksmith, plumbing, electrical, central air conditioning and heating, overhead door, pest control, and emergency power equipment. Facilities is also responsible for construction projects which include minor and major maintenance projects, facility renovations and modifications, and capital improvement new construction projects.

SAFD Facility Work Requests 2009





Services Division highlights of 2009:

2009 saw the second phase of EMS units replaced with more reliable generator powered ambulances. Half of the current ambulance fleet is now comprised of these newer models. Specifications were developed through a joint labor-management apparatus committee and have significantly reduced EMS unit breakdowns, increased ambulance availability, and have furthered the City of San Antonio's green initiatives. The generator powered ambulances eliminate the need for extended idling and reduce vehicle emissions compared to the older ambulances.

Design of a new SAFD Logistics/Services facility also began in 2009. This new facility will permit the separate sections of the Logistics/Services division to be located in one building and result in improved internal customer service to Fire and EMS personnel.

A reduction in facility work requests in 2009 indicates that the existing condition of the fire facilities is improving. This is attributed to recent renovation completions and the initiation of a preventive maintenance program.

| 2009 Fleet Maintenance FACTS (including Reserves) | |
|--|-------------|
| Fire Engines | 67 |
| Aerial/Platform Ladder Trucks | 24 |
| Ambulances | 57 |
| Inventory of Auto Parts | \$1 Million |





CAPTAIN TJ TYMRAK

The Technical Services division provides installation, maintenance, and repairs of communications and safety equipment for each division and was developed to meet the ever increasing technology needs of the San Antonio Fire Department. Responsibilities range from management of the radio system to maintenance of mobile vehicle technology. Technical Services also coordinates all deployments and training needs concerning vehicles with high technology or special needs including the Mobile Command Vehicle, Mobile Communications Vehicle, various trailers, and portable equipment. In addition to uniformed and civilian personnel, Technical Services used the services of a civilian volunteer technician, Shane O'Neal, to assist with critical systems on the SAFD Command Bus. Mr. O'Neal provides much-needed technical assistance to responders at large-scale emergency incidents.

Technical Services provides research, testing, and deployment of technology that is critical to the safety of San Antonio Firefighters. Technical Services supports the SAFD through installation and repair of technology deployed on Emergency Vehicles, as well as providing communications support through programming and maintenance of over 700 radios.

Technical Services deploys the Mobile Command Vehicle and associated equipment to any major incident and provides technical support for on-scene communications.

Technical Services works toward improving the communications interoperability among 14 regional Fire Departments during mutual aid emergency incidents such as large brush fires. Funding for this program is being pursued through FEMA and the Department of Homeland Security.



Technical Services also provides purchase, programming, vehicle installation, and maintenance support for the following items:

- ◆ Radio System and portable radios
- ◆ Vehicle intercommunication devices
- ◆ Vehicle emergency lighting
- ◆ Vehicle sirens
- ◆ Cell phones
- ◆ Mobile Data Computers (MDCs)
- ◆ Fire Station base radio and public address systems

During 2009, Technical Services deployed the Command Bus more than a dozen times. They participated in regional radio interoperability exercises, large scale emergency incidents, and planned events such as the Rock and Roll Marathon.





Public Information Office

FIRE ENGINEER DEBORAH M. FOSTER

The Public Information Office (PIO) is the communication liaison between the San Antonio Fire Department, media outlets, community partners, and government officials.

The PIO is responsible for issuing media releases and coordinating media events to keep the public aware of issues which may affect their health and safety in an emergency situation. This often involves releasing information during or following a significant fire or medical event, but the information can also be issued proactively before such an event occurs.

The PIO is also responsible for the production of “In the Line of Fire,” a half-hour monthly television show focusing on the issues of fire related safety for our community. The show airs on the City of San Antonio’s Public Access channel.

In 2009, the Public Information Office staff increased by one, allowing the Office to better assist the media and the public.



They assisted with or coordinated San Antonio Fire Department participation in the following community programs:

- ◆ Groundbreakings for replacement Fire Station #1 and new Fire Station #51.
- ◆ Project Cool, which collects fans for distribution to senior residents throughout Bexar County.
- ◆ The Texas Burn Survivor Society’s annual pediatric burn camp, with a barbecue lunch during SAFD Day.
- ◆ S.A.nta’s Firefighter toy Drive, which increased its gift-giving by 50% to reach approximately 1,600 deserving children in San Antonio.
- ◆ National Night Out, a partnership between police and fire to promote stronger, safer neighborhoods throughout our community.
- ◆ The Regional Health and Safety Fair hosted by the San Antonio Fire Department and attended by area fire, police, and health and safety organizations from across Bexar County.

Fire Prevention

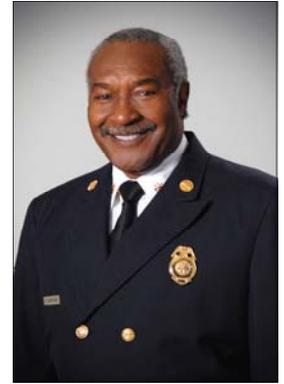


The Fire Prevention Division is composed of four subdivisions, Fire Inspection (16 uniformed and 4 civilian employees), Special Events (5 uniformed employees), Arson Investigation (17 uniformed and 1 civilian employees), and Community Safety and Education (3 uniformed employees). The Fire Chief's main priority is the safety of our personnel and community and in turn Fire Prevention's main focus.

The Fire Prevention Division is dedicated to preventing the loss of life and property for our emergency responders and the citizens of San Antonio. It is the epitome of the SAFD's motto, "Our Family Protecting Your Family". Fire Prevention minimizes potential fire and environmental damage through education, public awareness, inspection and comprehensive in-

| 2009 Inspection Types | # of Inspections |
|------------------------------|------------------|
| Fire Investigations | 7,847 |
| Sprinkler Inspections | 3,726 |
| Fire Alarm Inspections | 1,990 |
| Fixed Extinguishing Systems | 465 |
| Certificate of Occupancy | 1,819 |
| Routine Inspections | 1,392 |
| New Construction Fire Final | 3,667 |
| Life Safety Code Inspections | 654 |
| Fire Lane Inspection | 668 |
| School Inspections | 320 |
| Storage Tanks | 213 |
| Spray Booth | 23 |
| Total Inspections | 22,784 |

EARL CRAYTON FIRE MARSHAL & ASSISTANT CHIEF FIRE PREVENTION & ARSON



Chief Crayton entered the SAFD in 1979. He has served in Fire Suppression, Fire Prevention, and Applicant Processing. He was also the Special Events Coordinator and Assistant to the Administrative Deputy Chief. He currently serves as the Fire Marshal and Assistant Chief of Fire Prevention and the Arson Bureau. Chief Crayton attended the University of Hawaii and Wayland Baptist University to obtain his Bachelor of Science in Occupational Education and Fire Science.

Chief Crayton's favorite vacation spot is the Hawaiian Islands. He also enjoys gardening and spending time with his grandchildren.

Fire Code Development and Enforcement—Fire Inspection collaborates with other City of San Antonio inspection teams to play a valuable role in the Dangerous Structure Board and Dangerous Assessment Response Team (DART). Many of Fire Prevention's activities form part of the City of San Antonio's building and development process and include:

- ◆ Reviews of building plans and Fire Protection Systems
- ◆ Inspections of new construction and remodeling of existing structures
- ◆ Granting of special permits and licenses
- ◆ Responding to complaints of possible code violations
- ◆ Enforcement of applicable fire and building codes
- ◆ Development and communication of fire codes





Special Events

The Special Events Section is dedicated to providing an enjoyable and safe experience for all attendees at public events. By focusing on the particular requirements of public assemblies and special events, a concerted effort is made to achieve the highest ratings in public safety.

There are over 1,000 special events held in various venues and locations throughout San Antonio annually. In preparation for these events, several weeks and in some cases years, are spent in plan review, site visits/inspections, permitting, staffing, and meetings with the client and event coordinator. Some of the duties of the Special Events Section include:

- ◆ Maintenance of regulations and city codes
- ◆ Plan review
- ◆ Issuance of permits
- ◆ Emergency plans review
- ◆ Site inspection (prior to and during event)
- ◆ Coordination with other entities on disabling of alarm systems and street closures
- ◆ Event planning with clients and facility staff
- ◆ Manpower management

The Special Events Section coordinates all public assemblies/special events and is responsible for validating and certifying the approval of all aspects of special events within San Antonio.

Arson Investigation

The Arson Bureau is responsible for investigating the cause of fires and explosions within the City limits of San Antonio. Fire investigations often divide into two distinct parts:

- ◆ Determining the cause of the fire.
- ◆ If the cause is determined to be arson, conducting a criminal investigation to bring the perpetrator to justice.

Arson Bureau members are highly trained in fire origin and cause, investigative techniques, criminal law, and crime scene processing. Arson Bureau personnel are also sworn Peace Officers with the authority to detain suspects.



Fire and Life Safety Education

The best and most cost-effective way to accomplish the goal of protecting life is through the prevention of fire before it occurs. The Fire Prevention Division's Community Safety & Education section continually strives to promote life safety by reaching out to a diverse demographic from small children to business professionals. Through the use of public appearances, informative publications and video, along with targeted education and training, we provide a learning experience that will have a lasting effect, thereby promoting a safer, fire-conscious environment in our community. Several major education programs have been instituted to reach SAFD's goal of "Our Family Protecting Your Family".



2009 Arson Investigations

| | |
|-------------------|------------|
| Arson | 421 |
| Accidental | 147 |
| Criminal Mischief | 39 |
| Bomb related | 23 |
| Other | 136 |
| Total | 766 |



Education Programs

Smoke Detector Installation Program: Smoke detectors are the #1 life saving device and should be present in every home. Any citizen that does not have a smoke detector in their home can receive a free detector by calling 211 (United Way Help Line) and requesting an installation. The nearest fire station will contact the homeowner and schedule an installation time.

Public appearances: Firefighters and Sparky the Fire Dog promote Fire Prevention and Life Safety, including in-school fire safety instruction for children and participate in community health and safety fairs and career days.

Escape Planning: Exit Drills In The Home (EDITH) prepares all members of the household to exit to safety in case of a home fire. Helpful guidance is provided in matters of fire safety and escape planning as it regards homes, college dorms, hotels, and other aspects of daily living.

Fire Training for area organizations and businesses: Businesses can learn how to handle and use a fire extinguisher, receive Fire Warden training, and conduct fire drills.

Juvenile Firesetters Intervention Program: This program provides a system of intake, education, and referral for children who have set fires or display fire setting behaviors. It serves children identified in the San Antonio area as well as children referred from other agencies in our region. Through counseling and education, the program endeavors to help those children understand the ramifications that their actions can have, not only on themselves and their families, but also on the community as a whole.

San Antonio Fire Education (S.A.F.E.) House: This mobile classroom uses a hands-on approach to educate citizens of all ages in matters of fire safety. The fire safety and prevention lessons received are further enhanced when the public is invited to enter the S.A.F.E. House and participate in a fire escape drill complete with safe theatrical smoke used as a tool to make the drill more realistic.



Sparky the Fire Dog: As the official mascot of U.S. fire departments, Sparky makes numerous public appearances at different community events and schools throughout the year. The children of San Antonio associate Sparky with other fire safety programs they have learned about while attending school which helps to reinforce the instruction they receive. Sparky is a registered trademark of the National Fire Protection Association (NFPA). SAFD uses a costumed Sparky as well as a robotic Sparky that makes quite an impression on children.

San Antonio Regional Health & Safety Fair: The Fire Prevention Poster Contest winners are announced and are presented with their trophies and prizes. Also, the public has a chance to meet and interact with members of area fire departments and see the fire apparatus and equipment and visit with health and safety organizations during the fair.

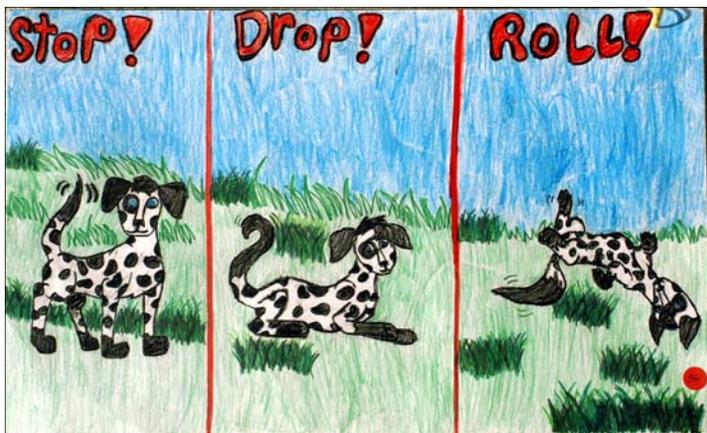
Fire Prevention Poster Contest: The SAFD and the Bexar County Fire Marshal co-sponsor a poster contest for our area schools. Children from pre-kindergarten through high school, as well as students with special needs, are encouraged to participate and create posters that convey the important message of fire safety and education. The poster contest helps students and their families learn the importance of fire safety while getting a chance to win prizes donated by generous and caring area businesses and organizations.

Fire Prevention

A few of the 2009 poster contest winners:



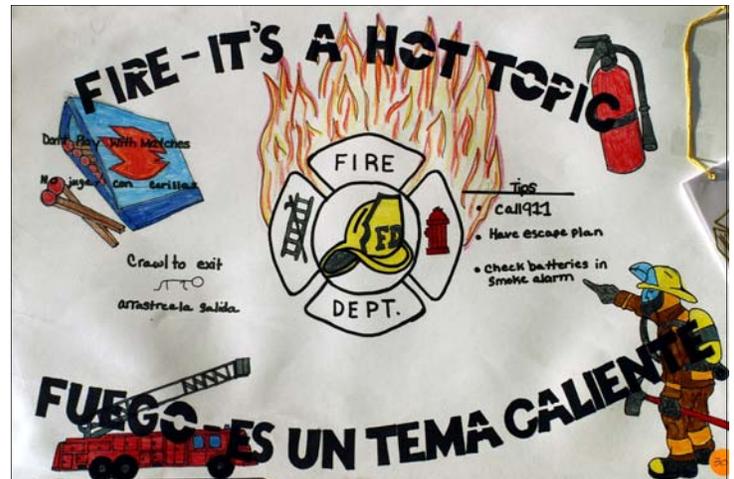
First Place Winner—Division III
Second Grader—NISD



Seventh Place Winner—Division VI
Fifth Grader—NISD



First Place Winner—Division VIII
Tenth Grader—NEISD



Third Place Winner—Division V
Fourth Grader—Judson ISD



Third Place Winner—Division VII
Eighth Grader—SAISD



Fifth Place Winner—Division VIII
Twelfth Grader—Central Catholic



The San Antonio Fire Department Human Services division is responsible for a broad range of functions that cover every aspect of personnel management and administration. This division provides the highest quality service to the internal and external customers of the SAFD through personnel administration, health and wellness, safety, training, applicant processing, recruitment and payroll support. In addition, the Human Services division is responsible for the Employee Assistance, Chaplaincy, and Peer Support Programs. Human Services is staffed by twenty uniformed and twenty-three civilian personnel.

The Human Services division is engaged in every facet of a Firefighter's career, from the time they are first given consideration for hire until the time they separate from the San Antonio Fire Department.

It begins with the Recruiting Office. The Recruiting Office is responsible for attracting and retaining qualified applicants interested in serving the citizens of San Antonio. To accomplish their mission, recruiters utilize various methods of outreach including: advertisements through various media outlets, participation in career days and job fairs within local and surrounding communities, and speaking engagements at churches, high schools, colleges, universities, and military bases.

Applicant Processing is the next step in an individual's pursuit of a uniformed career with the San Antonio Fire Department. This office is responsible for ensuring consistent application of the hiring standards set forth by the Fire Fighters' and Police Officers' Civil Service Commission during the review of potential Fire Cadet applicants.

| Fire Department Personnel 2009 | |
|--------------------------------|-------------|
| Uniform | 1624 |
| Civilian | 144 |
| TOTAL | 1768 |

NOEL HORAN ASSISTANT CHIEF HUMAN SERVICES



Chief Horan entered the SAFD in 1979 and has been a proud member for over 30 years. He is the Fire Chief's Executive Officer and is responsible for directing the human resources functions of the Department, which include the payroll process for over 1,600 employees, management of the random drug-testing program, records management, and representing Fire Administration during the collective bargaining process.

Chief Horan holds a Bachelor of Applied Arts and Sciences Degree from Texas State University and he is a Certified Public Manager. He is a native of San Antonio, is married, and has two children. He enjoys various outdoor activities and spending time at the coast with his family.



2009 Fire Department Chaplains

Once they are hired, Firefighters will work with the Personnel Services Office on matters such as workers compensation processing, modified and light duty assignments, the administration of Family Medical Leave Act, administration of the tuition reimbursement program, personnel transfers, promotions, litigation support, labor-management relations, civilian employee personnel administration, records management, processing of grievances, and open records requests.

The Payroll Office is responsible for every aspect of payroll administration for over 1,700 uniformed and civilian employees. Their duties include payroll record management, payroll data research and analysis, and the identification and reconciliation of payroll related issues.

Human Services



The Human Services division, in conjunction with the South Texas Blood and Tissue Center, is responsible for the coordination of the bi-annual uniformed personnel blood drive. The San Antonio Fire Department blood drives have been extremely successful, increasing the available supply by hundreds of units annually.

In addition, Human Services coordinates with the San Antonio Professional Fire Fighters Association to conduct the annual S.A.n'ta's Firefighter toy Drive. For the past 2 years, Firefighters have collected toys for underprivileged children throughout the community. Each donated toy is delivered to children by Firefighters in the days leading up to Christmas.

Future enhancements to the Human Services division include, but are not limited to, on-site payroll support to the Operations divisions within the San Antonio Fire Department and the development and implementation of a Public Safety High School (PSHS).



The PSHS will provide select students the opportunity to complete a fire or law enforcement curriculum that would prepare them for future employment within those disciplines. The PSHS will initially accept fifteen (15) students in each track. To enter the program, students need to have, and maintain, an academic grade point average that demonstrates a probable likelihood of success.

Four (4) hours of the student's day will be dedicated to traditional coursework, with the balance committed to either the fire or law enforcement track. Fire program students will receive their instruction through personnel from the San Antonio College Regional Fire Training facility.

Upon successful completion of the program, students will earn Dual Credit hours, and fire program students will be eligible for Structural Firefighter-Basic and Emergency Medical Technician-Basic certifications.





DISTRICT CHIEF ART VILLARREAL

The San Antonio Fire Department Safety Division is responsible for the safety and welfare of those individuals who keep our citizens safe. While other divisions of the SAFD deal with issues of public safety and education, Safety's focus is on the Firefighters and Paramedics.

The Safety Division consists of a District Chief, a Lieutenant and three Captains who function as Field Safety Officers. These Captains typically respond to scenes of multi-unit incidents and add a higher level of expertise in the area of personnel safety. The Safety Officer is a valuable resource for the Incident Commander, who is ultimately responsible for the safety of the operation. In 2009, Safety Officers responded to approximately 180 scenes involving a number of incidents ranging from vehicle accidents on high speed roadways to fires in large, hazardous buildings.

In addition to scene responses, the Safety Division is responsible for vehicle accident investigation, Firefighter injury and death investigation, inspection and maintenance of standards for personal protective equipment, injury and accident analysis and trend identification, and the development of recommendations for the prevention of these accidents.



The Safety Division is also involved in the following activities:

- ◆ Responding to safety related complaints and inquiries
- ◆ Compiling information for Post Incident Analysis
- ◆ Safety program development and policy review
- ◆ Issuance of safety notices and bulletins
- ◆ Equipment review and specification development
- ◆ In-service training that enhances Firefighter operational safety

The Safety Division has developed operating guidelines for an Accident Review Board. This board will allow Fire personnel to review the details of vehicle accidents involving their peers. The board will identify contributing factors of the accident, so proper corrective action can be taken to prevent future accidents.

Improved methods of injury tracking are also being developed to make investigations more timely and effective.

As the San Antonio Fire Department travels along the road to the future, the Safety Division will be on hand to evaluate and monitor the activities of its members and ensure the path is the safest possible.

Health and Wellness

SPECIAL PROJECTS MANAGER BETSY K. DOSE



The Health and Wellness Division is dedicated to the promotion of complete employee wellness to include regular medical examinations, physical fitness activities, proper diet, weight management, disease risk reduction, and mental and emotional wellness. Participation in these activities will not only reduce the number and severity of injuries, but it will also reduce the costs associated with on-duty injuries in terms of workers compensation claims, overtime, backfill, and high-class pay.

The Volunteer Chaplaincy Program is available 24 hours-a-day, on-call, to both internal and external customers of the San Antonio Fire Department. The program provides guidance and spiritual counseling to SAFD employees for job-related and personal concerns, including counseling with immediate family members and assistance where possible, when Fire personnel are seriously injured, ill or deceased. Volunteer Chaplains are also available to provide spiritual and emotional support to residents of the City of San Antonio in crisis situations and experiences when San Antonio Fire Department personnel have become involved and where citizens have requested such help.

A Peer Support Program (PSP) was established to offer employees the opportunity to talk to a fellow employee who can relate and empathize with personal or professional problems that negatively affect their work performance, family unit, or self. This assistance is confidential and without judgment, provided that no laws are being violated. This program offers non-professional, peer-based support in addition to the current professional, Employee Assistance Program (EAP). In many instances, a peer supporter can provide assistance without involving professional counseling services.

The “SAF-D” newsletter is published every other month to convey valuable health and safety information to SAFD employees. Quarterly wellness seminars are conducted to provide various overall health and wellness information to employees and their families.

The Health and Wellness Division works with the Safety Division, Human Services Division and the City of San Antonio’s Office of Risk Management to analyze injury and vehicle accident reports, identify trends, and develop recommendations to reduce or eliminate injuries.

The San Antonio Fire Department recognizes that the health, safety, and wellness of its Firefighters are of the utmost importance to the organization. As such, in July 2010 the SAFD will initiate a mandatory Wellness Program to monitor the health and wellness of our uniformed personnel throughout their careers. The program was designed to provide early detection of serious medical conditions and encourage better health, thereby allowing our employees to do their job more safely and effectively. The program has been modeled after the International Association of Fire Fighters/International Association of Fire Chiefs (IAFF/IAFC) Wellness-Fitness Initiative, and in accordance with National Fire Protection Association (NFPA) Standards 1582.

In order to care for the overall well-being of the employee, the SAFD will also enhance the Employee Assistance Program to provide a resource for all uniformed personnel dealing with depression, drug abuse, financial issues, alcohol abuse, marital problems, family problems, stress, and more. Additionally, the SAFD will seek funding for the purchase of exercise equipment for each fire station to promote improved health and safety by improving strength and cardiovascular conditioning.





Becoming a member of the San Antonio Fire Department is not easy. After a very competitive written entrance exam, applicants must successfully complete a Candidate Physical Aptitude Test, a behavioral assessment, a complete background investigation, a polygraph exam, and physical and psychological evaluations before being considered for an appointment to a cadet position. The selection process is grueling but the reward is a career with the best organization in the city—the San Antonio Fire Department.

The SAFD is strongly committed to maintaining a highly qualified, motivated, and diverse workforce that reflects the demographics of our community. Recruiting is continually working to increase the applicant pool of diversified individuals who can gain the skills and knowledge needed to perform the functions of a Firefighter.

Recruiting activities for 2009 included:

October to May — Over 625 face-to-face contacts with interested persons through attendance at local and state-wide career and job fairs.

June — Acceptance, review and processing of 3,293 submitted applications.

August — Administration of the Civil Service Fire Trainee Entrance Examination in conjunction with the City of San Antonio’s Human Resources Department. The top 569 candidates on the SAFD Eligibility List, scoring 91 or higher, moved on to the next step in the hiring process, the Candidate Physical Aptitude Test (CPAT).



2009 SAFD Entrance Exam Breakdown by Gender

| Gender | Number | Percentage |
|--------------|--------------|----------------|
| Male | 3,097 | 94.05% |
| Female | 196 | 5.95% |
| Total | 3,293 | 100.00% |





DISTRICT CHIEF THOMAS MCNULTY



The Training division is staffed by 12 uniformed and 3 civilian employees. Uniformed personnel, ranging in rank from District Chief to Firefighter, oversee the major training program areas and provide instruction to cadet classes. Civilian personnel provide administrative support and assist in the creation of training media.

The Training Division works out of the Training Academy that opened in 2006. Training is responsible for providing and overseeing training activities for the entire SAFD. It is divided into two major program areas:

Cadet Training

The Fire Academy initiated three Cadet Classes during calendar year 2009, which translated into 94 new hires. Upon graduation from the Fire Academy, each Fire Cadet will have successfully completed approximately 940 hours of academic and drill ground instruction. The San Antonio Fire Department requires Basic Emergency Medical Technician (EMT-Basic, 200-hour curriculum) certification of all new personnel, which exceeds the Texas Commission on Fire Protection's minimum requirements. The EMT training, as well as all medical training for the SAFD is provided by the University of Texas Health Science Center in San Antonio.

Incumbent Training

Due to the complex and highly technical nature of a Firefighter's job, training does not end after graduation from the Training Academy. The Texas Commission on Fire Protection requires that all uniformed personnel receive a minimum of 20 hours of Continuing Education training yearly. In 2009, the SAFD rolled out a new program that utilized 42 Field Training Officers to provide Firefighters with an additional training resource in the field.

The Training Division also provided several specialized classes in 2009 including:

- ◆ Lieutenant's Academy
- ◆ Mayday Training
- ◆ Wildland S130/190 Course
- ◆ Tablet PCR (Patient Care Record) Training
- ◆ Critical Incident Stress Management
- ◆ Command Training for Battalion Chiefs and Captains using Interactive Command Simulation
- ◆ Fire Department Dispatch Training
- ◆ Fire Service Instructor I

2009 Training Academy Statistics Cadet Training

| | |
|---|-----|
| Number of Cadet Classes | 3 |
| Number of New Firefighters | 94 |
| Hours of Academic & Drill Instruction per Cadet | 940 |

2009 Training Academy Statistics Incumbent Training

| | |
|----------------|--------|
| Hours taken | 41,726 |
| Modules taught | 114 |

Training



The Training Academy provides regional training for fire departments outside of the City of San Antonio's jurisdiction. Among the organizations served in 2009 were the fire departments from McAllen, Schertz, Selma, New Braunfels, St. Hedwig, Windcrest, and Gardendale. The Training Academy also hosts several programs throughout the year that include other emergency response agencies, such as police, public works, the American Red Cross, the insurance industry, as well as local entities such as HEB and the Alamo Area Fire Chiefs.

In addition, the Training Academy has collaborated with the Texas Commission on Fire Protection to make the facility available as a regional testing site every last Friday of the month.

Each Cadet Class is required to be involved in a community service project. In 2009, those included: Habitat for Humanity, several charitable fitness events such as the Cystic Fibrosis Tower Climb, the Fuego 5K for the Texas Burn Survivor Society, Komen Race for the Cure, the SAFD Autism Walk, the Wounded Warrior 5K, the Weston Wright Lighting the Way 5K, and the Vital Alliance Organ Donor Awareness 5K. They also support events like the 100 Club Spaghetti Dinner to benefit fallen Firefighters and police officers, the SAFD Motorcycle Club's annual barbecue to benefit the Texas Burn Survivor Society, a Community Graffiti Cleanup Day, the Special Olympics Fire Truck Pull, and the S.A.nta's Firefighter toy Drive.



2009 marked the arrival of our new locomotive training prop. The engine was a donation to the city for the purposes of training our Firefighters in railway safety.

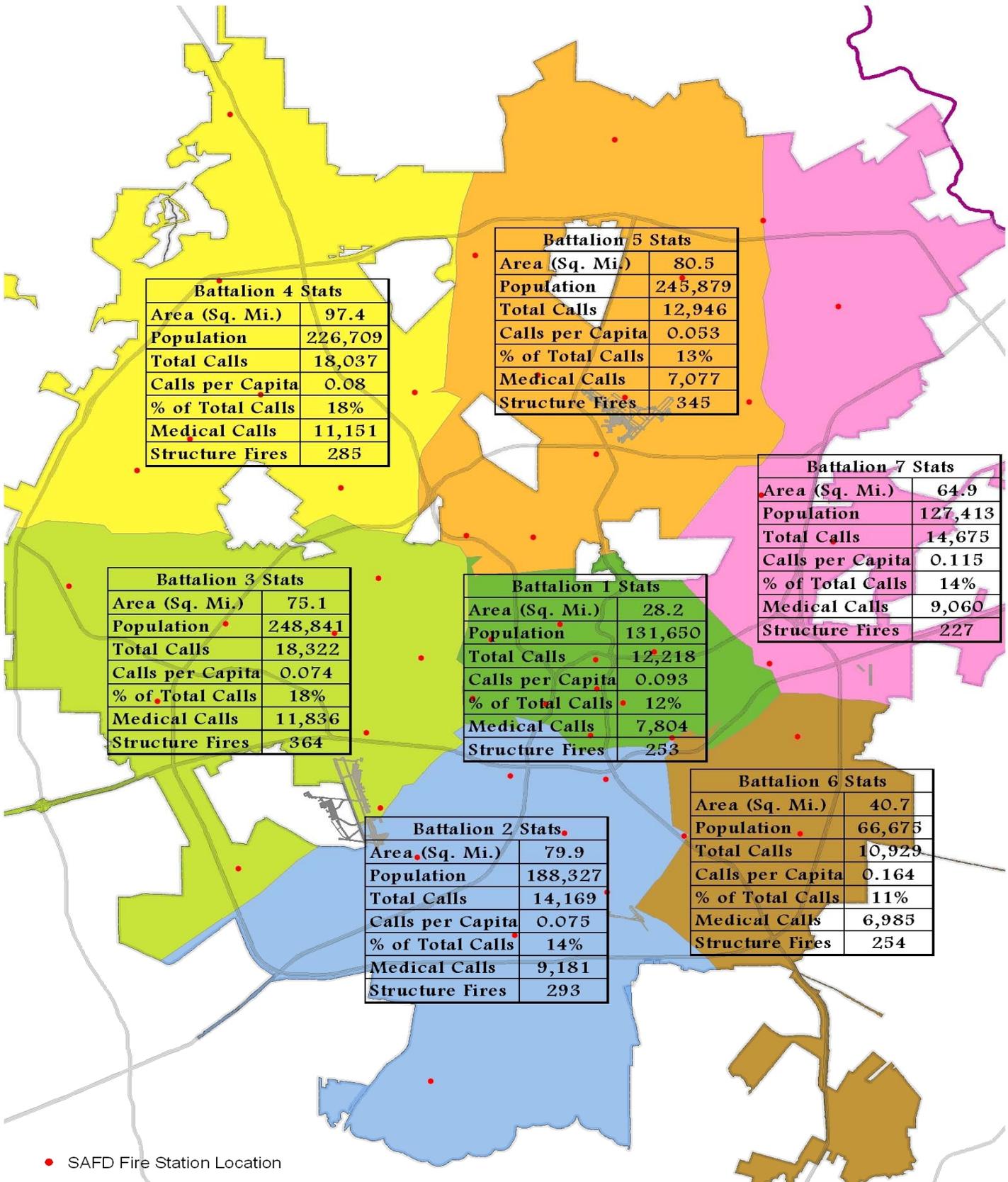
In 2010, the Training Academy plans to continue its successful initiatives and implement several new programs to better serve the San Antonio Fire Department and the surrounding community. The first priority is the three Cadet Classes resulting in approximately 116 new hires.

Construction will begin on the Railroad Safety Training Building. This facility will have two classrooms and office space. It will be used to conduct specialized classes dealing with railroad emergencies. Additionally, a new Water Rescue Training Site is planned. This will be a hands-on water prop to simulate hazards encountered in a swift water environment.





Geographic Fire Statistics



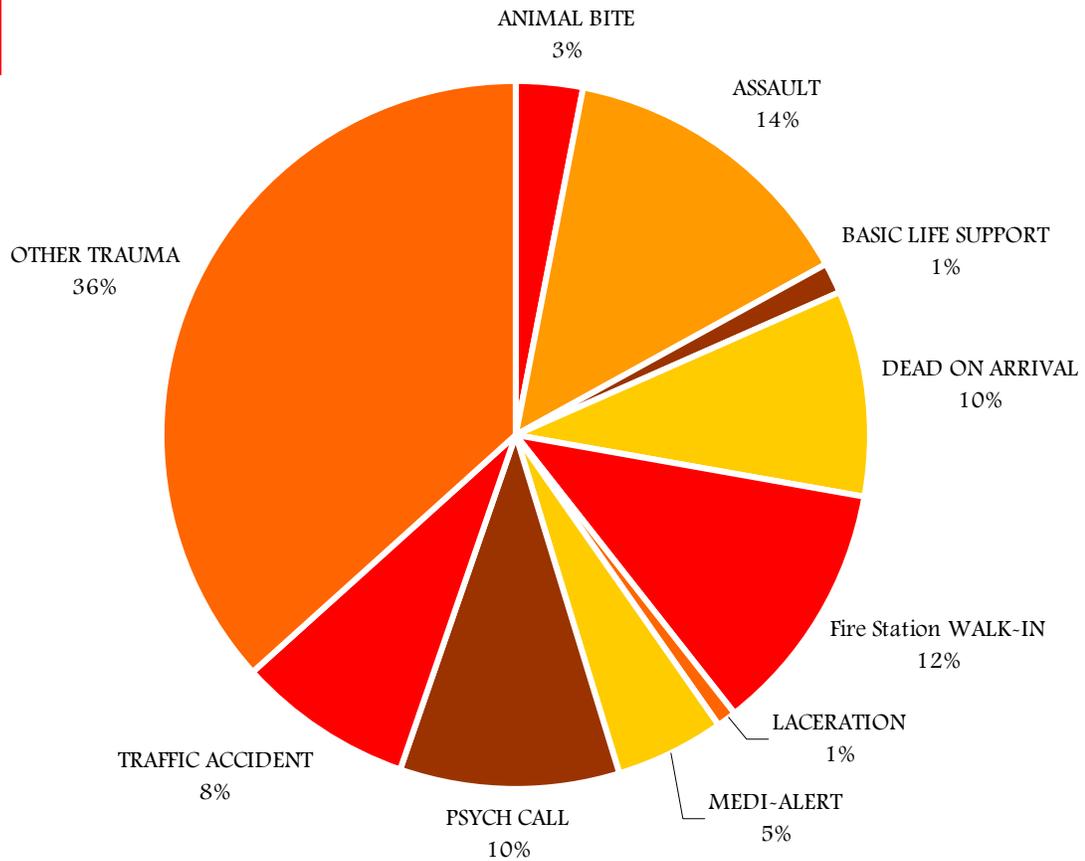
● SAFD Fire Station Location

** Battalion Areas depicted are Fire Battalion Chief response areas

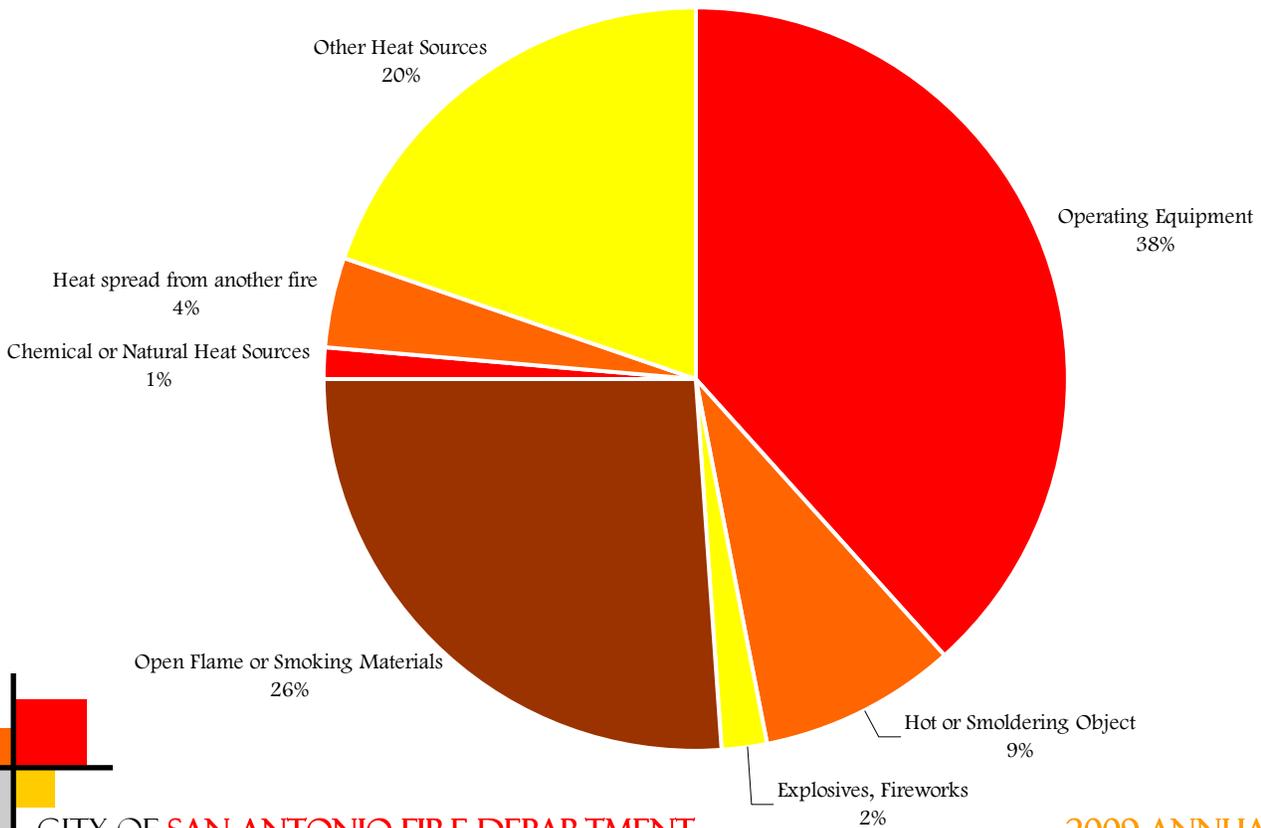
*** Calls represent Fire Company Response ONLY and do not include Medic Unit Responses

EMS and Fire Statistics

EMS Calls by Type of Call



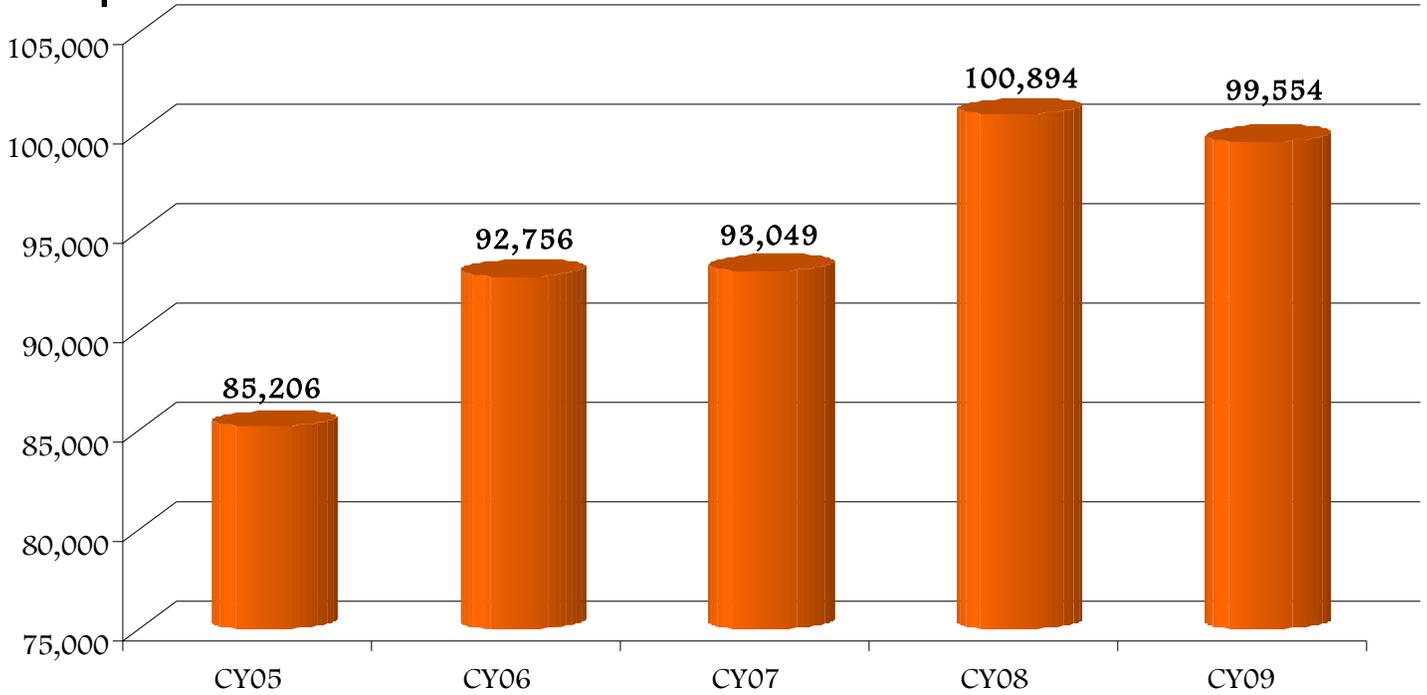
Heat Sources for Residential Fires



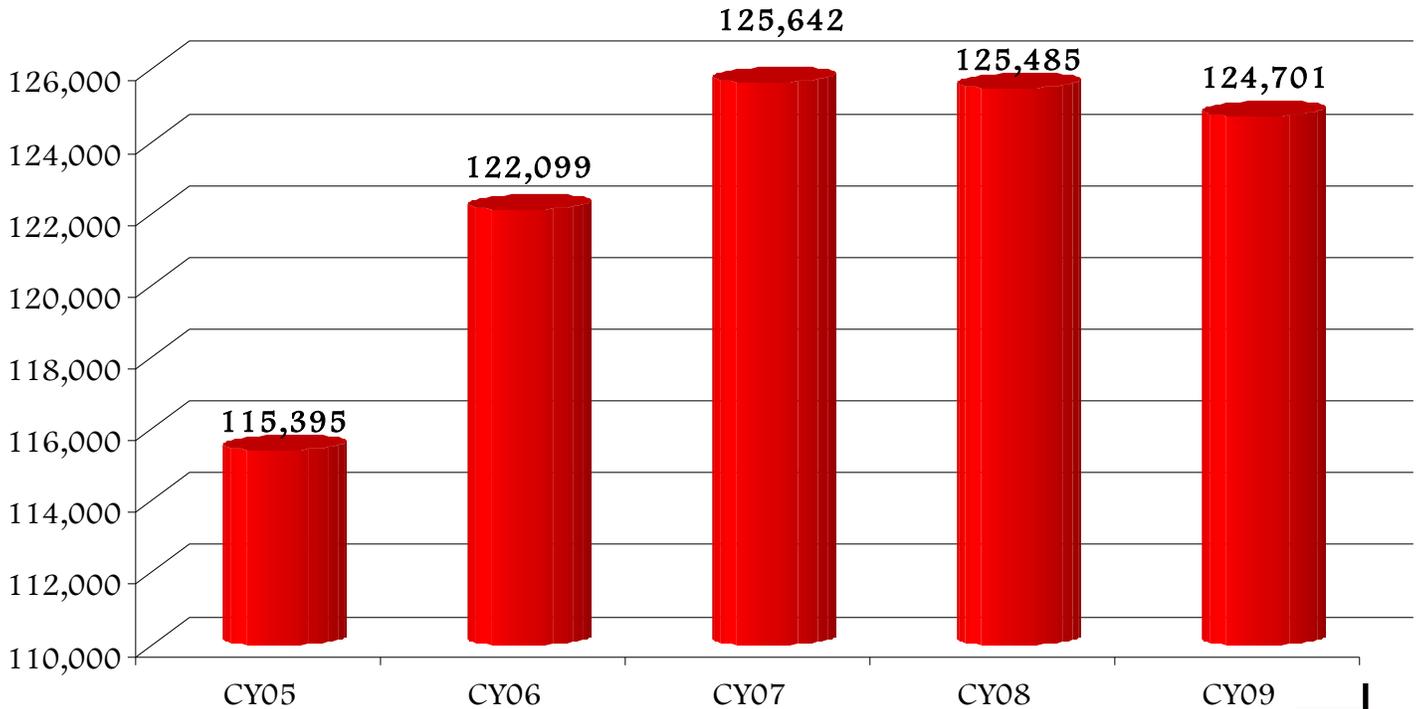
Five Year Historical Data



Total Fire Incidents



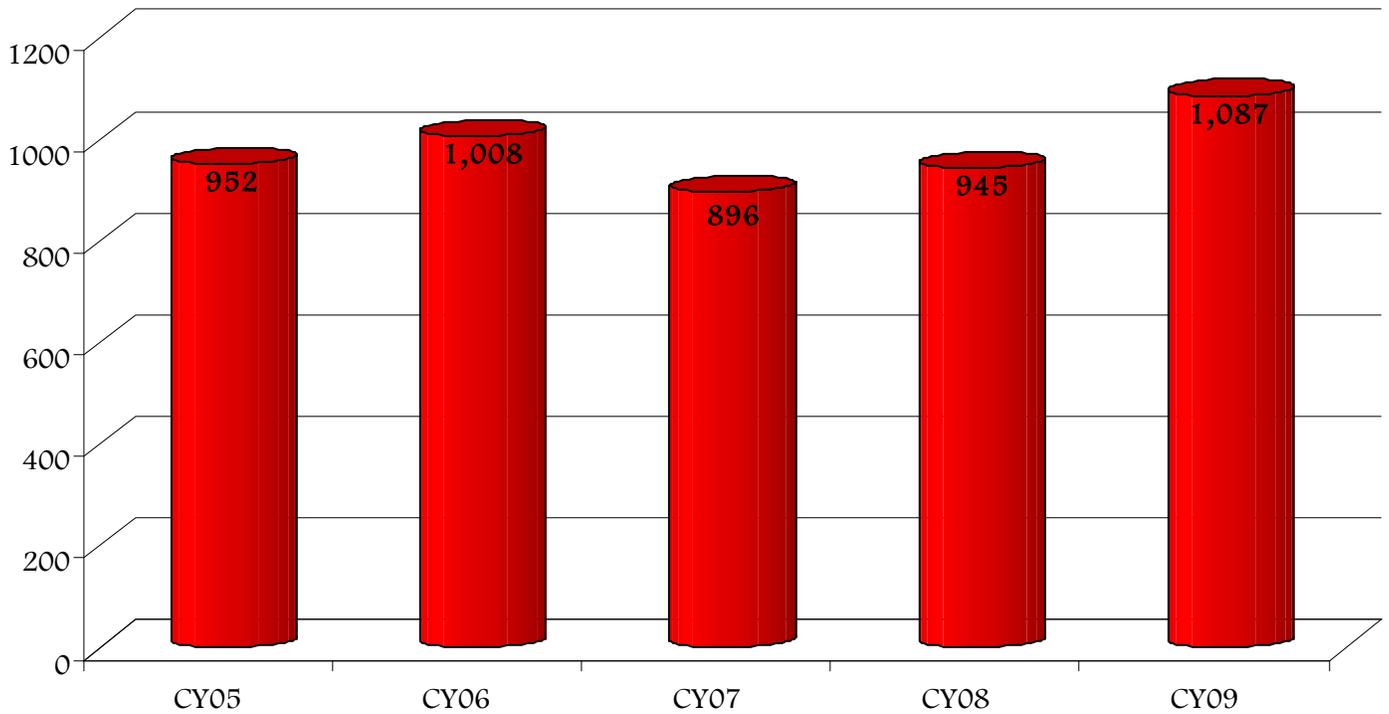
Total EMS Incidents



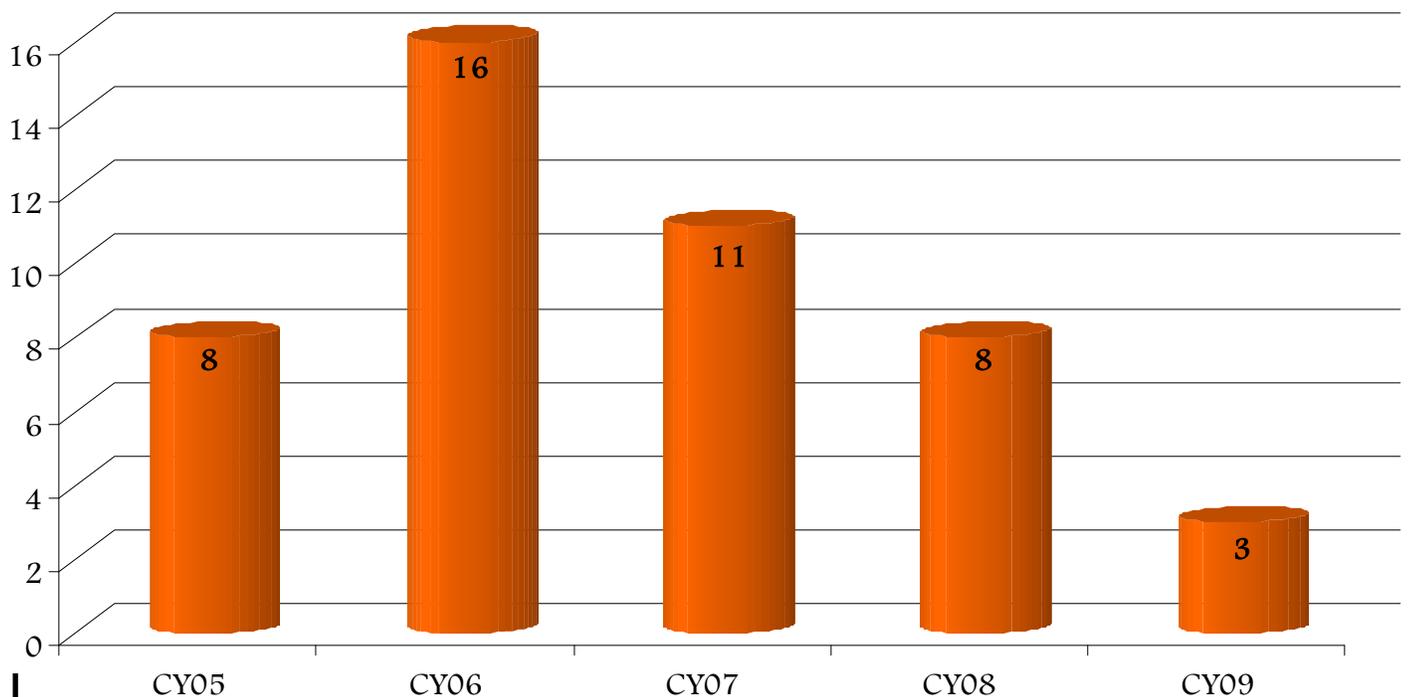
Five Year Historical Data



Structure Fires



Fire Deaths



2009 Highlights



- ◆ Additional EMS Unit
 - ◆ Added in April to Fire Station #45
 - ◆ 7 full time units have been added since FY 2006
 - ◆ 32 full time EMS units ran in 2009
- ◆ Four-Person Manning
 - ◆ Added final 9 firefighter positions
- ◆ Recruiting
 - ◆ District Chief position added and filled as of February
- ◆ Enhanced departmental training
 - ◆ Field Training Officer program for Fire Operations division implemented in April
 - ◆ Lieutenant position for dispatcher training filled in July
 - ◆ Fire Apparatus Operator position for driver training filled in July
- ◆ Assistant Medical Director
 - ◆ New position added at the UT Health Science Center in April
- ◆ Breathing Apparatus Enhancement
 - ◆ Added Stationary Compressors, Fill Station, and Air Truck
- ◆ San Antonio Flood Emergency (SAFE) System
 - ◆ Added a Senior Project Management Specialist position
 - ◆ SAFE project official kick-off and website launch in March
- ◆ Community Outreach and Fire Prevention
 - ◆ Civilian Public Information Officer position filled in February
 - ◆ Administrative Assistant position to support Fire Prevention
 - ◆ Three Fire Apparatus Operator positions added for Special Events and Night Club Inspections
- ◆ Citizen and Employee Automated Emergency Notification System
 - ◆ Expanded the coverage area and methods of communication that are used to notify people of emergencies including, email, web portal, and text messaging
- ◆ Firefighter Emergency Response Notification System
 - ◆ Incorporated automated station alerting capabilities along with the new CAD system
 - ◆ Implemented new system to create efficiencies in the dispatching of Fire and EMS units to emergency scenes





SAN ANTONIO FIRE DEPARTMENT

115 Auditorium Circle

San Antonio, Texas 78205

210.207.8400

www.sanantonio.gov/safd

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