

SAN ANTONIO FIRE DEPARTMENT

2007 Annual Report



“Our Family Protecting Your Family”

San Antonio Fire Department

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www.sanantonio.gov/safd

San Antonio Fire Department

Mission

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

Vision

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

Core Values

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

San Antonio Fire Department—2007 Annual Review



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2007 Highlights

- Ice Storm - 1/07
 - Additional EMS Unit 809 online - 7/07
 - Reorganization of the SAFD
- Established new Mission, Vision, and Core Values Statements.
 - Development of Risk Management Policy
 - Development of Violent Incident Staging Policy
- Implementation of Progressive Discipline System
 - Assignment of a Personnel Control Officer
 - Established a Cadet Family Night
 - Established a Recognition & Awards Ceremony
 - Organized Correlating Committees
 - Implemented Shift Time Change
 - Implemented Rank-For-Rank Overtime
 - Implemented an After the Fire Program
 - Diversified the Command Staff
- Implemented the Paramedic Engine/Truck Program - 10/07
 - Emergency Operations Center opened - 12/07
 - Hired 97 Firefighters
 - Retired 50 Firefighters
 - Thermal Imaging Camera for all Engines
 - Graduated 35 New Paramedics
 - Established a District Chief Academy
 - Established a Wildland/Urban Interface Team
- Established a Workers' Compensation Advocacy Program

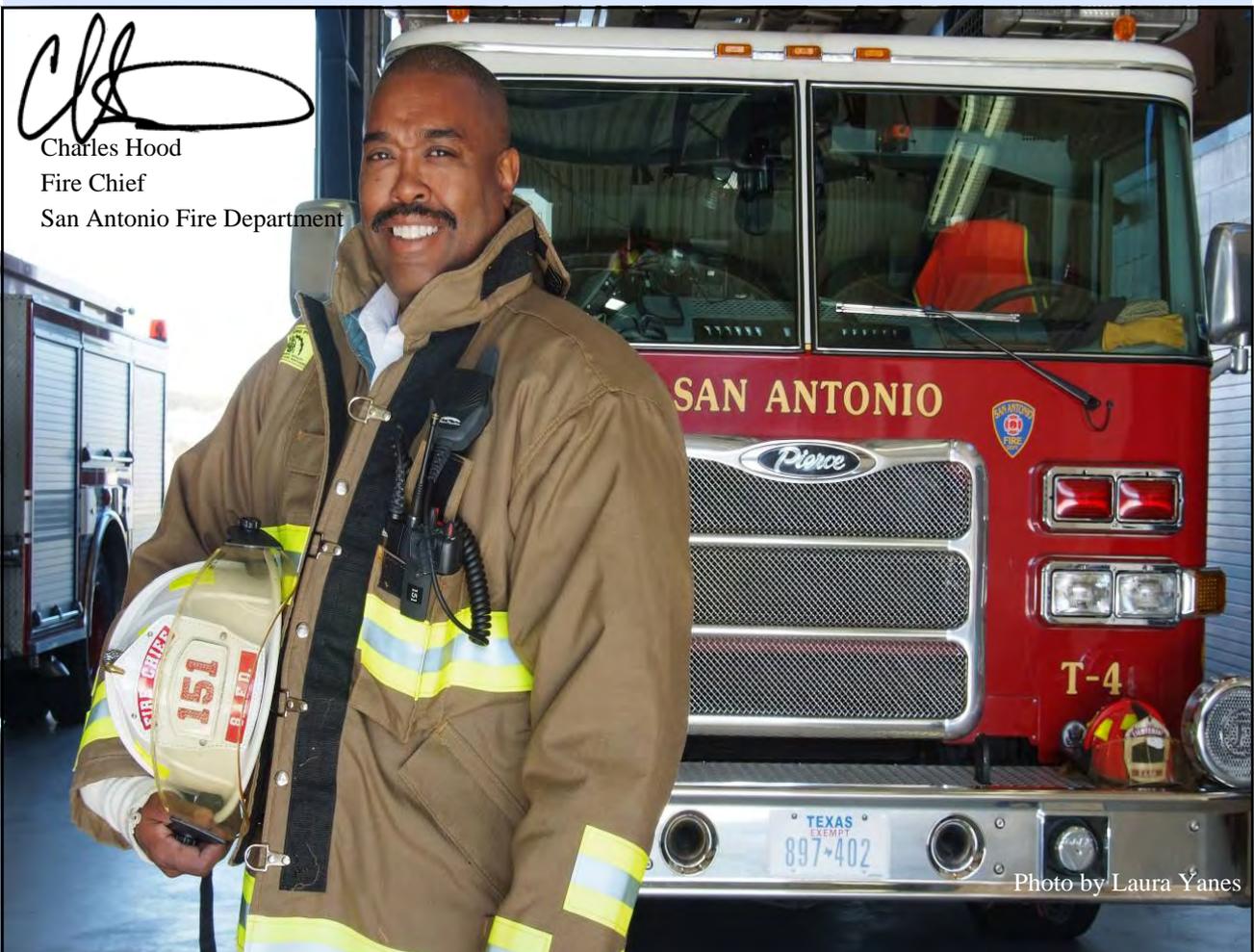


A Message from the Fire Chief

The year 2007 was an important one for me. I was appointed the Fire Chief of the City of San Antonio Fire Department. I eagerly accepted the task of leading one of the largest fire rescue departments in the nation. I believe strongly that the fire service is an important link to the well being of our citizens. To undertake this vital role, SAFD must continue to evolve as an organization— keeping up with firefighting trends, using the best technology, and finding more efficient and effective ways to provide service to the community.

In keeping with this philosophy, the San Antonio Fire Department has a renewed commitment to providing emergency services at the highest level, while doing business in a more efficient manner. I have emphasized the importance of both internal and external customer service, along with a focus on training and safety to provide a “round trip ticket” for our firefighters. I will continue to seek efficiencies and performance improvements in all areas of the department.

I am proud of what’s been achieved during my first year as your Fire Chief, and I’m pleased to report the highlights of our accomplishments. My staff and I will continue to develop new ways to meet the demands of the community, while keeping the San Antonio Fire Department on the cutting edge of fire service.



San Antonio Fire Department

Command Staff



Fire Chief Charles Hood



**Deputy Chief
David Martinez
Operations**



**Deputy Chief
Rodney Hitzfelder
Administration**



**Assistant Chief
Noel Horan
Executive Officer/
Human Services**



**Assistant Chief
Yvette Granato
Communications**



**Assistant Chief
Mario Guerra
EMS
Operations**



**Assistant Chief
Carl Wedge
Fiscal
Operations**

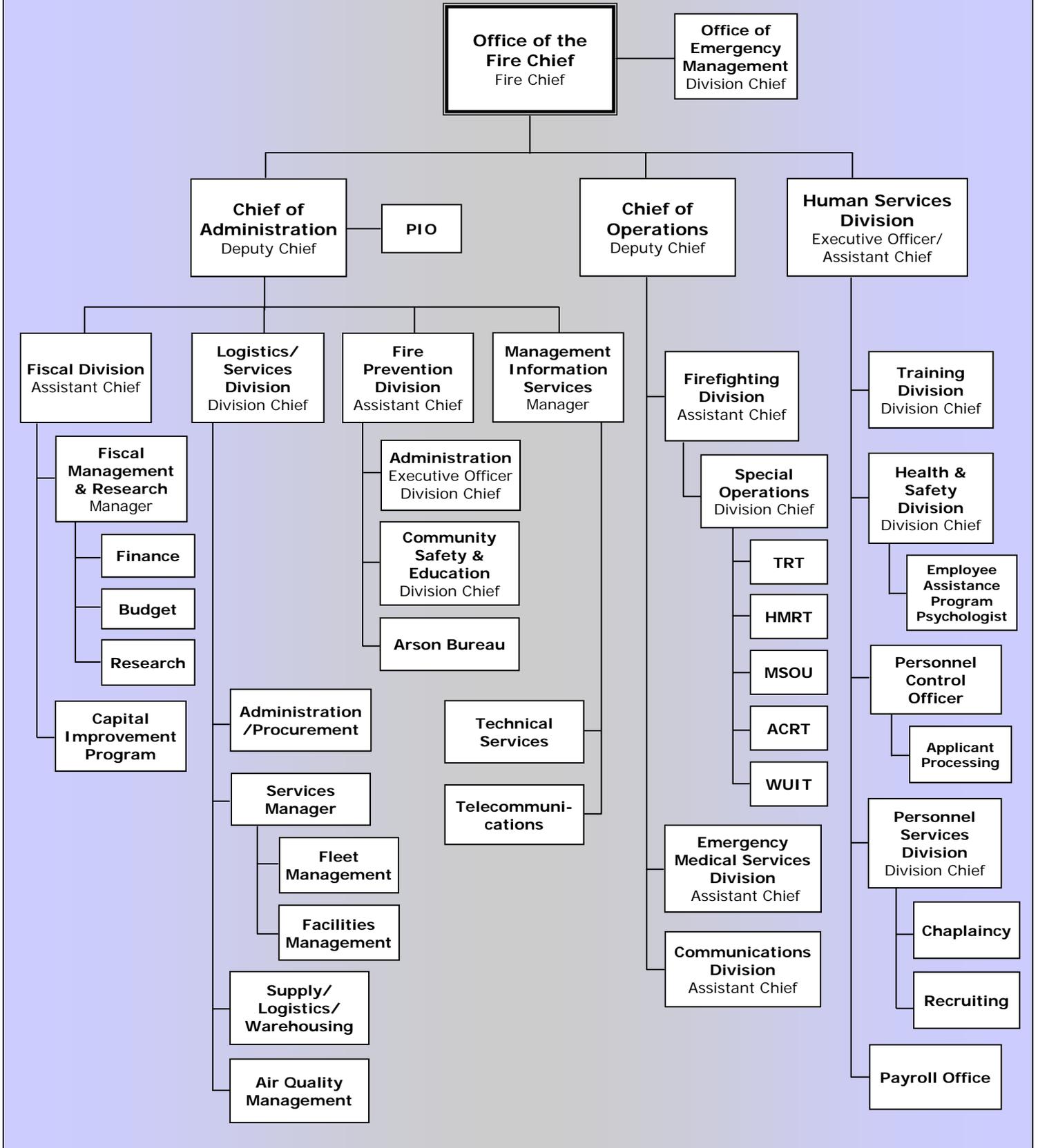


**Assistant Chief
Earl Crayton
Fire
Prevention**

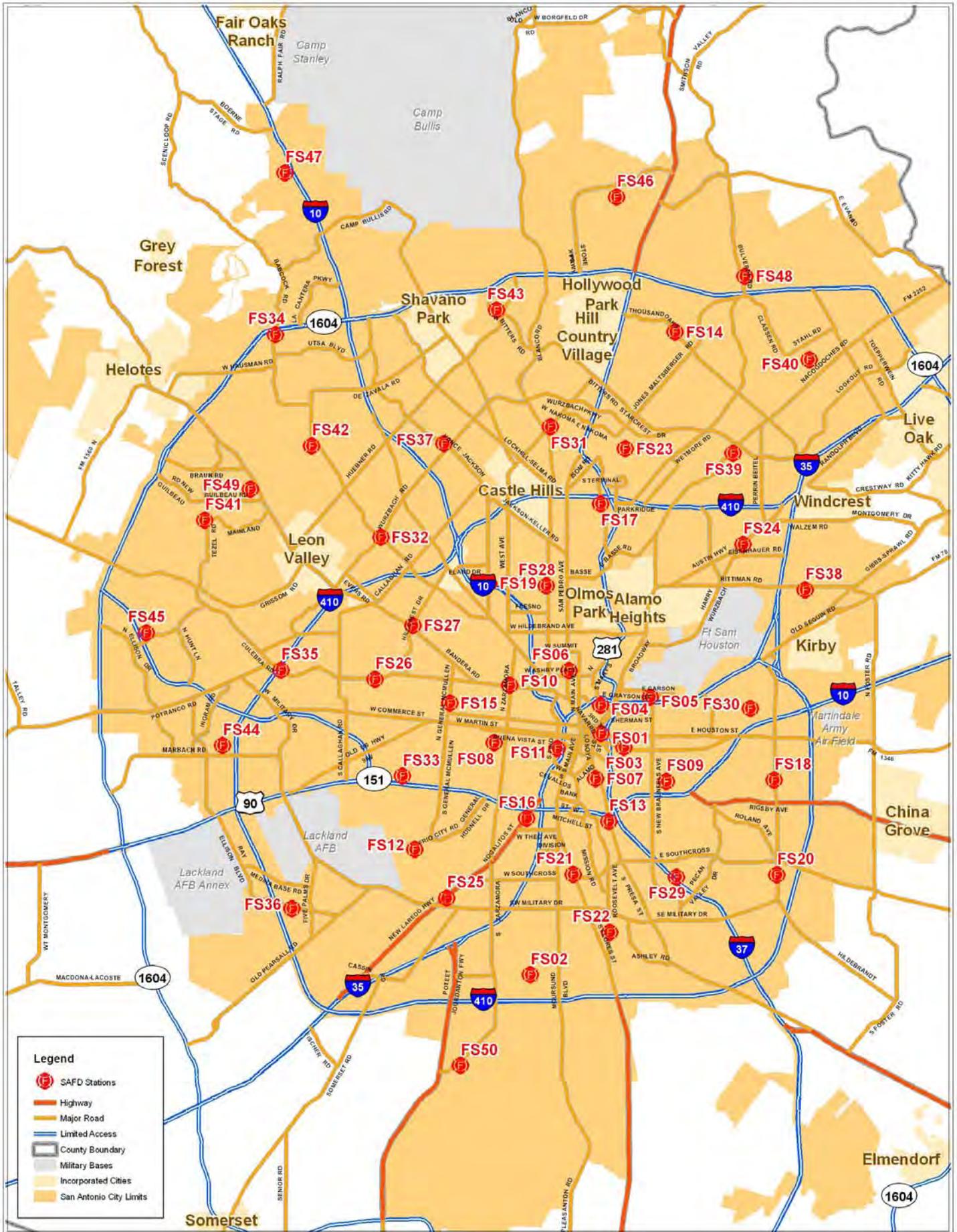


**Assistant Chief
David Coatney
Fire
Operations**

San Antonio Fire Department Organization—2008



Fire Station Location Map



Fire Station Information

Station Number	Address	Zip Code	Council District	Resources
FS01	801 E. Houston Hazardous Materials Response Team (HMRT)	78209	1	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • HazMat response vehicles—3 • Light Rescue Squad vehicle
FS02	601 Gillette Blvd.	78201	3	<ul style="list-style-type: none"> • Engine • EMS Unit
FS03	1425 E. Commerce	78202	2	<ul style="list-style-type: none"> • Engine
FS04	1430 N. St. Mary's St.	78215	1	<ul style="list-style-type: none"> • Engine • District Fire Chief
FS05	1011 Mason	78208	2	<ul style="list-style-type: none"> • Engine • EMS Unit
FS06	503 W. Russell	78212	1	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • EMS Unit
FS07	1414 S. St. Mary's St.	78210	1	<ul style="list-style-type: none"> • Engine • EMS Unit
FS08	619 S. Hamilton	78207	5	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • Light Rescue Squad vehicle • EMS Unit
FS09	649 Del Mar	78210	2	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • Light Rescue Squad vehicle • District Fire Chief
FS10	1107 Culebra Rd.	78201	1	<ul style="list-style-type: none"> • Engine • EMS Unit
FS11	610 S. Frio Technical Rescue Team (TRT)	78207	5	<ul style="list-style-type: none"> • Engine • Platform Ladder Truck • Heavy Rescue vehicle • Light Rescue Squad vehicle • Fire Shift Commander • Fire Operations Chief
FS12	103 Arts & Crafts Way	78226	1	<ul style="list-style-type: none"> • Engine
FS13	3203 S. Presa	78210	3	<ul style="list-style-type: none"> • Engine • EMS Unit
FS14	2515 Thousand Oaks Dr.	78232	10	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • Light Rescue Squad vehicle • EMS Unit
FS15	3150 Ruiz St.	78228	7	<ul style="list-style-type: none"> • Engine • EMS Unit • EMS Supervisor

Fire Station Information, cont'd.

Station Number	Address	Zip Code	Council District	Resources
FS16	2110 Nogalitos St.	78225	5	<ul style="list-style-type: none"> • Engine • EMS Units—2 • EMS Supervisor
FS17	8545 Jones Maltsberger	78216	1	<ul style="list-style-type: none"> • Engine • Platform Ladder Truck • Light Rescue Squad vehicle • EMS Unit • District Fire Chief
FS18	1463 S. W. W. White Rd.	78220	2	<ul style="list-style-type: none"> • Engine • EMS Unit
FS19	1310 Vance Jackson	78201	1	<ul style="list-style-type: none"> • Engine • EMS Unit
FS20	3347 S. W. W. White Rd.	78222	3	<ul style="list-style-type: none"> • Engine • 4X4 Brush Fire Truck
FS21	5537 S. Flores	78214	4	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • Light Rescue Squad vehicle • EMS Unit • District Fire Chief
FS22	1100 March	78214	3	<ul style="list-style-type: none"> • Engine • 4X4 Brush Fire Truck • Aircraft Rescue Firefighting Truck • Water Tanker Truck • EMS Unit
FS23	17150 Skyplace Blvd. International Airport Aviation Crash Rescue Team (ACRT)	78216	9	<ul style="list-style-type: none"> • Aircraft Rescue Firefighting Trucks—4 • Airport Rescue vehicles—3
FS24	1956 Austin Highway	78218	2	<ul style="list-style-type: none"> • Engine • EMS Unit
FS25	1038 New Laredo Hwy	78211	5	<ul style="list-style-type: none"> • Engine • EMS Unit
FS26	4140 Culebra Rd.	78228	6	<ul style="list-style-type: none"> • Engine • EMS Unit • Mobile Air Compressor Truck • District Fire Chief
FS27	1518 Hillcrest	78228	7	<ul style="list-style-type: none"> • Engine • EMS Unit
FS28	815 El Monte	78201	1	<ul style="list-style-type: none"> • Engine • EMS Unit
FS29	827 Hot Wells	78223	3	<ul style="list-style-type: none"> • Engine • Aerial Ladder/Enhanced Rescue Truck • Mobile Air Compressor Truck • Light Rescue Squad vehicle
FS30	919 Gembler Rd.	78219	2	<ul style="list-style-type: none"> • Engine • 4X4 Brush Fire Truck

Fire Station Information, cont'd.

Station Number	Address	Zip Code	Council District	Resources
FS31	11802 West Ave.	78216	9	<ul style="list-style-type: none"> • Engine • EMS Unit
FS32	2235 Babcock Rd.	78229	8	<ul style="list-style-type: none"> • Engine • Platform Ladder Truck • Light Rescue Squad vehicle
FS33	2002 SW 36th St.	78228	6	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • Light Rescue Squad vehicle • EMS Unit
FS34	15300 Babcock Rd. UTSA area	78249	8	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • Mobile Air Compressor Truck • Water Tanker Truck • Light Rescue Squad vehicle
FS35	7038 Culebra Rd.	78238	6	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • Light Rescue Squad vehicle • EMS Unit
FS36	5826 Ray Ellison Dr.	78242	4	<ul style="list-style-type: none"> • Engine • Aerial Ladder/Enhanced Rescue Truck • 4X4 Brush Fire Truck • Light Rescue Squad vehicle • EMS Unit
FS37	11011 Vance Jackson	78230	8	<ul style="list-style-type: none"> • Engine • Aerial Ladder/Enhanced Rescue Truck • Light Rescue Squad vehicle • EMS Unit
FS38	6000 Distribution Dr.	78218	2	<ul style="list-style-type: none"> • Engine • Platform Ladder Truck • Light Rescue Squad vehicle • EMS Unit • District Fire Chief
FS39	10750 Nacogdoches Rd.	78266	10	<ul style="list-style-type: none"> • Engine • Mobile Air Compressor Truck • EMS Unit • EMS Supervisor
FS40	14331 O'Conner Rd.	78247	10	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • Light Rescue Squad vehicle • EMS Unit
FS41	9146 Dover Ridge	78250	7	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • Light Rescue Squad vehicle • EMS Unit

Fire Station Information, cont'd.

Station Number	Address	Zip Code	Council District	Resources
FS42	10400 Horne	78240	7	<ul style="list-style-type: none"> • Engine • 4X4 Brush Fire Truck • EMS Unit • District Fire Chief • EMS Supervisor
FS43	2055 W. Bitters Rd.	78248	9	<ul style="list-style-type: none"> • Engine • 6X6 Brush Fire Truck • EMS Unit
FS44	1351 Horal	78227	6	<ul style="list-style-type: none"> • Engine • 4X4 Brush Fire Truck • EMS Unit
FS45	3415 Rodgers Rd.	78251	6	<ul style="list-style-type: none"> • Engine • EMS Unit
FS46	1165 Evans Rd.	78258	9	<ul style="list-style-type: none"> • Engine • Aerial Ladder Truck • Light Rescue Squad vehicle • EMS Unit
FS47	7240 Stonewall Bend	78256	8	<ul style="list-style-type: none"> • Engine
FS48	18100 Bulverde Rd.	78259	10	<ul style="list-style-type: none"> • Engine • 4X4 Brush Fire Truck
FS49	8710 Mystic Park	78254	7	<ul style="list-style-type: none"> • Engine
FS50	12703 Applewhite Rd.	78224	4	<ul style="list-style-type: none"> • Engine





Office of the Fire Chief

Fire Chief Charles N. Hood

Who We Are

The Office of the Fire Chief (OFC) is responsible for planning, directing, and managing all activities and operations of the San Antonio Fire Department (SAFD), including the fire suppression, emergency medical service, emergency management, communications, fire prevention and education, and general administration divisions. Additionally, the OFC coordinates assigned activities with other city departments and outside agencies, and provides highly responsible and complex administrative support to the City Manager's Office.



What We Do

The OFC management responsibilities include:

- Managing the development and implementation of department priorities, goals, objectives, policies, and procedures for each assigned service area.
- Establishing, within city policy, appropriate service and staffing levels and allocates resources accordingly.
- Monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures, and identifying and implementing opportunities for improvement.
- Acting as the official department representative to other city departments, the City Manager's Office, elected officials, and outside agencies.
- Explaining, justifying, and defending department programs, policies, and activities.
- Assisting with the development and implementation of department safety and training programs, with a goal of limiting the severity and number of on-the-job injuries and accidents.
- Providing staff support to boards and commissions.
- Attending and participating in professional group meetings with Labor.

2007 SAFD Total Budget Breakdown	
Office of the Fire Chief	
Administration	\$896,011
Office of Emergency Management	\$651,316
Operations Section	
Firefighting Division	\$111,168,312
Emergency Medical Services Division	\$49,801,012
Other	\$3,909,989
Administration Section	
Fiscal Management & Research Division	\$696,938
Logistics/Services Division	\$1,536,715
Management Information Services Division	\$2,295,632
Fire Prevention Division	\$3,211,651
Other	\$5,569,970
Human Services Section	
Personnel Services	\$1,276,542
Training Division	\$2,176,977
Total Operating Budget	\$183,191,065
Capital Improvement Budget	\$19,720,000



Office of Emergency Management

Division Chief Nim Kidd

Who We Are

Emergency Management is the SAFD division that serves as the primary communications and coordination point with other local, state and federal agencies when San Antonio must call on additional resources to respond to a large-scale incident or event, including:

- Weather related incidents—storms, flooding, hurricanes.
- Releases of hazardous materials or Weapons of Mass Destruction events.
- Special events involving mass crowds.



2007 Saw the Opening of the Emergency Operations Center

The grand opening of the new Emergency Operations Center (EOC) was held on December 3, 2007. This 36,000 square-foot facility brings together the City of San Antonio and the Bexar County Emergency Management Offices. This joint-use center allows for the seamless integration and operation of city, county, state and federal emergency management personnel. During an emergency or in the event of a natural or man-made disaster, EOC personnel work together to gather, evaluate and distribute critical information, and implement needed actions.

What We Do

As a general rule, Emergency Management is constantly planning for the worst while expecting the best. The Office of Emergency Management (OEM) represents and works for the Mayor of San Antonio in all emergencies requiring coordination of responders, equipment, apparatus, and other logistics. OEM is the focal point and control center for these large-scale incidents locally, and has direct ties to the State of Texas Department of Emergency Management to request and coordinate additional resources.

Emergency Management is also responsible for the receipt, distribution, and administration of all federal grants awarded by the Department of Homeland Security to the City of San Antonio. This includes acting as the primary contact for any audits conducted by local, state, and federal auditors on all equipment purchased with federal grant monies.

	Operating Budget	Grant Total
FY 2002	\$392,701	\$128,335
FY 2003	\$566,374	\$5,563,595
FY 2004	\$448,742	\$4,738,388
FY 2005	\$754,888	\$4,747,981
FY 2006	\$683,341	\$3,496,306
FY 2007	\$651,316	\$6,146,673
	Totals	\$24,821,278

Office of Emergency Management

Division Chief Nim Kidd

Meeting the Challenge

Emergency Management conducted or participated in a range of activities to fulfill its mandate in 2007:

Local & Regional Professional Training Coordination & Sponsorship

- Basic Emergency Management Workshop
- Debris Management
- Mitigation
- Multi-Agency Coordination System
- FEMA courses focused on national incident management and the protection of critical infrastructure and key resources of the U.S.
- WMD Threat and Risk Assessment Course

Conferences

- Texas Homeland Security Conference
- National Incident Management System
- Texas Hurricane Conference

Exercises

- Regional Tactical Communications Functional Exercise
- Statewide Hurricane Exercise
- Texas Preparedness Workshop

Significant Events in 2007	
Ice Storm	January
Grand Opening—Center for the Intrepid	
MLK Observances	
Pipe Bomb	March
Flood Event	
Flood Event	April
Fiesta	
Flood Event	May
Spurs Championship Game	June
Flood Event	
Two Flood Events	July
Hurricane Dean	August
Tropical Storm Erin	
Presidential Visit	November
Bio-Watch Activation	



Emergency Operations was in compliance with all federally mandated National Incident Management System related requirements.

Community Involvement

Through participation in the **Ready South Texas Program**, Emergency Management has distributed over 20,000 safety guides to the San Antonio and Bexar County Community. Additionally, OEM conducted 31 emergency preparedness presentations for community groups and business forums.



Operations Section

Deputy Chief David E. Martinez

Who We Are

Operations is probably the most recognized face of the San Antonio Fire Department. The Operations Section is overseen by a Deputy Chief, and includes all of the apparatus, Firefighters and Paramedics that respond to emergencies when citizens call "911." On duty 24 hours a day, 7 days a week, 365 days a year,

What We Do

Operations responds to emergency requests from the public for:

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

Stats: January 1 to December 31, 2007	
Average response time - Fire	6 min, 13 sec
Average response time - EMS	8 min, 5 sec
Fire deaths - civilian	11
Fire injuries - civilian	23
Emergency responses - Total	91,025
Fires responded to - Total	3,602
Structure fires responded to	907
Confined in area of origin	248
Confined in room of origin	149
Confined in structure of origin	197
2nd Alarms	21
3rd Alarms	0
4th Alarms	0
First responder incidents	56,977
Emergency Medical Division incidents	125,263
High water rescues	159
Other emergencies	20,385



Here's an interesting fact: almost **78%** of our calls for assistance are medical in nature. As first responders, our Firefighters are also Emergency Medical Technicians that can begin administering treatment before an ambulance arrives on the scene. This is why we frequently hear, "I called for an ambulance, not a fire truck." This cross-training is an important part of how the SAFD divisions work together to provide the best medical care for the citizens of San Antonio.

Operations Section

Deputy Chief David E. Martinez

Meeting the Challenge

The San Antonio Fire Department is not the same as it was 5 or 10 years ago. The rapid growth of our city—both in population and square miles— has required thoughtful planning and resource management. A prime example of this is the department's decision to initiate an Advanced Life Support (ALS) program in the second half of 2007. With over a hundred Firefighters having their Paramedic certification, the department made the decision to add ALS equipment and supplies to all Fire Engines, Ladder Trucks and Squads. This gave these Firefighter-Paramedics the resources they needed to deliver a higher level of medical care as a part of their first response to an incident. This creative approach to resource management has helped to reduce EMS response times, while enhancing the overall level of service to the community.

Fire Advanced Life Support Program Results*	
** Average Response Time Without Fire ALS	8 min, 19 sec
Average Response Time With Fire ALS	7 min, 57 sec
Average time reduction attributed to Ambulance added in July 2007	9 sec
Average time reduction attributed to Fire ALS	13 sec
Total average time reduction	22 sec
* Results calculated by comparing 25 days of data to corresponding days in the prior year.	
** Average Response Time defined as from when the call is received at the Communications Center to when a unit arrives on scene.	

Other actions taken this year to maintain a proper response level included:

- New apparatus purchases.
- Refurbishing of existing stations.
- Revised safety guidelines requiring four-person manning of fire companies.
- Established the Ladder Truck Enhanced Training Program.

Additionally, the reality of terrorism, Weapons of Mass Destruction, and suicide bombings have been added to the department's response planning. Managing issues of this magnitude takes an approach that crosses department and jurisdictional boundaries. To this end, SAFD joined a strategic partnership with Public Works, the Metropolitan Health District, the San Antonio Police Department and other law enforcement agencies, the medical community, volunteers, and state and local entities to better meet this special challenge. Other activities taken to enhance this response capability included all hazards response training, special equipment acquisition, and mitigation and preparedness planning efforts.





Firefighting Division

Assistant Chief David Coatney

Who We Are

The Firefighting Division is overseen by an Assistant Chief, and provides fire protection, rescue services, and medical first responder service to over 1.32 million citizens in a service coverage area of over 466 square miles. In 2007, the division responded to 91,025 emergency incidents.

Made up of 1,041 uniformed Firefighters working out of 50 fire stations, the division operates 49 engine companies and 19 truck companies. The division is divided into seven fire districts, with a District Chief in charge of each one. Each fire district runs three separate shifts, with approximately 286 firefighters on duty for each shift.

Throughout the city there are 18 First Responder Squads placed at "double company" stations—those stations that house both Engine and Truck companies. These squads with their light-duty vehicles and staffed by two Firefighters from the existing fire companies, respond to medical calls to provide initial patient care before EMS units arrive.

The Firefighting Division also operates four Special Operations Teams: the Aviation Crash Rescue Team, the Hazardous Materials Response Team, the Technical Rescue Team, and the Wildland/Urban Interface Team. Each of these teams have their own specialized response apparatus and equipment.

Community Involvement

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

- Adopt-A-School
- Mentoring students
- Home safety inspections
- Business and industry response pre-planning and safety inspections
- Fire Prevention Week demonstrations
- Health and Safety Fair representatives
- National Night Out Program
- Smoke and Carbon Monoxide Detector Installation program
- Vital Signs checks at fire stations free of charge

2007 Firefighting FACTS	
Uniformed Firefighters	1,041
Number of Incidents	91,025
Fire Stations	50
Engine Companies	49
Truck Companies	19

Major Incident Types for 2007	
Incident Type	Number
Structure Fires	907
Brush/Grass Fires	856
Vehicle Fires	883
Assist EMS	54,824
EMS Manpower	2,135
Water Rescue	165
Chemical Emergency	20
Unauthorized Burning	317
Spill/Leak, No Fire	944
Power lines	535
Vicinity Alarm	186
Bomb Scare - No Bomb	16
False	5,864
False, Malicious Call	548
Assist the Public	3,863
Assist Police	358
Total Incidents	91,025
Total Fires	3,602
Total Medical Incidents	56,977
Percent - EMS Incidents	63%





Special Operations

Division Chief Richard Guisti

Who We Are

The SAFD Special Operations Teams are made up of Firefighters and Paramedics assigned to special units that provide unique services in addition to regular firefighting and emergency medical service duties. The Special Operations Teams include:

- **Aviation Crash Rescue Team (ACRT)**
- **Hazardous Materials Response Team (HMRT)**
- **Technical Rescue Team (TRT)**
- **Medical Special Operations Unit (MSOU)**
- **Wildland/Urban Interface Team (WUIT)**

2007 Incidents	
Team	Total Responses
ACRT	495
HMRT	1,097
TRT	981
MSOU	43
WUIT	27
Total	2,643



What We Do

SAFD's Special Operations Teams assist with emergency circumstances that are beyond the scope of standard training and experience for our Firefighting and EMS Divisions. Additionally, many of the teams support the San Antonio Police Department's SWAT team during hostage situations, and their Technical Response Unit during major arrests.

Some Special Operations personnel, along with other department personnel, are also members of FEMA's Urban Search and Rescue Team—Texas Task Force 1—and the State of Texas' Swift Water Strike Team. They have responded to major incidents around the country such as 9-11 in New York City, New Orleans for Hurricane Katrina, and the bonfire collapse in College Station.



Meeting the Challenge

Aviation Crash Rescue Team

Housed at the San Antonio International Airport, this team specializes in aircraft crash fire suppression and passenger rescue. They are also the EMS first responder for the airport.

Hazardous Materials Response Team

The Hazardous Materials Response Team handles transportation accidents, chemical spills in business and manufacturing facilities, and acts of terrorism involving Weapons of Mass Destruction. This team completed over 3,500 hours of training in 2007. Additionally, the HMRT participated in many preparedness exercises with groups such as Fiesta Texas, local military bases, local hospitals, the U.S. Postal Service, the FBI, and the San Antonio Police Department. Given San Antonio's role as a hospitality city, HMRT also supported many special events including the Alamo Bowl, Fiesta, the NBA finals, and numerous dignitary visits.

Special Operations

Division Chief Richard Guisti

Meeting the Challenge, cont'd.

Technical Rescue Team

One of the busiest teams in Special Operations, the Technical Rescue Team specializes in rescues in confined spaces, vertical rescues requiring rope work, wilderness rescues, high water and flooding rescues, and urban search and rescue. In 2007, Rescue Unit 11 responded to 981 incidents requiring their special skills. With a continued emphasis on training, each TRT member completed 1,400 hours of training. Much of this training included special skills areas, such as trench rescue, structural collapse rescue, and swift water boat-handling. Completed training often resulted in special certifications or job designations for team members.



Medical Special Operations Unit

This team of highly-trained, experienced paramedics provides advanced medical or trauma life support in situations and environments beyond the range of standard EMS units. These include Weapons of Mass Destruction events, tactical/medical rescue for SWAT operations, hazardous materials exposure, and helicopter rescue operations. The MSOU is staffed and equipped to handle multi-casualty or large-scale incidents, and can assist or oversee areas of triage, treatment, and transport, including the decontamination of effected personnel.



Wildland/Urban Interface Team

Started in the second half of 2007, the Wildland/Urban Interface Team is trained to respond to one of the newest threats to urban areas: where developed areas meet undeveloped areas or "wildlands." Team members underwent 544 hours of training within a three month period, including an tough physical fitness test that met national standards.



Team members were quickly put to the test when they responded to the many brush and grass fires on New Year's Eve. They also participated with the National Park Service to support areas such as the Big Thicket, the San Antonio Missions, and the Lyndon B. Johnson and Padre Island National Parks. WUIT also assisted the Texas Forest Service with a fuel reduction program in Government Canyon State Park.

Moving into 2008, a major activity for the team will be educating groups about the wildland/urban interface issues that face our community. According to the Texas Forest Service, Wildland/Urban Interface is quickly becoming a major threat for the northwest and north side of San Antonio. Public outreach will be handled through the news media, the Internet, and meetings with home builders and home owner associations.



Emergency Medical Services Division

Assistant Chief Mario Guerra

Who We Are

Serving the City of San Antonio and surrounding communities for over 35 years, the Emergency Medical Services (EMS) Division is under the command of an Assistant Fire Chief with a supervisory staff of 21 officers, and a force of 335 Emergency Medical Technicians (EMT)-Paramedics who are certified or licensed by the State of Texas, and 18 civilian support personnel.

Currently the division operates with 30 full-time ambulances, with another full-time unit scheduled for activation in August, 2008. During periods of high call volume, up to 5 peak period units are activated as needed. EMT-Paramedics are trained in the latest emergency medicine protocols by instructors at the University of Texas Health Science Center. Building on their initial 1,400 hours of training, EMT-Paramedics receive 40 hours of medical continuing education each year. As members of the fire department, EMS personnel must also take ongoing classes on structural firefighting approved by the Texas Commission on Fire Protection.

2007 EMS FACTS	
EMS Personnel	375
Full-Time Ambulances	30
Peak Period Ambulances	5
Number of Units Dispatched	139,567
Number of Transports	59,068
Average Response Time (Dispatch to Arrival)	8min, 5 sec
Most Frequent Call Type	Traffic Accident
- 2nd Most Frequent	Breathing
- 3rd Most Frequent	Sickness
- 4th Most Frequent	Falls



What We Do

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

- **Medical Special Operations Unit**—a team of specially trained Paramedics that provide advanced medical life support in situations such as Weapons of Mass Destruction events, tactical/medical rescue for SWAT operations, hazardous materials exposure, and helicopter rescue operations.
- **Paramedics on Bicycles Program**—responding to emergencies for large scale events, such as Fiesta Week, New Year's Eve Celebration, Fourth of July Celebration, the Alamo Bowl, Final Four Games, and the Spurs Championship Celebration.
- **Taxi Voucher Program**—provides transportation for citizens in need of non-emergency care, releasing EMS units to respond to subsequent critical or emergent care calls.



Emergency Medical Services Division

Assistant Chief Mario Guerra

Community Involvement

One important program EMS actively participates in is the “**Shattered Dreams**” Program. Held annually, this program targets local high school teens and is designed to help them experience the negative consequences of drunk driving—including a mock car crash and ambulance ride. EMS personnel attend career days and school demonstrations to inform young people about the EMS profession and the services provided. To aid in this effort, a de-commissioned ambulance has been re-configured for use in demonstrations.



Meeting the Challenge

Along with the growth of our city comes an increased demand for emergency services. Maintaining an acceptable average response time is especially challenging, given the geographic size of our service area. Response time is defined as from the time a citizen makes contact with the EMS Communication Center to when a unit arrives on the scene. Steps taken this past year in support of this important service measure include: planning for the addition of another full-time EMS ambulance unit scheduled for activation in August, 2008; and the leveraging of Firefighting units as medical First Responders providing Advanced Life Support (ALS) service.

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



Planned activities for 2008 include:

- Development of a Documentation Class to improve documentation related to patient care records.
- Training of 30 new EMT-Paramedics, scheduled to graduate in June, 2008.
- Continued training of the Medical Safety Operations Unit Team (MSOU) on Helicopter Rescue Operations—joint activity with the San Antonio Police Department.
- Training of all EMS officers on FEMA’s National Incident Management System methodology.



Communications Division

Assistant Chief Yvette Granato

Who We Are

The Communications Division is overseen by an Assistant Chief. Each shift is staffed with eight Call Takers/Dispatchers and one shift supervisor, who also serves as a backup or overflow Call Taker. The 32 Call Takers are certified Texas Emergency Medical Technician-Paramedics, certified Structural Firefighters, and hold special certifications as Emergency Medical Dispatchers and Emergency Fire Dispatchers.

2007 Communications FACTS	
Call Takers/Dispatchers	32
Total Number of Portable Radios	703
Total Number of Calls Received	276,809
Resulting Fire Dispatch	92,520
Resulting EMS Dispatch	122, 242
Average Daily Calls Received	758

What We Do

The Communications Center answers over a quarter of a million calls annually. These calls include requests for emergency medical services, 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 SAFD response. They have saved countless lives by talking frantic callers through step-by-step instructions so that emergency treatment could begin while waiting for the responding units to arrive on the scene. Additional responsibilities include:

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



Currently, the Fire Department has a total of 703 hand held radios plus base radios located in each of the 50 fire stations. The Communications Division constantly monitors and analyzes radio system capacity and usage, taking needed actions to maintain peak performance—for both equipment and personnel.

Communications Division

Assistant Chief Yvette Granato

Meeting the Challenge

In 2008, Communications will continue to be aggressive in acquiring technology and implementing changes to enhance overall performance, including:

- Addition of 10 new Call Takers/Dispatchers positions.
- Implementation of a standardized and comprehensive training and certification program for newly assigned personnel.
- Working with the San Antonio Police Department and city and county Information Technology staffs to develop a state-of-the-art Computer Aided Dispatch and Record Management System with mobile data capabilities. This system should be available in 2010.

Communications is planning the addition of a full-time training instructor to provide initial training of new personnel, and for the development and upkeep of ongoing continuing education and certification activities.

2007 Most Frequent Fire Responses Dispatched by Type	
Medical Response	64%
Vicinity Alarms	11%
Structure Fires	2%
Brush Fires	2%
Vehicle Fires	2%
Motor Vehicle Crash	2%

2007 Most Frequent EMS Responses Dispatched by Type	
Traffic Accidents	11%
Breathing Difficulties	9%
Chest Pain	7%
Assaults	4%
Abdominal Pain	2%
Motor Vehicle Crash	2%





Administration Section

Deputy Chief Rodney Hitzfelder

Who Are We?

Under the oversight of a Deputy Chief, the Administration Section of the San Antonio Fire Department includes several key divisions:

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

What We Do

Units within the SAFD Administration Section perform all of the tasks that make it possible for the fire companies and ambulances to respond to calls for help. This includes the procurement and maintenance of all vehicles, equipment, stations, and other facilities for both fire and EMS. Our personnel manage all purchasing activities, from fire trucks to paper clips for the stations. Another key responsibility that touches all levels of the fire department is the generation and management of the fiscal budget.

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

2007 Administration FACTS	
Fiscal Services personnel	12
Logistics/Services personnel	33
MIS personnel	9
Fire Prevention personnel	26
PIO personnel	1
Total	81





Fiscal Management & Research Division

Assistant Chief Carl Wedige

What We Do

The Fiscal Management & Research Division of the Administration Section has 11 staff members who are divided into two sections:

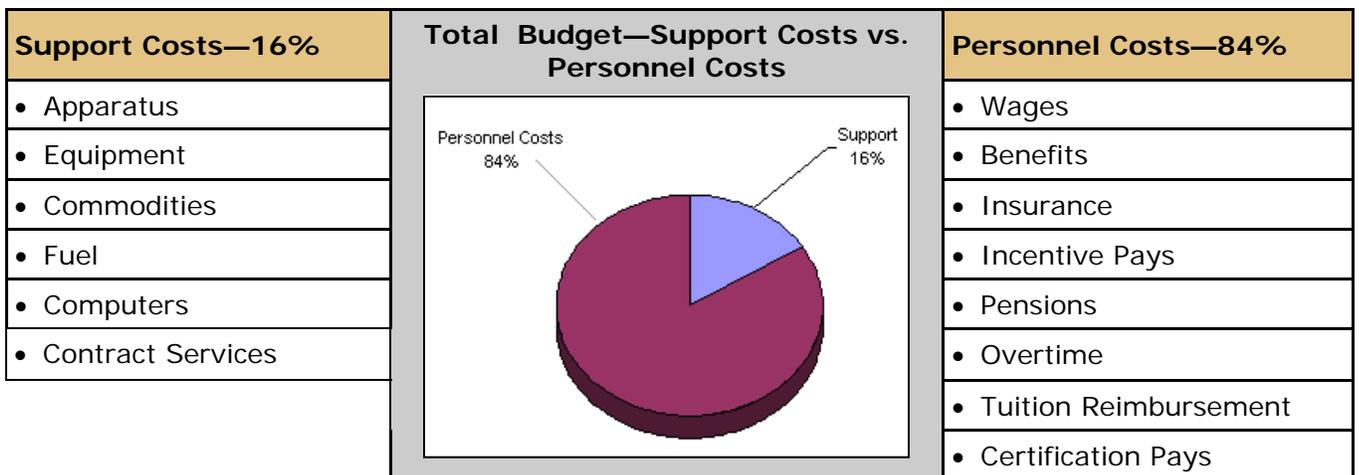
- **Fiscal Operations team**—provides General Ledger Accounting, Accounts Receivable, and Accounts Payable monitoring services.
- **Budget and Resources team**—prepares and monitors the Annual Budget, and supports the other SAFD divisions in the areas of procurement, research, proposals, and contracts.



Community Involvement

The Fiscal Management & Research Division spearheads the department's Annual Charitable Campaign. Teaming up with United Way, members of the department contributed over \$145,000 to local area service centers and families in 2007.

2007 SAFD Budget Breakdown by Percentage per Area	
Fire	60.68%
EMS	27.19%
Communications	0.97%
Arson	1.03%
Fire Prevention	1.75%
Training	0.88%
Services	0.84%
Other	6.65%





Logistics/Services Division

Division Chief Robert Mikel II

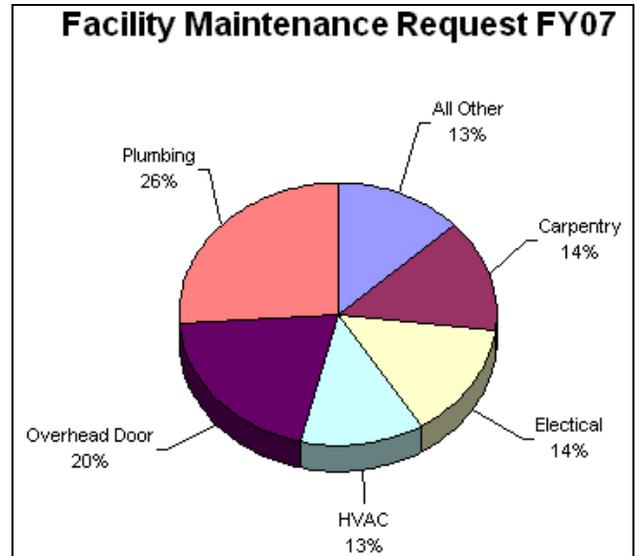
What We Do

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



- Air Quality Management**—responsible for the maintenance, repair and testing of SAFD’s gas detectors, thermal imaging cameras, and protective breathing equipment known as SCBA (Self-Contained Breathing Apparatus). AQM technicians must maintain numerous certifications in order to be qualified to work on the most critical safety equipment Firefighters use.
- Supply/Logistics**—responsible for delivering items such as hand soap, paper towels and fire hoses to fire stations across the city each day. This unit also manages the purchasing, receiving, and warehousing of equipment and supplies, including firefighting tools and equipment. Additionally the unit conducts on-site repairs of fire hoses, nozzles and helmets as needed.
- Facilities**—responsible for managing repairs and maintenance requests for all SAFD stations and facilities, receiving a total of 1641 building maintenance requests in 2007. Additionally, this unit manages capital projects, including the construction of new fire stations and major renovations of existing stations.

2007 Air Quality Management Maintenance and Testing of:	
SCBA Air Packs	482
SCBA Regulators	520
SCBA Face Masks	1300
Gas Detectors	143
Thermal Imaging Cameras	74
Breathing Air Compressors	11



- Fleet Maintenance**—responsible for maintenance and repairs on the department’s fleet of fire and EMS vehicles and emergency equipment.
- Administration**—responsible for acquisitions, procurement, specifications and disposal of most all department assets, and general oversight of the Logistics/Services Division.

2007 Fleet Maintenance FACTS	
Number of fire engines	67
Number of aerial trucks	24
Number of ambulances	56
Cost of automotive parts	\$1,000,000

SAFD Facilities Projects

Current Renovations

- Facility re-roofing, heating/air conditioning, and ventilating system upgrade projects are underway.
- Phased Renovation Project—includes the upgrade of 17 fire stations over a three year period:
 - Phase One: completed—Fire Stations 4, 28, 30, 31 and 33.
 - Phase Two: completing work at Fire Stations 17 and 34—started work at 26 and 41.
 - Phase Three: scheduled to start summer of '08—Fire Stations 15, 22, 29 and 27.
 - Phase Four: scheduled to start fall of '08— Fire Stations 40, 42, 43 and 44.



Design of New Stations

The square footage of new fire stations will range from 10,000 to 16,000 square feet, depending on the number of fire and EMS bays, and dorms required for the coverage area. Most of the stations will be one story, with a few being two story depending on land availability and acquisition. Each facility will be designed to blend and compliment with its surroundings, while addressing the complex functional and technical issues associated with fire station requirements.

Capital Improvement Program

Planned Construction of New or Replacement Fire Stations

Fire Station Number	Land Purchase	Design	Construction	Budget
1/3	2008	2008	2009	\$5.216M
2	2008	2011	2012	\$4.325M
18	2008	2010	2011	\$3.801M
19	2008	2008	2009	\$3.846M
27	2008	2009	2010	\$3.578M
28	2008	2009	2010	\$3.97M
30	2008	2010	2011	\$3.877M
32	2008	2011	2012	\$4.457M
50	Land gifted	2008	2009	\$3.641M
51	2008	2008	2009	\$5.959M
Services Facility	NA	2008	2009	\$4.761M



Management Information Services Division

Dept. Systems Manager, Hope Wuellner-Brooks

What We Do

If it runs on a computer, the Management Information Services (MIS) staff is involved. MIS is the information technology support staff for the San Antonio Fire Department, for both administrative and operational personnel.

SAFD relies heavily on its IT resources—there’s at least one computer in every station and front line vehicle. The specialists and technicians on the MIS staff support a range of IT hardware and software, including the department’s Computer Aided Dispatch system, Laptop Mobile Data Terminals, all standard Microsoft applications, FASTER fleet maintenance software, and an EMS Case Reporting System. MIS technical support is available 24 hours a day, 7 days a week, 365 days a year.

Besides technical support, MIS contributes software programming expertise to develop and maintain needed custom applications.

Additionally, the unit provides Geographic Information System (GIS) support for SAFD data modeling. GIS analysis is very beneficial in operational planning. For example, GIS can help in determining the best placement of stations or equipment by taking information from Fire and EMS Incident Reports, such as frequency and type, and spatially “mapping it out” across the city.

2007 MIS FACTS	
Computers, peripherals supported	2288
Software programs supported	26
Number of work locations supported	63
Number of special projects	20
Number of MIS personnel	9
Total MIS Man-hours available	16,640

Meeting the Challenge

MIS continues to work with the SAFD Communications Division on a long-range project for a new Computer Aided Dispatch system. This project will also provide an improved Records Management System to support electronic reporting and archive needs, including location pre-planning for fire response, inventory management, personnel training and certification tracking, and reporting of National Fire Incident Reports (NFIRS).

Also in 2007, MIS developed specifications for a new, more robust hardware platform to implement in field vehicles to reduce the amount of system downtime. MIS collaborated with SAFD’s Emergency Medical Services to implement a new Patient Care Reporting system. Finally, MIS began the process of re-designing the department’s public website and staff Intranet to improve communication and customer service opportunities with these target groups.





Fire Prevention Division

Assistant Chief Earl Crayton

What We Do

The Fire Prevention Division of the Administration Section is ultimately responsible for providing a fire-safe environment for the citizens of San Antonio. The division pursues this goal through several key responsibilities:

- **Fire code development and enforcement**—the majority of these activities are performed as a part of the city’s building and development process and include:
 - Inspections of all new buildings.
 - Routine inspections of existing buildings.
 - Reviews and inspections of Fire Protection Systems.
 - Enforcement of applicable fire and building codes.
 - Development and communication of fire codes.
 - Granting of special permits and licenses.

- **Arson investigation**—the Arson Bureau is responsible for investigating the cause of fires and explosions within the city limits of San Antonio. Fire investigations often divide into two separate parts:
 1. Determining the cause of the fire.
 2. If it is arson, conducting a criminal investigation to bring the perpetrator to justice.

Arson Bureau members are highly trained in fire origin and cause, investigative techniques, criminal law, and crime scene processing. Arson Bureau personnel are also sworn Peace Officers with arrest powers.

- **Public education**—one of SAFD’s primary goals is to promote a safe, healthy lifestyle among children and their families. Using public appearances, various fire safety programs, and value-added training sessions, our personnel work to create an active learning experience that will have a lasting effect. In addition to our educational activities, SAFD personnel also participate in health and safety fairs, career days, fire safety presentations, fire extinguisher training, fire warden training, and fire drill observation and evaluations.

2007 Fire Prevention FACTS— Code Inspections	
Fire alarm inspections	1,746
Sprinkler inspections	3,544
Fixed Pipe inspections	399
Fire Investigations	7,191
Certificates of Occupancy issued	2,000
Total Inspections	20,752

2007 Fire Prevention FACTS— Arson Investigations	
Arson	517
Accidental	164
Criminal Mischief	51
Bomb-related	16
Total Incidents Responded To	845

Arson Cases Filed with the District Attorney	
Arson	99
Bomb	3
Other	32
Total Cases	134





Public Information Office & Public Education

Division Chief Randy Jenkins

What We Do

The Public Information Officer (PIO) is the public face of the fire department, providing an important communications link between SAFD and groups such as the media, citizens, elected officials, non-profit agencies, other city entities, and the business community. Through press releases, radio and TV interviews, and press conferences, the PIO responds to events involving SAFD—but also works to proactively promote fire prevention and safety issues.

SAFD's Public Safety & Education outreach efforts focus primarily on children. Our experience shows that when you reach out to the children, it reaches the entire family—and ultimately raises the level of health and safety for all. To this end, we place the bulk of our educational efforts on youth-oriented programs, such as:



S.A.F.E. House

This mobile two-story classroom uses a hands-on approach to educate citizens (of all ages) about fire safety. In addition to a very informative fire prevention lecture and various fire safety demonstrations, participants get to experience a fire escape drill complete with safe, "theatrical" smoke.

Sparky D. Firedog

Sparky is the official SAFD mascot, making frequent public appearances at various community events. Children associate Sparky with other programs they have seen at their schools, re-enforcing the lessons of the fire safety presentations. Sparky is a registered trademark of the National Fire Protection Association (NFPA).

Juvenile FireSetters Intervention Program

Modeled after successful programs in other jurisdictions, this program provides a system of intake, education and referral for children who have set fires or display fire setting behaviors. This program serves children identified in the San Antonio area as well as children referred from other agencies in our region.



Fire Prevention Week Poster Contest

Each year just prior to Fire Prevention Week, SAFD and the Bexar County Fire Marshal Office sponsors a poster contest for San Antonio and Bexar County area schools. Children in Pre-Kindergarten through High School are encouraged to create posters that convey fire safety and education messages. The poster contest helps students and their families to learn fire safety, while getting a chance to win nice prizes donated by area businesses and organizations. Poster contest information is distributed to schools during the first week of September.

Public Information Office & Public Education

Division Chief Randy Jenkins

Meeting the Challenge

In 2007, the PIO coordinated and managed the department's safety education and community outreach activities, such as:

- The Smoke Detector and Carbon Monoxide Detector Programs—the Smoke Detector Program facilitated the installation of 5,600 free detectors in 4,000 San Antonio homes.
- Project Cool, which provides fans to seniors during the summer months.
- A regional Health and Safety Fair, hosted by SAFD annually—other fire departments, safety organizations, and health entities across Bexar County participate.

2006-2007 Public Education Activities Totals		
Training Topic/Program	Number of Sessions	Number of People
Fire Extinguisher Training	49	1,499
Fire Warden Training	14	442
Fire Drill Observations & Evaluations	23	9,265
General Fire Safety Presentations	139	15,323
S.A.F.E. House Demos	34	22,874
Sparky D. Firedog	82	37,822
Career Day Presentations	44	11,845
Health & Safety Fairs	31	17,990
Juvenile FireSetters Intervention Program	118	418 juveniles and family members
Misc Events	13	344
Totals	547	117,822

- Monthly television show on fire and health safety, which airs on Cable Channel 21.
- The Adopt-a-School Program pairs up area elementary schools with a firefighting company for the purpose of providing monthly fire safety lessons, mentoring, fire station tours, career talks, and fire safety demonstrations. Annually this program reaches over 80,000 students.
- Donated over 28,000 fire safety-themed book covers to area elementary school children.
- S.A.F.E. House sessions, Sparky D. Firedog visits, "Shattered Dreams," and other department programs targeting schools.
- Career day talks to area students at all grade levels.
- On-site demonstrations or fire station tours, including grand openings.
- National Night Out, a national program to promote neighborhood spirit, and police and fire community partnerships in order to make for a safer nation.

For 2008, the PIO and Public Safety & Education will continue to survey the fire safety needs of the community and work with the news media to increase fire safety awareness in our city. The PIO will create programs to deal with such issues as fireworks, fire escape planning, and smoke detectors in the homes of senior citizens.



Human Services Section

Assistant Chief Noel T. Horan

Who We Are

The San Antonio Fire Department Human Services Section is responsible for a broad range of functions that cover every facet of personnel management and administration. The goal is to provide the highest quality service possible for both internal and external customers of the department through personnel administration, health and safety, education, and payroll support.

The Human Services Division is staffed by 18 uniform and 23 civilian personnel, directed by an Assistant Chief. It is divided into the following functional areas:

- Training
- Health and Safety
- Personnel Services
- Payroll
- Applicant Processing
- Recruitment Office
- Chaplaincy Program
- Employee Assistance Program

2007 Human Services FACTS	
Human Services personnel	41
Total Workforce served	1,529

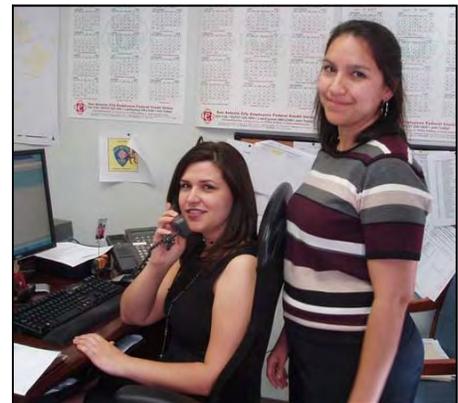
2007 SAFD Personnel Breakdown by Race	
African American	5.19%
White	46.77%
Asian	0.61%
Hispanic	45.96%
Native American	0.40%
Other	1.08%

What We Do

The Human Services Section is involved in every aspect of an employee's career, from the time they are first considered for hire until they separate or retire from the department.

- **Recruiting Office**—through media advertising, attendance at career days, and speaking engagements at churches, schools and military bases, the Recruiting office is responsible for attracting candidates that meet the department's high standards.
- **Applicant Processing Office**—responsible for the consistent application of hiring standards during the processing of potential Fire Cadet applicants.
- **Personnel Services Office**—manages workers compensation claims, modified and light duty assignments, Family Medical Leave benefits, the tuition reimbursement program, personnel transfers, promotions, civilian employee personnel administration, records management, the processing of grievances, and open records requests.
- **Payroll Office**—responsible for every aspect of payroll administration for over 1,600 uniform and civilian employees. Duties include payroll record management, payroll data research and analysis, and the identification and reconciliation of payroll related issues.

2007 SAFD Personnel Breakdown by Gender	
Male	96.03%
Female	3.97%



Human Services Section

Assistant Chief Noel T. Horan

Community Involvement

Working with the South Texas Blood and Tissue Center, the Human Services Section coordinates two yearly blood drives, with a high level of participation from department personnel. These blood drives have been extremely successful, increasing the available supply by hundreds of units of blood annually.

Meeting the Challenge

In response to the needs of Fire Department employees, the Human Services Section initiated a Workers' Compensation Advocacy Program in 2007. This program is designed to guide injured employees through the workers' compensation process, and provides 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 to and from appointments, if necessary.
- Assisting, to the extent allowed by law, in any dispute process necessary to ensure the employee receives appropriate treatment.
- Addition of a full-time employee dedicated to administration of the program, further strengthening the fire department's commitment to its personnel.



Planned activities for 2008 include:

- Enhanced payroll support for Fire and EMS shift commanders.
- The launching of a Financial Emergency Incident Response Team.



Recruiting Office

Captain Otis McNeil

Meeting the Challenge

Becoming a member of the SAFD is not easy. After a written entrance exam, applicants must successfully complete a fitness test, a behavioral assessment, a complete background investigation, a polygraph exam, and physical and psychological evaluations to even be considered for appointment to a Cadet position. The selection process is very grueling but the reward is a career with one of the best organizations in the city—the San Antonio Fire Department.

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

Recruiting activities for 2007 included:

- **October to May**—attendance at numerous local and statewide career and job fairs, which yielded over 500 face-to-face contacts with interested persons.
- **June**—accepted, reviewed and processed over 3,300 submitted applications.
- **August**—administration of the Civil Service Fire Trainee Entrance Examination in conjunction with the City of San Antonio’s Human Resource Department. The top 744 on the SAFD Eligibility List moved on to the next step in the hiring process, the Candidate Physical Aptitude Test.

2007 Entrance Exam Breakdown by Ethnicity		
	Total Number	Percent
African American	104	5%
White	725	38%
Asian/Pacific Islander	18	0.9%
Hispanic	1,039	55%
Native American	10	0.5%
Total	1,896	100%

2007 Entrance Exam Breakdown by Gender		
	Total Number	Percent
Male	1,780	94%
Female	116	6%
Total	1,896	100%



Responses to Applicant Survey— "How did you hear about us?"		
	Total Number	Percent
TV	177	9.3%
Police Contacts	14	0.7%
Firefighter Contacts	641	33.8%
Radio	19	1.0%
Other	448	23.6%
Newspaper	76	4.0%
Job Fairs	2	0.1%
Internet	501	26.4%
Career Fairs-HS	6	0.3%
Career Fairs -College	12	0.6%
Total	1,896	100.0%



Training Division

District Chief Thomas McNulty

Who We Are

The San Antonio Fire Academy is divided into two major program areas: Cadet Training and Continuing Education. The Academy is staffed by a District Chief who is assisted by three Captains: a general Training Coordinator, a Cadet Coordinator, and a Continuing Education Coordinator. There is another Captain assigned as the department's Safety Officer, and there are four Lieutenants, one Fire Engineer and one Firefighter assigned as instructors to assist across the different programs. The Fire Academy has a strong tradition of excellence and is considered a role model among fire service organizations outside of San Antonio.



What We Do

The general mission of the Fire Academy is to provide SAFD personnel with the knowledge and skills needed to safely and effectively perform their jobs. The curriculum is driven by internal department needs, as well as requirements set down by state and federal agencies. The training requirements for new personnel include:

- Completion of the department's 940-hour, 25 week fire fighting program.
- Adherence to the Texas Commission on Fire Protection state standards, consisting of a 458-hour curriculum (included in the SAFD 940 hours) for certification as a Basic Structural Firefighter.
- Adherence to the Texas Department of Health state standards for certification as an Emergency Care Attendant.
- Completion of the department's Basic Emergency Medical Technician certification, consisting of a 200-hour curriculum which exceeds the Texas Fire Commission's minimum standards.

The Texas Fire Commission requires that all uniformed personnel receive a minimum of 20 hours of continuing education training yearly. Additionally, the Federal Department of Transportation requires that all uniformed personnel receive a minimum of eight hours of Hazardous Materials continuing education training yearly.



Training Division

District Chief Thomas McNulty

Community Involvement

The Fire Academy has as a rich tradition of serving the San Antonio community. Each Cadet Class is required to be involved in a community service project. In 2007, these projects included:

- Two blood drives with the South Texas Blood and Tissue Center.
- Sponsoring of a spaghetti dinner for "The 100 Club," a non-profit organization dedicated to the support of families of Firefighters and Peace Officers slain in the line of duty.
- Participating in the building of a Habitat for Humanity house.



Meeting the Challenge

As the department grows, the Fire Academy must keep a step ahead in order to have trained and certified Firefighters ready when they are needed. To this end, the Academy worked diligently in 2007 to graduate three Cadet Classes, as well as conducting a record number of continuing education hours.

The Fire Academy provided regional training for other fire departments, including the McAllen, Texas Fire Department and the Schertz, Texas Fire Department. The Academy also collaborated with the Texas Commission on Fire Protection to make the facility available as a regional testing site.

Planned activities for 2008 include:

- Training of three more Cadet Classes, totaling approximately 100 SAFD new hires.
- Completion of a railroad prop to assist with training simulations.
- Officer Development courses for department supervisors and managers.
- Driver Operator Training for approximately 40 Engineers.
- Development and offering of continuing education field training to augment the 20 hour minimum requirement required by the Texas Commission on Fire Protection.
- Development and offering of a Citizens Fire Academy for civilian personnel, modeled after SAPD's Citizens Academy.
- May Day training for all fire suppression personnel.

2007 Training Academy FACTS— Cadet Training	
Number of Cadet Classes	3
Number of New Hires	97
Hours of academic & drill instruction per cadet	940

2007 Training Academy FACTS— Continuing Education Totals	
Firefighting	
Hours	48,389
Individuals trained	1041
Modules taught	103
HazMat	
Hours	3,234



Safety Division

Captain Roland Winn

What We Do

The Safety Division is involved in almost every aspect of what the fire department does. The division is responsible for investigating the serious injury or death of firefighters, inspecting and maintaining standards for Personal Protective Equipment, and responding to safety inquiries. Throughout the year, the division is also involved in:

- Analysis of Firefighter injury reports to identify trends and to develop recommendations to reduce or eliminate injuries.
- Coordinating with the Texas Commission on Fire Protection for inspections of Personal Protective Equipment, and developing policies and procedures regarding equipment care and maintenance.
- Conducting annual fire station inspections to ensure they meet current standards and codes, and to ensure that all fire department facilities are safe working environments.
- Responding to incidents that require a higher level of safety oversight on scene, including multiple-alarm structure fires and certain Hazardous Materials Incidents.



Meeting the Challenge

As the department has changed and expanded, so has our responsibility to ensure the safety of Firefighting and EMS personnel. Several new and aggressive programs that were designed in 2007 will be implemented in 2008. The most significant of these is the expansion of the Safety Division from one person to seven people, providing much needed additional manpower.

The division also assisted with the creation of a Vehicle Accident Review Board, which will begin reviewing accident cases in 2008. The board will make on-site visits, review case documentation, interview SAFD personnel and witnesses, and make recommendation for corrective action.

Planned activities for 2008 include the development and implementation of a department-wide Wellness and Fitness program. This program will provide annual physicals for all uniformed Firefighters, and will also offer a variety of programs for nutrition, improved mental health, and various cessation programs.



In Conclusion

This past year included many changes, challenges, and accomplishments for the San Antonio Fire Department. One major change was the swearing in of a new Fire Chief—Charles Hood. With this new beginning came a renewed focus on our 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.”

SAFD continually strives to provide *“the highest level of professional service”* through our firefighting, EMS, emergency management and communications divisions. In 2007 we accomplished a marked improvement in our Fire and EMS average response times. The addition of new equipment and personnel were key factors in reducing out-of-service time and improving overall fire response. Additionally, the implementation of the Fire Advanced Life Support Program allowed the department to fully leverage available paramedic skills during medical responses, improving both response times and patient care.



Issues surrounding homeland security and the changing nature of fire service delivery were continuing challenges SAFD faced in 2007. Emergency management capabilities were greatly enhanced with the opening of the Emergency Operations Center, a focal point and control center for potential large-scale events. A new team was added to SAFD’s Special Operations—the Wildland/Urban Interface Team. This team represents a proactive response to one of the newest threats to the city, as our developed areas increasingly come in contact with undeveloped “wildlands.” All of our special teams worked diligently throughout the year to gain new skills and experiences to meet the changing needs of our city.

SAFD is committed to providing high quality *“life safety community education”* through our fire prevention division and public education efforts. The Adopt-a-School Program reached a record number of school children. Our Smoke Detector and Carbon Monoxide Detector programs increased citizen safety by increasing the number of detectors in San Antonio homes.

Supporting our overall mission is a strong administrative and human services infrastructure. From budgeting and procurement to maintenance and support, these different divisions look for new and cost-effective ways of doing business without compromising “internal” customer service. Our Logistics/Services Division fulfilled a record number of maintenance requests—for both vehicles and facilities. The Human Services Section instituted an new Workers’ Compensation Advocacy Program to provide enhanced service to department personnel.

As our government copes with tightening budgets, the expectation of our citizens for quality service has not changed. SAFD continues to work hard to meet these challenges as our city grows and becomes more dynamic.





*“Our Family Protecting
Your Family”*