

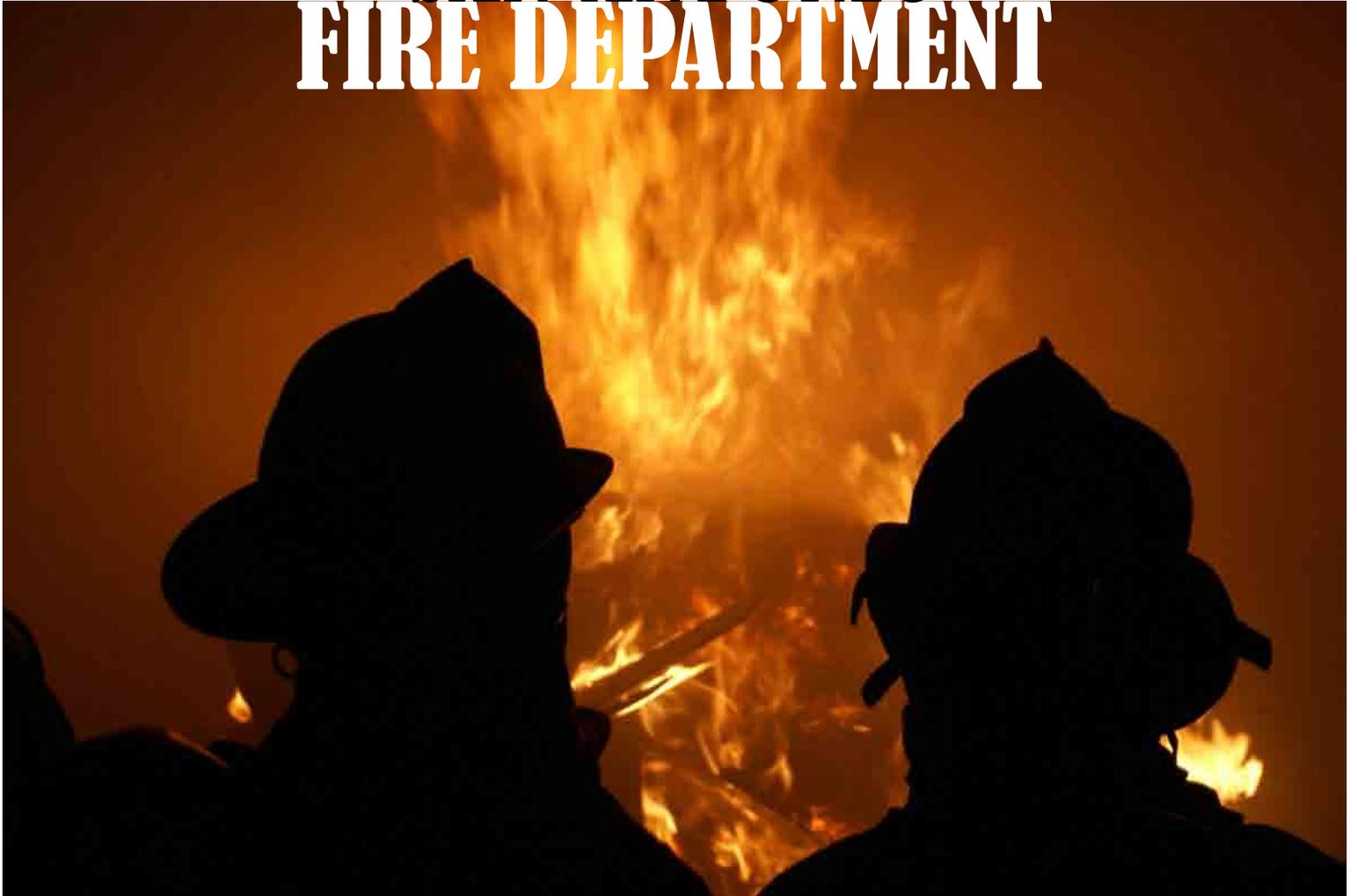


ANNUAL REPORT



2010

SAN ANTONIO FIRE DEPARTMENT



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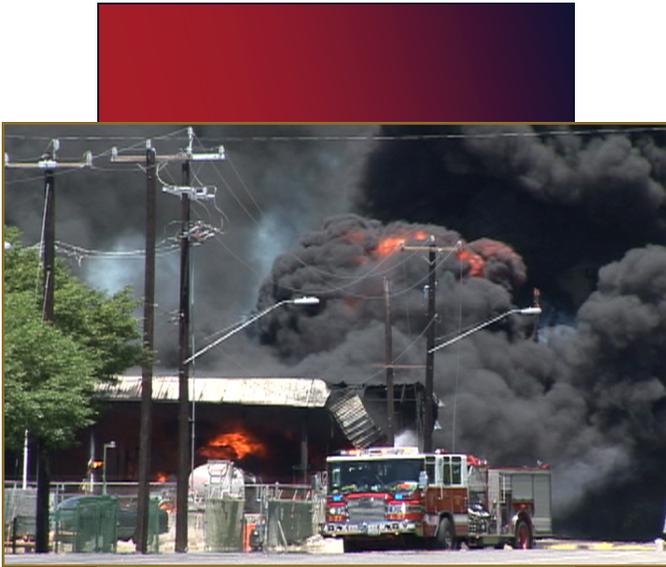


TABLE OF CONTENTS

Mission, Vision, Values	3
Message from the Fire Chief	4
Fire Station Map	5
Fire Station Information	6
Fire Apparatus Information	9
Organization Chart	11
Command Staff	12
Office of the Fire Chief	13
Office of Emergency Management	15
Operations	17
Firefighting	19
Special Operations	21
Emergency Medical Services	23
Communications	24
Administration	25
Public Information Office	26
Fiscal Operations	27
Capital Projects	28
Management Information Services	29
Services & Logistics	30
Fire Prevention	31
Human Services	35
Safety	37
Health & Wellness	38
Recruiting/Applicant Processing	39
Training	40
Statistics	41

Mission, Vision, Values

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.





**OUR FAMILY
PROTECTING
YOUR FAMILY**



Every day, the San Antonio Fire Department answers a call for service. Everyone does their best, whether it is a call taker in our Communications Center answering a frantic 911 call, a firefighter or paramedic responding to the resulting incident or a support employee who works to ensure the equipment and personnel are at their best for our citizens, some of whom are having perhaps the worst day of their life. With over 1.3 million citizens depending on our service, we are tasked with daily responsibilities that may seem overwhelming.

But our vision to be a nationally recognized leader in the fire service means that we must not let any situation overwhelm us. So we train daily to respond safely, provide added value customer service, educate the public and interact at all levels within our community. We all understand that each call for service is an opportunity to be the best.

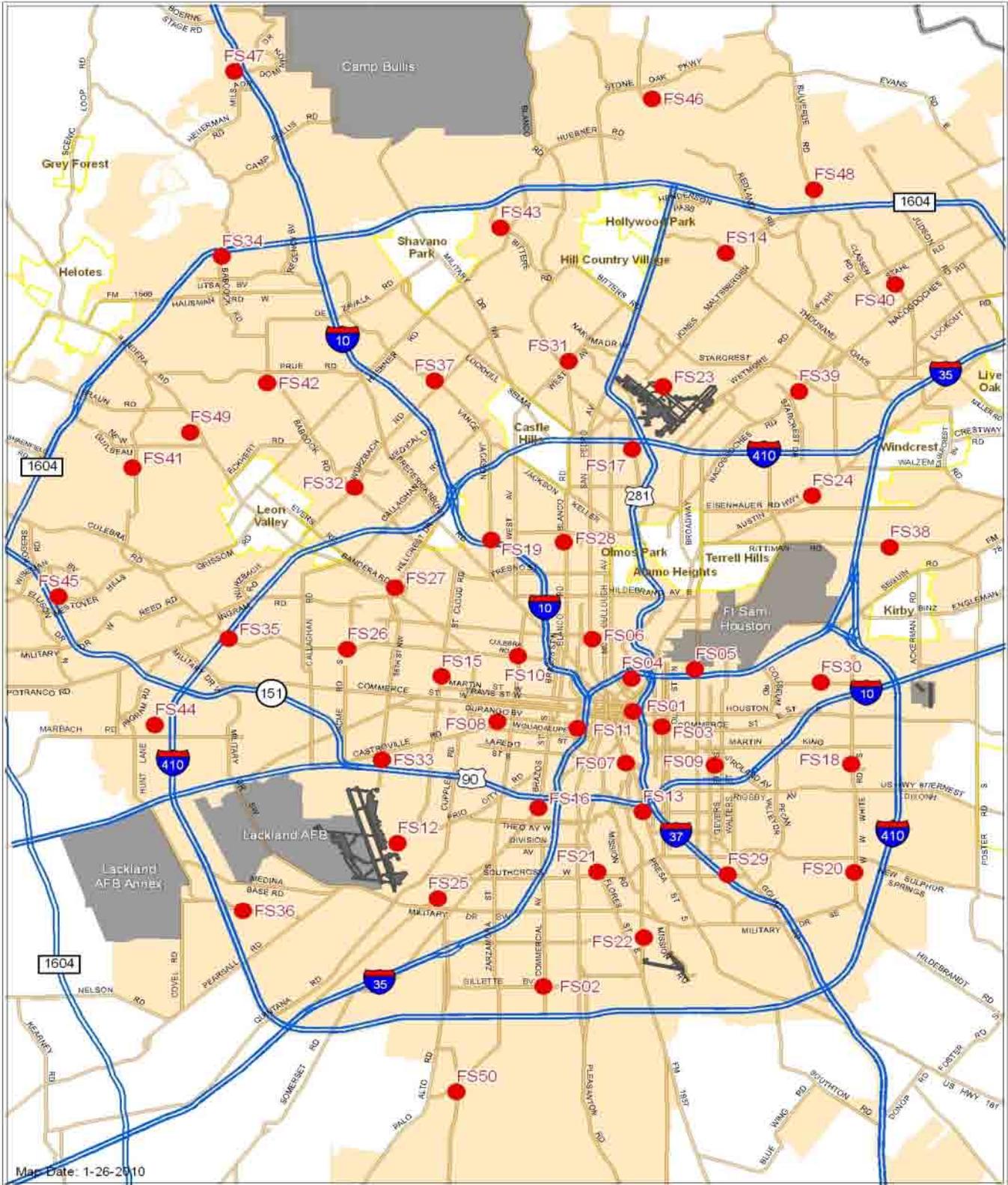
As local governments continue to be challenged by fiscal constraints, the expectations of the public we serve should never change. The San Antonio Fire Department will continue to seek operational enhancements and service delivery improvements to both our internal and external customers, all the while remaining fiscally responsible.

In my role as Fire Chief, I am acutely aware of the efforts that the uniformed and civilian personnel put into making this Department as good as it is. We all have the same desire to provide the community with service they can be proud of. The dedicated men and women of the San Antonio Fire Department may call me Chief, but they are not my firefighters and my paramedics. They are yours.

In the pages that follow, you will learn of the accomplishments I already boast about. The Operations, Administration and Human Services Divisions have all achieved great things during 2010. As we continue into the days and years ahead of us, we will continue to provide San Antonio with more successes to boast of.

Charles N. Hood
Fire Chief

Station Information



Station Number	Address	Zip Code	Council District	Year Built	Resources Available
1	801 East Houston Street	78205	1	1938	Engine Aerial Ladder Truck Squad HazMat Responder Team
2	601 Gillette Boulevard	78201	3	1957	Engine
3	1425 East Commerce Street	78202	2	1921	Engine
4	1430 North St. Mary's Street	78215	1	1966	Engine Battalion Chief
5	1011 Mason Street	78208	2	1929	Engine Medic
6	503 West Russell Place	78212	1	1929	Engine Aerial Ladder Truck Medic
7	1414 South St. Mary's Street	78210	1	2005	Engine Medic Safety Officer Medical Special Operations Unit (MSOU) Truck/Trailer
8	619 South Hamilton Avenue	78207	5	2000	Engine Aerial Ladder Truck Squad Medic
9	649 Delmar Street	78210	2	1914	Engine Aerial Ladder Truck Squad Medic Battalion Chief
10	1107 Culebra Road (@ Zarzamora)	78201	1	1914	Engine Medic
11	610 South Frio Street	78207	5	2000	Engine Platform Ladder Truck Squad Technical Rescue Team Special Operations Chief Fire Shift Commander
12	103 Arts & Crafts Way, Bldg. 1699	78226	4	1960	Engine
13	3203 South Presa Street	78210	3	1929	Engine Medic
14	2515 Thousand Oaks Drive	78232	10	1983	Engine Aerial Ladder Truck Squad Medic
15	3150 Ruiz Street	78228	5	1987	Engine Medic Medic Officer
16	2110 Nogalitos Street	78204	5	2001	Engine Medic Medic Shift Commander
17	8545 Jones Maltsberger Road	78216	1	1987	Engine Aerial Ladder Truck Squad Medic Battalion Chief Stationary Air Compressor
18	1463 South W.W. White Road	78220	2	1956	Engine Medic

Station Number	Address	Zip Code	Council District	Year Built	Resources Available
19	1310 Vance Jackson Road (@ IH 10)	78201	1	1964	Engine Medic
20	3347 South W.W. White Road	78222	3	1998	Engine 4x4 Brush Fire Truck
21	5537 South Flores Street	78214	3	1929	Engine Aerial Ladder Truck Squad Battalion Chief Stationary Air Compressor
22	1100 March Avenue	78214	3	1988	Engine 4x4 Brush Fire Truck Aircraft Rescue Firefighting Truck Medic Water Tanker
23	1750 Skyplace Boulevard (International Airport)	78216	9	1988	Airport Command Bus Foam trailer Squad Aircraft Rescue & Firefighting Team
24	1940 Austin Highway	78218	2	1958	Engine Medic
25	1038 New Laredo Highway	78211	4	2006	Engine Medic
26	4140 Culebra Road	78228	7	1987	Engine Battalion Chief Mobile Air Compressor
27	1518 Hillcrest Drive	78228	7	1963	Engine Medic
28	815 El Monte Boulevard	78201	1	1962	Engine Medic
29	827 Hot Wells Boulevard	78223	3	1988	Engine Aerial Ladder Truck Squad Medic Medic Officer Mobile Air Compressor
30	919 Gemblar Road	78219	2	1967	Engine 4x4 Brush Fire Truck
31	11802 West Avenue	78216	9	1967	Engine Medic
32	2235 Babcock Road	78229	8	1970	Engine Platform Ladder Truck Squad
33	2002 South West 36th Street	78228	6	1973	Engine Aerial Ladder Truck Squad Medic
34	15300 Babcock Road	78249	8	1973	Engine Aerial Ladder Truck Squad Medic Mobile Air Compressor
35	7038 Culebra Road	78238	6	1974	Engine Aerial Ladder Truck Squad Medic

Station Number	Address	Zip Code	Council District	Year Built	Resources Available
36	5826 Ray Ellison Boulevard	78242	4	1983	Engine Aerial Ladder Truck 4x4 Brush Fire Truck Squad Medic
37	11011 Vance Jackson Road	78230	8	1975	Engine Aerial Ladder Truck Squad Medic
38	6000 Distribution	78218	2	1975	Engine Platform Ladder Truck Squad Medic Battalion Chief Stationary Air Compressor
39	10750 Nacogdoches Road	78217	10	1976	Engine Mobile Air Compressor Medic Medic Officer
40	14331 O'Connor Road	78247	10	1983	Engine Aerial Ladder Truck Squad
41	9146 Dover Ridge	78250	6	1987	Engine Aerial Ladder Truck Medic
42	10400 Horn Boulevard	78240	7	1987	Engine 4x4 Brush Fire Truck Medic Battalion Chief Medic Officer Stationary Air Compressor
43	2055 West Bitters Road	78248	9	1987	Engine 6x6 Brush Fire Truck Water Tanker (temporary basis)
44	1351 Horal Drive	78227	6	1987	Engine 4x4 Brush Fire Truck Medic
45	3415 Rogers Road	78251	6	2001	Engine Medic MSOU Haz-Mat Truck/Trailer MSOU Van
46	1165 Evans Road	78258	9	2001	Engine Aerial Ladder Truck Squad Medic
47	7240 Stonewall Bend	78256	8	2006	Engine Technical Rescue Team (temp. basis) Platform Ladder Truck (temp. basis)
48	18100 Bulverde Road	78258	10	2004	Engine MSOU trailer
49	8710 Mystic Park	78254	7	2006	Engine Haz-Mat Truck/Trailer
50	12703 Applewhite Road*	78224	4*	2006	Engine *Permanent location will be in Council District 3.
51	5040 Beckwith*	78249	8	2011*	*Housed at Fire Station #47 during construction since October 1, 2010.

Apparatus Information

ENGINE — 62 in the fleet, supporting 50 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 firefighting foam, with 25 engines able to produce a high-quality foam through a Compressed Air Foam System (CAFS).



AERIAL LADDER TRUCK — 22 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.

PLATFORM LADDER TRUCK — 5 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.



EMS — 58 in the fleet, supporting 32 full time companies and up to 8 peak period units. Used to answer medical emergencies and if needed transport injured and ill people to a hospital.

SQUAD — 17 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.





AIRPORT RESCUE & FIREFIGHTING VEHICLE — 4 in the fleet. Rapid 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.

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



2005 Pierce Rescue / Hazmat (Regional Response)

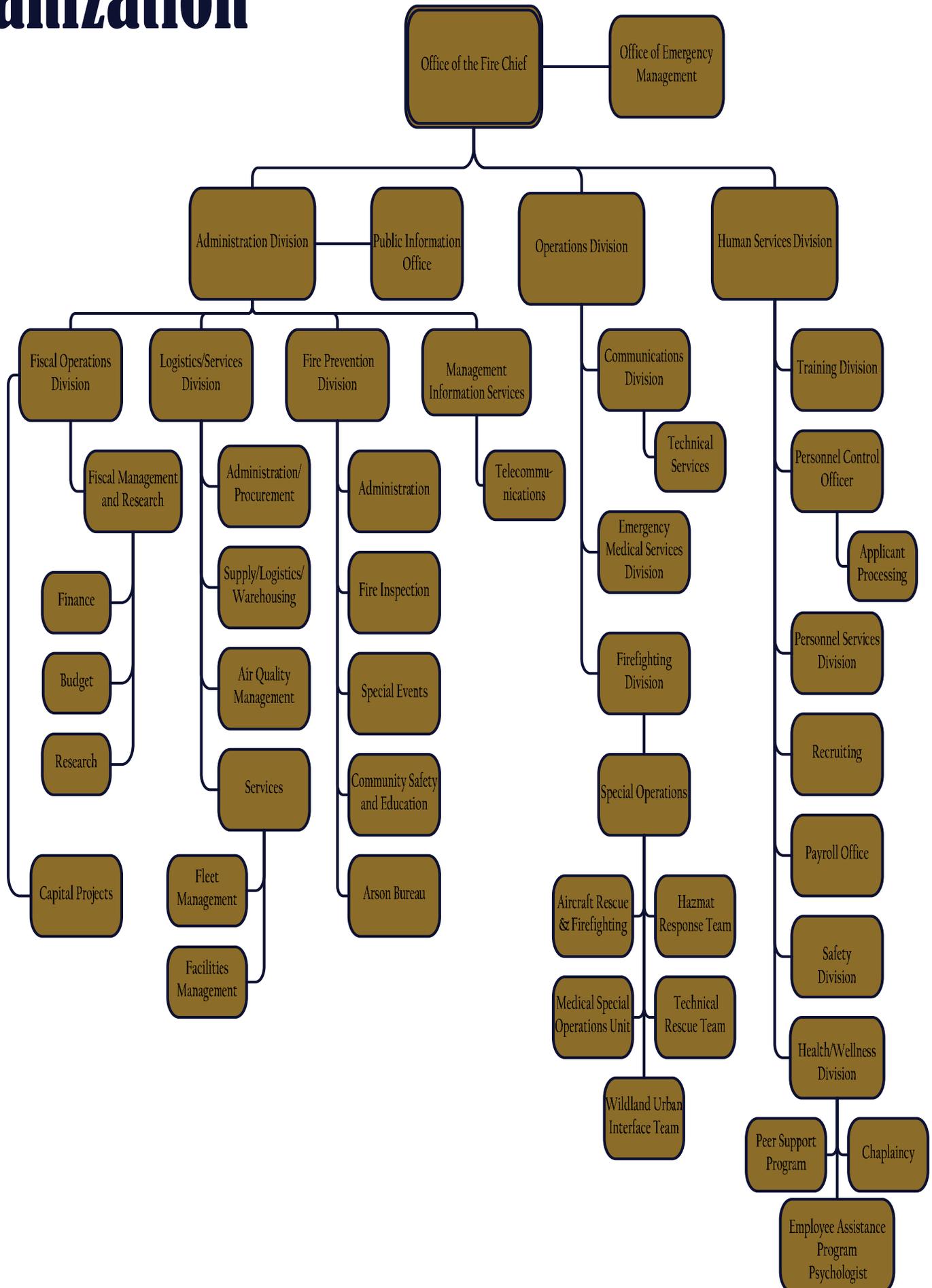


HEAVY RESCUE VEHICLE — 2 in the fleet. Responds to the scene of rescue incidents such as trench or building collapses, high angle rescues, and major motor vehicle accidents.

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.



Organization





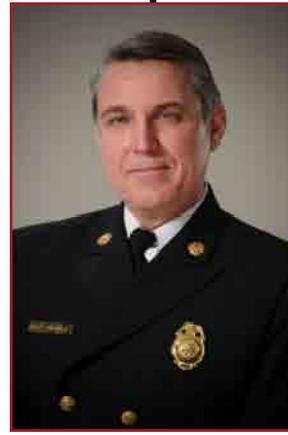
FIRE CHIEF
Charles N. Hood



Deputy Chief
Rodney Hitzfelder
Administration



Assistant Chief
David Coatney
Interim Emerg.
Mgmt. Coord.



Assistant Chief
Noel T. Horan
Human Services



Deputy Chief
David E. Martinez
Operations



Assistant Chief
Carl Wedge
Fiscal Operations/
Capital Projects



Assistant Chief
Earl Crayton
Fire Prevention
& Fire Marshal



Assistant Chief
Yvette Granato
EMS Operations



Assistant Chief
Mike Walsh
Fire Operations

The Fire Chief's Office (FCO) oversees every division of the San Antonio Fire Department (SAFD). With a staff of over 1,700 uniformed and civilian employees, the SAFD is one of the largest departments in the City of San Antonio. It

operates the second largest budget in the City.

The FCO sets the priorities for the SAFD every year. In 2010, almost every division was affected by the implementation of the new Computer Aided Dispatch system. The CAD combined the formerly separate Fire, EMS, and Police systems into a central da-

tabase that allows responding units to monitor all available information.

By coordinating with the San Antonio Police Department and also with regional fire departments, the system is providing an interoperability that was lacking before. The CAD also incorporates functions that allows for streamlined dispatching, unit selection by location and, eventually, effective records management.

Another major effort undertaken this year was introducing a wellness initiative that will endeavor to keep our firefighters healthy during their careers and, hopefully, into their retirements. A Wellness Center complete with a medical staff of a doctor, certified medical technician and dietician opened in October. The fitness center opened the next month for all employees. As the program becomes more robust, all firefighters will undergo a yearly physical aimed at preventing major health issues.

San Antonio is the seventh largest city in the nation. With continued growth, the department saw an increased demand for the skills of specialty teams. The SAFD created three Special Operations Chief positions and a second Technical Rescue team. Plans are already in place to support a second Hazardous Materials Response Team in 2011. Both of these new teams are geographically situated to provide the best service for the entire city. By addressing these issues quickly, the SAFD will continue to be prepared for the city's needs in the future.



CHARLES N. HOOD ~ FIRE CHIEF

Charles N. Hood joined the San Antonio Fire Department in 2007. He has over 23 years of emergency service experience with the Phoenix Fire Department. He is the first African-American Fire Chief in San Antonio.

Chief Hood has a Bachelor of Science in Fire Service Management and numerous certifications. He is a graduate of Harvard University's Kennedy School of Executive Education and an Adjunct Faculty at Texas A&M University. He has served nationwide as part of FEMA's Urban Search & Rescue Red Incident Support Team.

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

2010 Highlights

- ◆ Technology
 - Computer Aided Dispatch system with Automatic Vehicle Location came on line
 - Added Fire Station Alerting System
- ◆ Special Operations
 - Three Special Operations Chief positions added
 - Created a second Technical Rescue Team
- ◆ Safety
 - Created a peer-based Accident Review Board
 - Initiated use of Breathing Apparatus Identifiers
- ◆ Health and Wellness
 - Opened a Wellness Center with medical staff and dietician
 - Opened a Fitness Center
- ◆ Fire Prevention
 - Began Mobile Vendor Inspections
 - Began Nightclub Operational Permit Inspections
 - Added Kai, an Arson Canine
- ◆ Fiscal/Capital Projects
 - Began construction on four new fire stations
 - Completed Public Safety Headquarters design
 - Began construction of a new Public Safety Answering Point Dispatch Center
 - Awarded \$796,837 grant for radio communication interoperability
- ◆ Emergency Management
 - Began annual Citizen Preparedness Workshop

2010 SAFD Original Adopted Budget Breakdown

Office of the Fire Chief

Administration	\$1,472,548
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Office of Emergency Management	\$1,874,432
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Operations

Firefighting	\$138,444,127
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Emergency Medical Services	\$56,386,301
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Communications	\$8,563,679
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Administration

Fiscal Operations	\$1,018,868
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Management Information Systems	\$739,109
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Logistics/Services and Facilities	\$9,222,657
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Fire Prevention, Arson, Comm. Education	\$6,635,308
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Other - Temp. Cadets, Paramedics	\$5,086,144
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Human Services

Personnel Services	\$3,776,049
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Training	\$2,243,697
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Total Operating Budget	\$232,505,207
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Capital Improvement Budget	\$27,435,227
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Grants Budget	\$6,882,088
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Office of Emergency Management

The Office of Emergency Management (SAOEM) is a division of the San Antonio Fire Department. The SAOEM prevents, prepares for, responds to, recovers from and mitigates dangers from natural and manmade hazards.

SAOEM coordinates on a regular basis with over 70 critical community agencies including all levels of government, the private sector and non-governmental organizations.

The Emergency Management Coordinator is appointed by the mayor and carries out all full-time emergency management functions, including serving as the Homeland Security Director for the City. Since 2003, the US Department of Homeland Security has awarded the City of San Antonio over \$46 million in Homeland Security grant funds.

SAOEM manages several unique programs which add to the diversity of its emergency management and planning core mission.

Emergency Operations Center

SAOEM is located in the state of the art San Antonio/Bexar County Emergency Operations Center at Brooks City Base. This \$25 million facility is the cornerstone of the City and County Emergency Management function. It is the one location in the city

where all emergency response disciplines conduct training, exercises and manage real world events.

Emergency Planning

SAOEM maintains all emergency operations plans for the City of San Antonio. In 2010, SAOEM enhanced its planning capabilities through the development of the National Incident Management System (NIMS) Implementation Plan. This document provides essential guidance to community partners regarding training requirements, federal guidelines and best practices.

Planning and Analysis Section

This section participates in all phases of comprehensive disaster/emergency management. They maintain the Critical Infrastructure Protection (CIP) data catalog, in accordance to the Department of Homeland Security's National Infrastructure Protection Plan (NIPP) and Homeland Security

Presidential Directive (HSPD-7). This section is also responsible for preparedness activities by coordinating ongoing local, state, federal and private planning and preparedness projects. Finally, Planning and Analysis ensures the Emergency Operations Center is operational. Specifically, a constant state of readiness for all technical operations is ensured. This includes the maintenance of \$2.4 million of computer, security, analytical and audio visual systems.

Citizens Preparedness Workshop

To provide community readiness, the SAOEM hosted its first annual Citizen Preparedness Workshop in 2010. This event provided neighborhood and homeowner association presidents, as well as community group leaders, with exposure to emergency management programs and services provided by the City of San Antonio and EOC partners. The SAOEM plans on hosting the workshop annually during National Preparedness Month.



DAVID COATNEY ~ ASSISTANT CHIEF, INTERIM EMERGENCY MANAGEMENT COORDINATOR

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.

San Antonio Flood Emergency (SAFE)

The San Antonio Flood Emergency (SAFE) System was introduced to the community on March 16, 2009. SAFE's goals are to educate the public on flood awareness, preparedness and safety. Using multiple forms of media, SAFE has reached many San Antonio citizens and has encouraged a positive flood safety outlook.



In 2010, SAFE focused outreach efforts on community centers and youth camps to reach the target audience of kinder through fifth graders. The program was part of 42 camps with over 4255 participants.

Throughout 2010, SAFE has participated in over 79 venues to include: school festivals, homeowner's association meetings, safety fairs, career days, COSA events, adult learning facilities, Texas Flash Flood Coalition meetings, National Night Out, and numerous City Council District festivals. Attendance at these events exceeded 18,400 citizens. Throughout the year, SAFE was highlighted in several homeowner's association newsletters and internet neighborhood links that reach over 747 communities. SAFE Routes have been established in key Low Water

Crossing locations throughout the city so that the community can easily find alternate routes away from flooded roads. These routes can also be downloaded and printed at www.safloodsafe.com.

Cyber Security

Cyber security is a growing national concern. Together with the University of Texas at San Antonio's Center for Infrastructure Assurance and Security program, SAOEM hosted two table-top exercises resulting in lessons learned and the establishment of critical partners in the event our city is the victim of a cyber attack. More cyber security related exercises and trainings are planned for 2011.

Ready South Texas

Ready South Texas continues into the new year with a new look and updated information. This program educates citizens so they can prepare themselves and their families for any homeland security-related emergency. Ideas for plans and kits are presented in easy to use formats. This helpful information and more can be found at www.readysouthtexas.gov.



Training

The SAOEM Training Section plans, conducts, coordinates and manages training for all disciplines of emergency management. In fiscal year 2010, the SAOEM Training Section conducted 57 courses and trained 1,241 personnel in a variety of emergency management topics. In a partnership with the Texas Division of Emergency Management (TDEM), the SAOEM Training Section entered into a pilot program to teach State of Texas Emergency Management courses and serve as a Regional Training Hub for the State. The partnership with TDEM is a one of a kind program in the State. Additionally, the US Army Career Officer Course at Fort Sam Houston officially adopted a module of training into their curriculum taught by the SAOEM Training Section. The SAOEM training program has become well known within emergency management agencies and personnel are traveling to San Antonio from around Texas and the country to attend courses provided by the SAOEM Training Section.

Significant Events

- January 2010
Landshift in the Hills of River Mist subdivision
- January 2010
Flooding/Severe weather
- January 2010
Arctic Blast/Winter Weather
- February 2010
Propane Tank Accident at IH 10 & Greytown Road
- April 2010
Battle of Flowers Parade
DHS Office of Emergency Comm. Goal I evaluation
- April 2010
Flooding/Severe Weather
- May 2010
AGE Refinery Explosion
- June 2010
Hurricane Alex
- July 2010
Severe Weather/Wind Storm/
Power Outages
- August 2010
Heat Advisories
- September 2010
Tropical Storm Hermine

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 Dispatch Center to the firefighters and paramedics showing up at the scene of the emergency.

With over 400 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 Emergency

Medical Services

- ◆ Rescues: Vehicle, Water, Confined Space, Industrial, Building Collapse, Wilderness and High Angle.
- ◆ Hazardous Materials: Transportation, Industrial, Environmental and Terrorism.

In 2010, 76% of all SAFD calls for assistance were medical in nature. Considering that the SAFD's 32 full time ambulances and eight Peak time ambulances provide Advanced Life Support (ALS) service to over 1.3 million people living within a coverage area of over 504 square miles, it is extremely important that the Operations personnel work together to provide the best possible medical care for the citizens of San Antonio.

The first step in getting the appropriate medical resources quickly and efficiently to an emergency is the Dispatch Center. The SAFD's experienced and highly trained Dispatchers, utilizing a recently acquired state-of-the-art Computer Aided Dispatch system, are a critical part of emergency medical services. All SAFD dispatchers are certified paramedics with the knowledge and experience to not only

provide basic pre-arrival instructions but also to adapt and respond to unique and unusual circumstances. Considering the average SAFD dispatcher has been a firefighter for about 25 years, a paramedic for most of that time, and has served as a Dispatcher for the past 9 years, these individuals have what it takes to interact effectively with the public and provide exceptional support to emergency responders.

Although ALS ambulances handle the majority of the medical service workload, the amount taken on by firefighters continues to increase. Utilizing firefighters as first responders is a long-standing practice that enables basic life support (BLS) services to begin prior to the arrival of the ambulance crew. Since 1979, all firefighters have trained to function as Emergency Medical Technicians (EMTs). EMS Division personnel assigned to our ALS Ambulances receive additional training that allows them to function as paramedics.

As EMS personnel promote, they routinely return to the Firefighting Division and maintain their paramedic certification level. Over time, the number of paramedics

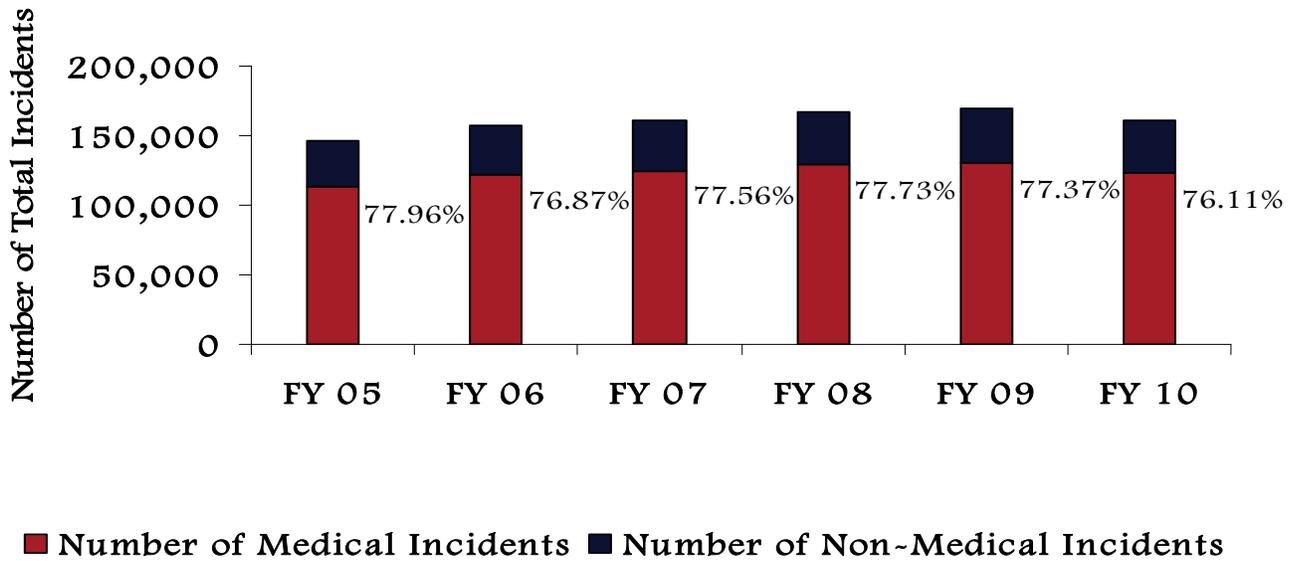


DAVID E. MARTINEZ ~ DEPUTY CHIEF, OPERATIONS

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 Incidents as a Percentage of Total Fire and EMS Incidents



in the Firefighting Division has risen, averaging about 160 in 2010. With the implementation of the Fire ALS program in 2007, we now have certified paramedics in the firefighting Division that are equipped to provide ALS services instead of BLS services. Accordingly, firefighters were able to provide ALS service instead of BLS service about 45% of the time, usually before the ambulance crew even arrives.

While the Fire ALS program sends fire-

fighters ahead of the ambulance, the Fire Medical Program instituted in 2008, actually sends a Fire unit instead of an ambulance to medical emergencies of lesser severity. As first responders, firefighters provided support during medical emergencies 70,614 times in 2010. During this same period, the number of times firefighters were sent instead of an ambulance crew has steadily risen. In the month of October for example, firefighters responded instead of paramedics 768 times; that's about 25

times per day, more than double the number during the previous October. That's about the same productivity as 2 full time ambulances.

The Fire ALS and Fire Medical programs are prime examples of what the SAFD is doing to improve service delivery. They are also examples of how Operations personnel work together to provide the best possible medical service to the community in an efficient and cost effective manner.



Fire Operations

The Fire Operations or Firefighting Division is a team of 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 2010, the Fire Operations Division responded to over 112,270 emergency incidents.

This division is comprised of 1,086 dedicated firefighters who work out of 50 stations located throughout the city.

This includes the addition of 30 firefighters for a second Technical Rescue Team at Fire Station 51, which is still under construction, and two new Special Operations Battalion Chiefs. Fire Operations manages 51 Engine companies, 19 Ladder companies and 18 Medical First Responder Squads. Firefighters work on three 24-hour shifts (A, B and C). The city is divided into seven Battalions, each supervised by a Battalion Chief. A Fire Shift Commander oversees operations of all Battalions during each shift.

The Fire Operations Division responds to a variety of fire related calls, such as single and multi-family structure fires, commercial fires, vehicle fires and brush fires. How-



ever, part of firefighters' services include assisting the Emergency Medical Services Division. In fact, the last several years has seen this type of call steadily increase. Incidents that primarily consist of assisting EMS now surpass the number of traditional fire incidents.

Many new challenges face the members of the SAFD. These include maintaining an increased awareness and preparation to respond to different threats. Both natural and man-made threats can pose a risk to our community. The Fire Operations Division takes a proactive stance in preparing for these events through constant evaluation. New equipment,



MIKE WALSH ~ ASSISTANT CHIEF, FIRE OPERATIONS

Chief Walsh joined the Fire Department in 1987. He has served in various capacities within the department, including Firefighter, Paramedic, Company Officer, Fire Department Safety Officer, HazMat Response Team Coordinator, Special Operations Chief, and Fire District Commander. Chief Walsh is currently the Fire Division Commander and oversees the daily operations of the Firefighting Division and Special Operations Teams.

Chief Walsh holds degrees in Fire Science from San Antonio College (AAS), History (BA) and Geology (BS) from Trinity University and a Masters Degree in Geology from Sul Ross State University.

response techniques and training are some of the areas that are monitored for improvements or changes. This ensures a high level of readiness among all firefighters for any threat situation, natural or man-made, that arises.

Members of the SAFD and, in particular, the Firefighting Division enjoy the unique opportunity of working and living in the community. Because many stations are lo-

cated in residential neighborhoods, firefighters often represent the face of the city to many San Antonio citizens. Firefighters are able to regularly talk to neighbors and get a good understanding of what the needs of the community are and how best to respond to those needs.

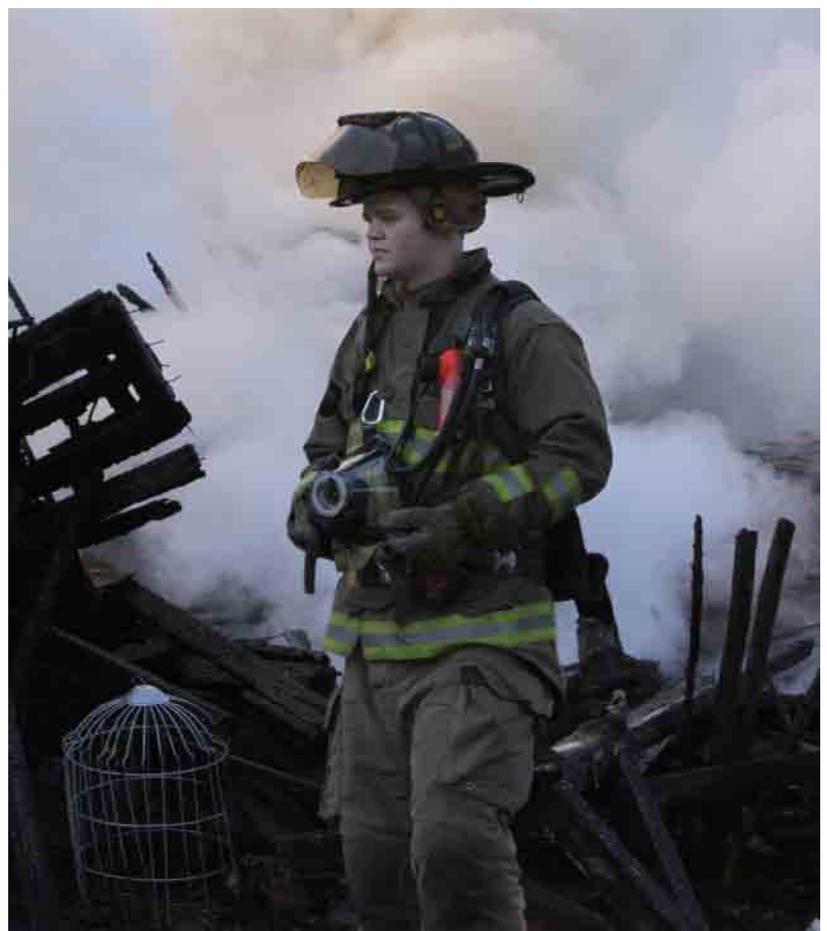
Many firefighters also take an active part in programs and services in residential and business communities to promote health,

safety and fire prevention, such as:

- ◆ Student mentoring
- ◆ Home safety inspections
- ◆ Business and industry response pre-planning and safety inspections
- ◆ Fire Prevention Week demonstrations
- ◆ Health & Safety Fair representation
- ◆ National Night Out
- ◆ Smoke Detector installations
- ◆ Vital Sign Checks at stations

Major Incident Types for CY2010

Incident Type	Number
Assist EMS/Medical Incidents	70,614
Assist the Public	3,279
Assist Police	417
Structure Fires	
Structure Fires	930
Vehicle Fires	661
Brush/Grass Fires	556
Unauthorized Burning	
Unauthorized Burning	542
Spill/Leak, No Fire	660
Power Lines	388
Water Rescue	60
Chemical Emergency	33
Vicinity Alarm	
Vicinity Alarm	1,361
Bomb Scare - No Bomb	10
False	8,736
False, Malicious Call	371
(Not all incident types displayed above)	
Total Incidents	112,277
Total Fires	3,174
Percent EMS Incidents	63%



Special Operations

The **Special Operations (Spec-Ops) Teams** of the San Antonio Fire Department consist of personnel who are trained in areas of expertise beyond the scope of traditional Fire and EMS response. These teams mitigate manmade or natural disasters or events. 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)

The mantra of the Spec-Ops Teams is preparedness. This mantra requires all the team members to constantly train to function in any hazardous environment and safely mitigate the incident. The goals of the special teams are to: focus on their respective area of expertise; work in unison with all first responders from any agency; and provide additional resources and expertise to the Incident Commander. The ultimate goal is to protect the citizens of San Antonio and the region during high risk/low frequency events. The heightened level of preparedness and training of these team members has led to multiple successful operations at all levels of incidents. Known to be highly dedicated and knowledgeable, many of the members have been selected to participate with state and federal task forces and strike teams that have been deployed to incidents throughout the region, state and nation. This is quite an

achievement for these individuals and salutes the San Antonio Fire Department's vision of becoming a nationally recognized organization.

Special Operation Chiefs

To assist with management of the Special Operations teams and to provide a liaison between the teams and Incident Commanders at a special operations incident, on April 1st of 2010, the initiation of three on-duty Special Operations Chiefs (SOCs) came to fruition via the budget process. Housed at Fire Station 11 with one of the Technical Rescue Teams, the SOC's are responsible for the management and supervision of all Special Operations teams on duty during their respective shifts. In addition, the SOC's serve as liaison for other first responder partners on scene to assist in special operations incidents. In 2011, the assignment of a Battalion and driver will enable the SOC's to function similarly to the other on-duty Battalion Chiefs, as well as manage the Special Operations teams. This management will include firefighting and first responder operations.

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 mitigating 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 actual aircraft emergencies. ARFF also

serves as the liaison for other special teams during hazmat or technical rescues at either airport. This team consists of trained paramedics who provide medical first responder assistance at both airports.

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 successful joint operations with other agencies at all levels of government.

The HMRT has exciting plans for expanding in 2011. On January 1, current Fire Station 34 (15300 Babcock) was designated as a second HMRT site. Training, equipment purchasing, apparatus ordering and all things necessary to get this team into operational order are ongoing as of the time of this printing.

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. These events often require specialized training to protect team





members, other responders, and victims in hazardous environments. A goal of MSOU members is maintaining 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 not only for Technical Rescue and Hazardous Materials/WMD events, but they are also trained to respond to the San Antonio Police Department's helicopter operations and SWAT/Tactical incidents. In addition, the MSOU is equipped and trained to handle mass casualty incidents (MCIs) where they assist with triage, treatment, transportation and decontamination.

Technical Rescue Team (TRT)

The TRT specializes in Urban Search and Rescue (USAR), high angle rescue, confined spaces rescue, swift water rescue, trench rescue, building collapse, cave res-

cue, advanced auto and big rig extrication, industrial accidents, as well as wilderness rescue. Members of the TRT 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.

On October 1, 2010, the TRT was expanded with the addition of another 30 members, a heavy rescue vehicle, an engine company and an aerial platform. They will house at the new Fire Station 51, which was still under construction at the end of 2010. Currently, the team is sharing facilities with Fire Station 47 until construction is completed in 2011.

Wildland/Urban Interface Team (WUIT)

Trained to meet one of the newest threats to our area, the WUIT is tasked with mitigating the risk and incidence of fires where

wildland areas intersect urban and rural boundaries. WUIT members 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 threaten life, property, environmentally sensitive areas and critical infrastructure. Members work with other agencies and be mindful of their own safety. A major activity for the team is educating groups about WUI issues. According to the Texas Forest Service, WUI is quickly becoming a major threat for the northwest and north sides of our community.



Emergency Medical Service

The function of the **Emergency Medical Service Division** of the San Antonio Fire Department is to deliver life saving interventions in the event of a trauma-related incident or serious medical condition. Emergency Medical Service (EMS) responds by assessing, treating, stabilizing and transporting patients to the appropriate medical facility. All EMS personnel go through rigorous training to become state certified and registered Emergency Medical Technicians (EMT)-Paramedics.

The EMS Division is under the command of an Assistant Chief, who is aided by a command staff consisting of 21 supervisory officers. 359 paramedics staff 32 full-time medic units and 2 civilians support daily operations. During periods of high call volume, or peak periods, up to eight peak units are activated as needed.

EMT-Paramedics are trained in the latest emergency medicine protocols. Training is directed by the University of Texas Health Science Center at San Antonio (UTHSCSA). Two medical directors help determine the medical protocols for the San Antonio Fire Department. The initial paramedic course consists of 1,400 hours of training. Additionally, EMT-Paramedics receive 40 hours of medical continuing education each year.

The EMS Division participates in numerous programs that impact the community and department. Some of these programs include:

Medical Special Operations Unit (MSOU) This team of specially trained paramedics assist other special operation units in areas of hazmat, tactical medicine, rescue and helicopter rescue operations.

Preceptor Program

An internal program, it designs standardized orientation and training processes for paramedics to improve service.

Heart Alert Program

Field paramedics are trained to interpret heart attacks via 12 lead electrocardiograms (ECG) and advise selected emergency rooms to activate their catheter labs and personnel to reduce intervention times and increase survivability.

Stroke Alert Programs

EMS and area hospitals coordinate the transportation of stroke patients to emergency rooms that can provide the highest level of care, in terms of medicine and resources for stroke care.

Portable Carbon Monoxide Meters

Field paramedics can measure the carbon monoxide level in the blood. This is a non-invasive test that measures the carbon monoxide level through a finger sensor, eliminat-

ing the need to draw blood or wait for laboratory results. This decreases the risk of the paramedic's exposure to blood. The paramedic will be able to accurately determine if the patient or firefighter is suffering from carbon monoxide poisoning.



YVETTE GRANATO ~ ASSISTANT CHIEF, EMERGENCY MEDICAL SERVICE

Chief Granato began her career with the 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.

Communications

The **Communications Division** is overseen by a District Chief. All uniformed Communications personnel have at least one year of experience providing emergency medical care on a SAFD ambulance and have tenures in the Fire Department from 10 to 35 years, with a division average of over 24 years. They are individually selected from throughout the department 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.

Communications also has an Executive Officer and Training Officer. They are responsible for day-to-day administrative duties, coordinating training and assisting the on-duty supervisor.

The Communications Center answers over a quarter 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 units are responding to the scene. Additional responsibilities include:

- ◆ Continuous monitoring and updating of local hospital availability for EMS units.
- ◆ Providing access to resources such as Arson Investigators, Fire Inspectors and Public Works for response to fire scenes.

- ◆ Monitoring tactical radio channels during fire incidents.

2011 promises to be another challenging year for the Communications Division. The new Computer Aided Dispatch (CAD) System came online in July 2010 and new interfaces continue to be implemented. The new CAD has provided the following operational improvements:

- ◆ Regional connectivity with other municipalities.
- ◆ 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. For example, a cardiac arrest will be given more priority than a trash fire.
- ◆ 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 three previous CAD systems (Fire, EMS and Police) into a single CAD that shares critical information (status, hazards, notes, etc.) and linking multi-agency incidents.

Communications is preparing to move into a new state-of-the-art 911 dispatching center,

VANCE MEADE Acting Chief of Communications

Vance began his career with the SAFD in 1987.

He was selected to lead the Communications Division in October 2010.

Vance enjoys spending time with his wife and two sons, nine and 11 years old, traveling, reading and the outdoors.

commonly referred to as a Public Safety Answering Point (PSAP). This new center will house both the San Antonio Fire/EMS and Police 911 dispatch centers. It will be located near the Emergency Operations Center on Brooks City-Base. Communications should be in this new facility by the end of 2011.



The **Administration Division** is headed by Deputy Chief Rodney Hitzfelder. Chief Hitzfelder oversees six groups with responsibilities ranging from handling the SAFD's finances, ordering and maintaining vehicles and equipment, updating technology and establishing the fire code.

Public Information Office

The Public Information Office relays information to the public through the media and other venues. This can consist of incident information, statistics or even general fire department knowledge.

Fiscal Management & Capital Projects

Fiscal Management oversees the budget and finance needed for personnel, equipment, supplies and maintenance. Capital Projects, meanwhile, manages construction of and renovations to SAFD properties.

Management Information Services
Management Information Services (MIS) controls the technology the SAFD relies on as well as the devices used to access that technology. Technical Services focuses on the radio and Mobile Data Computers (MDCs) that allow firefighters and paramedics to receive and transmit information. They work to secure transmissions over increasingly populated airwaves.

Services & Logistics

Services & Logistics procures vehicles, equipment and supplies and maintains stations and other facilities. The SAFD has almost 60 locations, almost 200 response vehicles and countless pieces of fire equipment including Self Contained Breathing Apparatus (SCBA) and hose.

Fire Prevention

Fire Prevention encompasses establishing the fire code and inspecting for

compliance. They also handle fire safety education and arson investigations.

In 2010, the Administration Division saw the final implementation of the new Computer Aided Dispatch (CAD) system. The CAD has modernized dispatch processes and reduced emergency response time for Fire and EMS.



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.

Public Information Office

DEBORAH FOSTER Public Information Officer

Deborah joined the SAFD in 1993. She has served as the PIO since May 2008.

Prior to working as SAFD PIO, Deborah served as both a Firefighter and Paramedic. Her husband is also with the San Antonio Fire Department serving in the Communications Division. They are the proud parents of 6 children.

The **Public Information Office** of the San Antonio Fire Department is constantly evolving to best serve the needs of the citizens of the Alamo City. During times of crisis such as a structure fire, flooding or an EMS incident, the focus is on providing the most accurate information available to government, community and media partners. On an average day, the Public Information Office will receive five to 10 calls from the media. On days of major incidents, the office will field multiple calls from every news agency in town, along with the occasional call from a national media outlet.

Luckily, major incidents do not occur every day and the Public Information Office can focus on community involvement projects. A few of the educational and charitable outreach efforts in 2010 included:

Camp David

This program, run by the Texas Burn Survivor Society, allows children who have been impacted by burn injury to spend a week at camp. Wednesday is always firefighter day at camp. Here the interaction with firefighters provides the attendees with self-confidence, self-esteem and plenty of smiling faces.

Aaron Ross Celebrity Basketball Game

SAFD firefighters played against NFL football players to raise money to support local charities. This event, organized by the New York Giant's starting cornerback Aaron Ross and BTL Sports, allowed boys and girls to participate in three days of football and cheer camps, which focus on promoting athletic and academic excellence.



Operation Home Cooking

The Thanksgiving holiday can be difficult for a new military serviceman away from family and friends. This year, 26 soldiers from Lackland Air Force Base spent the holiday with firefighters at stations around the city. These servicemen were treated to a day of football, food and camaraderie with their brothers and sisters in uniform.

Regional Health & Safety Fair

This year's fair took on a new twist when the SAFD partnered with H-E-B. Firefighters joined H-E-B's Good Living Health & Wellness Family Expo where they were able to interact with thousands of San Antonians attending the event the day before Halloween. Families from around the city learned about fire safety, received free medical screening and played in the Kids' Zone.

S.A.nta's Firefighter toy Drive

The drive kicked off with several generous donations from school and church groups and ended with successful collections at various Wal-Marts and H-E-Bs. The support of community partners allowed firefighters to visit over 350 families and

give Christmas gifts to over 1300 children. Giving for this annual program was so great that help was enlisted in the form of several other fire departments, like Helotes and Leon Valley, to assist with deliveries.



Fiscal Management & Research

The **Fiscal Management & Research 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 ongoing monitoring of the General Ledger Accounting, Accounts Receivable and Accounts Payable services for all divisions of the SAFD. They also continually explore legal sources of revenues to increase organizational effectiveness. The Fiscal Operations team was responsible for collecting over \$500,000 in Hazmat revenues this year.

Budget & 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 (FY) 2010, the Department received a budget of \$265 million (including Capital Projects and grants). The Budget Team was responsible for securing more than \$2 million in improvements for FY 2010.

In 2010, the San Antonio Fire Department, led by the Budget and Resources Team, submitted and was awarded a competitive grant in the amount of \$796,837 from the FY 2009 Assistance to Firefighters Grant Program funded by the Federal Emergency Management Agency (FEMA) and the Department of Homeland Security (DHS). This funding will be used for Interoperable

Communication Radios to create seamless communication capabilities among fourteen paid and paid/volunteer fire departments, including the San Antonio Fire Department. This grant will enhance communication with neighboring fire departments during shared incidents.

The team released a request for proposals from consultants to analyze and implement a Medicaid Supplemental Payment Program which could bring the City an additional \$1.4 million annually in EMS fee revenues.

The division participated in a Comprehensive Budget Review with the Office of Management and Budget's Innovation & Reform Team. The major goals and objectives of the review were: review and evaluation of the major budget components, identification of program efficiencies and strategies and quantification of financial benefits of planned technology upgrades.

The outcome of the review enabled the SAFD to include efficiencies and savings in the FY 2011 budget through targeted overtime management strategies, enforcement of contractual provisions and budget re-alignment.

The division

worked in collaboration with the Commissary Uniform Committee to transition the operations to a new vendor with web-based purchasing capability for firefighters.

The division continued their tradition of adopting a local nonprofit agency for the holidays. 2010's selected agency was Respite Care's Davidson House. The staff arranged a visit from Sparky the Fire Dog who entertained and declared the children honorary firefighters. Staff even brought along Santa who arrived on a fire engine with a full complement of firefighters from Fire Station #6 to hand out presents and read to the children.

The Fiscal Management & Research Division also spearheads the Department's participation in the COSA Annual Charitable Campaign. SAFD raised its participation from 70% in 2009 to 76.4% in 2010. Employees raised \$186,415, which exceeded their city-given goal by over \$5,000.



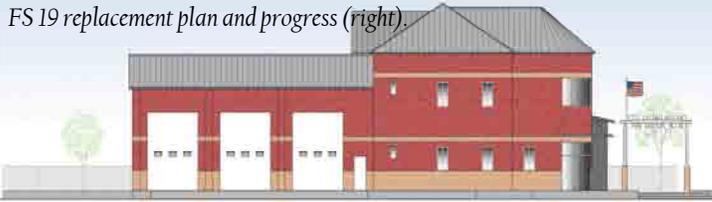
CARL WEDIGE ~ ASSISTANT CHIEF, FISCAL MANAGEMENT/CAPITAL PROJECTS

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 30 years. He has a son, Eric, daughter, Kayla and granddaughter, Zooley.

Capital Projects

FS 19 replacement plan and progress (right).



FS 51 plan and progress (below).



FS 1 replacement plan and progress (below).



FS 50 plan and progress (right).



Capital Projects oversees fire station construction and renovation projects. Phases 1, 2 and 3 of the facility re-roofing/air conditioning and ventilating system upgrade project are completed. Phase 4, including Fire Stations 40, 42, 43 and 44, will start in 2011.

Currently, there is approved funding for six replacement fire stations, two new fire stations, and a new Fire Logistics/Services facility to be constructed on the grounds of the current Training facility. Design for the new Public Safety Headquarters facility was completed in 2010.

In 2010, SAFD broke ground and began construction on the Public Safety Answering Point (PSAP) and four fire stations (1, 19, 50 and 51). The PSAP will bring police and fire/EMS dispatches into a state-of-the-art building. The space of the new stations range from 12,500 to 24,500 square feet. Most of the stations will be one story, with a few being two story depending on land availability. Each facility was designed to complement its surroundings while addressing the complex issues associated with fire stations.

Management Information Services

The **Management Information Services (MIS) Division** provides technical support to all of the divisions of the SAFD, both operational and administrative. In late 2010, MIS added 4 additional positions for the sole purpose of continual support and maintenance on the Computer Aided Dispatch (CAD) System. MIS now has a staff of 11 personnel including hardware technicians, programmers, integrators, business analysts and management. These personnel are solely dedicated to the support and functionality of the various SAFD computers and applications.

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 and new modems, which effectively corrected connective issues within the city. Additionally, MIS supports all standard Microsoft applications, FASTER fleet maintenance software and an EMS Case Reporting System.

MIS technical support is available on a 24-hour basis every day. 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.

After almost 18 months of planning and development, MIS went into production with a state-of-the-art CAD system and an automated Fire Station Alerting (FSA) system. These two systems have improved the information collected and provided to first responders and has improved the speed of the dispatch information reaching the emergency responders.

The CAD system enables call takers to provide consistent and medically approved triage to a caller while simultaneously allowing the dispatcher to get first responders headed to the incident. The FSA system also allows the dispatcher to alert all responding units to the event with the same automated message detailing incident type, location, response level and tactical radio channel. Prior to this system, each responding unit was

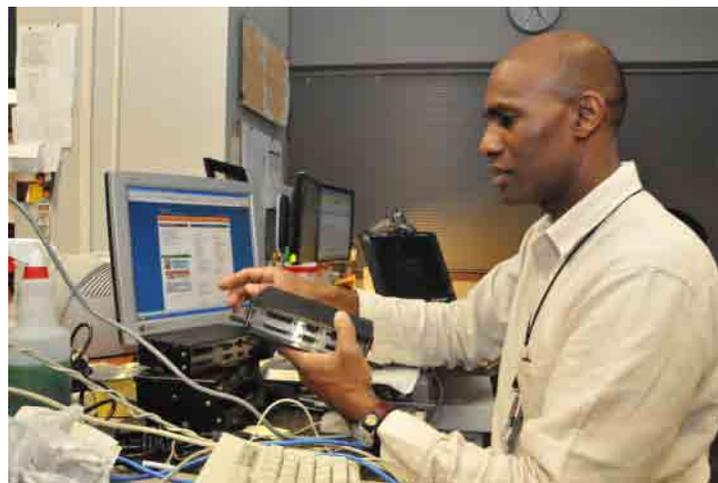
notified one at a time, causing a delay of several precious seconds.

The CAD also provides Automatic Vehicle Location (AVL) response. This means the closest appropriate unit responds. Previously, the SAFD relied on a set station and EMS response area. Now, AVL selects the closest unit regardless of the old response area. Units are also guided to an incident based on the AVL mapping.

In addition to the CAD and FSA, the CAD Project included a new Records Management System (RMS) that is still being developed and customized to the needs of the various divisions of the Department. The National Fire Incident Reporting system is operational and SAFD is now able to report statistics to both the State Fire Marshal and the Department of Homeland Security (through FEMA) in a timelier manner.

MIS also installed new rugged computers and modems into all response vehicles to coincide with the CAD implementation. This provides the best hardware and communications to the responder and provides better response information to the fire and EMS companies responding to the incident. Additionally, 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.

MIS supports about 2,500 computers, 62 software programs, 63 work locations and 10 special projects with 14 personnel serving a total of 29,120 hours per year.



HOPE WUELLNER-BROOKS Department Systems Manager

Hope began her career with the SAFD in October 2000.

Hope loves to coach and watch soccer and basketball, read and spend time with family. She has a son and daughter who play competitive sports, basketball and soccer respectively. Her husband is retired from the military.

Services & Logistics

Support services for the SAFD are performed by the department's **Services & Logistics Division**. Comprised of three uniformed personnel and a civilian staff of 46, this Division carries out such functions as fleet maintenance, procurement and distribution of supplies and equipment, testing and repair of critical protective equipment and facility maintenance. These responsibilities are assigned to different units of the Services Division.

Air Quality Management

Annual testing, repair and maintenance of 507 Self-Contained Breathing Apparatus (SCBA) is a critical task carried out by three civilian Fire Equipment Protection Technicians and their uniformed supervisor. Firefighters use SCBA to protect their respiratory systems during firefighting and HazMat operations. They also maintain and repair breathing air compressors, thermal imaging cameras and gas detection monitors.

Supply/Logistics

The procurement and distribution of firefighting and EMS supplies and equipment is the responsibility of this unit. The Supply staff coordinate purchases with other City of San Antonio departments and deal with more than 125 businesses for goods and services. In 2010, they processed more than 3000 purchase orders totaling over \$7 million. Additionally, they regularly distribute firefighting and medical supplies to all

50 fire stations and operate the department's ambulance shuttle program.

Fleet Maintenance

Responsibility for keeping all the department's emergency vehicles on the road in a safe and operable condition falls to the Fleet Maintenance section. Each year, Emergency Vehicle Equipment Technicians perform more than 1100 preventive maintenance services on department vehicles, as well as repairs. In addition to the normal vehicle systems like engines and transmissions, technicians also maintain and repair fire pumps, hydraulic systems for aerial ladders, emergency lights, sirens and other electrical and communications equipment.

Administration

This group manages the division's budget, personnel and payroll entry. Coordination with other divisions, other departments and numerous outside businesses also falls to this group.

Facilities

A civilian staff of three is responsible for maintenance and repair of SAFD facilities to include: carpentry, flooring, painting, roofing, locksmith, plumbing, electrical, central air conditioning and heating, overhead door, glass repairs and emergency power equipment. The Facilities section is also responsible for all new construction projects to include: Capital Improvement and major maintenance projects, station modifications and new construction.

One of the biggest challenges faced in 2010 was the implementation of the new Computer Aided Dispatch (CAD) system. All emergency vehicles needed to be retrofitted with new mobile data

ROBERT MIKEL III Division Chief

Robert has served in the San Antonio Fire Department since 1993

He has been the Chief of Services since 2007.

Robert has three young daughters at home and enjoys going camping with his family.

computers, modems and antennas. The Fleet Maintenance section of Services met this challenge and successfully installed these items in more than 200 emergency vehicles on schedule while still keeping up with the day to day maintenance and repairs required to the SAFD fleet of vehicles.

The additions of new vehicles and equipment to the department added to the workload for the Services Division. Additional vehicles were purchased for new firefighting units, including two fire engines, an aerial platform truck, mobile breathing air compressor, additional SCBA, thermal imaging cameras and other devices. Purchasing these items and placing them into service and maintaining them are all functions of the Services & Logistics Division.

Two community projects were undertaken by the division in 2010. The first involved a Services employee and his family. The son of an Emergency Vehicle Equipment Technician was severely injured near his home when he was attacked by a pit bull. His father's coworkers rallied around him and sponsored a fundraiser by selling barbecue plates. The money raised helped this family pay some of the medical bills associated with his injuries.

Christmas 2010 found Services personnel organizing another fundraising effort. Heartfelt letters from children led Services employees to purchase toys and clothing for six families in need. Employees, who wanted to guarantee a Merry Christmas, also conducted a raffle to raise money for these San Antonio families.



Fire Prevention

The **Fire Prevention Division** is composed of four subdivisions: Fire Inspection, Special Events, the Arson Bureau and Community Safety & Education. The Fire Chief's main priority is the safety of personnel and the community and, in turn, it is also Fire Prevention's main focus. Fire Prevention, also referred to as the Fire Marshal's Office, is the epitome of the SAFD's motto, "Our Family Protecting Your Family." The goal is to minimize potential fire and environmental damage through education, public awareness, inspection and code enforcement.

Fire Inspection

The Fire Inspection subdivision of the Fire Marshal's Office examines the fire protection systems of commercial establishments, businesses and places of entertainment. Inspectors are involved in new construction and renovations, from the initial permit phase through final inspection, in coordination with the Development Services Department. Inspectors ultimately ensure that fire protection systems work as designed by inspecting sites for underground water supply, fire sprinkler and stand-pipe systems, hydrant location and performance and emergency access.

Fire Inspection conducted over 20,000 fire safety inspections in 2010. Over \$916,423.00 was collected in permits and other fees to offset

the cost of nearly 40,000 hours of inspections. Inspections are conducted as part of the Certificate of Occupancy process, for the installation of new fire protection features in existing buildings, for routine inspections, or as part of an investigation.

Some of the major projects permitted and inspected by the Fire Marshal's Office in 2010 included Eilan, a residential/commercial community; Mission Trail Baptist Hospital; Trinity University Center for the Sciences and Innovation; University of Texas at San Antonio campus housing; and Air Force Village Retirement Community, among others.

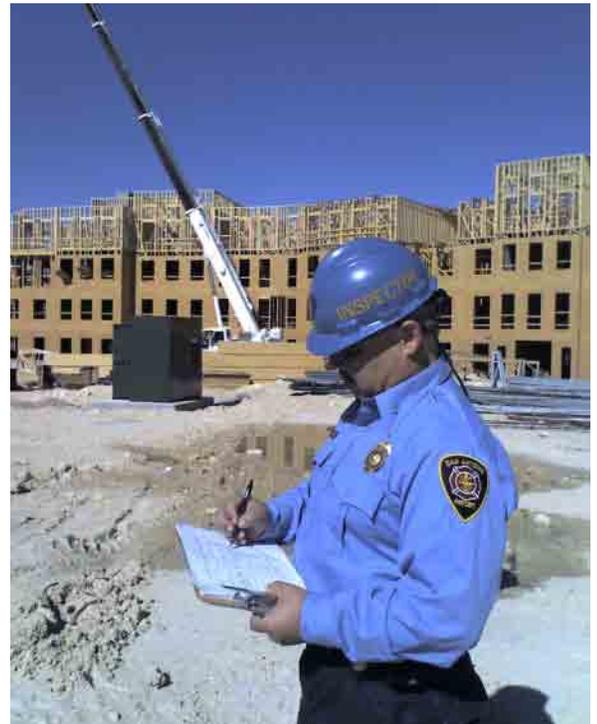
In late 2010, Fire Inspection initiated Mobile Vendor Inspections. All mobile vendors who cook or warm food for sale at public events must be inspected. There are nearly 1,000 mobile vendors in San Antonio. Inspectors examine propane cylinders, fire extinguishers, generators, and the flammability of deco-

orative materials. Working closely with mobile vendors and Metro Health ensures the safety of vendors and the public at widely attended events like Fiesta and the San Antonio Stock Show and Rodeo.

Special Events

The Special Events team focuses on fire safety at public events. Public assemblies and special events pose unique issues for inspectors and event organizers to ensure the safety of attendees. Some duties of the Special Events team include:

- ◆ Review plans and site inspections to ensure safe entrance and exit and fire safety protocols.
- ◆ Monitor any fire alarm issues resulting from smoke and haze effects at events.
- ◆ Issue permits for pyrotechnic and fire-



EARL CRAYTON II ~ ASSISTANT CHIEF, FIRE PREVENTION & FIRE MARSHAL

Chief Crayton entered the SAFD in 1979. During his 31 year tenure, he has served in Fire Suppression, Applicant Processing, the Fire Chief's Office as Assistant to the Administrative Deputy Chief and Fire Prevention. He currently serves as the Fire Marshal and Assistant Chief in charge of Community Safety & Education, the Arson Bureau, Fire Inspections and Special Events. Chief Crayton attended the University of Hawaii and Wayland Baptist University, where he obtained his Bachelors of Science in Occupational Education and Fire Science.

Chief Crayton's favorite vacation destinations are the Hawaiian Islands. He also enjoys the outdoors and spending time with his four grandchildren.

work shows after review and with on-site monitoring during the event.

◆ Inspect food booths and parade floats, including over 3,500 inspections in 2010.

Major projects in 2010 for the Special Events team included Fiesta's indoor and outdoor events, parades and food booths; the Alamo Bowl; fireworks displays on July 4th and New Year's Eve; and, the re-dedication of the Lila Cockrell Theater.

One of our newest programs for the special events staff is Nightclub Operational Permit Inspections. All nightclubs must have a life safety fire inspection to ensure code compliance before a permit is issued. Historically, nightclubs and similar venues around the world have suffered major loss of life due to overcrowding and by failing to maintain exits or life safety systems. Inspectors verify that life safety systems are maintained and adequate exits are provided for all occupants.

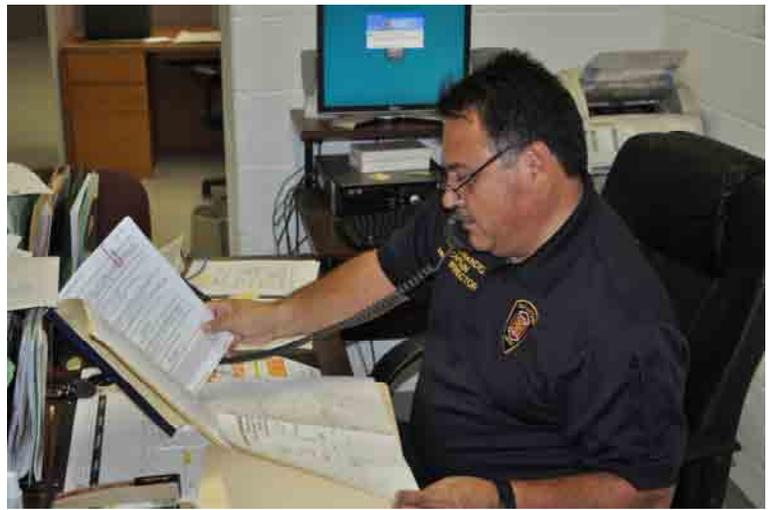
The team conducted 1,127 nightclub and nightclub-follow-up inspections in 2010.

Arson Bureau

The Arson Bureau is responsible for investigating the cause of fires and explosions within the city limits of San Antonio. Arson

investigators conduct the investigation and, if the incident is deemed intentional, work diligently to bring the perpetrators to justice. These firefighters go through the San Antonio Police Department's Training Academy and are sworn Peace Officers. Inspectors are highly trained in fire origin and cause determination, investigative techniques, criminal law and crime scene processing. The Arson Bureau answered 724 calls for service in 2010.

The Arson Bureau also welcomed a new addition to the force. Kai, an Accelerant



Detection Canine (ADC), went active on June 23, 2010. She and her partner, Investigator Justin Davis, have investigated 33 fire scenes to date. Not only does Kai detect accelerants and assist with fire cause determination, she makes many public appearances supporting fire safety. The ADC team has made 16 different appearances at local schools and organizations.

In October alone, over 1000 school children saw Kai demonstrate her skills of finding flammable liquids. During these demonstrations, Investigator Davis talks about ADC Kai, the Arson Bureau and fire safety. The team also participates in other events such as generations federal credit union's National Night Out event.



Community Safety & Education

The best and most cost-effective way to accomplish the goal of protecting life is by preventing fire before it ever occurs. The Community Safety & Education (CS&E) 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, CS&E provides a learning experience promoting a safer, fire-conscious environment in our community.

◆ Smoke Detector Installation Program

Smoke detectors are the first line of defense against fires. They save lives and should be present in every home. Any San Antonio homeowner who does not have a smoke detector in their home can receive a free detector through the SAFD's Smoke Detector Installation Program. By calling the United Way Help Line, residents can request a detector, which will be installed by the nearest fire station.

◆ Exit Drills In The Home (EDITH)

As part of fire safety demonstrations, CS&E promotes Exit Drills In The Home (EDITH). This program teaches all members of a household how to plan an escape route out of the house in case of a fire or other emergency. This plan can be put to use in homes, college dorms and hotels.

◆ Fire Warden Training

Organizations and businesses can take the extra step of educating their employees on fire safety in the workplace. Participants learn how to handle and use a fire extinguisher, receive Fire Warden training and conduct fire drills.

◆ Juvenile Firesetters Intervention Program

This is a system of intake, education and referral for children who have set fires or display fire setting behaviors. It serves children 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 consequences of their actions, not only on themselves and their



families, but also on the community as a whole.

◆ Sparky the Fire Dog

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

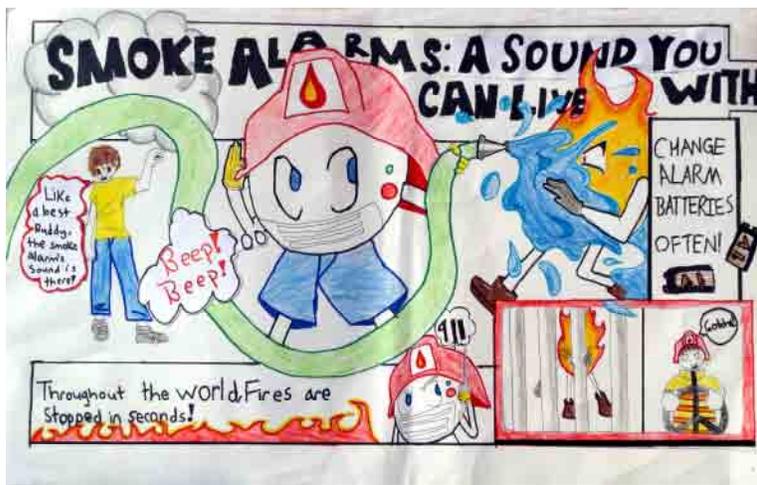
◆ Regional Health & Safety Fair

The Regional Health & Safety Fair, coordinated with the Public Information Office, gives the public a chance to meet and interact with area fire departments and see fire apparatus and equipment. This year's partnership with H-E-B also allowed visitors to learn from a variety of health and safety organizations. Winners and prizes for the Fire Prevention Poster Contest are also announced at this event.



◆ Fire Prevention Poster Contest

CS&E and the Bexar County Fire Marshal co-sponsor an annual Fire Prevention Poster Contest for Bexar County schools. Children from pre-kindergarten through high school, as well as students with special needs, are encouraged to participate and create posters that convey fire safety and education messages. The poster contest helps reinforce the importance of fire safety for students and their families while providing a chance to win prizes and, in some cases, scholarships donated by generous area businesses and organizations.



2010 Fire Prevention Poster Contest
 Top Row
 Second Place Winner—4th-5th Grade
 First Place Winner—6th-8th Grade

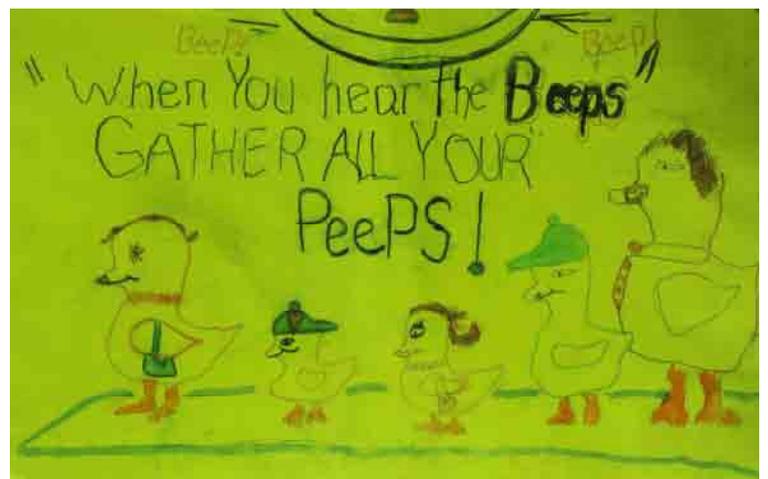


Middle Row

Grand Prize Winner and First Place Winner—9th-12th Grade
 Best Message Winner and First Place Winner—Pre-K-1st Grade

Bottom Row

First Place Winner—2nd-3rd Grade
 Third Place Winner—2nd-3rd Grade



Human Services is responsible for a broad range of functions that cover every facet of personnel management and administration. The mission of this division is to provide the highest quality service possible to the internal and external customers of the SAFD in numerous ways, including personnel administration, health and safety, education

and payroll support.

The Human Services Division is directed by an assistant chief and is divided into the following functional sections: Training, Health and Wellness, Safety, Personnel Services, Payroll, Applicant Processing, Recruiting, Employee Assistance, and Chaplaincy. Human Services is staffed with twenty-one uniformed and twenty-five civilian employees.

Recruiting Office

Human Services is involved in every aspect of a uniformed employee's career, from the time they are first considered for hire until they leave the SAFD. It all begins with the Recruiting Office. The San Antonio Fire Department is strongly committed to maintaining a highly qualified, motivated and diverse work force that reflects the demographic makeup of the community. Accordingly, it is the responsibility

of Recruiting to ensure that the SAFD meets that goal. Some of the tools utilized by Recruiting to accomplish their mission include: advertisements through the media and the internet; attendance at various career days and job fairs throughout the state of Texas; and, speaking engagements at churches, high schools, colleges, universities and military bases.

Applicant Processing

Applicant Processing is the next step in an individual's pursuit of a career with the San Antonio Fire Department. The Applicant Processing Office is responsible for ensuring consistent hiring standards are applied to fire cadet applicants. Standards are set by the Fire Fighters' and Police Officers' Civil Service Commission. After the written examination, applicants must successfully complete fitness testing, a behavioral assessment, a complete background investigation, a polygraph exam, and physical and psychological evaluations in order to be considered for a beginning position. The selection process is very grueling but the reward is a career with best organization in the City of San Antonio: the San Antonio Fire Department.



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 all human resources functions, which include the payroll process for over 1,800 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.

Personnel Services Office

Some of the duties of the Personnel Services Office include: workers compensation processing; modified and light duty assignments; the administration of Family Medical Leave; administration of the tuition reimbursement program; personnel transfers; promotions; civilian employee hiring and personnel administration; records management; processing of grievances; and open records requests.

In response to the needs of SAFD employees, the Personnel Services Office initiated a Workers' Compensation Advocacy program. The program is designed to guide injured employees through the workers' compensation process and provide assistance with the following:

- ◆ Ensuring required documentation is completed and submitted in an accurate and timely manner.
- ◆ Identifying workers' compensation physicians that specialize in the type and severity of injury sustained by the employee.
- ◆ Educating the employee about the workers' compensation process, as well as the various options that may be available.
- ◆ Scheduling appointments with the appropriate physicians.
- ◆ Arranging for transportation, if necessary, to and from appointments.
- ◆ Assisting, to the extent allowed by law, in any dispute process necessary to ensure the employee receives appropriate treatment.

Payroll Office

The Payroll Office is responsible for every aspect of payroll administration for over 1,800 uniform and civilian employees. Their duties include payroll record management, payroll data research and analysis, and the identification and reconciliation of payroll related issues.

The Human Services Division, in conjunction with the South Texas Blood and Tis-

sue 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 blood supply to our community by hundreds of units annually.

Additionally, in an effort to provide gifts for thousands of needy children who otherwise would have none, the Human Services Division, in partnership with the San Antonio Professional Firefighters' Association, proudly hosted the annual S.A.nta's Firefighter toy Drive for the third consecutive year. Over the past two years, this toy drive has provided Christmas gifts hand-delivered by firefighters to almost 2,800 underprivileged children in the city and county and has enjoyed community-wide support.

In the future, the Human Services Division hopes to provide enhancements including providing payroll support for Fire and EMS shift commanders and the

development of a fitness program for all San Antonio Fire Department personnel to go along with the newly created Wellness Center.



Safety

The **Safety Division** of the San Antonio Fire Department 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, the Safety Division's focus is on the uniformed employees of the fire department.

The Safety Division is headed by a division chief. Three captains serve as field safety officers (FSOs) and are assigned to one of three firefighting shifts. These captains respond to various incidents and add a higher level of expertise in the area of personnel safety. By acting as the "eyes and ears" for the scene incident commander, FSOs ensure that firefighter welfare is always monitored. In 2010, safety officers responded to approximately 165 incidents. They also conducted training sessions that

focused on safe operations at incidents.

A lieutenant serves as the Safety Division executive officer and is responsible for various administrative duties, as well handling issues with firefighters' personal protective equipment (PPE) and on-duty vehicle accidents.

In addition to incident responses, the Safety Division is responsible for vehicle accident investigation, firefighter injury and death investigation, inspection of PPE, injury and accident analysis and trend identification and the development of recommendations for the prevention of such accidents.

The Safety Division is also involved in:

- ◆ Responding to safety-related complaints and inquiries.
- ◆ Compiling information for Post Incident Analysis.
- ◆ Developing safety programs and

reviewing policy.

- ◆ Issuing safety notices and bulletins.
- ◆ Reviewing equipment and tool failure investigations.
- ◆ In-service training that enhances firefighter operational safety.

A few areas in which the Safety Division has made a difference this year are the implementation of the Vehicle Accident Review Board and the re-organization of the PPE Quartermaster.

The Safety Division Chief serves as the moderator for the SAFD's newly created Vehicle Accident Review Board. The purpose of this program is to ensure that accidents involving SAFD vehicles are properly reviewed, fairly assessed and that consistent and predictable corrective action is appropriately applied. The most important aspect of this board is that it serves as a risk management tool to identify contributing factors and prevent future accidents.

The PPE Quartermaster came under review in 2010 and the Safety Division was instrumental in streamlining the process by which outdated gear is tracked and removed from service and new gear is ordered.

The Safety Division also initiated the use of personnel identifiers that designate crew assignment. This extra safety measure enhanced accountability at fire scenes.



ARTHUR VILLARREAL Division Chief

Art has served in the San Antonio Fire Department since 1983.

He has been the Chief of Safety since 2008.

Art is married and has 2 sons. His personal interests include restoring old houses and motorcycles.

Health & Wellness

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

In addition to the programs below, Health and Wellness publishes the "SAF-D" Newsletter every other month to convey valuable health and safety information to employees. Quarterly wellness seminars are conducted to provide information to employees and their families.

Employee Assistance Program

As of July 2010, SAFD uniformed employees and their families can access the City's Em-



ployee Assistance Program, which is designed to assist with both work and personal issues. The program can address work or home stress, weight control and relationship issues, among other things. The EAP process is confidential and, like any other medical issue, is private between the patient and the doctor/counselor.

Staff Psychologist

The Staff Psychologist is responsible for the psychological evaluation of fire applicants, provides for psychological evaluation of other employees as needed, advises and participates in the Critical Incident Stress Debriefing (CISD) Team and provides continual training and support to the department as needed. The Staff Psychologist is also available to assist employees and their families with home and work issues.

Peer Support Program (PSP)

The PSP provides SAFD employees with 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 or self. This assistance is confidential and without judgment, provided that no laws are being violated. This approach provides employees with a non-professional, peer-based support program.

Volunteer Chaplaincy Program

The Volunteer Chaplaincy Program is available 24 hours a day, on-call, to both internal and external customers of the SAFD. Internal customers are SAFD employees and their family members. External customers are the citizens affected by fire or medical emergencies. Guidance and spiritual counseling is provided to SAFD employees, including counseling with immediate family members when fire personnel are seriously injured, ill or deceased.

BETSY DOSE

Special Projects Manager

Betsy has been with the SAFD since 2001. In April 2007, she joined the Health and Wellness office.

Betsy is a native South Texan. She is married with a daughter and step-son. She enjoys spending her free time with her family and volunteering within the community.

Mandatory Wellness Program

SAFD recognizes that the health, safety, and wellness of firefighters are of the utmost importance to the organization. In 2011, the Department will kick off a Mandatory Wellness Program to monitor the health and wellness of uniformed personnel throughout their careers. The program is designed to provide early detection of serious medical conditions and encourage better health, allowing personnel to be safer and more effective in their jobs. The Wellness Program wants employees to remain healthy and productive throughout their careers and into retirement. 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. The Wellness Program is a positive, individualized program that is not punitive in nature.

Staff Dietician

A Staff Dietician is also available to meet with employees and their families to create a customized eating program. The dietician also provides departmental training on a variety of nutritional issues.

Fitness Center

A new Fitness Center allows employees the opportunity to exercise, on- or off-duty, with commercial-grade exercise equipment to better prepare them for the physical demands of firefighting. In 2011, funding will be sought to install smaller, satellite fitness centers in each quadrant of the city, allowing easier access for all employees.

Recruiting/Applicant Processing

Becoming a member of the San Antonio Fire Department is a challenging endeavor and starts with **Recruiting** and **Applicant Processing**.

Recruiting

The SAFD strives to maintain a workforce that is highly qualified and motivated. One goal is to employ personnel that reflect the diverse demographics of the city. Recruiting is continually working to increase the applicant pool of qualified individuals. Potential applicants must have or develop physical strength, endurance and the skills and knowledge needed to be a firefighter and paramedic.

Between October 2009 to May 2010, over 625 face-to-face contacts were made with potential applicants. Many of these people are met through attendance at local and statewide career and job fairs. Over 500 emails per year are answered.

Applicant Processing

After taking the competitive written entrance exam, applicants must successfully complete the following steps: a Candidate Physical Aptitude Test, a behavioral assessment, a complete background investigation, a polygraph exam and physical and psychological evaluations. The process is determined by the Uniformed Civil Service

Commission and is administered by Applicant Processing. Once these steps are complete, the applicant is considered for an appointment to a cadet position by the City Manager.

The August 2009 exam produced 73 hired cadets from the top 155 that passed the CPAT. The selection process is grueling but the reward is a chance at a long career with exceptional opportunities and camaraderie.

In June 2010, over 3,621 applications were accepted, reviewed and processed. By September, the Civil Service Fire Trainee Entrance Examination was administered with the help of the City of San Antonio's Human Resources Department. The top 525 candidates on the SAFD Eligibility List, scoring 84 or higher, moved on to the next step in the hiring process, the Candidate Physical Aptitude Test (CPAT).



MARK BLACK Division Chief

Mark joined the SAFD in 1988. He has served the division since 2009.

Mark attended the U.S. Naval Academy from 1982-1984. Mark also serves in the Logistics Section of the Alamo Regional Command Center at the EOC. Mark is married and has one son.

2010 SAFD Entrance Exam Breakdown by Gender

Gender	Number	Percent
Male	3,404	94.01%
Female	217	5.99%
Total	3,621	100.00%

Training

Cadet programs and continuing education for current firefighters are the responsibility of the San Antonio Fire Department **Training Division**. Opened in 2006, the state-of-the-art facility boasts offices, classrooms, a gymnasium and a five story burn tower, along with props to provide realistic scenarios for firefighters to train in. Training is staffed with 12 uniformed and three civilian personnel.

Cadet Program

Preparing new firefighters continues to be the main focus of the Training Academy staff. In 2010, two new classes began and provided the department with 78 new uniform personnel. Each cadet receives approximately 940 hours of academic and skills instruction, which includes the Fire-

fighter I and Firefighter II curricula as set forth by the Texas Commission on Fire Protection, physical fitness training, specialized Hazardous Materials coursework and 240 hours of EMT training provided by the University of Texas Health Science Center at San Antonio.

Each cadet class is required to volunteer in various community service projects. In 2010, the cadets assisted with and participated in the Graffiti Wipeout, the Special Olympics Fire Truck Pull, the SAFD Health & Safety Fair, the City Manager's 5K and the SAFD Toy Drive Wrap Party.

Continuing Education

As the firefighting profession continues to evolve and become more technical, it is critically important for existing personnel to keep up with changes in the field. Training ensures that all personnel receive the minimum annual Continuing Education required by the Texas Commission on Fire Protection. The Division also facilitates training at several levels by serving as a resource for training materials and advice, providing specialized courses and overseeing the departments Field Training Officer Program. Firefighters completed nearly 43,000 hours of formalized training in over 100 different training areas during 2010.

Professional Outreach

The Training Division is also a resource

THOMAS MCNULTY Division Chief

Tom has served in the San Antonio Fire Department since 1986

He has been the Chief of Training since 2007

Tom is married with 2 daughters. He received his bachelor's degree from St. Mary's University and enjoys sports and reading.

for other area fire departments, city departments and local entities with training needs. In 2010 the Division provided fee based live fire training to the McAllen, Bexar-Bulverde and Camelot Fire Departments. We continue to serve monthly as a regional testing site for the Texas Commission on Fire Protection's certification examinations. We were also able to provide training space for the San Antonio Police Department, Metro Health and the US Census Bureau.

A highlight of 2010 was hosting the Spring Conference of the National Fire Administration's Training Resource And Date Exchange (TRADE). TRADE brings regional fire training officers together to share techniques. Relationships with local insurance investigators were fostered when Training hosted a seminar and with Fire Behavior researchers at Southwest Research Institute by assisting on a research project.

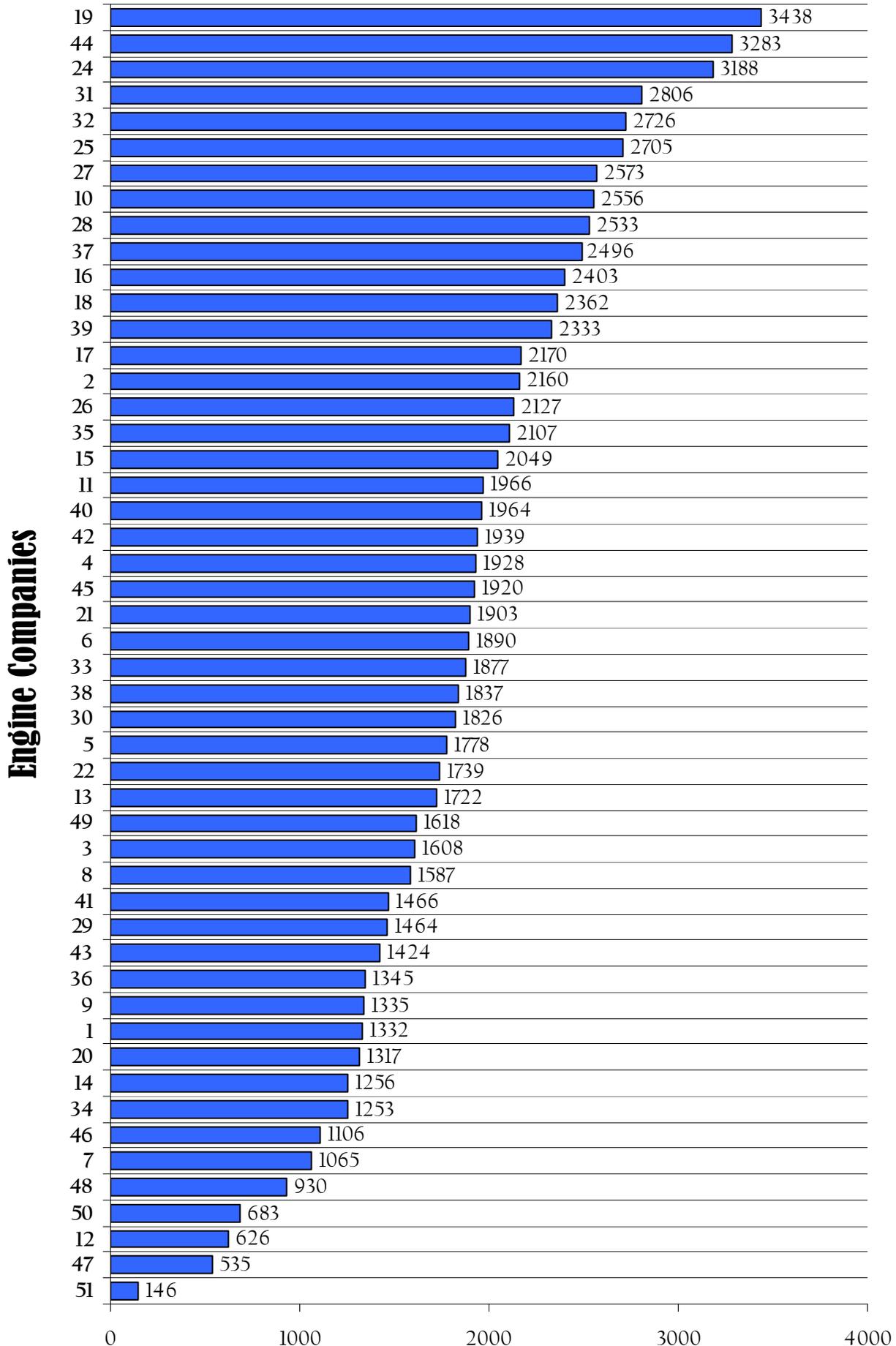
The following is a partial list of specialized fire courses provided or hosted in 2010:

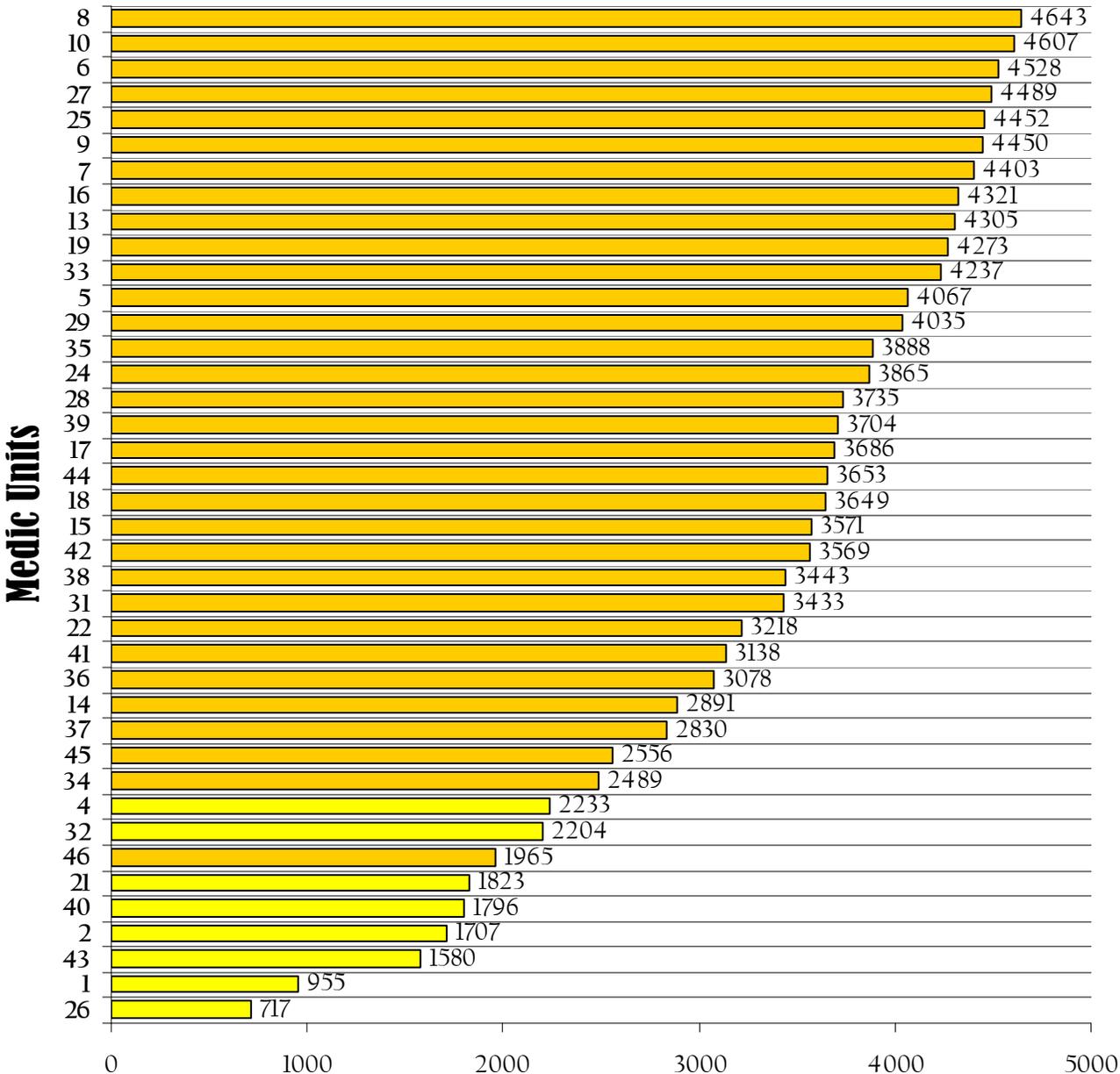
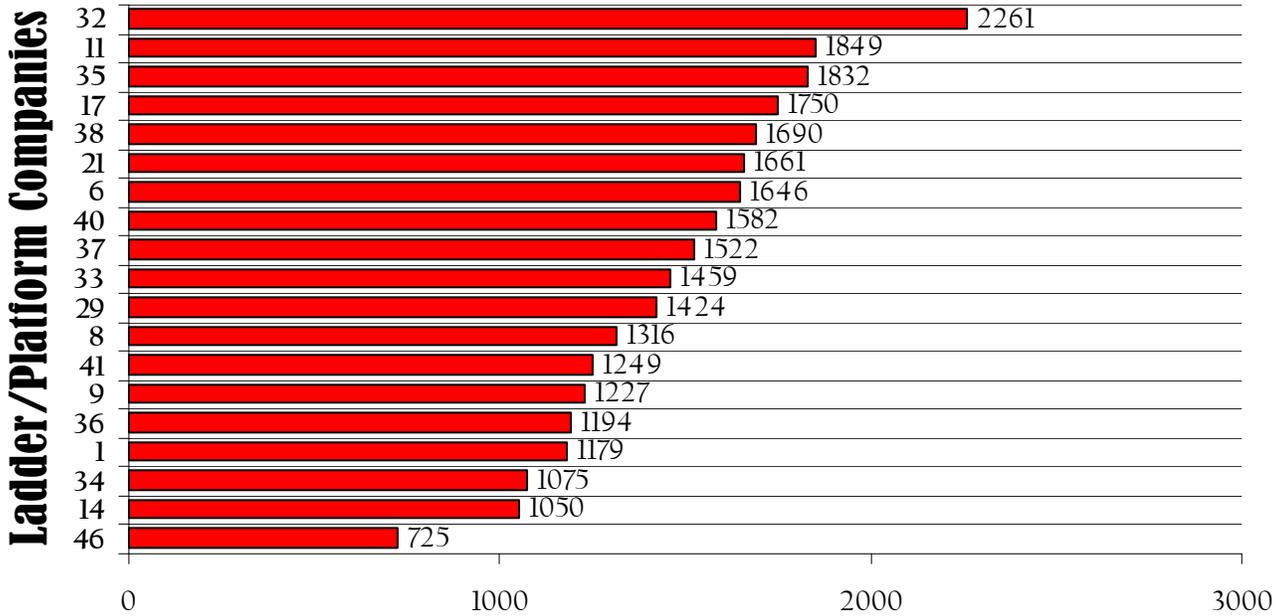
- ◆ Fire Service Instructor 1 & 2
- ◆ Fire Officer Academy
- ◆ Hazardous Materials Detection Equip.
- ◆ Tablet PCR Training
- ◆ Technical Rescue Team Training
- ◆ High rise Scenario Training
- ◆ Fire Officer Leadership Training
- ◆ New CAD training
- ◆ Transitional Training
- ◆ Criminal Profiling & Investigative Analysis
- ◆ Bomb Investigation
- ◆ Fire Administrative Investigations
- ◆ Morphine / Epinephrine protocols



Statistics

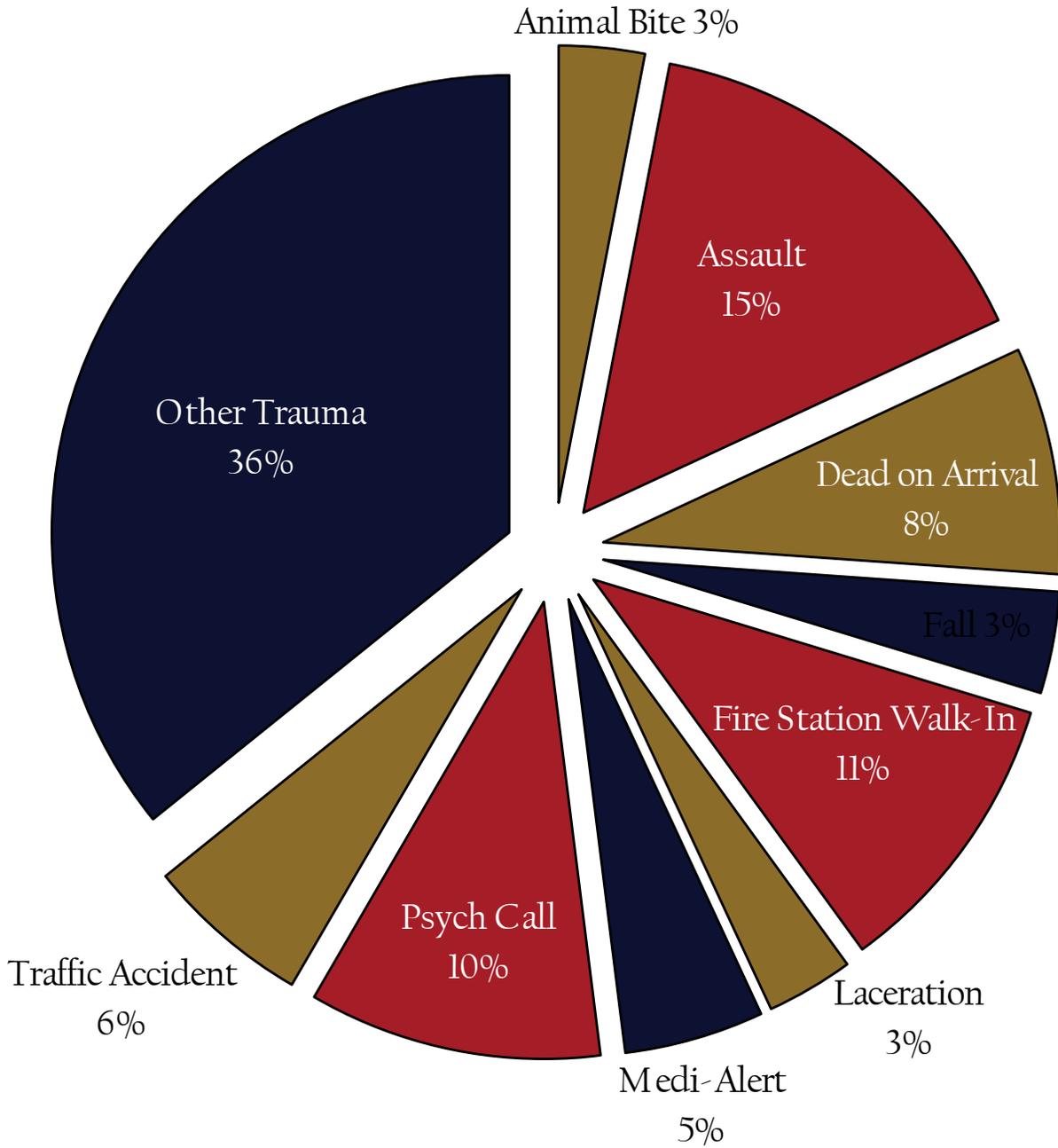
Engines, Medics and Ladders/Platforms respond to the majority of SAFD incidents. Each company's responses are outlined below for Calendar Year 2010.





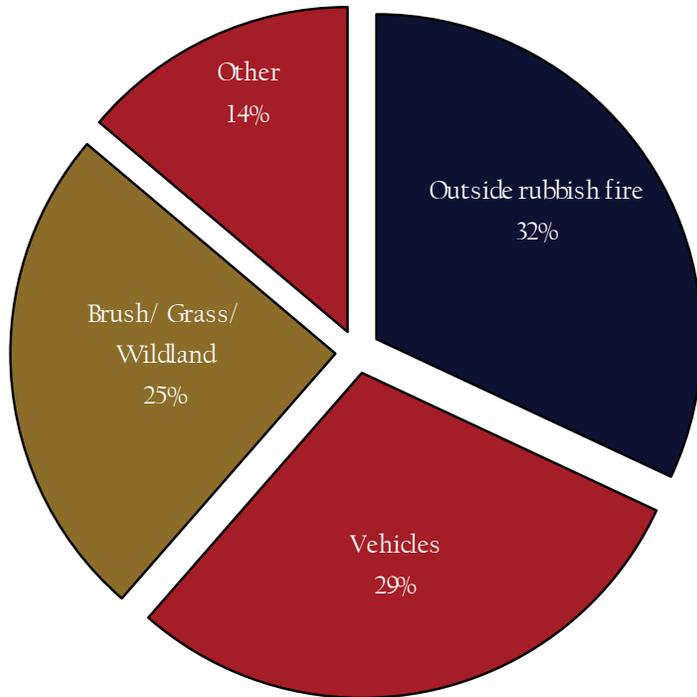
*Yellow units are used during peak periods only

Fire Medical Responses



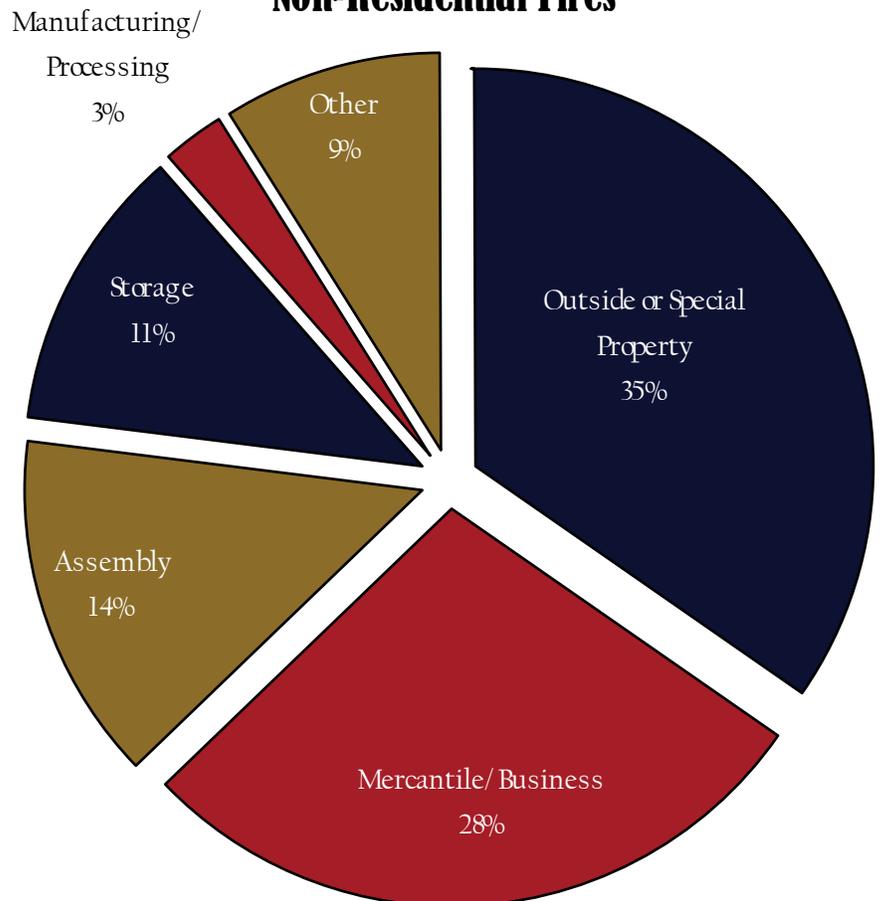
3,755 calls of a medical nature were handled by the Firefighting Division (fire apparatus only, no medic units).

Non-Structure Fires



The San Antonio Fire Department responded to **2,243** non-structure fires, or fires that did not involve a building. The most common of these were outside rubbish fires.

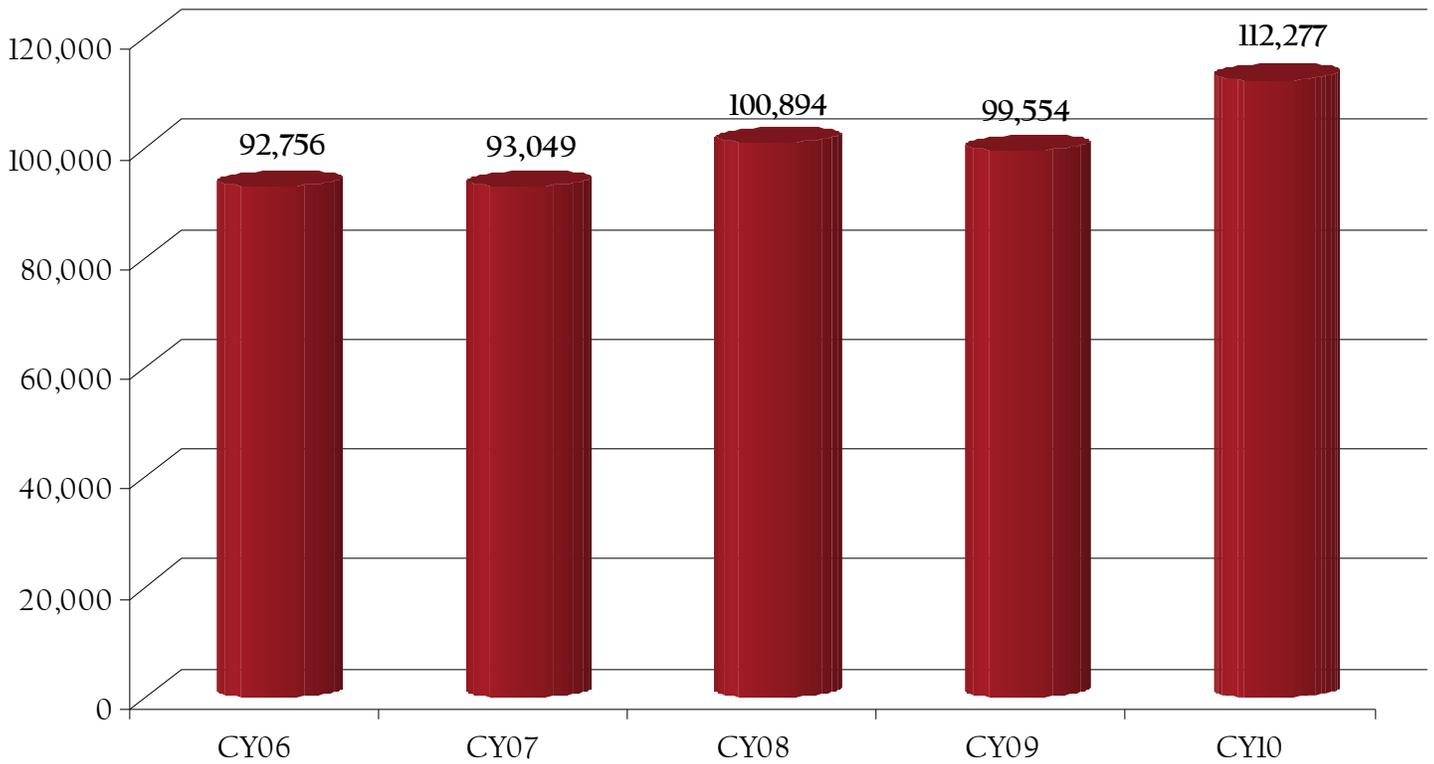
Non-Residential Fires



In 2010, firefighters responded to 930 structure, or building, fires (see graph on page 46). However, **279** of those fires involved non-residential buildings.

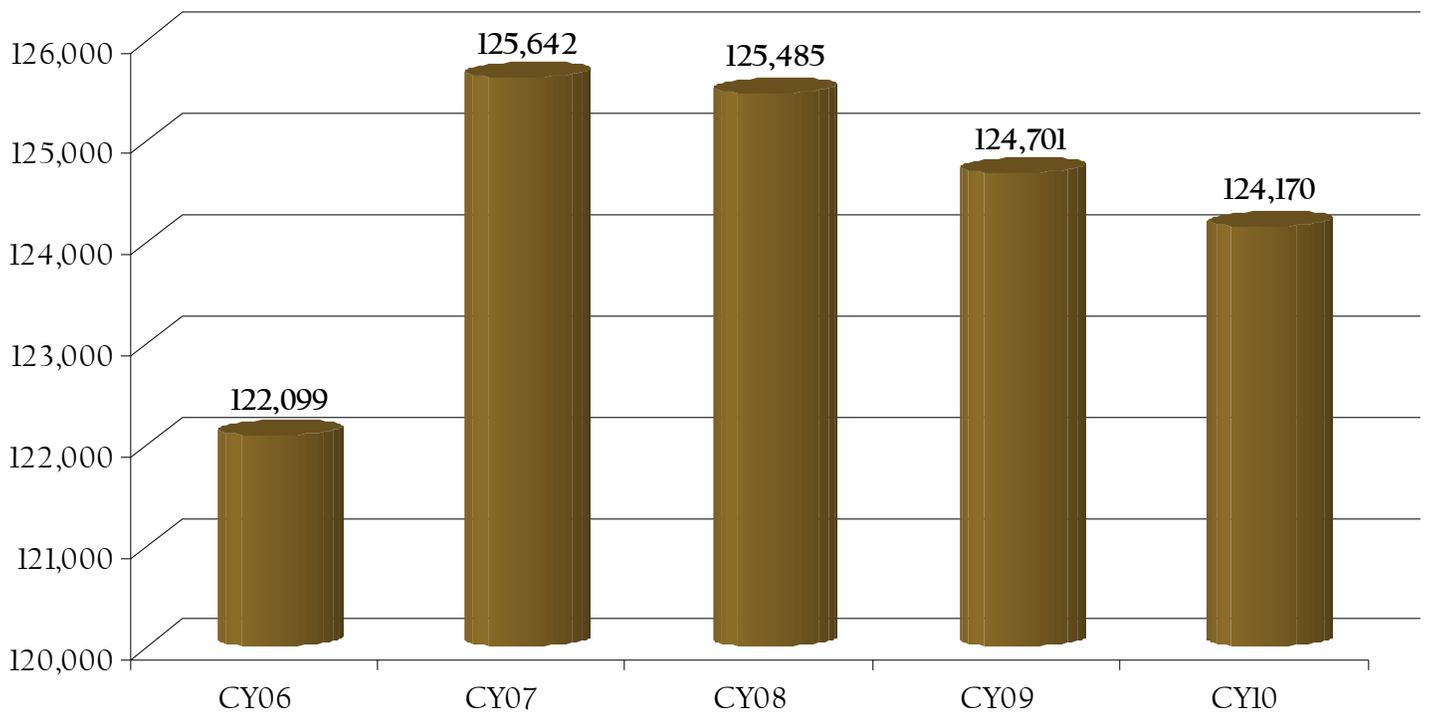
Total Fire Incidents

All incidents responded to by an Engine, Ladder/Platform, Squads or Special Teams.



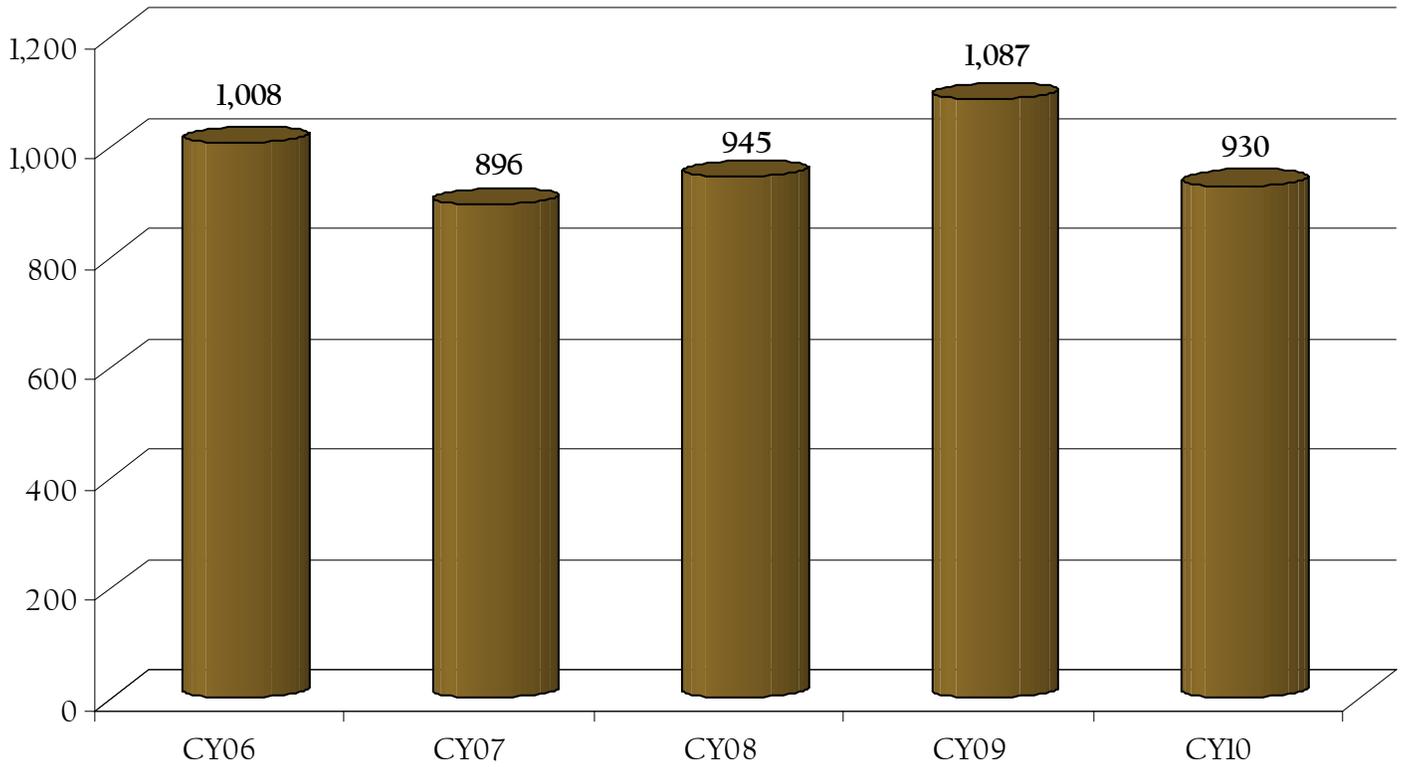
Total EMS Incidents

All medically-related incidents with responses by the EMS Division.



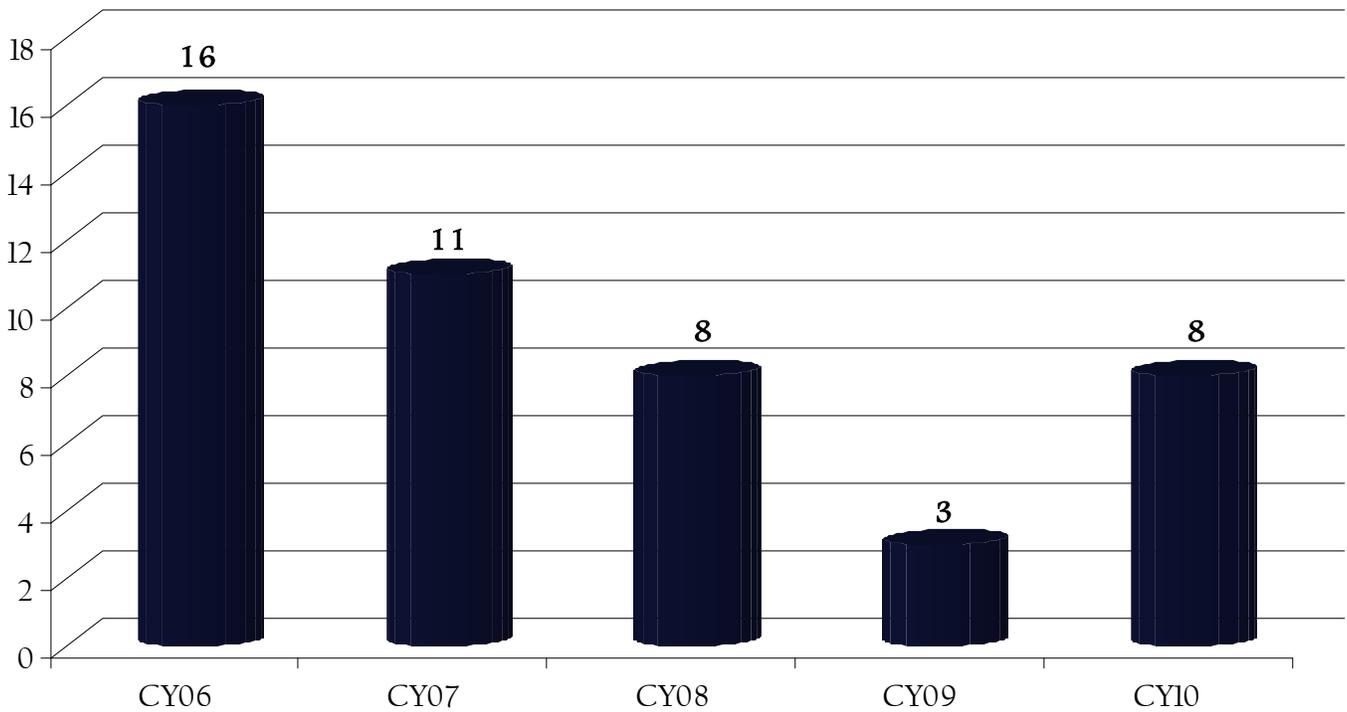
Structure Fires

Any fire that involved a building, including businesses, residences and storage.



Fire Deaths

Any fatality directly related to a fire.



SAN ANTONIO FIRE DEPARTMENT

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