

2012



ANNUAL REPORT





EMERGENCY SERVICES

- Fire Operations
- Special Operations
- EMS
- Safety
- Training



SUPPORT SERVICES

- Personnel/Recruiting
- Payroll
- Health & Wellness
- Public Safety Answering Point
- Technical Services
- MIS



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MESSAGE FROM THE FIRE CHIEF



The San Antonio Fire Department (SAFD) is committed to safely prevent harm through caring service. Every day, the men and women of the San Antonio Fire department wake up to serve our community's 1.3 M citizens and the many visitors attracted to our historic city. Everyone does their best. Everyone has a part. Each day, we live by our motto "Our Family, Protecting Your Family".

2012 has been a great year for the San Antonio Fire Department. In August, the results of the 2012 City of San Antonio Community Survey showed a 99% customer service satisfaction for the San Antonio Fire Department. This was not only the highest rating for any Department in the City, but also put the SAFD above any other city in Texas, and at the top of the list of other large metro departments across the nation. People are taking notice of our commitment to customer service, one of our three fundamental principles along with training and safety.

With 81% of our calls being medical calls, I am proud to report that in FY 2012, a Paramedic was part of the first responder team in 48% of the calls where Fire assisted EMS. This number is up from 36% four years ago. This enables us to provide Advance Life Support right away and increases the patient chances at survival.

Early 2012, I implemented a change in the command staff organization. There are now 4 areas that operate the entirety of the Department: Emergency Services, Administrative Services, Support Services, and Fire Prevention. With this change, a new Planning Division was created that began developing a Strategic Plan which will be presented to City Council for approval in summer 2013.

The replacement of Fire Station 27 moved firefighters from old, small spaces into a modern building designed to grow with the community. The Fire Dispatchers moved to a new state-of-the-art Public Safety Answering Point shared with the San Antonio Police Department (SAPD). We also moved our administrative functions from the old Fire Department Headquarters to the new Public Safety Headquarters, also shared with SAPD.

We can only expect great things from our historic city and we are happy to be a part of its growth. I am pleased to present this 2012 annual report that illustrates our commitment to the San Antonio community.

Yours in service,

Charles N. Hood, Fire Chief



SAFD MISSION, VISION, VALUES

Mission

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

“Safely prevent harm through caring service.”

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, and motivated workforce.

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.

2012 DEPARTMENT HIGHLIGHTS

HIGHLIGHTS

- General Fund Operating Budget of \$241M.
- Completed the new Public Safety Answering Point and Public Safety Headquarters.
- Grand Opening of Fire Station 27.
- Implemented the new 2012 International Fire Code.
- Reorganized the Department into four major areas: Emergency Services, Administrative Services, Support Services, and Fire Prevention.
- Added a new Division in charge of Strategic Planning.
- Added a full-time Medic Unit at Fire Station 1, which is also the second Medical Special Operations Unit (MSOU) in the City.
- Moved the Peak Medic Unit to Fire Station 11.
- Introduced additional Officer Training to certify all Officers to the Fire Service Instructor I level, with the goal to certify all Officers to the level of Fire Officer I under the Texas Commission on Fire Protection (TCFP).
- Created a new Technical Services Division with the addition of 1 uniform position in October 2012, with a civilian position coming in summer 2013.
- Transitioned the Wellness and Infection Control programs from contracted to in-house with the creation of 3 new civilian positions.
- Ordered replacements for all the 3-Lead Automated External Defibrillators (AEDs) carried by the Fire Units.
- Finalized the replacement of all manual stretchers by power stretchers for improved safety for the patients and uniform personnel.
- Introduced 20 new medications to be carried on board all ambulances (for a total of 29).
- Put in service a new regional Ambulance Bus (Ambus) with a transport capacity of 20 patients.
- In FY 2012, Fire paramedics responded to 40,424 medical calls (an increase of 83% since 2008).
- Responded to 825 structure fires in CY 2012.

FIRE STATION INFORMATION

Station Number	Address	Zip Code	Council District	Year Built	Resources Available
1	515 North Cherry	78205	2	2011	Engine Platform Ladder Truck Squad Medic Fire Shift Commander Medic Shift Commander HAZMAT Responder Team and Apparatus
2	601 Gillette Boulevard	78201	3	1957	Engine
3	1425 East Commerce Street	78202	2	1921	Engine
4	1430 North St. Mary's Street	78215	1	1966	Engine
5	1011 Mason Street	78208	2	1929	Engine Medic
6	503 West Russell Place	78212	1	1929	Engine Aerial Ladder Truck Medic
7	1414 South St. Mary's Street	78210	1	2005	Engine Medic Safety Officer
8	619 South Hamilton Avenue	78207	5	2000	Engine Aerial Ladder Truck Squad Medic Battalion Chief Stationary Air Compressor
9	649 Delmar Street	78210	2	1914	Engine Aerial Ladder Truck Squad Medic Battalion Chief Stationary Air Compressor
10	1107 Culebra Road (@ Zarzamora)	78201	1	1914	Engine Medic
11	610 South Frio Street	78207	5	2000	Engine Platform Ladder Truck Squad Technical Rescue Team and Apparatus
12	103 Arts & Crafts Way, Bldg. 1699	78226	4	1960	Engine
13	3203 South Presa Street	78210	3	1929	Engine Medic
14	2515 Thousand Oaks Drive	78232	10	1983	Engine Aerial Ladder Truck Medic Hose Tender
15	3150 Ruiz Street	78228	5	1987	Engine Medic Medic Officer
16	2110 Nogalitos Street	78204	5	2001	Engine Medic
17	8545 Jones Maltsberger Road	78216	1	1987	Engine Platform Ladder Truck Squad Medic
18	1463 South W.W. White Road	78220	2	1956	Engine Medic

FIRE STATION INFORMATION

Station Number	Address	Zip Code	Council District	Year Built	Resources Available
19	2307 Vance Jackson Road	78213	1	2011	Engine Medic Battalion Chief Stationary Air Compressor
20	3347 South W.W. White Road	78222	3	1998	Engine 4x4 Brush Fire Truck
21	5537 South Flores Street	78214	3	1929	Engine
22	1100 March Avenue	78214	3	1988	Engine Aerial Ladder Truck Squad Medic 4x4 Brush Fire Truck Aircraft Rescue & Firefighting Truck
23	1750 Skyplace Boulevard (International Airport)	78216	9	1988	Engine Foam Trailer Squad Aircraft Rescue Apparatus & Firefighting Team
24	1940 Austin Highway	78218	2	1958	Engine Medic
25	1038 New Laredo Highway	78211	4	2006	Engine Medic Water Tanker Battalion Chief Stationary Air Compressor
26	4140 Culebra Road	78228	7	1987	Engine Mobile Air Compressor
27	1538 Hillcrest	78228	7	*2012	Engine Medic
28	815 El Monte Boulevard	78201	1	1962	Engine Medic
29	827 Hot Wells Boulevard	78223	3	1988	Engine Aerial Ladder Truck Squad Medic Medic Officer Mobile Air Compressor
30	919 Gemblar Road	78219	2	1967	Engine 4x4 Brush Fire Truck
31	11802 West Avenue	78216	9	1967	Engine Medic
32	2235 Babcock Road	78229	8	1970	Engine Platform Ladder Truck Squad
33	2002 South West 36th Street	78228	6	1973	Engine Aerial Ladder Truck Squad Medic
34	15300 Babcock Road	78249	8	1973	Engine Aerial Ladder Truck Squad Medic HAZMAT Responder Team
35	7038 Culebra Road	78238	6	1974	Engine Aerial Ladder Truck Squad/Brush Truck Medic

Station Number	Address	Zip Code	Council District	Year Built	Resources Available
36	5826 Ray Ellison Boulevard	78242	4	1983	Engine Aerial Ladder Truck Squad Medic 4x4 Brush Fire Truck
37	11011 Vance Jackson Road	78230	8	1975	Engine Aerial Ladder Truck Squad Medic
38	6000 Distribution	78218	2	1975	Engine Platform Ladder Truck Squad Medic Battalion Chief Stationary Air Compressor
39	10750 Nacogdoches Road	78217	10	1976	Engine Medic Medic Officer Mobile Air Compressor
40	14331 O'Connor Road	78247	10	1983	Engine Aerial Ladder Truck Squad 4x4 Brush Fire Truck
41	9146 Dover Ridge	78250	6	1987	Engine Aerial Ladder Truck Medic Mobile Air Compressor
42	10400 Horn Boulevard	78240	7	1987	Engine Medic Battalion Chief Medic Officer 4x4 Brush Fire Truck Stationary Air Compressor
43	2055 West Bitters Road	78248	9	1987	Engine Battalion Chief 6x6 Brush Fire Truck Water Tanker Stationary Air Compressor
44	1351 Horal Drive	78227	6	1987	Engine Medic 4x4 Brush Fire Truck
45	3415 Rogers Road	78251	6	2001	Engine Medic Battalion Chief MSOU Truck/Trailer Stationary Air Compressor
46	1165 Evans Road	78258	9	2001	Engine Aerial Ladder Truck Squad Medic
47	7240 Stonewall Bend	78256	8	2006	Engine Hose Tender
48	18100 Bulverde Road	78258	10	2004	Engine Pickup & MSOU Trailer 4x4 Brush Fire Truck
49	8710 Mystic Park	78254	7	2006	Engine
50	15000 Applewhite Road	78224	3	2011	Engine 4x4 Brush Fire Truck
51	5040 Beckwith	78249	8	2011	Engine Platform Ladder Truck Technical Rescue Team and Apparatus

APPARATUS INFORMATION



Medic (Ambulance)

Primary response vehicle for medical emergencies capable of transporting injured/ill people to a hospital. Equipped with Basic and Advanced life supports and up to 29 medications

- 59 in fleet, 41 front lines and 18 spares supporting 33 full time and up to 8 peak period units.
- 147,534 – Number of times deployed in 2012



Ambulance Bus (Ambus)

responds to major medical emergencies; can transport up to 20 patients.

- 1 in fleet



Medic Officer

Deployed with EMS during major emergencies and major motor vehicle emergencies.

- 7 in fleet, 4 front lines and 3 spares supporting 4 Districts
- 4,867 – number of times deployed in 2012



Squad

Deployed in lieu of an engine or ladder company thereby allowing those companies to remain in service; Responds to medical emergencies.

- 18 in fleet
- 11,096 – Number of times deployed in 2012

Bike Patrol – responds to medical emergencies during large public events; capable of maneuvering through highly crowded areas.

- 12 in fleet
- 56 – number of times deployed in 2012



Battalion Chief & Command Vehicles

Deployed during major fires and medical emergencies.

- 14 in fleet for 8 Battalion Chiefs, 1 Fire Shift Commander, 1 Medic Shift Commander.
- 3,294 – number of times deployed in 2012



Command Bus – responds to major fire and medical emergencies; acts as on-site command center.

- 1 in fleet
- 10 – number of times deployed in 2012



Heavy Rescue Vehicle

Responds to scene of rescue incidents such as trench or building collapse, high angle rescues, and major motor vehicle accidents.

- 2 in fleet supporting 2 technical rescue teams
- 1,610 – number of times deployed in 2012

RATUUS

Brush Truck

- Responds to grass and brush fires.
- Carry self-contained water tanks and onboard pumps
- Off-road capabilities
- 13 in the fleet, 10 front lines and 3 spares
- 412 – Number of times deployed in 2012



Mobile Air Compressor

assists during medical and fire emergencies.

4 in fleet

- 114– number of times deployed in 2012



Engine

Primary response vehicle for fires. Also responds to other emergencies.

- Carry a hose, fire pump, and onboard tanks (500 – 700 gallon capacity)
- 64 in fleet, 51 front lines and 13 spares supporting 51 companies
- 106,192 – Number of times deployed in 2012



Hazmat Response Vehicle

Responds to hazardous material emergencies.

- Carries equipment such as hazardous gas monitors and spill cleanup kits
- 4 in fleet, including 2 spill trucks supporting 2 hazmat teams
- 359 – number of times deployed in 2012



Aerial Ladder Truck – Respond to large fires, motor vehicle crashes and other emergencies.

- Carry a wide range of power, hand tools and 95 ft. – 105 ft. ladder
- 20 in fleet, 16 front lines and 4 spares supporting 16 companies
- 28,034 – Number of times deployed in 2012



Boat

responds to marine medical and fire emergencies.

- 5 in fleet
- 18 – number of times deployed in 2012



Airport Rescue and Firefighting Vehicle

Rapid response vehicles used in airport emergencies; FAA requires these vehicles to be capable of responding to the midpoint of the furthest runway in 3 minutes or less.

- Carries up to 3,000 gallons of water and up to 400 gallons of foam used to fight in particular fuel fires.
- Carries 450 – 460 lbs. of an auxiliary agent dry chemical
- 4 in fleet, 3 front lines and 1 spare.
- 544 - Number of times deployed in 2012.



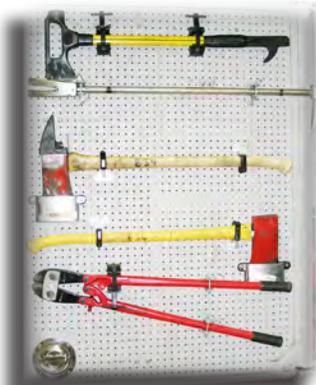
Platform Ladder Truck

Responds to large fires, motor vehicle crashes, and medical emergencies with access needed for high areas.

- Carries a ladder with a platform which the Firefighter can operate
- 5 in fleet, 4 front line and 1 spare supporting 4 companies
- 8,655 – Number of times deployed in 2012



FIRE EQUIPMENT



Cutting Tools



Pike Pole



Hose



Hydrant Wrench



Spanner Wrench



Pro Pak



Attic Ladder



Scoop Stretcher



Thermal Imaging Camera (TIC)



Chain Saw & K12 Saw



Fan



Rescue Ropes



Rescue



Storz Connections



Generator Lights

EMS EQUIPMENT

Back Board



Oxygen Bottle



Air Tactical Extraction Platform (Air-TEP)



Stretcher



Suction



Laryngoscope



Monitor



Infusion Pump



Airway Kit



San Antonio Fire Department Organizational Chart



Charles N. Hood
Fire Chief



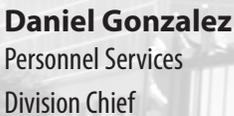
David Martinez
Support Services
Deputy Chief



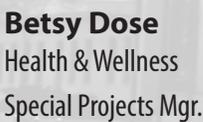
Carl Wedige
Administrative Services
Deputy Chief



William Meade
Information Services
Assistant Chief



Daniel Gonzalez
Personnel Services
Division Chief



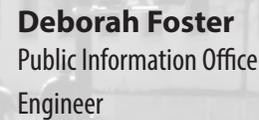
Betsy Dose
Health & Wellness
Special Projects Mgr.



Stephen Reuthinger
Logistics/Services
Division Chief



Christopher Monestier
Planning
Division Chief



Deborah Foster
Public Information Office
Engineer



Claude Overman
Fiscal Management & Research
Dept. Fiscal Administrator



Lawrence Trevino

Office of Emergency
Management (OEM)
Division Chief



Noel Horan
Emergency Services
Deputy Chief



Earl Crayton
Fire Prevention
Assistant Chief

Oscar Gonzales
Fire Operations
Assistant Chief
C shift



Robert Mikel
Fire Operations
Assistant Chief
A shift

Yvette Granato
EMS Operations
Assistant Chief



Mike Walsh
Fire Operations
Assistant Chief
B shift

Art Villareal
Safety
Division Chief

Steven Jones
Training
Division Chief

Matias Jimenez
Inspections
Division Chief

Randy Jenkins
Community Safety
Division Chief

Christopher Casals
Arson
Captain

OFFICE OF THE FIRE CHIEF



2012 command staff outside the Safety Headquarters

The Fire Chief's Office (FCO) oversees every Division of the San Antonio Fire Department (SAFD). With a staff of over 1,800 uniformed and civilian employees, the SAFD is one of the largest fire departments in the nation. Of the Fire Departments which responded to the FireHouse Magazine annual survey, San Antonio was the 9th busiest, responding to 166,252 total incidents in 2011. By comparison, Phoenix answered to 160,003 calls, San Francisco to 120,938, Austin to 101,178, Denver to 89,211, and Fort Worth to 87,829. It operates the second largest General Fund Operating Budget in the City.

The FCO sets the priorities for the San Antonio Fire Department every year. In 2012, the re-organization of the Fire Department into 4 major areas: Emergency Services, Administrative Services, Support Services, and Fire Prevention, set the course for a more effective and efficient department.

With the new organization structure, the Fire Department was able to introduce a new Strategic Planning Division in charge of coordinating the SAFD Strategic Plan to be proposed for approval by City Council in spring/summer 2013. The Division also conducts performance measurement development and monitoring, and analysis for short-term and long-term projects.

In October of 2012, a new Technical Services Division was created through funding of two new positions. This Division expedites emergency responses of specialized vehicles such as the Command Bus, Public Safety Answering Point (PSAP) Truck, and the new Ambulance Bus.

The wellness initiative reached another milestone in 2012, when the Wellness Program and the Infection Control Program were transitioned from contractual to in-house, allowing for improved operational control and customer service.

SAFD civilian employees during the Safety Headquarters opening ceremony



San Antonio is the 7th largest City in the nation based on population and 81.32% of all calls are medical. In April 2012, a full-time Medic Unit was added at Fire Station 1 to help maintain and improve the level of service to our growing community. The peak Medic Unit was moved to Fire Station 11. New 3-lead Automated External Defibrillators (AED) were ordered to replace the aging equipment on all the fire units. They will be put in service in February 2013, once training is completed. The EMS Division also introduced 20 new medications carried onboard all ambulances, and the new Ambulance Bus was put into service, enabling transport of up to 20 patients.

In January, the SAFD and SAPD Dispatchers moved into the new Public Safety Answering Point, and in September, administrative staff along with the Arson Division relocated to the new Public Safety Headquarters.

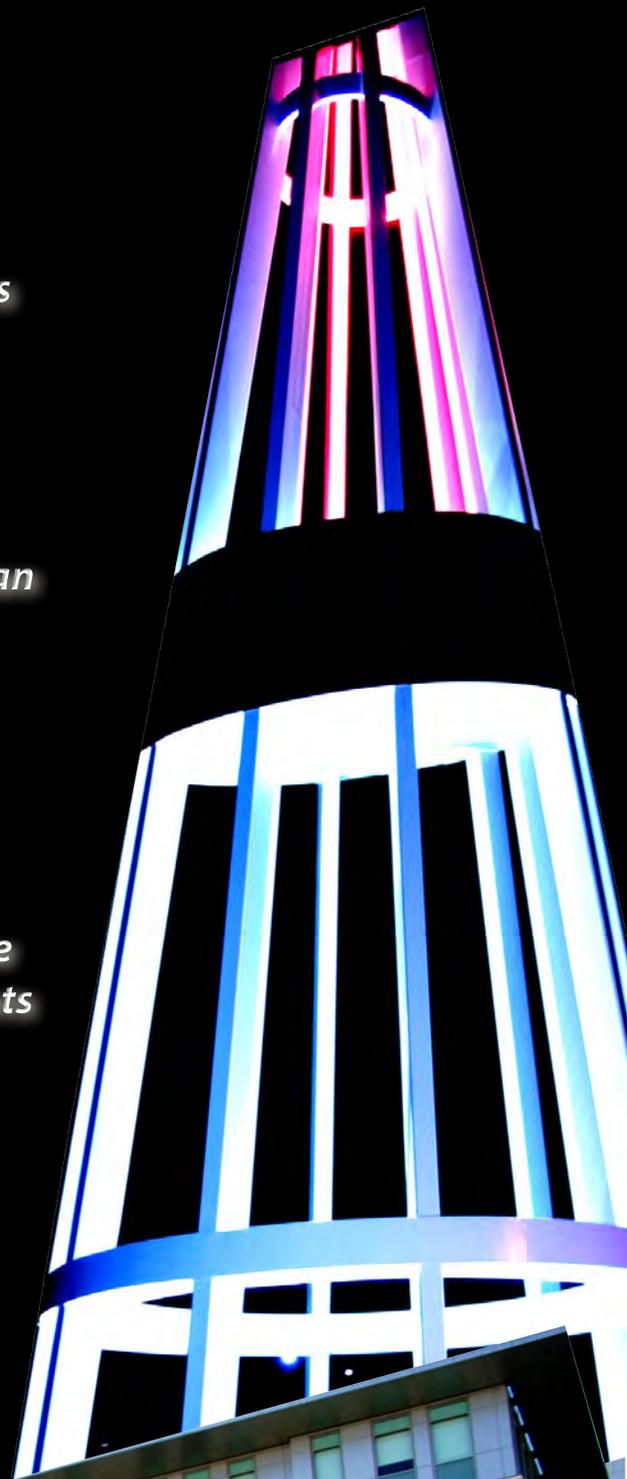
20 new medications

*1,824
uniformed and civilian
employees*

*The SAFD is one of the
largest fire departments
in the nation*

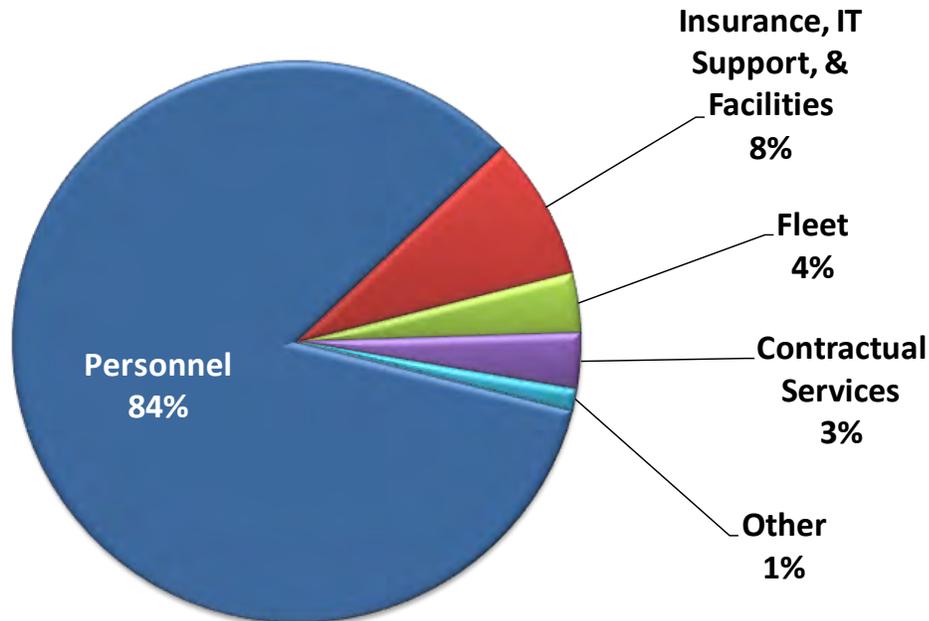
On Oct. 19 the new Safety Headquarters was officially open. This new state of the art facility houses Fire and Police departments. The facility is a six-story building with a nine-level parking garage.

Right: *Unity Plaza, the city's largest public art project, located at the Safety Headquarters.*





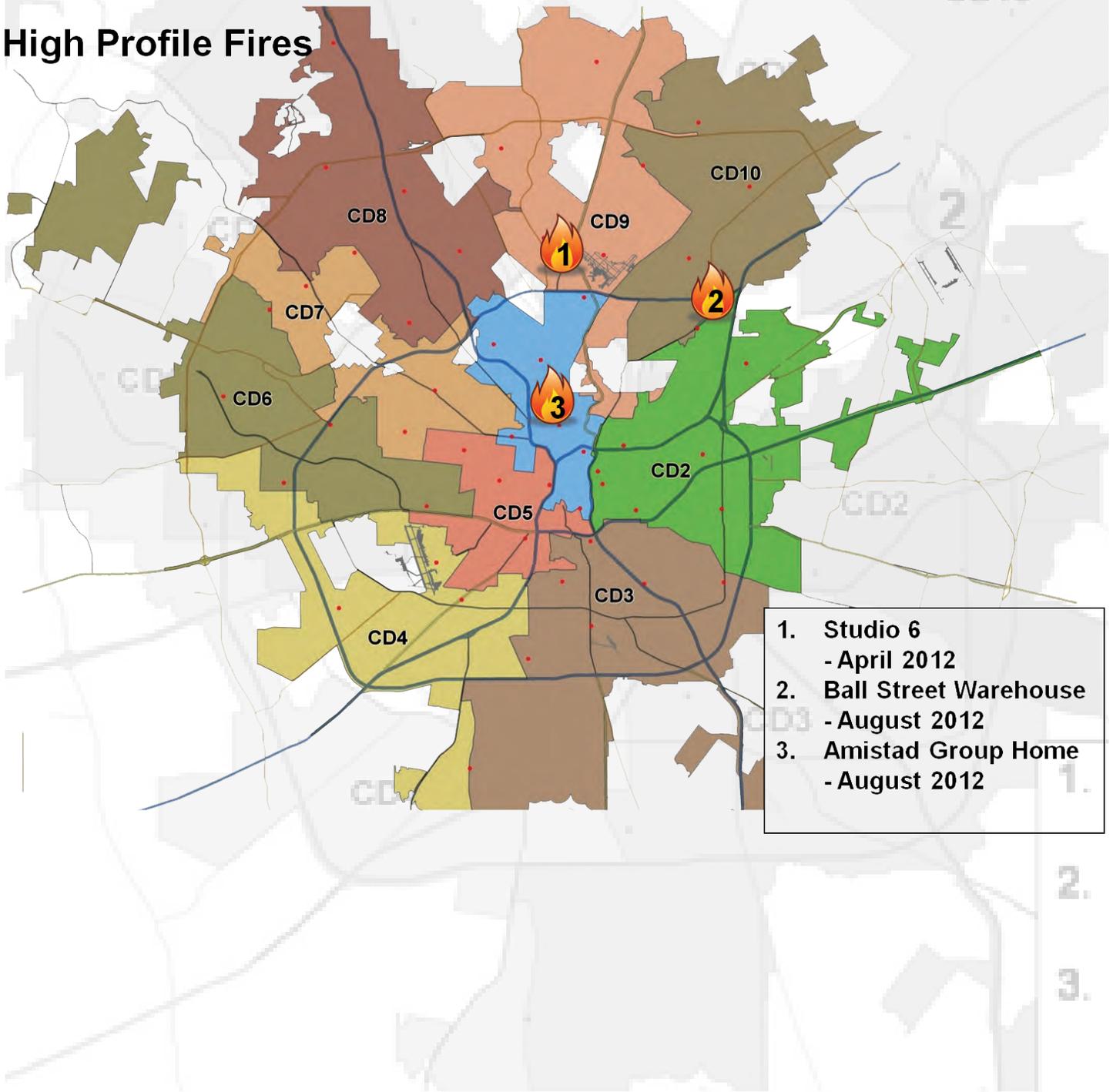
FCO/SAFD BUDGET BREAKDOWN



FY 2012 SAFD Budget Breakdown	
Office of the Fire Chief	
Administration/ Public Information Office	\$ 7,233,364
Office of Emergency Management	\$ 1,945,491
Emergency Services	
Firefighting	\$ 136,622,325
Emergency Medical Services	\$ 59,163,541
Training	\$ 6,832,119
Safety	\$ 796,254
Administrative Services	
Planning	\$ 130,634
Fiscal Management & Research	\$ 915,661
Logistics/Services/Facilities	\$ 7,466,378
Support Services	
Personnel Services/ Recruiting/ Payroll	\$ 1,645,047
Health and Wellness	\$ 790,506
Public Safety Answering Point/ Technical Services	\$ 9,702,230
Management Information Systems	\$ 729,972
Fire Prevention	
Inspections/Community Safety & Education	\$ 4,327,133
Arson	\$ 2,377,389
Budget Totals	
Operating Budget	\$ 240,678,043
Grants Budget	\$ 4,608,489
Capital Improvement Budget	\$ 22,057,514

FCO/HIGH PROFILE FIRES MAP

High Profile Fires



1. Studio 6
- April 2012
2. Ball Street Warehouse
- August 2012
3. Amistad Group Home
- August 2012

OFFICE OF EMERGENCY MANAGEMENT



Citizens at the SAOEM during an emergency workshop lead by Chief Trevino

The San Antonio Office of Emergency Management (SAOEM) is a Division of the Fire Department that uses a comprehensive system to respond to emergencies or disasters impacting the community and surrounding areas. The Division strives to build community partnerships before a disaster occurs so each organization is able to work together during high-stress, community-wide disasters while deploying highly-trained emergency response forces. It stays in constant communications with State and Federal agencies to provide the most up-to-date information.

The SAOEM is located within the Emergency Operations Center (EOC) which is a 25 million dollar facility built to accommodate the command of large scale incidents. It houses City and County emergency management programs, as well as the 311 Customer Call Center. The new Public Safety Answering Point (PSAP) is located nearby. The SAOEM continues to coordinate weekly meetings that bring together critical community partnerships that provide useful resources to the daily operation of the Emergency Operations Center.

Its training program is recognized as the most robust emergen-

cy management training program in the State of Texas. During 2012, 112 courses were conducted, and 1,639 personnel trained. Additionally, the SAOEM maintained emergency preparedness plans that have been awarded the highest possible rating by the Texas Department of Emergency Management. A jurisdictional-specific, comprehensive Hazard, Risk and Vulnerability Study was also completed in 2012.

The Regional Critical Infrastructure Protection (CIP) Program was developed to follow the regulations outlined by the National Infrastructure Protection Plan (NIPP). NIPP defines roles and responsibilities for local governments to protect critical infrastructure. Specific sectors are identified by the Department of Homeland Security and the Regional CIP Program identifies, prioritizes and protects the region's 8,853 assets.

Five SAOEM staff members have earned Certified Emergency Manager (CEM) credentials through the International Association of Emergency Managers, while two others are working toward this certification. Four others are certified Geographic Information Systems Professionals (GISPs). SAOEM is

working to get accredited by the Emergency Management Accreditation Program (EMAP).

As part of the SAOEM's community outreach, preparedness information is delivered through several avenues, including social media. The San Antonio Flood Emergency (SAFE) System (www.safloodsafe.com) and Ready South Texas (www.readysouthtexas.gov) provide information on flood safety and general hazards, respectively. Both have received state-wide acceptance as model citizen's preparedness and education programs. The SAOEM also maintains a presence on Twitter and Facebook, where pertinent safety information immediately reaches a wide audience.

The SAOEM deployed eleven members of the Alamo Area Incident Management Team (IMT) to include eight firefighters, two police officers, and one SAOEM staff to assist with Hurricane Sandy recovery efforts in New York. The group left on December 26, 2012 and worked alongside other Texas agencies to form the Lone Star IMT tasked with coordinating the collection, dissemination, and feedback of incident data from the residents of the impacted areas in New York City.

2012 Significant Events

Jan 2012-Severe Weather/Flooding

Jan 2012-Combined COSA/DOD US Marine Corps Chemical Biological Incident Reponses Force (CBIRF) Exercise

Feb 2012-Severe Weather/Flooding

Mar 2012-Tornado/High Winds (115MPH)

Apr 2012-ORR Surge (on-going for several months in 2012)

Apr 2012-Alarm Hotel Fire/Mass Care

Apr. 2012-Fiesta

June 2012-Sever Weather/Heat/Mass Care

July 2012-Severe Weather/Flash Flooding

Aug 2012-Airport Bomb Threat

Aug 2012-3 Alarm Warehouse Fire/I35 and 410

Aug 2012-Flooding/District 4

Aug 2012-West Nile Virus Outbreak Coordination

Aug 2012-Sever Weather/Heat/Mass Care

Aug 2012-Gas Leak/Middle School Evacuation

Sep 2012-JBSA CBRNE exercise

Oct 2012-USAA/COSA full-scale exercise

Nov 2012-SAOEM full-scale COOP exercise

Nov 2012-Rock n Roll Marathon

Dec 2012-Operation Exodus

Dec 2012-Severe Weather/Freeze/Mass Care

Dec 2012-Incident Management Team (IMT) Deployment Hurricane Sandy

Dec 2012-Full-scale Point of Distribution (POD) exercise

Devastation after superstorm Sandy. The hurricane arrived October 2012 and destroyed thousands of homes. Some much needed volunteer help and expertise was provided by eight SAFD members.

SAFD and SAPD personnel in a press conference after returning from their recovery efforts in New York.





Firefighters at the Studio 6 fire, April 2012. The blaze soon became a third-alarm fire and more than 100 firefighters were needed to bring the fire to an end.



Third-alarm Ball Street fire occurred in August 2012. The call was reported at 4:27 a.m. and it took 42-units and 126 fire personnel to extinguish the fire.

EMERGENCY

From the emergency responders that arrive in fire trucks and medic units to the personnel that ensure the incumbent firefighters and cadets are properly trained and responding in the safest

manner possible, Emergency Services is the largest and most recognizable Division of the San Antonio Fire Department. Emergency Services is under the direction of a Deputy Fire Chief, and includes the Firefighting, Emergency Medical Services, Training, and Safety Divisions. Within these Divisions are the special operations teams which include the Technical Rescue Team, Hazardous Materials Response Team, Medical Special Operations Unit, Aircraft Rescue Firefighting and Wildland Response Team.

Emergency Services Division was extremely active during the last year with a combination of emergency responses, trainings and community services. The Division had 306,802 unit responses in 2012, ranging from fires, medical, rescue and hazardous materials incidents to calls for assisting the public. Some of the more notable incidents included a three alarm fire in April that destroyed a three story hotel building, a three alarm fire in August that destroyed a warehouse and a major chlorine leak that occurred at a water treatment facility on the Southside of the City in June.

In April of 2012, the Emergency Medical Services Division activated a new full

time medic unit that, along with the redistribution of peak ambulance hours, served to enhance the Fire Department's delivery of medical service to the community. This unit was placed at Fire Station 1 in an effort to address response times in the area with the highest density of extended medical responses, as well as to assist in reducing the heavy workload placed on existing resources in the downtown area. Additionally, the new unit was designated as a Medical Special Operations Unit (MSOU), thereby doubling the on-duty medical special operations capability.

Aside from emergency responses, a main focus for the Emergency Services Division in 2012 was incumbent training, and the men and women of the Division trained extensively. A wide variety of technical and professional development classes were offered to the staff, including Fire Instructor I, Fire Officer I, high rise, first responder, slope evacuation, driver training, wildland, structural collapse, trench and water rescue. The Training Academy also developed and conducted the first Citizen Fire Academy class in August.

The safety and accident prevention programs developed and implemented by the Safety Division in 2012 proved to be extremely effective, as the Department saw workers compensation claims go down 18% from Fiscal Year 11 to Fiscal Year 12, while claims costs went down 31% during the same timeframe. Additionally, automobile accident claims costs are down 45%.

SERVICES



FIRE OPERATIONS

The Fire Operations Division provides fire protection, rescue services, and medical first responder service to over 1.3 million citizens and responded to 120,158 calls in CY 2012.

The Firefighting Division is divided into three 24-hour shifts (A, B, and C), each shift being managed by an Assistant Chief. Firefighting Division personnel work an average 56-hour work week schedule. The City of San Antonio is divided into 8 Battalions, or response areas, supervised by Battalion Chiefs. Each Battalion Chief is responsible for leading the stations within their assigned Battalion. The Division operates 51 Engine companies, 20 Ladder companies, 18 Medical First

Responder Squads, and a variety of specialized vehicles and equipment staffed by 1,111 personnel.

Although Fire Operations personnel respond to a variety of fire related calls, such as single and multi-family structure fires, commercial fires, vehicle fires and brush fires, services include assisting the Emergency Medical Services Division in providing basic and advanced life saving care. Medical responses now comprise the majority of emergency calls for the Firefighting Division (74.57% in CY2012). All firefighting personnel are certified Emergency Medical Technicians (EMT), at the Basic level or Paramedic level. To provide a higher level of service, the Division continues to enhance the

quality of medical care delivered by providing more advanced equipment, additional medical training, and steadily increasing the number of paramedics in the Division. Starting in October 2012, in accordance with the Collective Bargaining Agreement, the paramedics in Fire are receiving a new Firefighting Division Paramedic Certification Pay to encourage them to maintain their EMT certification level at the paramedic level, instead of just the Basic Level. In addition 15 new paramedics are trained each year. Thanks to such new programs, in CY2012, the fire crew included a paramedic in 48.65% of the calls to assist EMS. This has increased from 39.27% in CY2008.



Battalion Chief Wesley West and USAA employee coordinating a fire exercise.

Training, practical exercises, and the ability to work with other agencies is critical to the Fire Department's ability to mitigate larger, all-hazards incidents. In 2012, the Department participated in a number of joint training exercises, including:

- Swift Water training with US Border Patrol.
- US Army Chemical Biological Incident Response Force (CBIRF) tabletop exercise with multiple local, state and federal agencies.
- Hazardous Materials training exercise with UTSA.
- Full Scale readiness exercise with USAA.
- Wildland controlled burn exercises with regional Fire Departments and Texas Parks & Wildlife.

Because of the training and experience of the staff plus their ability to work well with other agencies, the SAFD has been requested to assist in other states. In 2012 members were deployed to assist with emergency operations associated with Hurricane Sandy in New York.



Intensified by the wind the Studio 6 fire became a challenge for SAFD firefighters. A portion of the roof collapsed during operations.



The Ball Street fire accounted for \$9 million worth of damage. After the fire was under control, firefighters found more than 35,000 plastic pallets inside the warehouse.



SAFD firefighter during a fire exercise.



Members of the SAFD Rescue 11. They were nationally recognized for being the overall Urban Search & Rescue (USAR) winners.

SPECIAL OPERATIONS

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 services duties. The Special Operations Teams include:

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

Special Operations Teams assist with uncommon emergencies such as trench rescues, building collapses, chemical emergencies, swift water rescues, confined space and a number of other unique situations. Many of the members have been selected to participate with state and federal task forces and strike teams and have been deployed to incidents throughout the region, state and nation.

Personnel assigned to **Aircraft Rescue & Firefighting (ARFF)** are located at Fire Station #23 at the San Antonio International Airport, and at Fire Station #22 near Stinson Municipal Airport. ARFF is the lead team responsible to mitigate events that deal with in-flight emergencies, aircraft fire suppression, and passenger rescue. Personnel from this team act as the liaison between SAFD and aviation authorities on everything from exercises to actual aircraft emergencies. ARFF also serves as the liaison for other special teams during hazmat or technical rescues at either airport. This team also consists of trained Paramedics who provide medical first responder assistance at both airports.

Medical Special Operations Units (MSOU) are special teams that are a joint venture between the firefighting and emergency medical services Divisions. They are located at Fire Station 1 and 45. The mission of MSOU is to provide the highest level of medical support during high risk/low frequency events that may require specialized training to protect themselves, other responders, and victims in hazardous environments. A goal of MSOU members is the interoperability and teamwork with the other special teams so that an exceptional working relationship is forged. MSOU members have been trained to provide medical support and life saving treatment not only for the Technical Rescue Team and Hazardous Materials/Weapons of Mass Destruction (WMD) events. They are



also trained with the San Antonio Police Department to respond to helicopter operations and Special Weapons And Tactics (SWAT)/Tactical incidents. In addition, the MSOU is equipped and trained to handle Mass Casualty Incidents (MCIs) where they assist with triage, treatment, transportation, and decontamination.

Technical Rescue Teams (TRT) specialize in Urban Search And Rescue (USAR), high angle rescue, confined spaces rescue, swift water rescue, trench rescues, building collapse, cave rescues, advanced auto and big rig extrication, industrial accidents, as well as wilderness rescues. Members of the TRT complete over 1,000 hours of annual training that has led to the establishment of in-house certification programs that exceed local, state, and federal standards. Fire Station 11 and 51 house TRT members, apparatus, and equipment. In 2012, members of the SAFD Technical Rescue Team participated in, and ranked 1st, in the Urban Shield full scale preparedness exercise in Austin, Texas. Urban Shield is a national best practice exercise designed to assess the region's ability to successfully respond to and manage multiple, man-made disasters and other simultaneously-occurring emergencies.

Hazardous Materials Response Team (HMRT) members are located at Fire Station 1 and 34. The Hazmat Team responds to transportation accidents, chemical spills, and acts of terrorism involving weapons of mass destruction. They often participate in tabletop and full scale exercises with a number of other regional, state and federal agencies. The versatility and interoperability of this team has led to successful joint operations with other agencies at all levels of government. To maintain operational readiness, team members must frequently train on mitigation techniques and new technology in the Hazardous Materials field. Several team members participated in an Industrial Fire and Hazard training course in 2012.

SAFD Medical Special Operations Unit during training. This unit works closely with SAPD.

Wildland/Urban Interface Team (WUIT) members are trained to mitigate the risk and incidence of fires where wildland areas intersect urban and rural boundaries. Members have to meet national standards that consist of 544 training hours within a three month period as well as a physical agility test. This team has been tested during unified operations at local, state, and federal levels to mitigate wildland fires that have threatened life, property, environmentally sensitive areas, and critical infrastructure. A major activity for the team is educating homeowner's associations and other groups about the Wildland/Urban Interface issues that face the San Antonio community. They also conduct fuel assessments for areas at risk for Wildland Urban Interface fires. Additional personnel were added to the WUIT this year and additional training was conducted, including a specialized course presented to all Firefighting Division Battalion Chiefs that focused on protecting homes in the Wildland Urban Interface environment.



Decontamination after a Hazardous Materials response.



EMERGENCY MEDICAL SERVICES

Emergency Medical Service (EMS) Operations has a long tradition of excellence in providing emergency medical care and transportation to local area hospitals. The Division is driven by its mission of protecting lives, property and the environment, while providing life safety community education. It provides care for and defends human life against trauma related incidents and medical emergencies in the City of San Antonio and surrounding areas. In FY2012, EMS responded to 132,102 medical incidents.

The EMS Division is under the command of an Assistant Chief, who is aided by a command staff consisting of 4 Medical Shift Commanders, 16 Medical

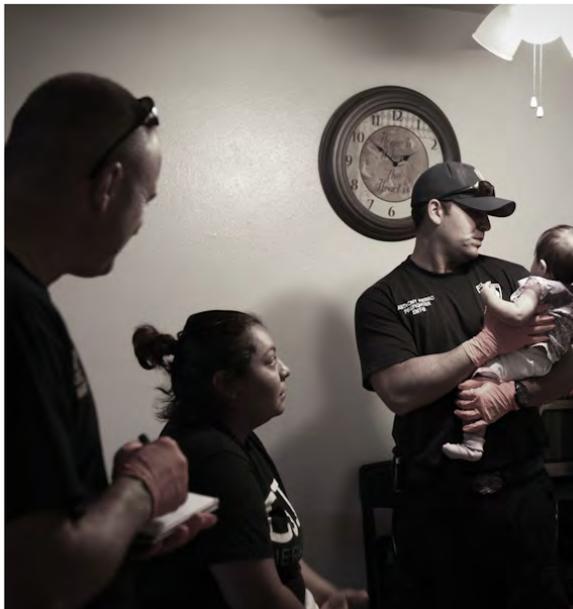
Field Officers, an Executive Officer, and 2 civilians. 33 full-time Medic Units are staffed by 371 paramedics. EMS Paramedics work a 42-hour work schedule (A, B, C, and D shifts). During periods of high call volume; as many as 8 peak Medic Units can be activated as needed. A peak unit responds to emergencies during times of high call volume. These Medic Units, or Medical Intensive Care Units, are equipped with state-of-the-art equipment.

All EMS personnel are trained to meet the standards of the National Registry for Emergency Medical Technicians (EMT) Paramedic. Education and training is directed by the University of Texas Health Science Center at San Antonio (UTHSCSA). The UTHSCSA provides initial education and meets the continuing education demands. Two Medical Directors and their staff oversee medical direction, continuing education, quality assurance, infectious control, as well as other EMS-related issues.

One improvement that was made in 2012 was the additions of 20 new drugs that EMS can administer for various life threatening conditions. The new line of drugs acutely extended the capability of emergent care provided to the citizens. New equipment carried on board the ambulances also include: the Res-Q-Guard which provides increase blood flow to the heart and an increase in blood pressure for low blood pressure, the pelvic binder which stabilizes the pelvic area and reduces further trauma to injuries, and the Compact Infusion Pump which infuses fluids, medication or nutrients into a patient's circulatory system. The paramedics now also have at their disposal a QuikClot Combat Gauze which is a homeostatic agent that emerged overall as the number one in safety and effectiveness and is recommended as the first line of treatment for life-threatening hemorrhage.

In 2012, a new full time unit was added at Fire Station 1 as a second Medical Special Operations Unit (MSOU) in complement to the Hazmat Team. This unit includes a team of specially trained Paramedics who provide advanced medical life support in situations such as Weapons of Mass Destruction (WMD) events and tactical/medical rescues through SWAT, hazardous materials exposures, and helicopter rescue operations.

In September, San Antonio EMS received the second of two regional Ambulance Buses (Ambus), the first being assigned to the City of Schertz. The Ambus can transport up to 20 patients. It is an effective and efficient solution for mass evacuation and transport of special needs patients, casualties, and others who require non-ambulatory transport.



Paramedics gathering patient information during a call



Paramedics checking the condition of an accident victim.

SAFETY



Safety Officer Captain Paul Weber



The Safety Division is responsible for ensuring that the firefighter's gear is compliant and maintained.

The Safety Division is the risk management arm of the Fire Department. It is headed by a Division Chief. A Fire Captain serves as Executive Officer and is responsible for various administrative assignments as well as oversight of much of the bunker gear compliance issues.

Three Captains, one on each shift, serve as Incident Safety Officers (ISO). Their primary duty is to act as members of the command staff at major incidents, assisting the incident commander by adding a higher level of expertise in the area of employee safety. They constantly monitor scene conditions which may pose a threat to firefighter safety; they also monitor the general welfare of the first responders. In 2012, the ISO's responded to approximately 150 incidents ranging from structure fires to vehicle accidents on high speed roadways.

The Safety Division oversees the Vehicle Accident Review Board which provides a consistent, fair review of vehicle accidents involving SAFD uniformed employees. Last year the board reviewed 120 vehicle accidents. Although the Safety Division Chief moderates the process, he has no vote and the review is conducted by a panel of the involved driver's peers. As a result of the analysis of information gathered from the review board process, the Safety Division recommended changes in SAFD driver training which focused on improving areas of the Department's accident experience. For example, maneuvering in tight spaces and turning suddenly resulted in the majority of the vehicle accidents for 2011. After the implementation of proper training tools, vehicle accidents dropped from 155 in 2011 to 116 in 2012.

A major impact of risk management analysis by the Safety Division was the reduction of work related injuries. A trending injury was to the spinal and back area of EMS personnel as a result of improper use of stretchers. In 2012, the recommendation regarding the use of power stretchers helped reduce the injuries related to stretchers by half.

The Safety Division is also tasked with the responsibility of ensuring that the firefighter's use protective clothing that is compliant and maintained according to national and state standards. In 2012, the Safety Division added a new program to the gear compliance process. This new program, headed by a Fire Captain will take care of the inspection and advanced cleaning of helmets, boots, and gloves.

TRAINING

It was a busy year for the SAFD Training Academy with more activity in 2012 than in previous years combined. The new and improved Training Academy is tasked with administering training programs to include Cadets, Probationary Fire Fighters, Transitional Training, the Officer Development Program and many more.

The academy began 2012 with 25 cadets who had an impressive desire to join the ranks. The staff uses innovative training practices coupled with progressive ideas and modifications to existing cadet training methods. The new approach to cadet training is simple: complete immersion. The cadets are exposed in SAFD vernacular from start to finish

and are drilled the concept of fire crew integrity for 25 weeks. A simulation of actual duties and ranks occurs by assigning duties by Division and group assignment. They also carry radios now and have "officers" within their fire crews. These simulations prepare the cadets for the rigors and discipline demanded by the Operations Division.

The Division identified a need for additional guidance and training in a structured environment beyond cadet graduation and the Probationary Firefighter Training Program was expanded from its solid foundation into the progressive and effective program that exists today. The Probationary Fire Fighters now report back to the Academy

each month for a test, specific training, evaluation review, and fitness training. Managing the Probationary Fire Fighters in this manner has raised the bar for initial training excellence and brought the Operations officer's valuable insights back to the Academy for consideration.

To help prevent any traffic accidents involving SAFD apparatus, the training Division now has higher standards and requirements for the Probationary Fire Fighters and for the incumbent fire fighters. Together with the Safety Division and the Operations Division, a driver's training program was created that is applicable, realistic and user friendly.



Firefighters during and after a cross-fit workout at the SAFD Training Academy. The Fire Fitness Program provides a wide array of programs and options.



Captain Roger Lopez. The Fire Fitness Program can provide a unique training routine for each



Division officers can administer the training themselves with the assistance of their Battalion Chiefs, or they can come out to the Academy and use the driver's course. The creativity and flexibility of the Driver's Training Program is a true testament of the increased demands and responsibilities as an emergency services provider.

The Fire Training Academy launched the Officer Development Program (ODP) in 2012. The purpose of the ODP is to standardize the officer training and ensure they meet national standards set by National Fire Protection Association NFPA 1021 (Standard for Fire Officer Professional Qualifications). The officers have completed the first part of phase one by being trained and successfully certifying to the level of Fire Service Instructor I. The second part of phase one, certifying to the level of Fire Officer I, is expected to be completed by all Lieutenants and above by October 2013. When phase one is completed, we will go into maintenance cycles of training for new officers and we will begin phase

two which includes Fire Instructor II and Fire Officer II for some officers.

The academy also continues to conduct additional classes within ODP similar to the Communication 101 course administered in the spring and summer of 2012.

A major addition to the programs was the CrossFit program. In 2012 the training academy became an official CrossFit Affiliate. Two classes are conducted per day Monday through Friday with an optional skills session and one class per day Tuesday through Thursday at the Health and wellness Center to all fire personnel.

While we have mentioned some of the bigger, more complicated training programs already, we have not mentioned some of the other activities that continue to occur at the Fire Training Academy on a regular basis. Our Academy continues to host our Special Operations Community in everything from high angle training, trench training, and wild land training to hazardous

materials training, derailment training, and helicopter training. We have seen interrogation classes conducted by our Arson Bureau and we have assisted with Incident Command System (ICS) training at Bluff Creek. Our Fire Training Academy is also becoming more and more involved with regional training initiatives. We have held several classes where our brother and sister fire fighters from outside agencies were invited and attended. Our commitment to regional training largely stems from our desire to better serve our community, and knowing our neighbors is yet another step in the right direction.

In an effort to directly serve the citizens of San Antonio, the Fire Training Academy implemented the Citizen's Fire Academy. The Citizen's Fire Academy is a 12 week program that exposes a class to all aspects of the department's operations and functions. The first Citizen's Fire Academy class graduated in November 2012, and it is expected to become a biannual event.

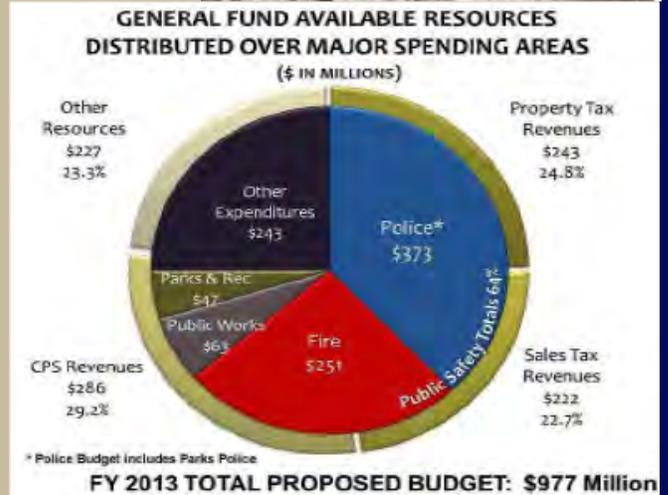




Fire Station #27 was completed in April 2012.



Fire Station #28 under construction.



ADMINISTRATIVE

The Administrative Services Division is under the direction of a Deputy Fire Chief, and includes the Public Information Office (PIO), the Planning, the Fiscal Management and Research, and the Logistics/Services Divisions. These Divisions are responsible for serving and supporting department personnel and external customers by providing the necessary administrative infrastructure required to sustain business operations. The Division also coordinates with the City of San Antonio Capital Improvements Management Services (CIMS) Department all capital projects including replacement of existing facilities including fire stations, and addition of new Fire Stations or other facilities.

In June 2012, through a re-organization, the Department introduced the new Planning Division. It is comprised of two staff and has made great progress in developing, monitoring and analyzing many performance measures and metrics. In 2012, a strategic plan effort was initiated which is expected to be brought to City Council for approval in summer of 2013. This strategic plan will require constant monitoring and annual updates.

The largest component of the Administrative Services Division is the Logistics and Services which is comprised of Fleet Management, Facilities Management, and Supplies (Fire and EMS). The Fiscal Management and Research Division is responsible for managing the Department's financial operations, budget preparation and monitoring, and conducts procurement and contracting activities. The Public Information Office handles information requests and other external communications for the department.

In 2012, we opened the replacement Fire Station 27, moved our Dispatch operations to the new state-of-the-art Public Safety Answering Point (PSAP), and moved the main administrative and support services to the new Public Safety Headquarters. The future remains bright for 2013 with the expected opening of the replacement Fire Station 28, and the new Services/ Logistics facility being constructed next to the San Antonio Fire Department Training Academy. The department is also in the design phase for the replacement of Fire Station 2 and 32. As of January 2013, the San Antonio Fire Department is actively pursuing land acquisition for Station 18 and 30, which are being replaced as part of the City of San Antonio 2012-2017 Bond Program.

SERVICES

ADMINISTRATIVE SERVICES





PUBLIC INFORMATION OFFICE

The Public Information Office (PIO) of the San Antonio Fire Department is responsible for managing the ebb and flow of information, both to the general public and to the SAFD Family.

It is headed by a Fire Engineer. The primary function of the PIO Office is to bridge information to the media concerning SAFD roles and responsibilities in the community. This information ranges from details concerning an active emergency scene to general information about the department. As varied as the information requested is, so too, the way it is gathered and disseminated. PIOs monitor radio traffic, information from the Computer Aided Dispatch (CAD) system, and website information to provide timely and accurate information to media affiliates. Dissemination includes the use of press releases, press conferences, face to face interviews, written articles and social media outlets.

SAFD PIO Christian Bove during an interview with media outlets.



Public Information Officer Deborah Foster collecting toys during the 2012 Toy Drive.



In addition to providing information to the media, the office receives dozens of calls on a daily basis from citizens throughout the community. These calls may include inquiries from how to receive complimentary smoke detectors, obtain a Fire/EMS report, or schedule an inspection of a place of business. Each call is handled with the best customer service, making the caller's experience with the SAFD a positive one.

Important activities conducted by the Public Information Office include but are not limited to:

- Open Records Request Management.
- Customer Resource Management (Updating 2-1-1 and 3-1-1 data bases).
- Organization of Ground Breaking and Grand Opening Events for the SAFD.
- Writing and producing a 30 minute show for public access called "In the Line of Fire."
- Writing and producing Public Service Announcements on a variety of topics that affect the health and welfare of the San Antonio citizens.
- Development and distribution of a monthly internal newsletter, the "Fire Department Connection (FDC)"
- Management of social media outlets such as Facebook and Twitter

During the year, many events are held to help the community. In 2012, PIO assisted in organizing the Annual Tunnel to Towers Run, the September 11th Tower Climb, the Santa Firefighter Toy Drive, and the UTSA First Responder football game.



Chief Christopher Monestier and Robert Valdez planning for the future and analyzing the 2013 SAFD tactical map.

PLANNING

The Planning Division is a new Division for 2012. It is under the direction of a Division Chief, with one assigned civilian staff. It was created for the purpose of dedicating personnel to performance measure development and monitoring, effective resource allocation, research, and long term strategy plan development. Historically, these functions were performed by multiple SAFD personnel, but all had additional assignments and duties. The addition of the Planning Division can alleviate the workload of these personnel, and more attention can be given to these important functions.

Planning has a number of duties and responsibilities such as working with various SAFD Divisions on fiscal and operational impact studies. It also analyzes response data and uses specialized computer software for new station placement and resource deployment. It develops, maintains, and monitors SAFD performance measures

and statistics often used for budget reporting, national studies and reports, and City comparisons. The Division works closely with Fire Fiscal, MIS, and the Public Safety GIS Group to retrieve cost analysis data, response data, statistics, and graphical representation with mapping.

The Planning Division is also responsible for the oversight of the San Antonio Fire Department's collaborative Strategic Plan Initiative. The first phase of the initiative began in 2012 with formal training and design concept preparation work. The development of the plan will continue well into 2013 before a final draft is approved and published. The process involved a thorough review of how other fire departments, municipalities, and City departments conducted their strategic planning process. A steering committee was formed to outline the key elements of the SAFD plan structure and provide guidance and direction.

In November 2012 a "kick-off" seminar was conducted to start the participation process. Initial goals were then developed, and personnel designated to constitute the initial teams to help formulate objectives to meet the goals. Once complete, all SAFD members will have an opportunity to participate in the initiative's development. Ultimately, all members will be working to meet the Department's goals in their daily duties.

Planning's other projects for 2012 included:

- The 2011 SAFD Annual Report.
- Santa Rosa closure impact study.
- ISO rating impact study.
- National organizations, publications, and municipality comparison survey/report requests (ICMA, NFPA, Firehouse).
- Continuity of Operations Plan (Continuity Plan: COOP).



FISCAL MANAGEMENT AND RESEARCH

The Fiscal Management and Research Division is comprised of 16 civilian personnel. It is responsible for the budget preparation and monitoring, as well as financial operations, and contract coordination of the Fire Department's General Fund Operating Budget. It is also responsible for the financial management of the Fire Watch in the Security Trust Fund, as well as the many donations and contributions the Fire Department receives, and grants not managed by the Office of Emergency Management.



The Fiscal Department supervisors during a staff meeting.

The Division is comprised of three teams:

- **The Budget Team** prepares and monitors the annual budget and supports the other Divisions in the areas of procurement, analysis, and research. It acts as a liaison with the Budget Department. In Fiscal Year (FY) 2012, the Department received an operating budget of \$241M, which included the replacement of all the 3 lead Automated External Defibrillators (AED) carried by all the non-Advanced Life Support (ALS) Fire Units, and the replacement of the remaining manual stretchers by power stretchers on the Medic Units. For FY 2013, the Budget Team was responsible for securing \$9.2M in improvements and mandates, including the replacement of the 12 Lead Monitors on all the Medic Units as well as Fire ALS Units, and the creation of 2 positions for the new Technical Services Division.
- **The Contract Coordination Team** provides contract initiation support to all the Fire Divisions, and particularly to the Services/Logistics Division. It acts as liaison with the Purchasing Division of the Finance Department. It also provides contract monitoring functions and support.

- **The Finance Team** is responsible for general ledger accounting, Accounts Payable (A/P), Accounts Receivable, procurement oversight, audit, and acts as a liaison with the Finance Department. It is responsible for ensuring compliance with the City financial Administrative Directives. It also manages the Fire Watch and all donations. In August 2012, a re-organization occurred to transfer procurement and A/P data entry from the Services Division to the Fiscal Division with 5 personnel now reporting to the Finance Team but located at the Services Facility.

In 2013, the Division is going to be re-organized through the implementation of shared services for finance, procurement, and compliance functions as part of Phase II of the City-Wide implementation of this program. This program is aimed at getting the right person in the right seat by standardizing the positions and responsibilities throughout the City.

Profile Idea: In 2012, the Fiscal Division worked with a consultant to establish a cost model for the medical response to apply for participation in the Medicaid Supplemental Payment Program. In June 2012, the SAFD received confirmation from the Texas Health and Human Services Commission for participation in this program starting on August 2011 transport month. The additional revenues for this new program are estimated at \$49K for Fiscal Year (FY) 2013 for reimbursement of costs for August and September 2011 transport months, \$1.7M for FY 2014, and \$2.8M for FY 2015.

LOGISTICS & SERVICES

Services & Logistics is comprised of 3 uniform personnel and 46 civilian staff. It is divided into five groups that each share the enormous responsibility of ensuring the San Antonio Fire Department runs like a well-oiled machine. Each group has separate goals but no one group is more essential than the other.

The responsibility for keeping all the SAFD's emergency vehicles on the road in a safe and operable condition falls to the Fleet Maintenance Section. Each year, Emergency Vehicle Equipment Technicians perform more than 1,200 preventive maintenance services on various vehicles, in addition to repairs. Along with the normal vehicle systems like engines, transmissions, suspension and brake repairs, technicians also maintain and repair fire pumps, hydraulic systems for aerial ladders, emergency lights, sirens, special equipment like the Jaws of Life and Hydraulic cutters, and other electrical and communications equipment. Fleet Maintenance is also responsible for annual engine pump test, aerial ladder testing and ground ladder testing. Fleet Maintenance is responsible for managing and/or maintaining 283 emergency vehicles and 87 non-emergency vehicles.

Supply/Logistics is responsible for the warehousing and distribution of all supplies to the Firefighting and EMS Divisions. They distribute station, fire and medical supplies to 51 fire stations. They are also responsible for the repair of small engines, medical equipment such as Automated External Defibrillators (AED) and power stretchers, and fire equipment including extrication equipment, hoses and

nozzles.

The annual testing, repair and maintenance of 521 Self-Contained Breathing Apparatus (SCBA) is a critical task carried out by three civilian Fire Equipment Protection Technicians and their uniform supervisor in the Air Management Systems group. Firefighters use SCBA to protect their respiratory systems during firefighting and HazMat operations. This group also maintains and repairs breathing air compressors, Thermal Imaging Cameras (TIC) and gas detection monitors.

The Facilities Division is responsible for repairs and maintenance at all 51 fire stations and any other SAFD facilities. It is comprised of 3 civilians and 1 uniform personnel. This includes electrical, plumbing, AC and heaters, painting, remodels, carpentry, locksmith, overhead doors, pest control, flooring, station generator repairs, grounds maintenance, and other tasks that may develop. In 2012, this group was responsible for overseeing the design and building standards and codes for Fire Station 27 which opened on April 25, 2012.

The Services Division will also add a new Facilities Manager as per the FY2013 Adopted Budget, and lead to a re-organization of the Division. This position will be responsible for the warehousing, supplies distribution, and equipment maintenance. This will not only enhance the services provided to the SAFD, but also to the citizens of San Antonio.



The new services building was built for the purpose of helping the SAFD be more efficient and take care of the needs of the department as a one stop shop.



Recruiting Chief Daniel Gonzalez talking to high school students.

Lieutenant Juan Velez during High School Day.



SUPPORT

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upport Services Divisions are committed to customer service and continuously strive to set the tone for internal customer service knowing that exceptional internal customer service will lead to exceptional external customer service. It is a great privilege to serve the dedicated and talented employees of the San Antonio Fire Department. Some key events for 2012 include the opening of the new Public Safety Answering Point (PSAP) at Brooks City Base adjacent to the City's Emergency Operations Center, a new staffing model at the Health and Wellness Center that will provide opportunities to further enhance service in 2013, and the establishment of the Technical Services Division that will

enable us to provide a higher level of support to emergency operations personnel.

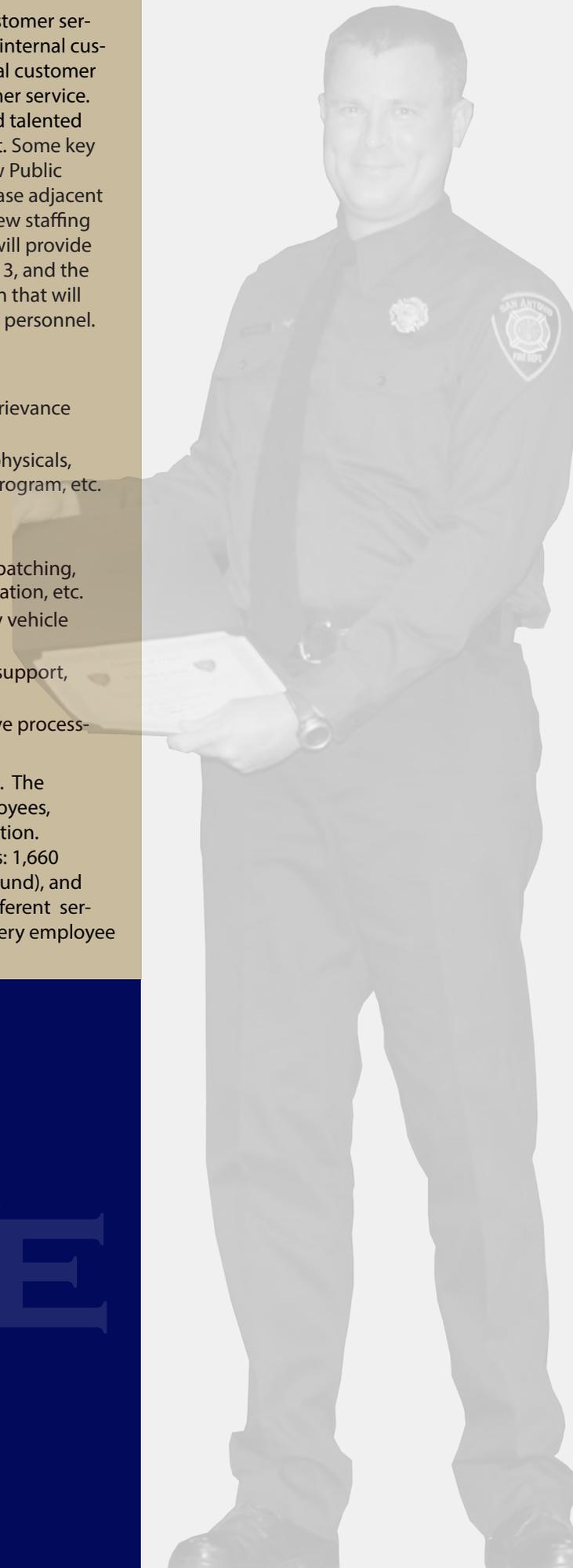
Examples of support services are as follows:

- Personnel services such as recruiting, hiring, transfers, promotions, grievance processing, worker's comp processing, employee benefits, etc.
- Health and Wellness services such as a chaplaincy program, annual physicals, nutrition services, a peer counseling program, an employee fitness program, etc.
- Information Services which include:
 - Fire Department Communications which includes emergency dispatching, emergency and non-emergency call processing, resource coordination, etc.
 - Technical Services such as radio repair and maintenance, specialty vehicle maintenance and support, etc.
 - IT services such as hardware support and maintenance; software support, emergency vehicle mobile data device maintenance, etc.
 - Payroll Services such as paycheck processing, record keeping, leave processing, etc.

The Support Services primary goal is to serve those who serve others. The Support Services team works behind the scenes to ensure that all employees, both civilian and uniform, needs are addressed from hire date to separation. The authorized number of positions for the Fire Department currently is: 1,660 uniformed positions (1,629 in the General Fund and 31 in the Aviation Fund), and 164 civilians (including 12 grant funded and 30 cadet positions). The different services offered vary, but all components are essential and beneficial to every employee as they carry out the mission of the department.

SERVICES

SERVICE





PERSONNEL SERVICES

The Personnel Services Office is a dedicated team that will assist an employee in every area of personnel administration from the start of employment with the Department, up to their retirement. In 2012, the Personnel Services Office processed 32 hires (25 of whom were Fire Cadets), 63 promotions, and 39 retirements. In addition to handling new hires, promotions and retirements, the Personnel staff coordinates or participates in: cadet orientation, uniform position management, worker's compensation processing, employee data maintenance, personnel records management, grievance processing, personnel transfers, tuition reimbursement and litigation support.

Along with personnel administration, the Personnel Services Office is responsible for organizing the bi-annual Awards and Recognition Ceremonies. These events are held in an effort to honor SAFD firefighters' accomplishments including promotions, retirements and special achievements

throughout the year.

For the past 15 years, SAFD has been using a Access-based application that was developed in-house to manage staffing, on-duty manpower, personnel, and payroll information. Through the 2012 budget process, SAFD initiated the replacement of this system to improve stability, redundancy, security, and accountability, in accordance with the industry best business practices. This new system is also expected to bring efficiencies in the callback system by using state-of-the art technology. It is scheduled to be fully implemented in the spring of 2013.

The Recruitment Division is typically the area where SAFD candidates solicit information from. It is committed to identifying and attracting well qualified Minority and Female candidates. The goal is to make the recruitment process fair and easy for the applicants. In an effort to build a workforce that better reflects the diversity of the community, the Recruitment Division partners with community

leaders, organizations, and SAFD members to communicate with targeted groups. Taking ownership and valuing diversity will enable recruits to be provided with the highest level of service that they deserve. The Recruitment Division utilizes multiple methods to help fulfill the mission including:

Advertising to communicate upcoming events and information,

Marketing to promote the opportunities that the SAFD provides,

Recruiting to inform and attract potential candidates,

Outreach to identify stakeholders within the community that will assist in the mission,

Research to continually evaluate the annual entrance exam process to help identify potential adverse impacts and improvements.

On September 3, 2012, a press release announced that a partnership between SAFD and SA Education Partnership would help with pre-examination training. In November 2012, 1,808 applicants took the entrance examination.

Year	African American	Hispanic	Other	White	Total Hires	AA/H/O as % of total hires
2007	1	31	1	63	96	34%
2008	5	36	3	52	96	46%
2009	3	34	1	46	84	45%
2010	2	34	3	39	78	50%
2011	2	23		33	58	43%
2012	1	12		12	25	52%
Total	14	170	8	245	437	44%

After a successful applicant has navigated through the initial recruitment process, including taking the written entrance examination, the candidate will then work directly with the Applicant Processing Division. The Applicant Processing's mission is to hire the most qualified individual. This phase of the hiring process can take 6 to 9 months to complete. It consists of several steps in the following order: Candidates Physical Ability Test (CPAT) at the SAFD Training Academy, Behavioral Personal Assessment, full background investigation, polygraph examination, and medical and psychological evaluation. Although this process may appear arduous and exhausting, successful completion affords the opportunity for a successful and rewarding career.



Payroll and Personnel employees during a meeting.

PAYROLL

Working closely with Personnel Services, the Payroll Office is primarily responsible for ensuring the proper payment to the 1,824 uniform and civilian employees. The Payroll Office is now located at the Public Safety Headquarters (PSHQ) building located at 315 S. Santa Rosa St, Suite 2000, along with most other SAFD administrative divisions.

There were many changes in FY 2012. First, through the approval of the FY 2012 Adopted Budget by City Council, 2 civilian positions were added to enhance segregation of duties, the reconciliation and time approval processes, and audit trail, as recommended by the City Auditor. These two civilian positions were created in conjunction with the implementation of new software as a replacement to the current in-house personnel resource management system. The Division is now comprised of 4 civilian personnel supervised by a Senior Management Analyst.

With the increase in staff, the Division was able to house a Payroll Specialist at the new Fire Station #1. This allows the Payroll Division to assist both the Shift Commanders with payroll issues and field employees with the majority of Payroll/Personnel items at one place. The central location and accessibility makes the process a simpler one, and has improved customer service.

With the city-wide implementation of the Time Administration Shared Services initiative, the responsibility for time data entry for civilian personnel was taken over by the Finance Department, enabling the Division to staff to be

dedicated to managing the payroll for uniform employees.

Since November 2011, along with MIS, Fire Command and Personnel, the Payroll Office has been working diligently with the vendor, and ITSD staff on the project for the replacement of the manpower system. It is scheduled to be fully implemented in the spring of 2013 and is expected to improve the security and audit trail for time tracking.



Rosalva Acosta, Human Resources Specialist, updating master data.



Dr. Miguel Vasquez conducting a physical of Lieutenant Todd Woodcock

HEALTH & WELLNESS

In 2012, Health & Wellness began its second year of providing medical physicals designed to provide early detection of serious medical conditions and encourage better health. The program has been modeled after the International Association of Fire Fighters/International Association of Fire Chiefs (IAFF/IAFC) Wellness-Fitness Initiative and in accordance with National Fire Protection Association (NFPA) Standards 1582. It is the goal of the Wellness Program that employees of the SAFD remain healthy and productive throughout their careers and on into retirement.

To promote a healthy and fit workforce, the Division continued to purchase fitness equipment for placement at fire facilities throughout the City. Approximately \$51,000 of fitness equipment was purchased for 33 fire facilities to allow employees the opportunity the exercise both on and off-duty. Cross fit gym equipment was purchased and installed at the Training Academy where Fitness Trainers began providing cross fit classes for employees.

Whether one-on-one or in a class of many, a Dietitian provided the information necessary to assist in addressing medical challenges, meeting weight lose goals or just to improve one's diet. In 2012, the Dietitian provided 302 diet reviews, 41 diet consults, 68 classes with fire/EMS personnel at various fire stations, and 2 cooking classes for graduating cadets.

To assist employees and their families with their emotional wellbeing, the Health & Wellness Division continued to provide several options. The Employee Assistance Program is provided by Deer Oaks and is designed to assist employees and their families with work and personal issues. A staff Psychologist advised and participated in the Critical Incident Stress Debriefing (CISD) Team, provided continual training and support for the Peer Support Program, and was also available to assist employees and their families with personal and professional issues.

The Peer Support Program (PSP) provided employees with the opportunity to talk to a fellow employee who could relate and empathize with personal or profes-

sional problems that negatively affected their work performance, family unit or self.

With the on-going promotion of complete employee wellness, including regular medical examinations, physical fitness activities, proper diet, weight management, disease risk reduction and mental and emotional wellness statistics show a reduction in the number and severity of injuries as well as, reductions in the costs associated with on-duty injuries in terms of worker's compensation claims, overtime, backfill and high-class pay.

The transition of wellness staffing from contracted to in-house was initiated with the hiring of our Fire Department's Wellness Physician in July 2012, followed by two nurses in October and December 2012. The Wellness Physician is responsible for providing annual physicals and stress tests to all firefighters. The new in-house staffing plan enabled to not only address infection control, but also enhance office capabilities and ultimately, customer service.

PUBLIC SAFETY ANSWERING POINT

In January of 2012 the SAFD Communications Division moved to a new location, the San Antonio Public Safety Answering Point, or PSAP, at Brooks City Base. Approximately twenty thousand square feet in size, the new PSAP is a modern, state-of-the-art facility, which was built with an eye on the future. Additionally, the building was designed to be able to expand the Dispatch portion by another 50%. Each of the personnel occupies a work console that is ergonomically designed to be suitable for 24-hour use.

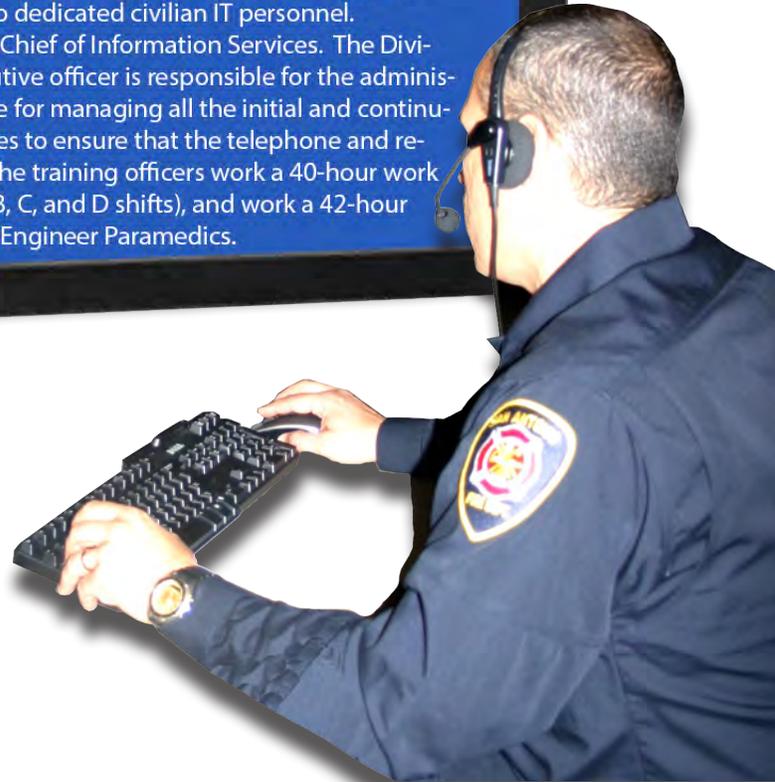
While 2011 was the break-in year for the new Computer Aided Dispatch System (CADS), 2012 was a year for improvement and refinement. Unlike many agencies that rely on off-site vendors for much of their CADS administration, the SAFD Communications Division has trained an internal staff of highly motivated individuals as CADS Subject Matter Experts (SME), in addition to ITSD personnel. They include eight dispatchers, Communications supervisors, and two dedicated civilian IT personnel.

The SAFD Communications Division is lead by the Assistant Chief of Information Services. The Division's supervisory group consists of six Lieutenants. The executive officer is responsible for the administrative duties of the Division. The training officer is responsible for managing all the initial and continuing education needs and serves as liaison with outside agencies to ensure that the telephone and recording systems are maintained properly. The executive and the training officers work a 40-hour work schedule. The four other Lieutenants are shift supervisors (A, B, C, and D shifts), and work a 42-hour work schedule like the daily staff which consists of eleven Fire Engineer Paramedics.

Each of the personnel has been formally trained in Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD). Crews provide round-the-clock service to any external customers, 911 callers, and to any internal customers. All of the personnel are required to have EMS field experience. The SAFD Communications Division also has a cross-trained staff that maintains and operates the SAFD Command Bus in coordination with the Technical Services Division.

In addition to the call-taking and dispatch duties, the Communications Division is also responsible for:

- Monitoring and managing SAFD resources.
- Providing a dedicated tactical dispatcher to working structure fires and other large incidents.
- Communicating with outside agencies, such as CPS or Red Cross, on behalf of field personnel.
- Monitoring the Heat Index and adjusting response levels – the number of responders to specific incident types.
- Providing medical information to hospitals, care providers, SAPD, and other approved outside agencies, as appropriate.



SAFD dispatcher James Gonzales receiving a call.



In January 2012, the SAFD and SAPD moved to the new Public Safety Answering Point location at Brooks City Base.

TECHNICAL SERVICES



Different vehicles used by the Technical Services Division

The San Antonio Fire Department Technical Services Division is an all hazards team that specializes in deploying our state of the art mobile command & communications platforms, tactical radio communications networks, as well as land and satellite based wireless data networks, to enhance situational awareness, and communications capability anywhere that first responders may be called to provide emergency service. Additionally, Technical Services specialists are tasked with the operation and maintenance of the new Multi Patient Vehicle or Ambulance Bus.

Based out of the SAFD Warehouse near downtown SA, our team is primarily composed of SAFD Communications personnel, which are at a minimum Fire Engineers & Paramedics. Most of the team members have received additional certifications as Communications Unit Leaders COML, Communications Technicians COMT, and numerous leadership level Incident Command System ICS courses. This

allows the team members to anticipate the needs of command staff, from all public safety disciplines.

For FY13, funding was approved for 1 Fire Lieutenant and 1 civilian project manager. The remaining team members are detailed as needed on special assignment, to attend training, perform vehicle & equipment maintenance, and respond to real world emergencies and planned events. Some of the planned events include the Fiesta Battle of Flowers and Night Parades, MLK march, Rock & Roll Marathon, USAA & CPS Annual disaster drill, and the Texas Division of Emergency Management Conference.

Technical Services personnel have deployed the Command Bus to and assisted with numerous multiple alarm structure fires, Wildland fires, Hazardous Materials incidents, and other large scale events such as the evacuation of the San Antonio International Airport due to a bomb threat. The Command Bus and Communications trailer automatically respond to 3rd alarm fires, but may respond to smaller incidents at the request

of the incident commander.

Technical Services personnel also assist & do routine training with SAPD, STRAC, Bexar County, and the Texas Department of Public Safety, who each have various mobile command and communications platforms. SAFD Technical Services recently hosted a 3 day regional communications training exercise for the Texas Department of Public Safety. Approximately 50 communications personnel from the region & state participated. The event was a huge success and plans for an annual multi agency training evolution are in the works.

Operating large specialized apparatus requires specialized driver training. The SAFD Technical Services Division has partnered with the driving instructors at the Texas Department of Public Safety Emergency Vehicle Operations Center, and has developed an extensive driver safety program that is custom tailored for our Command Bus and Ambulance Bus. All Technical Services Engineers have attended the driver training in the AMBUS, and will also attend in the command bus in the near future.

The Technical Services Division members receive specialized training to drive a variety of apparatus.



MANAGEMENT INFORMATION SYSTEMS



MIS employee Tony Felan assisting SAFD members on their computer issues.

The Management Information Systems (MIS) Division is an internal support Division of the SAFD. During 2012, the division went through a re-organization due to the city-wide implementation of the Information Technology Shared Services initiative. MIS staff members applied for and were assigned shared services positions within the City of San Antonio Information Technology Services Department (ITSD) that were specific to SAFD. MIS is now comprised of 11 personnel who provide hardware, software and network connectivity support to the fleet, stations and other work locations of the San Antonio Fire Department.

By the end of 2012, the SAFD had opened a new Public Safety Answer Point (PSAP) and a new Public Safety Headquarters (PSHQ) that are joint SAPD/SAFD facilities. Additionally, SAFD also opened fire station # 27 as a replacement station. MIS worked with the Capital Improvement Management Services architects and construction managers to ensure the proper wiring is laid into the building to support the phone, data and Station Alerting needs of the crews housed there.

Additionally, MIS supported the mobile fleet of approximately 71 front line fire apparatus and 41 frontline EMS units. The mobile fleet utilizes a Mobile Data Computer (MDC), a rugged computer with a cellular modem, to run the mobile Computer Aided Dispatch (CAD) application. The CAD provides the Fire and EMS companies with pertinent information for the incidents to which they are responding.

In the EMS units, the paramedics also utilize a field-ready laptop, also called penpad, with internal cellular modems to create and document the Electronic Patient Care Report (ePCR) that documents the treatment provided to patients and to gather data necessary to prepare the invoice for services rendered. This data is also transmitted to the Texas State Trauma Registry.

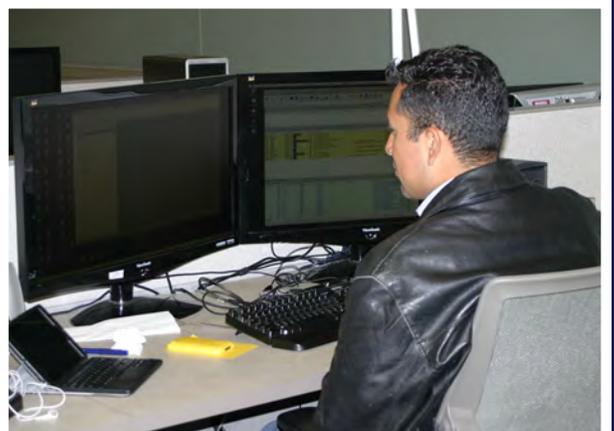
MIS also provides support for the Records Management System used by firefighters that includes sections for National Fire Incident Reporting (NFIRS) and PrePlans. Other sections are still in development and will be rolled out as they are tailored to the specific needs of the SAFD. For every request for service that the fire department sends a unit, a NFIRS report is completed. These reports are exported and sent to the state Fire Marshal's Office for an annual report of service.

Finally, MIS supports on a daily basis all the users of computer based systems. MIS personnel also create the report queries and statistics that are used to monitor the SAFD's use of resources and response capabilities. MIS utilizes Geographical Information System (GIS) mapping analysis for such purposes as station location in reference to response time, apparatus optimal locations, and fire trend analysis.

Cesar Gonzalez, analyzing the various calls being received.



Lam Nguyen, MIS specialist gathering the monthly fire calls.





Arson Investigator Bertha Soto visiting a fire scene in order to determine the cause of the fire.



Chief Randy Jenkins and Sparky during the 2012 poster contest award ceremony.



SAFD inspector during a routine inspection.

FIRE FIRE PREVENTION

F

ire Prevention's primary goal is to prevent the loss of life and property. This goal is accomplished through inspection, investigation, code enforcement and education. The Division, including the Arson Bureau, is comprised of 44 uniform personnel and 5 civilian staff led by an Assistant Chief who also serves as the City's Fire Marshal. The Fire Marshal and his immediate staff, as well as the Arson Bureau moved into the new Public Safety Headquarters in September 2012. Fire Prevention and the Special Events staff led by two District Chiefs remained at the Development Services Department building located at 1901 S. Alamo.

The three Divisions under Fire Prevention are:

- Inspections
- Arson Bureau
- Community Safety & Education.

The Community Safety and Education Division includes the Special Events and Special Inspections Office.

A new program this year for the Fire Prevention Division is the formation of the hazardous Materials (Hazmat) Inspections Team. This team is dedicated to inspect only hazmat locations all over San Antonio. Since March 2012, the team has performed 436 hazmat inspections and 59 hazmat storage tank reviews.

Looking forward to 2013, with the approval by City Council in December 2012 of the Boarding Homes Code Amendment Ordinance, the fire inspections Division will receive an additional Fire Engineer position solely responsible for inspecting boarding homes.

PREVENTION





INSPECTIONS



Lieutenant Ruben Cabello inspecting a food booth during Fiesta.



SAFD Inspection Division is located at the one-stop and is under the supervision of Chief Matias Jimenez.

The Fire Inspection Division continued to expand its services in 2012. Total number of inspections in 2012 was over 25,000, up from 24,000 in 2011. A pilot program was established in November 2012 to allow for additional after-hours inspections. This program aims to improve City development and services. Review of this pilot program will occur in April 2013 to analyze its effectiveness in improved customer service, and decide on its continuation or modification.

Fire Inspection is also responsible for enforcement of the Fire Code that the City of San Antonio adopts based on the

International Code Council's International Codes. The 2012 codes, with the associated amendments, were approved and adopted by City Council in December 2011 and went into effect on March 1, 2012. Along with the Fire Code, the building code and all other "International" codes were also reviewed and approved by City Council. Improvements and updates in all of the codes allow firefighters and other inspectors to provide the greatest life safety benefits to the citizens of San Antonio which is one of main goals. Another goal of the Inspections Division is to protect the lives of the citizens that occupy the many structures in

this great City while also protecting the safety of Firefighters that respond and enter these structures during emergency situations.

Providing excellent customer service is paramount for the Fire Prevention Division. Service delivery enhancements were developed at the Permits desk to improve the ability to streamline intake responsibilities to meet the growing needs of the customers. Upgrading computer hardware systems with the addition of printers and scanners also allowed for increased efficiency and expedient review of plans and issuance of permits.

ARSON BUREAU

The Arson Bureau has been a part of the San Antonio Fire Department since 1970 and is a Division of Fire Prevention. The primary goal of the Arson Division is to determine the cause of fires when requested and conduct a criminal investigation when the cause is determined to be arson.

Arson Investigators are firefighters who apply for a position and are selected to join the ranks of the Arson Bureau and attend the San Antonio Police Training Academy to become Texas Peace Officers within the Division. Every year they complete the continuing education requirements for the Texas Commission of Fire Protection (TCFP) and twice the required continuing education for the Texas Commission on Law Enforcement Officers Standards and Education (TCLEOSE).

In 2012, the Arson Division responded to over 500 calls for service and greater than 50% of those were determined to be arson. 47 criminal cases were filed with the District Attorney's Office for prosecution. The Arson Division has a clearance rate of 19%.

In 2012, Arson became fully staffed with 16 uniformed positions and 1 civilian managed by a Fire Captain, for a total division staff of 18. There are two arson investigators who are also polygraph examiners and the Department plans to add another polygraph examiner next year. The ability to conduct these exams is valuable not only for the criminal investigations that the Arson Division conducts but allows Arson the flexibility to fulfill the many requests for polygraph exams from SAPD and other law enforcement agencies.

The K-9 Team, K-9 handler Investigator Justin Davis and Accelerant Detection Canine, Kai, began operation in late 2010 and are now well established. They average 40-60 calls per year and provide support to the Bexar County Fire Marshal's Office on a mutual aid basis. The team also visits area schools throughout the year to raise awareness about fire safety and the Fire Department's role in the community.

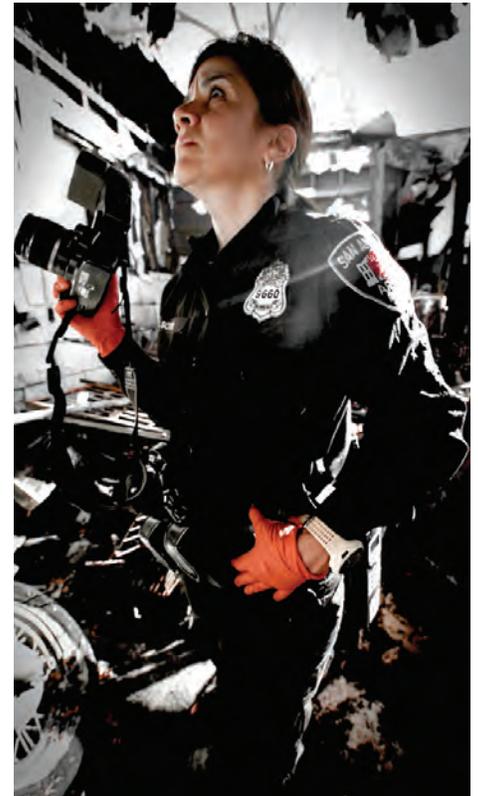
In cooperation with SAFD Administration, Local 624 International Association of Fire Fighters, and the Training Division, Investigators Randy Reyes and Bertha Soto have researched

and developed a lesson plan about the dangers of DWI/DUI. The presentation focused on the consequences of DWI, transportation options, and employee assistance programs (EAPs) that are available. They gave this presentation to all civilian and uniformed personnel on all shifts in a five week period.

The Arson Division is no longer located at the SAPD Central Substation, it moved in September 2012 into the Public Safety Headquarters with the SAFD Administration.



Arson Investigator Noe Saldana visiting the scene of a fire.



Arson Investigator Bertha Soto collecting evidence to determine the cause of a fire.



SAFD mascot Sparky and Home Depot mascot Homer united for a good cause on Oct. 2012.

Fire Chief Hood receiving the keys of the new and renovated SAFE House.



COMMUNITY SAFETY AND EDUCATION

Community Safety and Education is responsible for many of the community outreach programs for the San Antonio Fire Department. It receives some of its funding by networking with corporate citizens to receive donations for several projects and programs. Some of these projects and programs include fire drills, community safety talks and demonstrations, smoke/carbon monoxide detector trainings and fire extinguisher trainings. Other on-going demonstrations include the San Antonio Fire Education (S.A.F.E) House and Sparky the dog.

The annual fire safety poster contest has been a tradition for over twenty years. Over 300 posters were received from students throughout Bexar County. In 2012, thanks to generous donors, SAFD was able to honor the winners and two of their family members to a day at Fiesta Texas.

Another great program offered to the community is the S.A.F.E. House program. It was revitalized in 2012 with the help of the Greater San Antonio Builders Association and Stadlers Custom Homes. Nearly 70,000 San Antonio residents received fire safety education in the S.A.F.E. House.

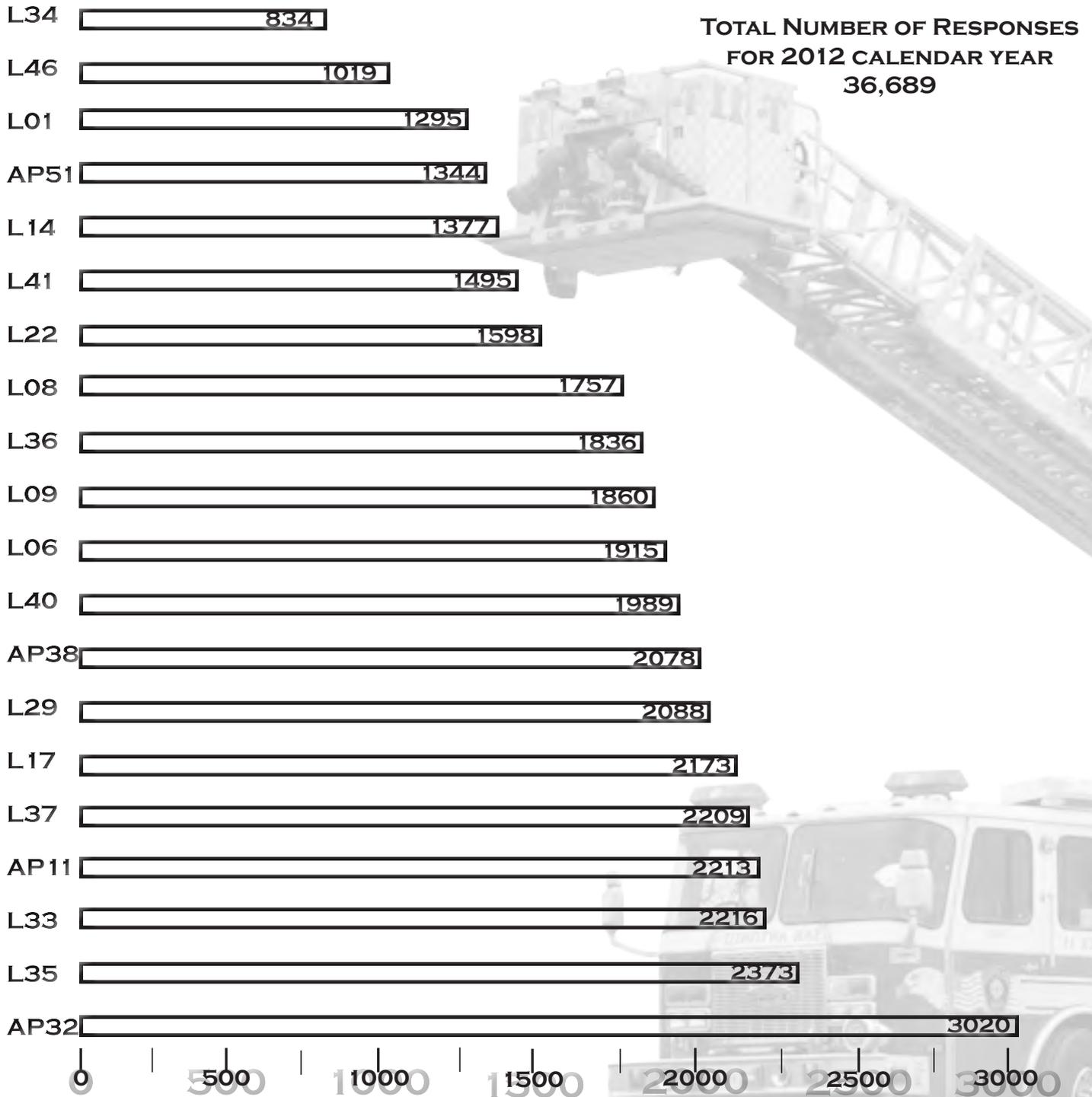
The Community Safety Division uses antique fire trucks as part of an outreach program geared towards students and their family. There are two antique fire trucks in the fleet. The Independent Insurance Agents of San Antonio agreed to fund all restoration of the 1956 Mack Fire Pumper for any community education efforts. Industrial Brakes and Clutch is assisting the restoration by donating labor costs and finding parts for our antique trucks. This project was started in 2012 and is expected to be complete in February 2013. These two trucks are used at safety fairs, school

events, and ceremonial events including funerals.

San Antonio is known for its hospitality. Throughout the City, on a daily basis, you can almost always find an entertainment event, conference or other assembly gathering for visitors and citizens to enjoy. The Special Events Office is responsible for the inspection of these venues to ensure public safety. They ensure that permits are pulled and inspect fire protection systems at locations such as the Convention Center or the Alamodome. They also review submitted diagrams to ensure that means of egress are maintained. They are accountable for night club inspections, pyrotechnic displays and food booth inspections. During 2012 nearly five thousand inspections were conducted by the Special Events staff.

STATISTICS

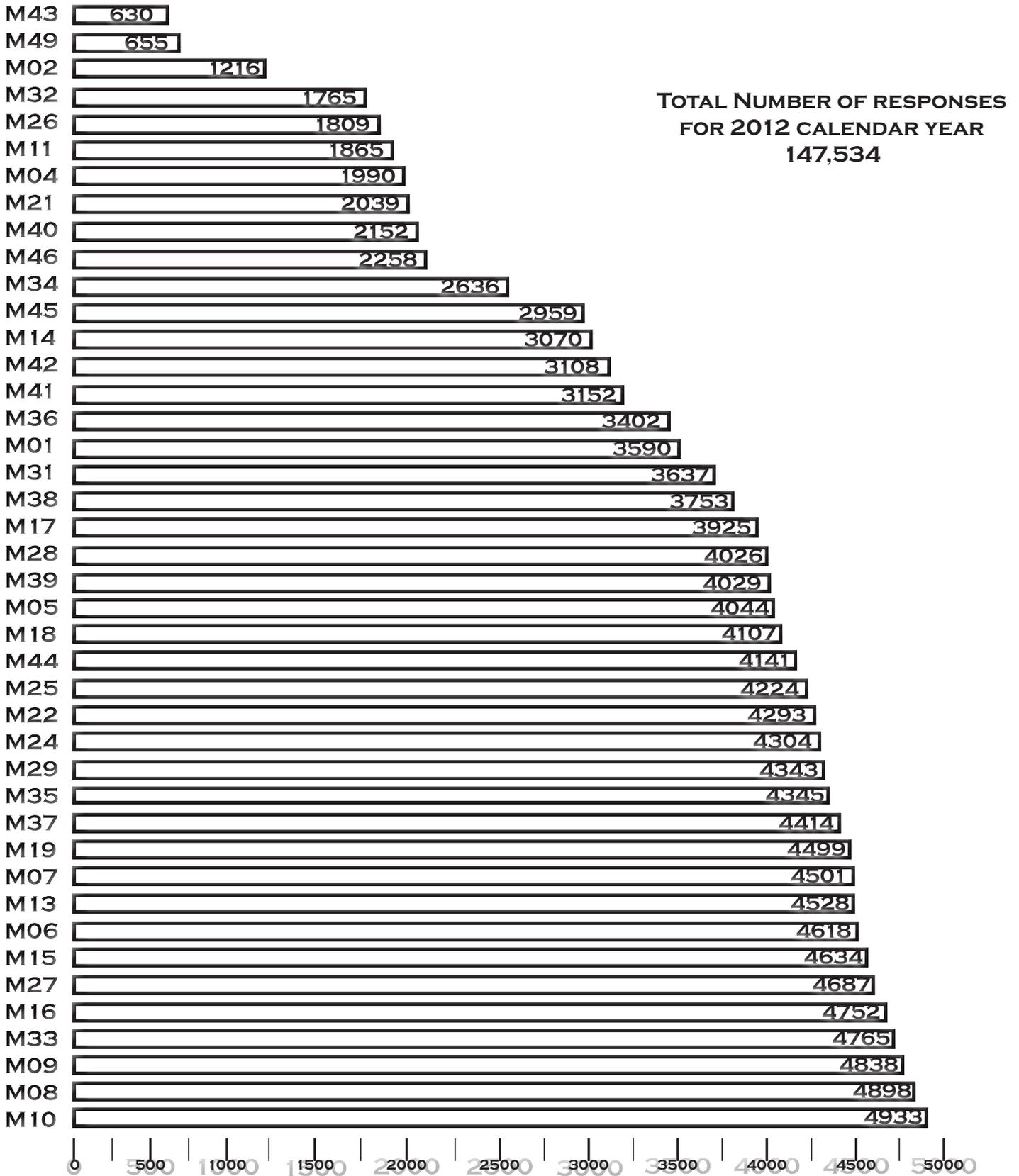
NUMBER OF RESPONSES BY LADDER UNIT LADDERS STATISTICS





NUMBER OF RESPONSES BY MEDIC UNIT

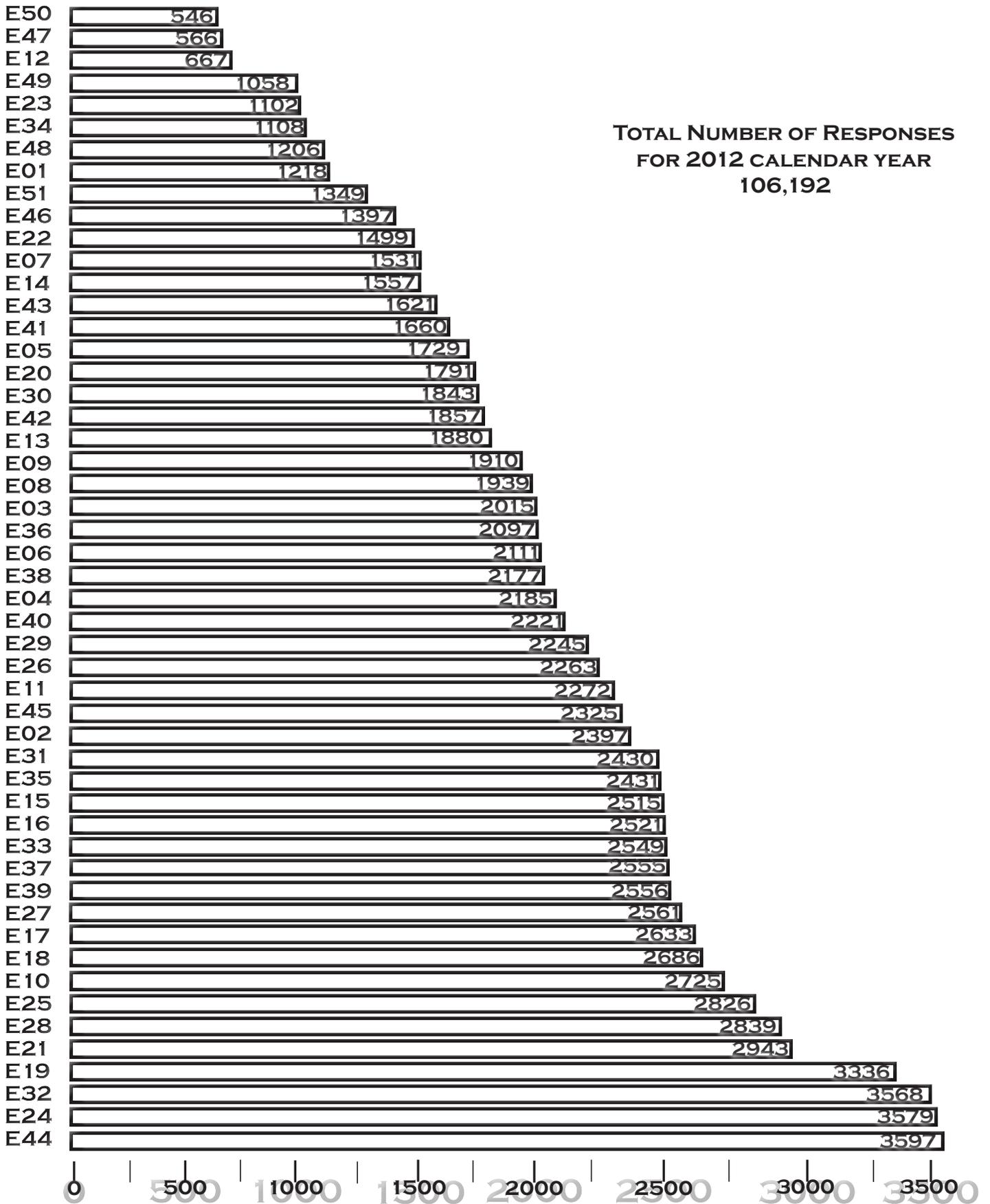
MEDIC STATISTICS





NUMBER OF RESPONSES BY ENGINE UNIT

ENGINE STATISTICS





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