

SAN ANTONIO FIRE DEPARTMENT

2008

ANNUAL REPORT



Photo Courtesy of Ray Bengston / Enhancements by Teresa Riojas

SAN ANTONIO FIRE DEPARTMENT

115 AUDITORIUM CIRCLE

SAN ANTONIO, TEXAS 78205

210-207-8400

WWW.SANANTONIO.GOV/SAFD



“Our Family Protecting Your Family”



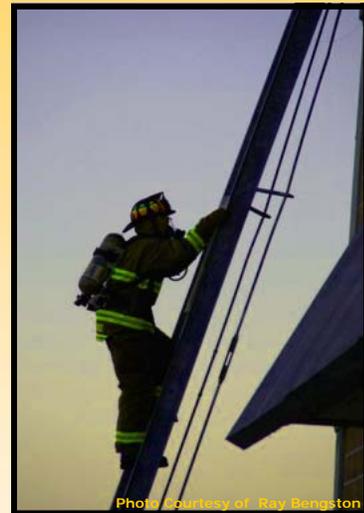
SAN ANTONIO FIRE DEPARTMENT

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—2008 ANNUAL REPORT

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2 0 0 8 HIGHLIGHTS

- ◆ Additional EMS Unit at Fire Station #34 - August 2008
- ◆ Goal of 100% Engine Company Four-Person Manning achieved - August 2008
 - ◆ 10 Dispatchers added to Communications
 - ◆ Trained and Equipped truck companies to an enhanced rescue level
 - ◆ Established a New Safety Division
 - ◆ Created a New Health and Wellness Division
- ◆ Continued Implementation of the Paramedics in Firefighting (ALS) Program
 - ◆ Hired 96 Firefighters
 - ◆ Retired 70 Firefighters
 - ◆ Graduated 61 Paramedics
- ◆ Expanded Facility Maintenance Program by adding Building Maintenance Officer
 - ◆ Added Fleet Operations Manager to enhance Fleet Maintenance Program
 - ◆ Replaced 770 Sets of Personal Protective Equipment (PPE)
 - ◆ Enhanced administrative support of Fire Chief's Office



Photo Courtesy of www.sanantonioFIRE.org ; Enhancements by Teresa Riojas





A Message from the Fire Chief

The primary mission of the San Antonio Fire Department is to take care of our citizens, some who are having the “worst day of their lives.” Your neighborhood Fire Station is one of the most visible examples that local government is concerned about the safety and well being of our community members. We deliver this vital service to our citizens through Fire Prevention, Public Education and Emergency Response.

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

As our government copes with budget restraints, the expectation of our citizens with regards to quality emergency service delivery has not changed. The San Antonio Fire Department will work hard to meet these demands, continually striving to be one of the finest Fire Departments in the nation.

*I am pleased to report the highlights and accomplishments of the San Antonio Fire Department.
It is truly “Our family protecting your family.”*

Charles Hood
Fire Chief

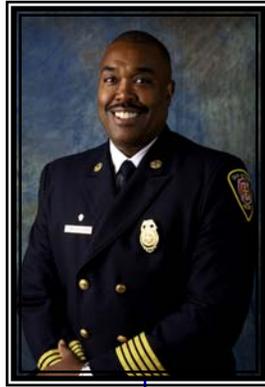


Photo Courtesy of Ray Bengston





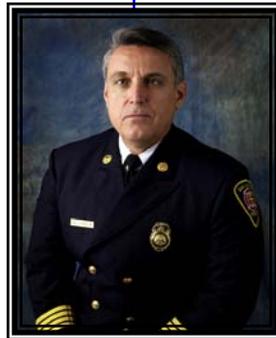
COMMAND STAFF ORGANIZATION



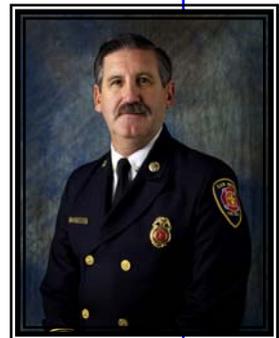
**Fire Chief
Charles N. Hood**



**Deputy Chief
David E. Martinez
Operations**



**Assistant Chief
Noel T. Horan
Human Services**



**Deputy Chief
Rodney Hitzfelder
Administration**



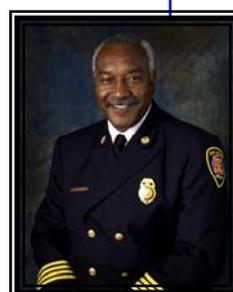
**Assistant Chief
Yvette Granato
Communications**



**Assistant Chief
David Coatney
Fire Operations**



**Assistant Chief
Mario Guerra
EMS Operations**



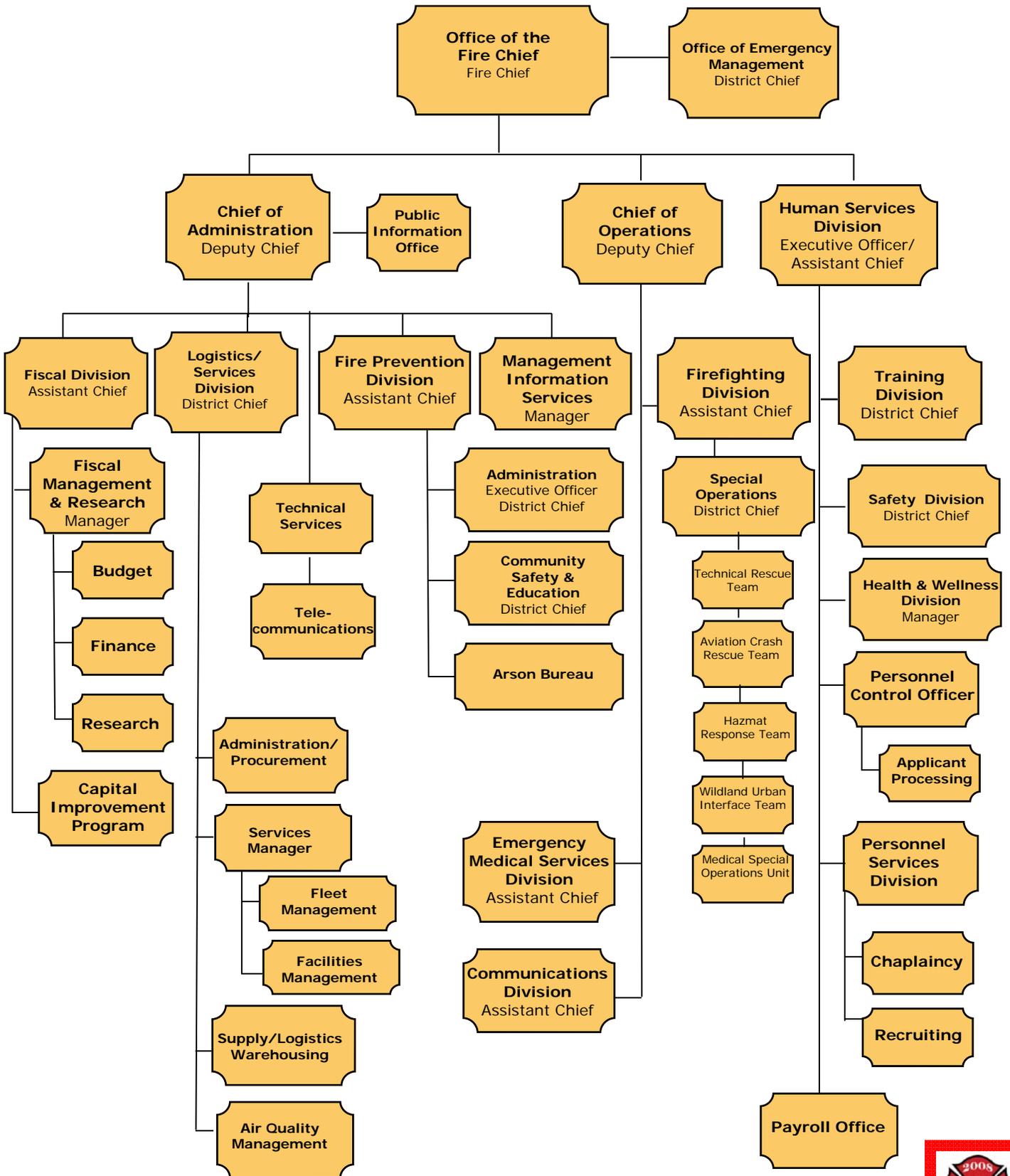
**Assistant Chief
Earl Crayton
Fire Prevention,
Arson Bureau &
Fire Marshal**



**Assistant Chief
Carl Wedge
Fiscal Operations**

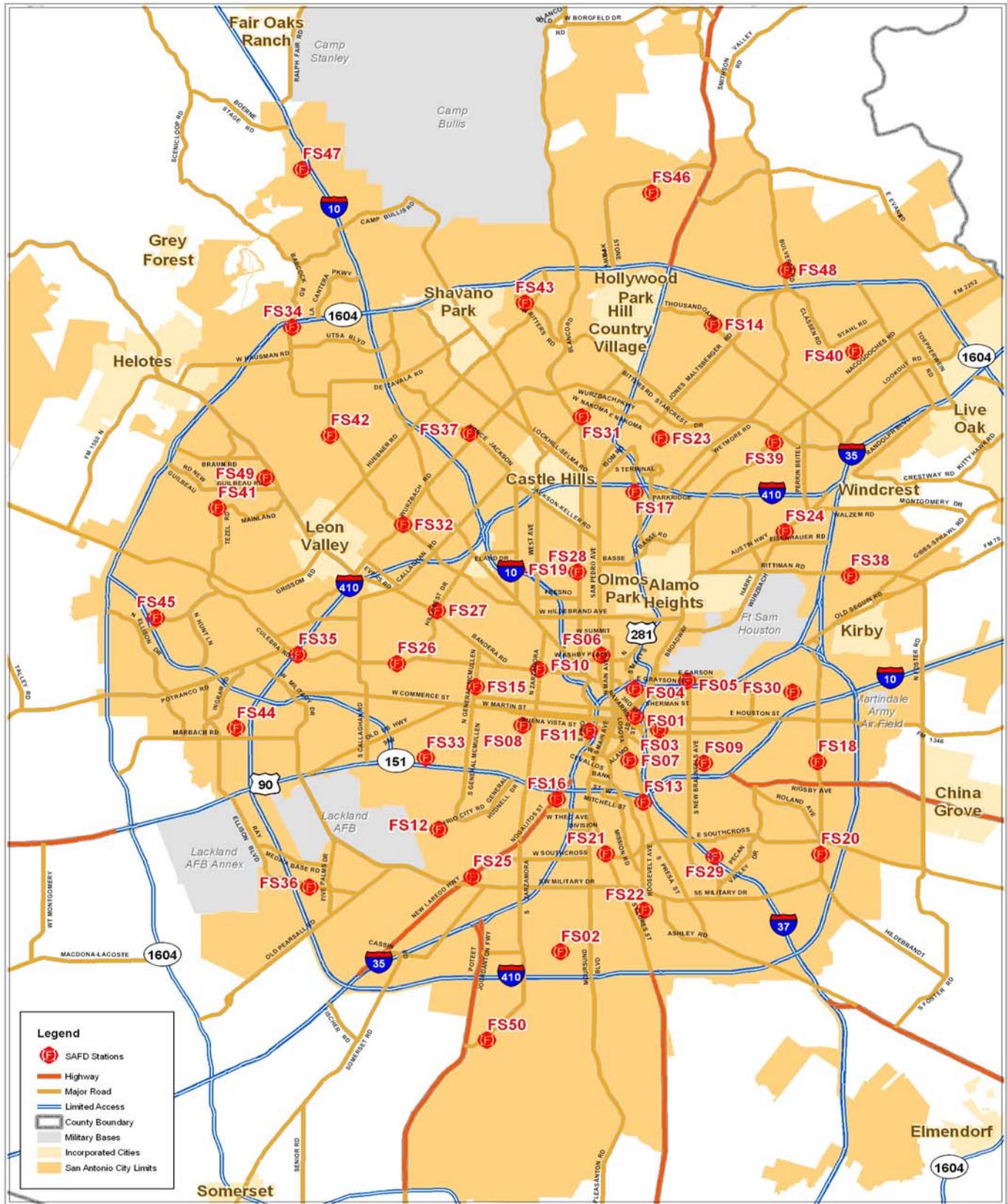


ORGANIZATIONAL CHART 2008





FIRE STATION LOCATION MAP





FIRE STATION INFORMATION

Station Number	Address	Zip Code	Council District	Resources
1	801 E. Houston Hazardous Materials Response Team (HMRT)	78205	1	Engine Aerial Ladder Truck HazMat response vehicles—3 1st Responder vehicle
2	601 Gillette Blvd.	78201	3	Engine
3	1425 E. Commerce	78202	2	Engine
4	1430 N. St. Mary's St.	78215	1	Engine District Fire Chief
5	1011 Mason	78208	2	Engine EMS Unit
6	503 W. Russell	78212	1	Engine Aerial Ladder Truck EMS Unit
7	1414 S. St. Mary's St.	78210	1	Engine EMS Unit
8	619 S. Hamilton	78207	5	Engine Aerial Ladder Truck 1st Responder vehicle EMS Unit
9	649 Del Mar	78210	2	Engine EMS Unit Aerial Ladder Truck 1st Responder vehicle District Fire Chief
10	1107 Culebra Rd.	78201	1	Engine EMS Unit
11	610 S. Frio Firefighting Shift Commander Technical Rescue Team (TRT)	78207	5	Engine Platform Ladder Truck Heavy Rescue vehicle 1st Responder vehicle Fire Operations Chief
12	103 Arts & Crafts Way	78226	1	Engine
13	3203 S. Presa	78210	3	Engine EMS Unit
14	2515 Thousand Oaks Dr.	78232	10	Engine Aerial Ladder Truck 1st Responder vehicle EMS Unit
15	3150 Ruiz St.	78228	7	Engine EMS Unit EMS Supervisor
16	2110 Nogalitos St.	78225	5	Engine EMS Unit EMS Supervisor
17	8545 Jones Maltzberger	78216	1	Engine Aerial Ladder Truck 1st Responder vehicle EMS Unit District Fire Chief





FIRE STATION INFORMATION, CONT'D.

Station Number	Address	Zip Code	Council District	Resources
18	1463 S. W. W. White Rd.	78220	2	Engine EMS Unit
19	1310 Vance Jackson	78201	1	Engine EMS Unit
20	3347 S. W. W. White Rd.	78222	3	Engine 4X4 Brush Fire Truck
21	5537 S. Flores	78214	4	Engine Aerial Ladder Truck 1st Responder vehicle EMS Unit District Fire Chief
22	1100 March	78214	3	Engine 4X4 Brush Fire Truck Aircraft Rescue Firefighting Truck Water Tanker Truck EMS Unit
23	1750 Skyplace Blvd. Aviation Crash Rescue Team (ACRT)	78216	9	Aircraft Rescue Firefighting Trucks—4 Airport Rescue vehicles—3
24	1956 Austin Highway	78218	2	Engine EMS Unit
25	1038 New Laredo Hwy	78211	5	Engine EMS Unit
26	4140 Culebra Rd.	78228	6	Engine EMS Unit Mobile Air Compressor Truck District Fire Chief
27	1518 Hillcrest	78228	7	Engine EMS Unit
28	815 El Monte	78201	1	Engine EMS Unit
29	827 Hot Wells	78223	3	Engine Aerial Ladder Truck Mobile Air Compressor Truck 1st Responder vehicle EMS Unit EMS Supervisor
30	919 Gemblar Rd.	78219	2	Engine 4X4 Brush Fire Truck
31	11802 West Ave.	78216	9	Engine EMS Unit
32	2235 Babcock Rd.	78229	8	Engine Platform Ladder Truck 1st Responder vehicle
33	2002 SW 36th St.	78228	6	Engine Aerial Ladder Truck 1st Responder vehicle EMS Unit
34	15300 Babcock Rd. UTSA area	78249	8	Engine Aerial Ladder Truck Air Truck Water Tanker Truck 1st Responder vehicle





FIRE STATION INFORMATION, CONT'D.

Station Number	Address	Zip Code	Council District	Resources
35	7038 Culebra Rd.	78238	6	Engine Aerial Ladder Truck 1st Responder vehicle EMS Unit
36	5826 Ray Ellison Dr.	78242	4	Engine Aerial Ladder Truck 4X4 Brush Fire Truck 1st Responder vehicle EMS Unit
37	11011 Vance Jackson	78230	8	Engine Aerial Ladder Truck 1st Responder vehicle EMS Unit
38	6000 Distribution Dr.	78218	2	Engine Platform Ladder Truck 1st Responder vehicle EMS Unit District Fire Chief
39	10750 Nacogdoches Rd.	78266	10	Engine Mobile Air Compressor Truck EMS Unit EMS Supervisor
40	14331 O'Conner Rd.	78247	10	Engine Aerial Ladder Truck 1st Responder vehicle
41	9146 Dover Ridge	78250	7	Engine Aerial Ladder Truck 1st Responder vehicle EMS Unit
42	10400 Horn	78240	7	Engine 4X4 Brush Fire Truck EMS Unit District Fire Chief EMS Supervisor
43	2055 W. Bitters Rd.	78248	9	Engine 6X6 Brush Fire Truck EMS Unit
44	1351 Horal	78227	6	Engine 4X4 Brush Fire Truck EMS Unit
45	3415 Rodgers Rd.	78251	6	Engine EMS Unit
46	1165 Evans Rd.	78258	9	Engine Aerial Ladder Truck 1st Responder vehicle EMS Unit
47	7240 Stonewall Bend	78256	8	Engine
48	18100 Bulverde Rd.	78259	10	Engine 4X4 Brush Fire Truck
49	8710 Mystic Park	78254	7	Engine
50	12703 Applewhite Rd.	78224	4	Engine
51	Beckwith & Vance Jackson	78249	8	Scheduled to open 2010





OFFICE OF THE 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.

Fire Chief

On April 16, 2007, Charles N. Hood joined the City after more than 23 years of Fire and Emergency Services experience with the Phoenix Fire Department. His tenure there included high ranking management positions as a Division Chief, Battalion Chief, Deputy Chief and most recently as Assistant Chief. He is serving as the first African-American Fire Chief in the history of San Antonio.



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

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



COURTESY OF www.sanantonioFIRE.org

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OFFICE OF THE FIRE CHIEF, CONT'D

Fire Chief Charles N. Hood

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

2008 SAFD Original Adopted Budget Breakdown	
Office of the Fire Chief	
Administration	\$900,434
Office of Emergency Management	\$1,971,507
Operations Section	
Firefighting Division	\$122,466,151
Emergency Medical Services Division	\$49,505,071
Exec.-Services, Public Education, Arson, Comm.	\$11,533,542
Administration Section	
Fiscal Management & Research Division	\$920,420
Logistics/Services Division	\$1,938,362
Management Information Services Division	\$584,676
Fire Prevention Division	\$3,417,821
Other-Temp Cadets, Paramedics	\$6,536,270
Human Services Section	
Personnel Services	\$1,726,418
Training Division	\$1,887,605
Total Operating Budget	\$203,388,282
Capital Improvement Budget	\$14,688,000
Grants Budget	\$3,490,349



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OFFICE OF EMERGENCY MANAGEMENT

District Chief Nim Kidd

Who We Are

The City of San Antonio's (COSA) Office of Emergency Management (OEM) is a Division of the SAFD that has reporting lines to the City Manager through the Fire Chief and to the Mayor of San Antonio. The Mayor, as the Emergency Management Director under State law, is authorized to appoint an Emergency Management Coordinator to oversee the daily duties of the Office. The duties of the OEM are to prevent, prepare for, respond to, recover from, and mitigate the dangers associated with all hazards, natural and man-made.



The City/County Emergency Operation Center (EOC) was opened in January 2008.

Within the first year of operation, the EOC was activated for a total of 18 events that spanned 72 days. Most of the events were weather related in nature. The EOC is also home to the Regional Medical Operations Center (RMOC), Alamo Regional Command Center (ARCC) and during hurricane evacuations, the Texas Department of Public Safety (TXDPS) Disaster District Committee (DDC).



What We Do

The OEM reports to and represents the Mayor of San Antonio in all disasters and emergency events that require coordination and collaboration with City Departments, other municipal and county governments, State and Federal governmental entities, non-governmental organizations (NGOs), private industry, and volunteer groups active in disasters (VOADs). The COSA OEM works closely with the Bexar County OEM, the Governor's Division of Emergency Management (GDEM), and the Federal Emergency Management Agency (FEMA) Region VI to ensure proactive planning and a seamless response to complex incidents. The City's Comprehensive All-Hazards Emergency Management Plan is framed by the COSA Basic Emergency Management Plan and the 22 Functional Annexes that incorporate City, County, State, Federal, Volunteer, and Private Entities.

Fiscal Year	Operating Budget	Grant Total
2003	\$566,374	\$5,563,595
2004	\$488,742	\$4,738,388
2005	\$754,888	\$4,747,981
2006	\$683,341	\$3,496,306
2007	\$651,316	\$8,592,173
2008	\$1,526,915	\$6,740,477
		\$33,878,920

The Chief of Emergency Management is also designated as the Homeland Security Director for the City. Since 2003, the US Department of Homeland Security has awarded the City of San Antonio over \$33 Million in Homeland Security Grant funds. Grant funds have been used to purchase command and response vehicles, personal protective equipment, hazard and identification detection equipment, increase training opportunities, and provide overtime and backfill funding for personnel to attend authorized courses.

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OFFICE OF EMERGENCY MANAGEMENT, CONT'D

District Chief Nim Kidd

Meeting the Challenge

In order to meet the challenge of sustaining continued operational control of multi-disciplined, multi-jurisdictional, multi-day events, in cooperation with the San Antonio Police Department, the OEM developed the Type III Alamo Regional Incident Management Team (IMT). Members of the IMT have completed all National Incident Management System (NIMS) required training and participated in local and statewide exercises and responses. The Alamo Regional IMT is the most utilized and active IMT in the State according to the Governor's Division of Emergency Management.

Community Involvement

Community partners are a cornerstone of Emergency Management, and the Healthcare Community in San Antonio is a major contributor in the response to every disaster and local emergency. To meet the challenges of healthcare coordination, the OEM partnered with the Southwest Texas Regional Advisory Council for Trauma (STRAC).

STRAC is the lead organization that coordinates the emergency activities of all hospitals and Emergency Medical Service (EMS) Providers in the 22 county Trauma Service Area (TSA). The Regional Medical Operations Center (RMOC) is a permanent fixture within the EOC that is dedicated to the local healthcare community for information and resource sharing and facilitates direct communication with all hospitals in the state.

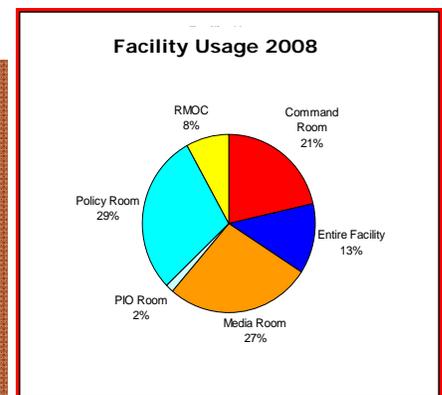
OEM Facility Usage

FACILITIES ACTIVITIES 2008			
Activity	Occurrence	Hours	Percentage
Exercises	7	119.5	8.3%
Tours	43	53.75	3.3%
Meetings	284	679.4	46.9%
Training	35	451	31.2%
Other	21	149	10.3%



Photos Courtesy of www.sanantoniofire.org

Significant Events in 2008	
Heat Advisory	January
Recycling Center Fire	
Westover Hills Brush Fire	
2008 Election Primary	March
O'Connor Road Fire	
Three Rivers Prison Riot	
NCAA Final Four	April
Fiesta	
Ammonia Spill	
Steves Avenue Tornado	July
Hurricane Dolly	
Hurricane Edouard	August
Hurricane Gustav	
Cherry And Essex Fire	September
Hurricane Ike	
Ammonia Spill	October
2008 Presidential Election	November
Ice Event	December



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OPERATIONS SECTION

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, Operations is constantly prepared to respond at a moment's notice.

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, and High Angle.
- **Hazardous Materials Incidents**—Transportation, Industrial, Environmental, and Terrorism.

In 2008, almost 81% of all Department calls for assistance were medical in nature. As first responders, our firefighters are also Emergency Medical Technicians (EMT) who 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.

Meeting the Challenge

The San Antonio Fire Department continues to explore innovative ways to improve service delivery levels. In 2007, the SAFD instituted the Advanced Life Support (ALS) program. This program added ALS equipment and supplies to all Fire Engines, Ladder Trucks and Squads giving firefighter/paramedics the resources they needed to deliver a higher level of medical care as a part of their first response to an incident. With an increasing number of firefighters in Fire Suppression obtaining their Paramedic certification, the number of instances where a firefighter/paramedic arrived ahead of an ALS ambulance has steadily increased. As a result of this program, firefighters provided ALS service instead of Basic Life Support service 28,318 times in 2008.

DAVID E. MARTINEZ

Deputy Chief of 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 in 1988, was promoted to Lieutenant.

Chief Martinez was the first uniform employee to serve as head of the Department's Personnel Services; that assignment was for the duration of 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, along with the Special Teams.

Chief Martinez is married and has two children.



Photos Courtesy of www.sanantoniofire.org





OPERATIONS SECTION

Deputy Chief David E. Martinez

Meeting the Challenge, continued

MONTH	ALL FIRE DIVISION INCIDENTS	ASSIST EMS	ALS INCIDENTS w/ Fire Paramedic	% Assist EMS w/ Paramedic
Jan-08	9,093	5,314	1,861	35.02%
Feb-08	8,488	5,623	2,012	35.78%
Mar-08	8,776	5,712	2,184	38.24%
Apr-08	8,432	5,781	2,361	40.84%
May-08	8,654	5,927	2,438	41.13%
Jun-08	8,619	6,207	2,150	34.64%
Jul-08	8,550	6,275	2,558	40.76%
Aug-08	8,103	5,732	2,624	45.78%
Sep-08	8,148	5,895	2,474	41.97%
Oct-08	8,226	5,603	2,673	47.71%
Nov-08	8,324	5,421	2,468	45.53%
Dec-08	8,853	5,676	2,515	44.31%

In our continuing quest to expedite the delivery of Emergency Medical Services, the SAFD initiated a "Fire Medical Response" program in October of 2008. This program involves sending a Fire unit instead of an Advance Life Support (ALS) Ambulance to certain requests for medical service. The purpose of the program is to enhance medical service to the public by increasing ALS Ambulance availability and reducing average ALS response times of these units. Based on information received from the caller, Dispatch personnel are authorized to send a "Fire Medical" response to the following types of calls: animal/insect bites, assaults, DOAs, psychiatric patients, medi-alerts and traffic accidents. These call types are carefully screened and only those with a high probability of needing Basic Life Support (BLS) receive a "Fire Medical" response.

The SAFD's 31 full time ambulances provide ALS service to over 1.3 million people living within a coverage area of over 466 square miles. Each ambulance averages about 4,400 medical responses per year; about twelve (12) responses per day per unit. Between October 20, 2008 and the end of the year, the Fire Department was able to send Firefighters on fire trucks to over 650 medical calls instead of sending an ALS Ambulance. That's 650 times in just over two (2) months that an ALS Ambulance remained in service to address more critical emergencies. That averages about 9 times per day, equivalent to the productivity of three-quarters ($\frac{3}{4}$) of an ambulance. Hiring personnel and staffing an ALS Ambulance costs about 1.4 million dollars per year. Over a period of a year, the Fire Medical Program will accomplish about 1 million dollars worth of productivity with existing resources at no additional cost.



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FIREFIGHTING DIVISION

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 1.3 million citizens in a service coverage area of over 466 square miles. In 2008, the Division responded to 100,894 emergency incidents.

Made up of 1,077 uniform 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 3 Battalion Chiefs in charge of each one. The Firefighting Division works on three 24 hour 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 manned 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 Wild land/ Urban Interface Team. Each of these teams has 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 Detector Installation program
- Vital Signs checks at Fire Stations free of charge

Assistant Chief of Fire Operations



Chief Coatney joined the Fire Department in 1985. He has served in the Firefighting, Emergency Medical Service, Safety, and Training Divisions.

Chief Coatney enjoys spending all of his free time with family.

Major Incident Types for 2008

Incident Type	Number
Structure Fires	939
Brush/Grass Fires	1,764
Vehicle Fires	936
Assist EMS	59,643
EMS Manpower	2,735
Water Rescue	10
Chemical Emergency	18
Unauthorized Burning	368
Spill/Leak, No Fire	920
Power lines	390
Vicinity Alarm	305
Bomb Scare - No Bomb	19
False	6,328
False, Malicious Call	449
Assist the Public	3971
Assist Police	327
Total Incidents	100,894
Total Fires	4,779
Total Medical Incidents	62,378
Percent - Medical Incidents	62%



Photo Courtesy of Ray Bergstrom



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SPECIAL OPERATIONS

District Chief Richard Giusti

Who We Are

The Special Operations (Spec Ops) Division of the San Antonio Fire Department (SAFD) consists of highly trained Firefighters and Paramedics on teams assigned to specific areas of expertise that provide unique services in addition to regular firefighting and emergency medical service duties. The Special Operations Division Teams include:

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

What We Do

The goal of these "Spec Ops" Teams is to continually strive to be prepared to respond and assist our fellow Firefighters and the public from emergency circumstances that are beyond the scope of standard training and experience.

Additionally, the interoperability of this Division with other Agencies has led to joint operations and training with other City, State, and Federal Agencies to further protect our community. Part of this interoperability and teamwork has led to the successful support of the San Antonio Police Department's SWAT team and Tactical Response Unit during hostage situations and major arrests. Some Special Operations personnel, along with other Department personnel, are also members of FEMA's (Federal Emergency Management Administration) 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 Hurricane Ike in the Houston Galveston areas.

Meeting the Challenge

Aviation Crash Rescue Team

Housed at Fire Station #23 at the San Antonio International Airport and at Fire Station #22 near Stinson Municipal Airport, this team is responsible for the mitigation of all events that deal with in-flight emergencies, Aircraft Fire Suppression and passenger rescue. Personnel from this team act as the liaison between SAFD and aviation authorities on everything from exercises to catastrophic events. This team also consists of highly trained paramedics who are the EMS first responders for both airports.

Hazardous Materials Response Team

The Hazardous Materials Response Team is the community's first line of defense to mitigate incidents involving chemical transportation accidents, chemical spills in business/manufacturing facilities, and acts of terrorism involving weapons of mass destruction. Additionally, our HMRT is the regional team that responds to significant Hazmat/WMD events within the Alamo Area Council of Government (AACOG), which is an 11,354 square mile, 12 county area. The versatility & interoperability of this team has led to joint operations 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 is a critical part of the protection and response process to protect against a terrorist attack. This team has supported many special events including the Alamo Bowl, Fiesta, the NBA finals, and numerous dignitary visits.



Photos Courtesy of www.sanantoniofire.org





SPECIAL OPERATIONS

District Chief Richard Giusti

Meeting the Challenge, continued

Technical Rescue Team

One of the busiest teams in Special Operations, the Technical Rescue Team (TRT), specializes in rescues involving the following: high angle environments, confined spaces, swift water (flooding), trench cave in, building collapse, caving, advanced auto and big rig extrication, industrial accidents, as well as wilderness rescues. With a continued emphasis on training, each TRT member completes over 1000 hours of annual training. Much of this training has led to the establishment of in-house certification programs that exceed Local, State, and Federal standards, becoming an industry leader in technical rescue. In 2008, this team responded to 981 incidents requiring their special skills to mitigate the event.

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 affected personnel.

Wild land/Urban Interface Team

The Wild land/Urban Interface Team (WUIT) is trained to respond to one of the newest threats to urban areas: where developed areas meet undeveloped areas or "wild lands." Team members undergo 544 hours of training within a three month period to meet this challenge including a tough physical fitness test that meets national standards. This year the team members were quickly put to the test when they responded to the many brush and grass fires during the drought of 2008. They also cooperate 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. A major activity for the team is educating groups about the Wild land/Urban Interface issues that face our community. According to the Texas Forest Service, Wild land/Urban Interface is quickly becoming a major threat for the northwest and north sides of San Antonio.



Photo Courtesy of Ray Bengston



Photo Courtesy of Ray Bengston



Photo Courtesy of Ray Bengston





EMERGENCY MEDICAL SERVICES DIVISION

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 347 Emergency Medical Technician (EMT) Paramedics, who are certified or licensed by the State of Texas, and 18 civilian support personnel.

With the activation of one new EMS unit in August 2008, the Division operates with 31 full-time ambulances. 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 1400 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.

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 Units are supplied with state-of-the-art equipment and, along with our highly trained personnel, are essentially an emergency room on wheels capable of handling a variety of life-saving procedures. 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, Rock-N-Roll Marathon, 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.

Assistant Chief of Emergency Medical Services



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

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

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



Photo Courtesy of www.sanantoniofire.org





EMERGENCY MEDICAL SERVICES DIVISION

Assistant Chief Mario Guerra

What We Do, continued

Tablet Patient Care Record (PCR)—all vital information on patients assessed and/or transported by EMS is entered and maintained via an electronic medium referred to as the Tablet PCR. Electronic reporting provides a reliable and robust system that can be readily and easily queried for quality assurance and trend analysis purposes, as well as assisting in improving the billing and collection process.

Disaster Response Ambulance Strike Teams—many EMS Division paramedics and supervisors have been trained, equipped, and utilized to respond to massive emergency events.

These Teams function as standalone self-sufficient units charged with assessment, treatment, and transportation responsibilities.

Hospital Facility Coordination—EMS is very involved with the Southwest Texas Regional Advisory Council (STRAC), which serves as the forum to meet with representatives from the hospital community and other EMS Agencies within and outside of Bexar County. This forum discusses, coordinates, and develops policies and action plans regarding hospital diversions, cardiac and stroke emergencies, disaster response, and hospital familiarization.

2008 EMS FACTS	
EMS Personnel	387
Full-Time Ambulances	31
Peak Period Ambulances	5
Number of Units Dispatched	141,427
Number of Transports	54,907
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

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 also 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 the addition of another full-time EMS ambulance unit in August 2008, planning for the addition of another full time EMS ambulance unit in April 2009, 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. The Firefighting and EMS Divisions continue to develop policy and procedures to improve scene communications and coordination in order to streamline patient care.





COMMUNICATIONS DIVISION

Who We Are

The Communications Division is overseen by an Assistant Chief. All personnel assigned to the Communications Division are individually selected and receive approximately 3 months of specialized training on multiple forms of computer applications in order to function as both call takers and dispatchers.

In 2008, 10 additional Call Takers/Dispatchers were added to the Division. Each of the four 24 hour shifts is 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.

What We Do

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

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

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.

YVETTE GRANATO

Assistant Chief of Communications



Chief Granato began her career with the Department 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.

**"The
Communications
Center answers over
a quarter of a million
calls annually."**



Photo Courtesy of Ray Bengston





COMMUNICATIONS DIVISION, CONT'D

Assistant Chief Yvette Granato

Meeting the Challenge

In 2009, Communications will continue to be aggressive in acquiring technology and implementing changes to enhance overall performance, including:

- Working with the San Antonio Police Department, Bexar County and City Information Technology staffs towards the implementation of a state-of-the-art Computer Aided Dispatch System, Station Alerting, and Record Management System with mobile data capabilities. This system is expected to be available in the second quarter of 2010.
- Continue maintaining and making improvements to the current system by performing updates through programming to support new response programs such as Fire Medical Response.
- The addition of a full-time training position in July to provide for the initial training of new personnel and for the development and tracking of ongoing Continuing Education and certifications.
- Coordinating system changes and operational guidelines with San Antonio Police Communications towards improving the prompt exchange of information on common scenes .

2008 Most Frequent Fire Responses Dispatched by Type

Medical response – 63%

Vicinity Alarm – 10%

Motor Vehicle Crash – 4%

Assist the Public – 4%

Brush Fires – 3%

Structure Fires – 2%

2008 Most Frequent EMS Responses Dispatched by Type

Traffic Accidents – 10%

Breathing Difficulties – 9%

Falls – 8%

Sick Person – 8%

Chest Pain – 7%

Assaults – 4%



Photo Courtesy of Ray Bengston

2008 Communications FACTS

Call Takers/Dispatchers	42
Total Number of Portable Radios	703
Total Number of Calls Received	285,610
Resulting Fire Dispatch	102,282
Resulting EMS Dispatch	128,829
Average Daily Calls Received	782





ADMINISTRATION SECTION

RODNEY HITZFELDER

Who We Are

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)**
- **Technical Services Division**

Deputy Chief of Administration



Deputy Chief Rodney Hitzfelder entered the Department 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's 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 children and family.

What We Do

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

"The safety of our citizens and visitors is a primary goal of the overall Fire Department."

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.



Photo Courtesy of www.sanantonioFIRE.org

2008 Administration FACTS	
Fiscal Services personnel	12
Logistics/Services personnel	33
MIS personnel	9
Fire Prevention personnel	26
PIO personnel	1
Technical Services	5
Total	86





FISCAL MANAGEMENT & RESEARCH DIVISION

CARL WEDIGE

Who We Are

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

Fiscal Operations Team - Establishes and implements efficient procedures for accounting, audit, purchase delivery, payment of vendors and contractors, and all other areas of fiscal management. This team guides the expenditures of funds and provides on going monitoring of the General Ledger Accounting, Accounts Receivable, and Accounts Payable services to the Divisions of the Department. Continuous explorations of practical and legal sources of revenues are developed to increase organizational effectiveness.

Accomplishments for Fiscal Operation - The Fiscal Operations team was responsible for collecting almost \$500K in Hazmat permits.

Budget and Resources Team - Through advance planning and best possible budget procedures, the budget 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 2008, the Department received a budget of \$221,297,571 (including Capital Projects and grants).

Accomplishments for Budget and Resources Team - The Budget Team was responsible for securing more that \$4.6 million in improvements for Fiscal Year 2008.

The Budget Team conducted 104 Division budget meetings in 2008 to assist with the management of budget expenditures.

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 \$169,894.00 to local area service centers and families in 2008.

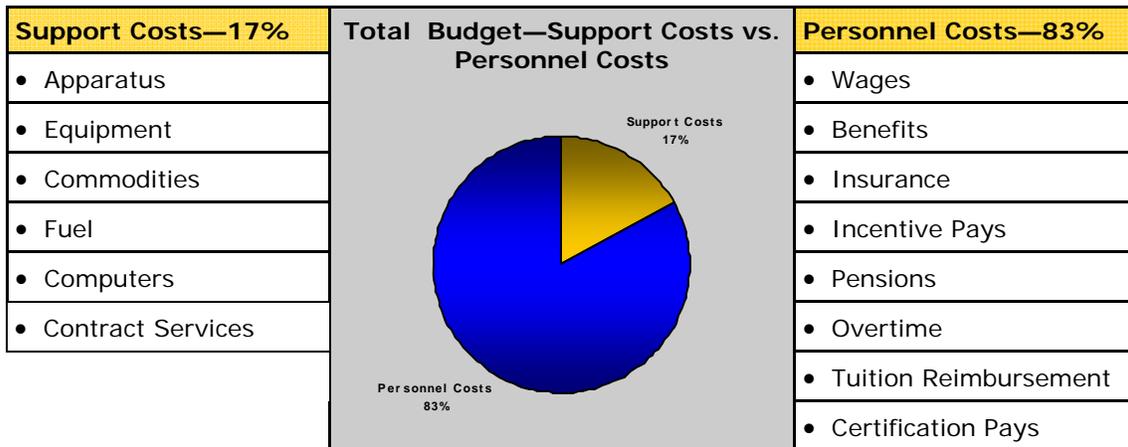
Assistant Chief of Fiscal Operations



Chief Wedige joined the Department 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 Fire Captain. In 1996, Chief Wedige became a District Fire Chief and was assigned to the Fire Chief's Office. Currently, he holds the position of Assistant Fire 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 28 years. He has a son, Eric, and daughter, Kayla.

2008 SAFD Budget Breakdown by Percentage per Area	
Fire	60.21%
EMS	24.34%
Communications	2.94%
Arson	.85%
Fire Prevention	1.68%
Training	0.93%
Services	0.95%
Other	8.09%



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SAFD CAPITAL PROJECTS

Current Renovations

Phases One and Two of the Facility re-roofing/air conditioning and ventilating system upgrade project have been completed. This included Fire Stations 4, 28, 30, 31, 33, 17, 34, 26 and 41.

Phase Three, including Fire Stations 15, 22, 29 and 37, is scheduled to start Spring of 2009.

Phase Four, including Fire Stations 40, 42, 43 and 44, is scheduled to start Winter of 2009.



Design of Additional and Replacement Stations

Currently, there is approved funding for nine replacement Fire Stations, two additional Fire Stations and a new Fire Logistics/Services Facility. Plans for a new Fire Headquarters Facility are being developed. 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 dormitories required. Most of the stations will be one story, with a few being two story depending on land availability and acquisition. Each facility will be designed to blend with and complement its surroundings while addressing the complex functional and technical issues associated with Fire Station requirements. The new Fire Logistics/Services Facility will be constructed at the 300 S. Callaghan Fire Department Site.

Capital Improvement Program
Planned Construction of New or Replacement Fire Stations

Fire Station Number	Land Purchase	Design	Construction Fiscal Year	Budget
1	2008	2009	2010	\$5.397M
2	2008	2011	2013	\$4.248M
18	2009	2010	2011	\$3.791M
19	2008	2009	2010	\$4.152M
27	2009	2009	2011	\$3.578M
28	2009	2009	2011	\$4.131M
30	2009	2010	2012	\$3.877M
32	2009	2011	2013	\$4.466M
50	Land gifted	2009	2010	\$3.640M
51	2009	2009	2010	\$5.472M
52	2010	2010	2012	\$6.000M
Services Facility	NA	2009	2009	\$4.761M





LOGISTICS / SERVICES DIVISION

District 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). Air Quality Management technicians must maintain numerous certifications in order to be qualified to work on the most critical safety equipment firefighters use.

Supply/Logistics—responsible for delivering medical supplies 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, helmets, oxygen delivery systems, and certain other emergency medical equipment as needed.

Fleet Maintenance— responsible for maintenance and repairs on the Department’s fleet of Fire and EMS vehicles and emergency equipment. Fire Engines, Ladder trucks, and Ambulances are just some of the vehicles serviced by this Division. Power tools used in emergency operations are maintained as well. Hydraulic rescue equipment, operated to free trapped occupants of vehicle accidents, and chainsaws used to cut ventilation holes in roofs, are examples.

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

Facilities—responsible for maintenance and repair of Department structures to include: carpentry, flooring, painting, roofing, locksmith, plumbing, electrical, central air conditioning and heating, overhead door, glass repairs and emergency power equipment. Facilities is also responsible for all new construction projects to include: Capital Improvement and major maintenance projects, station modifications and new construction.

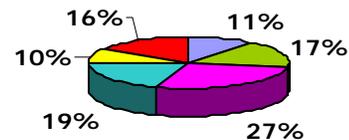
2008 Fleet Maintenance FACTS Including Reserves

Number of fire engines	67
Number of aerial trucks	24
Number of ambulances	57
Inventory of auto parts	\$1,000,000

2008 Air Quality Management Maintenance and Testing of:

SCBA Air Packs	484
SCBA Regulators	520
SCBA Face Masks	1300
Gas Detectors	143
Thermal Imaging Cameras	74
Breathing Air Compressors	11

Facility Maintenance Requests FY08



Other	Carpentry	Plumbing
Overhead Door	HVAC	Electrical





LOGISTICS / SERVICES DIVISION, CONT'D

District Chief Robert Mikel II

What We Do, Cont'd

Services provided by the Division in the last year include:

- Personnel responded to major fire scenes (or upon request) to provide support services during firefighting operations, to include on-scene refueling and vehicle repairs.
- Services personnel are responsible for operating the Fire Department Rehabilitation Bus at the scene of large scale emergency operations.
- In addition to the Department's heavy fire apparatus and ambulances, staff now maintain and repair the light duty emergency command units and first responder vehicles.

Photo Courtesy of Ray Bengston



Photo Courtesy of Ray Bengston



Photo Courtesy of www.sacantoniofire.org





TECHNICAL SERVICES

Captain TJ Tymrak

Who We Are

A Technical Services Group was established in 2008 to meet the ever increasing technology needs of the San Antonio Fire Department. This group provides installation, maintenance, and repair of communications and safety equipment for all Divisions within the Department. Responsibilities range from management of the Radio System to maintenance of mobile vehicle technology. A worksite has been established that is capable of servicing numerous large Fire Department apparatus while providing storage for associated equipment and inventory. In addition to maintenance responsibilities, this group will coordinate all deployments and training needs concerning special vehicles with high technology or special needs including the Mobile Command Vehicle, Mobile Communications Vehicle, and various trailers/portable equipment.

Technical Services provides research, testing, and deployment of technology that is critical to the safety of San Antonio Firefighters. Extensive research and testing was conducted for a Lithium Polymer radio battery that was recently deployed by Technical Services has eliminated the need for Firefighters to constantly monitor battery levels and change batteries numerous times per shift. The new battery technology has provided a higher level of safety for the firefighters and restored their confidence in radio communications. Similar research and testing is in progress regarding other communications equipment such as radio lapel microphones and cell phones. Technical Services supports the prime mission of the Fire Department through installation and repair of technology deployed on Emergency Vehicles as well as providing communications support through programming and maintenance of over 700 radios.

What We Do

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

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

- Radio System and portable radios
- Vehicle intercoms
- Vehicle Emergency Lighting
- Vehicle sirens
- Cell Phones
- Mobile Data Computers
- Fire Station Base Radio and Public Address



Photos Courtesy of Ray Bengston



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MANAGEMENT INFORMATION SERVICES

Department 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, Mobile Data Computers, 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.

Meeting the Challenge

MIS continues to work with all SAFD Divisions on a long-range project for a new Computer Aided Dispatch (CAD) system. This project will provide the Department with a CAD application as well as an improved Records Management System (RMS). The CAD will bring our dispatch capabilities into the twenty first century and provide the ability to automate and expedite responses based on priority of the call type and the distance of travel for responders. The RMS will provide electronic National Fire Incident Reporting System (NFIRS), location pre-planning for fire response, inventory management, personnel training and certification tracking. The first portion of this project, NFIRS reporting, was implemented in November 2008. Also in 2008, MIS began the purchase and installation of 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. 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. MIS assisted with the development of the Fire Advanced Life Support program, first with Computer Aided Dispatch changes, and in Fiscal Year 2009, with Fire Paramedics using the same Patient Care Report System as EMS Division Paramedics.

2008 MIS FACTS	
Computers, peripherals supported	2288
Software programs supported	30
Number of work locations supported	63
Number of special projects	23
Number of MIS personnel	10
Total MIS Man-hours available	20,800

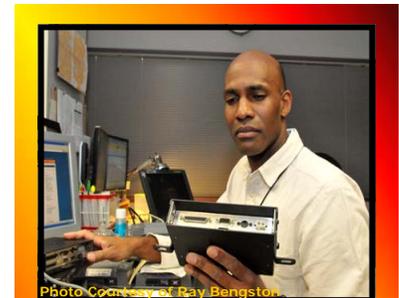


Photo Courtesy of Ray Bengtson



Photos courtesy of Ray Bengtson

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FIRE PREVENTION DIVISION

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:

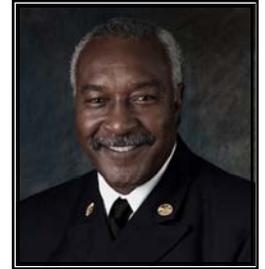
- **Fire Code Development and Enforcement**—the majority of these activities are performed as a part of the City’s building and development process and include:
 - Inspections of all new buildings
 - Routine inspections of existing buildings
 - Reviews and inspections of Fire Protection Systems
 - Enforcement 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.

Community Safety and Education—one of the San Antonio Fire Department’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.

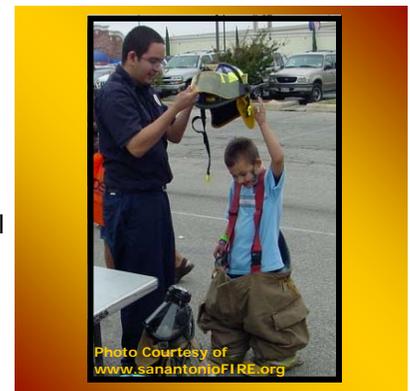
Fire Marshal and Assistant Chief of Fire Prevention & Arson Bureau



Chief Crayton entered the Department in 1979. He has served in Fire Suppression and Applicant Processing. He currently serves as the Assistant Chief of Fire Prevention and the Arson Bureau. Chief Crayton attended the University of Hawaii and Wayland Baptist University to obtain his Bachelor of Science in Occupational Education and Fire Science.

Chief Crayton’s favorite vacationing spot is the Hawaiian Islands. He also enjoys gardening and spending time with grandchildren.

2008 Fire Prevention FACTS Code Inspections	
Fire alarm inspections	1,805
Sprinkler inspections	3,770
Fixed Pipe inspections	641
Fire Investigations	7,620
Certificates of Occupancy issued	1,711
Total Inspections	15,547



Arson Cases Filed with the District Attorney	
Arson	150
Bomb	3
Criminal Mischief	5
Total	158

2008 Arson Investigations	
Arson	514
Accidental	110
Criminal Mischief	61
Bomb related	22
Total	707





FIRE PREVENTION, CONT'D

Assistant Chief Earl Crayton

What We Do, Continued

Juvenile Fire Setters 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's and Bexar County's Fire Marshals sponsor 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 learn fire safety, while getting a chance to win prizes donated by area businesses and organizations. Poster contest information is distributed to schools during the first week of September.

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).



Photos Courtesy of Ray Bengston





PUBLIC INFORMATION OFFICE

Fire Apparatus Operator Deborah M. Foster

What We Do

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

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

The PIO is responsible for the production of "In the Line of Fire," a half-hour monthly television show focusing on the issues of fire related safety for our community.



Photo Courtesy of Ray Bengston

Meeting the Challenge

In 2008, the Public Information Office assisted with or coordinated San Antonio Fire Department participation in the following community programs:

- Project Cool, which collects fans for distribution to senior residents throughout Bexar County
- The Texas Burn Survivor Society's annual pediatric burn camp
- Fire Department presence and participation in area health fairs and safety events
- S.A. nta Firefighter toy Drive which provided gifts to area children during the holiday season
- National Night Out, a partnership between Police and Fire to promote stronger, safer neighborhoods throughout our community
- The Regional Health and Safety Fair hosted by the San Antonio Fire Department and attended by area Fire, Police, and health and safety organizations from across Bexar County



Photo Courtesy of Ray Bengston
Enhancements by Teresa Riojas



Photo Courtesy of www.sanantonioFIRE.org



Photo Courtesy of Ray Bengston



HUMAN SERVICES SECTION

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 mission of the Section is to provide the highest quality service possible to the internal and external customers of the Department through personnel administration, health and wellness, safety, training, applicant processing, recruitment, Employee Assistance Program, Chaplaincy Program, education and payroll support. The Section is staffed with twenty uniform and twenty-three civilian personnel.

What We Do

The Human Services Section is involved in every aspect of a Firefighter's career, from the time they are first given consideration for hire until the time they separate from the Department. It all begins with the Recruiting Office. Some of the ways utilized by Recruiting to accomplish their mission include, but are not limited to: advertisements through various media; attendance at the various career days and job fairs in the local area; and speaking engagements at churches, high schools, colleges, universities and military bases.

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

Assistant Chief of Human Services



Chief Horan entered the Department in 1979 and has been a proud member of the Fire Department for 29 years. He is currently the Executive Officer for the Fire Chief and is responsible for directing the human resources functions of the Department, which include the payroll process for over 1,600 employees, management of random drug-testing program, records management, and representing Fire Administration during the collective bargaining process.

Chief Horan is a native of San Antonio, married and has two children. He has followed in the footsteps of his father, who retired from the Department as an Assistant Chief in 1996.

He enjoys various outdoor activities, and spending time at the coast with his family.



Photo Courtesy of www.sanantoniofire.org
Enhancements by Teresa Riojas





HUMAN SERVICES SECTION, CONT'D

Assistant Chief Noel T. Horan

What We Do, Continued

The duties of the Personnel Services Office include, but are not limited to: 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 personnel administration; records management; processing of grievances; and open records requests.

The Payroll Office is responsible for every aspect of payroll administration for over 1,600 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 Payroll Office is responsible for over 1,600 uniform and civilian employees."

Community Involvement

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



Photo Courtesy of Ray Bengston

The Future

Future enhancements to the Human Services Section include, but are not limited to, the establishment of on-site payroll support for the Operations Division, and the development of a Financial Emergency Incident Response Team to assist in the recovery of costs associated with response to natural and man-made disasters.

In addition, the Human Services Section shall work closely with civic leaders and members of the education community to develop a Public Safety Academy that will prepare students for a career in the Fire Service.



Photos Courtesy of www.sanantonioFIRE.org





RECRUITING OFFICE

Captain Otis McNeil

Meeting the Challenge

Becoming a member of the San Antonio Fire Department 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 an 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 2008 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 2,528 submitted applications.
- **August**—administration of the Civil Service Fire Trainee Entrance Examination in conjunction with the City of San Antonio's Human Resources Department. The top 654 on the SAFD Eligibility List moved on to the next step in the hiring process, the Candidate Physical Aptitude Test.

2008 Entrance Exam Breakdown by Gender		
	Total Number	Percent
Male	120	92.31%
Female	10	7.69%
Total	130	100%



APPLICANT SURVEY "HOW DID YOU HEAR ABOUT US?"		
	TOTAL	PERCENT
SAFD	906	35.84%
CAREER FAIR (HIGH SCHOOL)	26	1.03%
JOB FAIRS	13	0.51%
NEWSPAPER	10	0.40%
CAREER FAIR (COLLEGE)	140	5.54%
TELEVISION	20	0.79%
RADIO	30	1.19%
INTERNET	29	1.15%
OTHER	1298	51.34%
NONE	56	2.22%
TOTAL	2528	100.00%



Photo Courtesy of Ray Bengston



PHOTO COURTESY OF RAY BENGSTON





TRAINING DIVISION

District Chief Thomas McNulty

What We Do

The Training 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 a Training Coordinator (Captain). Three other Captains are assigned to the Training Division: a Cadet Coordinator, a Continuing Education Coordinator and a Facilities Manager. In addition, there are four Lieutenants, one Fire Apparatus Operator and one Firefighter instructors that are assigned to any one of the two program areas as needed. There is one Administrative Assistant assigned to the Division as well. A Special Projects Manager and an Audio Visual Production Technician work on special projects and produce content for training and other Departmental projects.



The mission of the Fire Academy is driven by specific internal needs of the Fire Department. Specific demands in both program areas (Cadet Training and Continuing Education) are regulated by external Agencies; namely the Texas Commission on Fire Protection as well as the Texas Department of State Health Services.

2008 Training Academy Statistics Cadet Training	
Number of Cadet Classes	3
Number of New Firefighters	96
Hours of Academic & Drill Instruction per Cadet	940

The Texas Commission on Fire Protection requires the Training Academy to adhere to State standards (458-hour curriculum) for certification of all new personnel as Basic Structural Firefighters. The San Antonio Fire Department requires that all new personnel complete a 940-hour (458 hours inclusive), 25 week program at its Fire Academy prior to being certified and allowed to serve as a firefighter.

2008 Training Academy Statistics Continuing Education Totals	
Firefighting	
Hours	48,389
Individuals trained	1041
Modules taught	103
HazMat	
Hours	3,234



Photos Courtesy of Ray Bengston





TRAINING DIVISION, CONT'D

District Chief Thomas McNulty

What We Do, Continued

The San Antonio Fire Department requires Basic Emergency Medical Technician (EMT-Basic 200-hour curriculum) certification of all new personnel, which exceeds the Texas Commission on Fire Protection's minimum requirements.

The Texas Commission on Fire Protection requires that all uniform Fire Department personnel receive a minimum of 20 hours of Continuing Education training yearly.

The Federal Department of Transportation requires that all Fire Department uniform personnel receive a minimum of 8 hours of Hazardous Materials Continuing Education training yearly.

Cadet Training

The Fire Academy initiated three Cadet Classes during 2008 (beginning in January), which translated into 96 new hires. Upon graduation from the Fire Academy, each Fire Cadet will have successfully completed approximately 940 hours of academic and drill ground instruction.

Regional Training

The Fire Academy has provided regional training for Departments outside of the City of San Antonio's jurisdiction. Among the organizations served were the McAllen, Schertz, Selma, and the New Braunfels Fire Departments. The Academy also hosts several programs throughout the year that include other emergency response agencies, such as Police, Public Works, Red Cross and the insurance industry.

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

Specialized Classes

In 2008 specialized classes included:

- District Chief's Academy
- Lieutenant's Academy
- Hazardous Materials Technician
- Driver / Operator Engine (80 Hour)
- Incident Safety Officer
- Incident Management of High Rise Occupancies
- Fire Service Instructor I





TRAINING DIVISION, CONT'D

District Chief Thomas McNulty

Community Involvement

Each Cadet Class is required to be involved in a community service project. In 2008, those included: Habitat for Humanity, Cystic Fibrosis Tower Climb, the 100 Club Spaghetti Dinner, Community Graffiti Cleanup Day, and toy Drives.

The Future

In 2009, the Training Academy is planning to host three Cadet Classes for approximately 110 new hires.

Construction will begin on the Railroad Safety Training Building. This facility will have 2 classrooms and additional office space, and will be used to conduct specialized classes dealing with railroad emergencies.

Officer Development courses will be offered to approximately 60 supervisors/managers.

A Driver/Operator Training Program will be offered to approximately 30 Fire Apparatus Operators.

We will continue to promote our Academy as a regional training facility to outside Departments and Agencies.

We will work to facilitate field incumbent training that will augment the minimum requirements (20 hours) as set forth by the Texas Commission on Fire Protection by means of an online learning management system.

A new Field Training Officer program will be implemented whereby personnel from each fire district will coordinate training efforts to ensure uniformity of information and instruction.

We will implement an additional Officer's Academy for newly promoted Captains.

A "May-Day" training will be implemented for all Fire Suppression personnel. This is a four hour class to train firefighters on when and how to call for help in life-threatening situations.





SAFETY DIVISION

District Chief Art Villarreal

Who We Are

Although the San Antonio Fire Department (SAFD) has employed an Administrative Safety Captain for a number of years, it wasn't until 2008 that our Department created a Safety Division. It consists of an Administrative District Chief, three Captain Safety Officers, and an Administrative Lieutenant. The Safety Captains are assigned to the same schedule as Fire Suppression personnel with one Captain on each of the three shifts. They deal with safety issues from all Fire Department Divisions during their 24 hour tour of duty.



SAFD Fire Chief Charles Hood has made occupational safety his top priority. Likewise, it is the mission of the Safety Division to ensure that our members conduct their activities with safety in mind. In summary, "everyone goes home after each shift," is the motto that best describes the goal of the Safety Division.

What We Do

The Safety Division is involved in almost every aspect of what the Fire Department does. The Division is responsible for incident scene safety, vehicle accident investigation, firefighter injury and death investigation, inspection and maintenance of standards for personal protective equipment, injury and accident analysis and trend identification, and recommendations for the prevention of such accidents.

"Everyone goes home after each shift."

In addition to these duties, the Safety Division is also responsible for:

- Responding to safety complaints and inquiries
- Compiling information for Departmental Post Incident Analysis
- Safety program development and policy review
- Fire Station and work place safety inspections
- Issuance of safety notices and bulletins
- Equipment review and specification development

Meeting the Challenge

The Fire Service is constantly evolving, firefighting is becoming more technical and complex, and our role has expanded to include such areas as homeland security. As a result of these changes, our Department must also evolve in the area of personnel safety. The creation of the Safety Division underscores our commitment to keep personnel healthy and safe.



Although this is a new Division, it has been well received by the members of our Fire Department. We are currently assessing the needs and progress of the Safety Division in an





HEALTH AND WELLNESS DIVISION

Special Projects Manager Betsy K. Dose

What We Do

Just as we seek to maintain our fire fighting equipment and facilities, the San Antonio Fire Department is seeking to maintain its most valuable asset – its members. The Health and Wellness Division was created in Fiscal Year 2008 to establish an overall wellness program that is holistic, positive, rehabilitating and educational.



Photo Courtesy of Ray Beniston

Sudden cardiac death is now the leading cause of firefighter fatality in the United States. The National Fire Protection Association reported that forty-four (44%) percent of on-duty firefighter fatalities during the ten-year period 1995-2004 were due to sudden cardiac death. Firefighters and Paramedics are at increased risk for musculoskeletal injuries and cardio-respiratory illness compared to other occupations. Occupational injuries are the leading cause of disability and / or early retirement. Our goal is to impact the physical and mental health of our employees through early detection and preventative interventions.

Regular medical examinations, physical fitness activities, proper diet, stress management, and disease risk reduction are very important to the total well-being of the firefighter or paramedic. Participation in these activities will not only reduce the number and severity of injuries, but it will also reduce the costs associated with on-duty injuries in terms of workers compensation claims, overtime, backfill and high-class pay. Additionally, a wellness program will reduce the frequency of off-duty injury, further reducing the costs of health care and overtime, while ensuring an overall enhanced quality of life for Fire Department personnel.

The Health and Wellness Division has been working with the Department's Safety Division to analyze Department injury and vehicle accident reports, identify trends and develop recommendations to reduce or eliminate injuries and accidents.

The "SAF-D" newsletter has been created to convey valuable health and safety information to the Department's employees and quarterly wellness seminars have begun to provide various overall health and wellness information to employees and their families.

The Future

We will pursue enhancement of the Employee Assistance Program to provide a resource for all uniform employees seeking guidance in dealing with depression, drug abuse, financial issues, alcohol abuse, marital problems, family problems, stress and more. In addition, we are looking into hiring a full time physical fitness trainer and to purchase exercise equipment for Fire Stations to promote improved health and safety by improving strength and cardio-vascular conditioning.



Photo Courtesy of Betsy Dose



IN CONCLUSION

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



The San Antonio Fire Department is always striving to excel while maximizing its resources and 2008 was no exception. With the retirement of 70 firefighters, and the addition of 35 new uniform positions at various ranks, we hired 96 new cadets and graduated 61 paramedics.

As a service driven organization, the Fire Suppression Division achieved its goal of 100% four-person manning, while the EMS Division added a new EMS unit that reduced response time by 9 seconds. To further expand on service to our citizens, the Communication Division added 10 Dispatchers to assist with emergency calls.

In serving the citizens of San Antonio, acquiring and utilizing state-of-the-art resources are of the utmost importance to our organization. The San Antonio Fire Department trained personnel on newly equipped truck companies that enhance the level of rescue at critical scenes. Increasing the level of protection of our personnel at fire scenes was also an important issue that was addressed in 2008. Therefore, 75% of our structural firefighting bunker gear was replaced with updated specifications that ensure added protection against dangerous elements at fire scenes.

In conclusion, the overall health of our personnel always remains at the top of everyone's priority list. The San Antonio Fire Department created a Safety Division along with a Health and Wellness Division to ensure the well-being of all personnel.



Photos Courtesy of Ray Bengston





SAN ANTONIO FIRE DEPARTMENT

115 Auditorium Circle San Antonio, Texas 78205 210-207-8400

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