

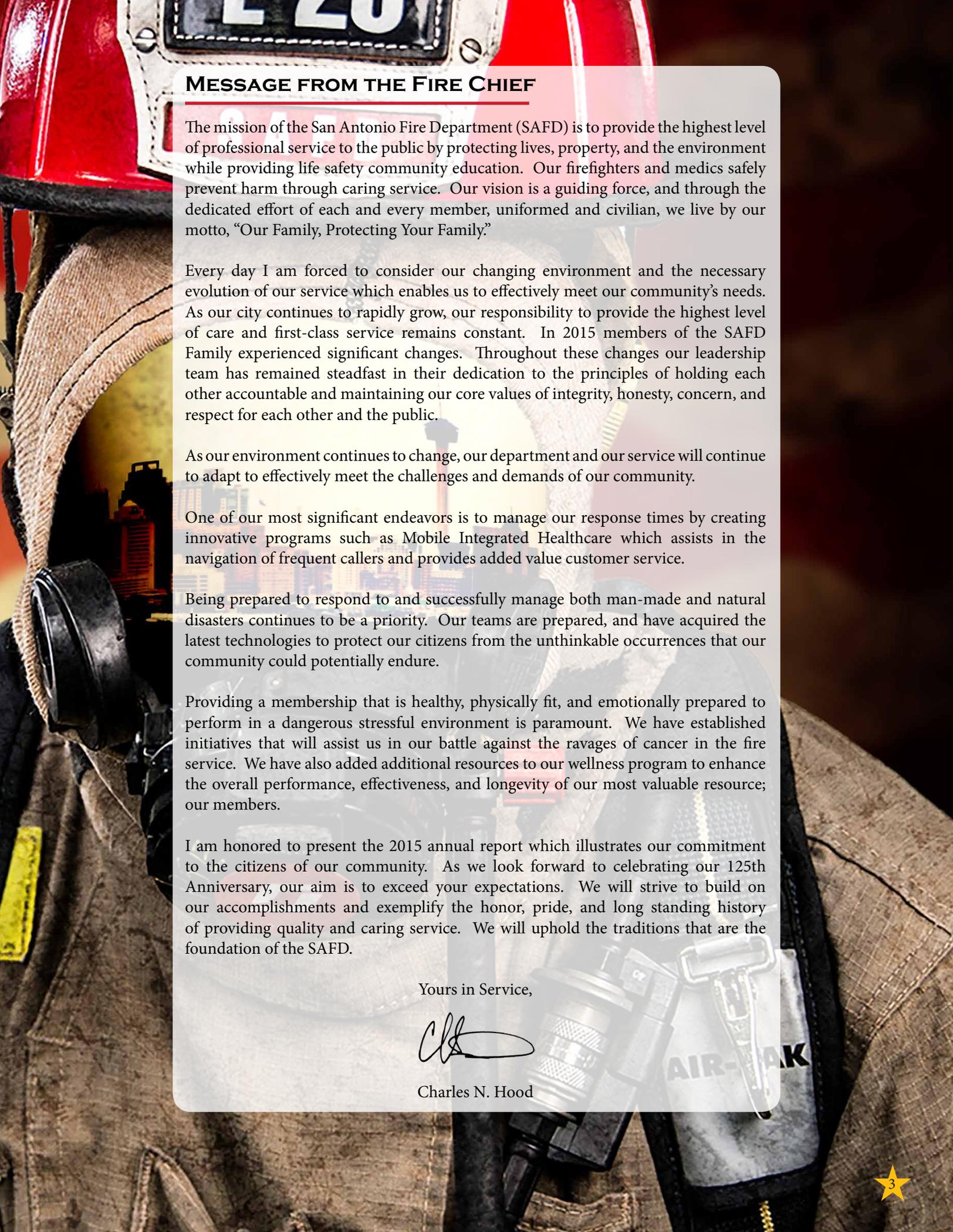


HONOR ★ DUTY ★ COURAGE

ANNUAL REPORT 2015

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MESSAGE FROM THE FIRE CHIEF

The mission of the San Antonio Fire Department (SAFD) is to provide the highest level of professional service to the public by protecting lives, property, and the environment while providing life safety community education. Our firefighters and medics safely prevent harm through caring service. Our vision is a guiding force, and through the dedicated effort of each and every member, uniformed and civilian, we live by our motto, "Our Family, Protecting Your Family."

Every day I am forced to consider our changing environment and the necessary evolution of our service which enables us to effectively meet our community's needs. As our city continues to rapidly grow, our responsibility to provide the highest level of care and first-class service remains constant. In 2015 members of the SAFD Family experienced significant changes. Throughout these changes our leadership team has remained steadfast in their dedication to the principles of holding each other accountable and maintaining our core values of integrity, honesty, concern, and respect for each other and the public.

As our environment continues to change, our department and our service will continue to adapt to effectively meet the challenges and demands of our community.

One of our most significant endeavors is to manage our response times by creating innovative programs such as Mobile Integrated Healthcare which assists in the navigation of frequent callers and provides added value customer service.

Being prepared to respond to and successfully manage both man-made and natural disasters continues to be a priority. Our teams are prepared, and have acquired the latest technologies to protect our citizens from the unthinkable occurrences that our community could potentially endure.

Providing a membership that is healthy, physically fit, and emotionally prepared to perform in a dangerous stressful environment is paramount. We have established initiatives that will assist us in our battle against the ravages of cancer in the fire service. We have also added additional resources to our wellness program to enhance the overall performance, effectiveness, and longevity of our most valuable resource; our members.

I am honored to present the 2015 annual report which illustrates our commitment to the citizens of our community. As we look forward to celebrating our 125th Anniversary, our aim is to exceed your expectations. We will strive to build on our accomplishments and exemplify the honor, pride, and long standing history of providing quality and caring service. We will uphold the traditions that are the foundation of the SAFD.

Yours in Service,



Charles N. Hood

OFFICE OF THE FIRE CHIEF

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. The Department consists of 51 fire stations and operates the second largest General Fund Operating Budget in the City. Our first responders provide service to well over 1-million citizens and visitors and our response area covers over 460 square miles. SAFD responded to over 167,000 emergency incidents in 2015 with medical emergencies accounting for more than 80% of total calls.

ACHIEVEMENTS

- 2015 Fill the Boot total (\$220,026.15)
- Groundbreaking for new Fire Station 32
- SAFD underwent reorganization
- New HAZMAT vehicle for Fire Station 1 and 34
- Created Division Chief position, Public Safety Answering Point (PSAP)
- Created Division Chief position, Tactical Services
- Graduation of 2015 Alpha Cadet Class
- Graduation of 2015 Bravo Cadet Class
- Wellness program enhanced with over \$98,000 worth of new fitness equipment distributed between fire stations and our Wellness Center
- Over 24,000 fire inspections conducted
- Approximately 1500 medical physicals administered

RECOGNITIONS

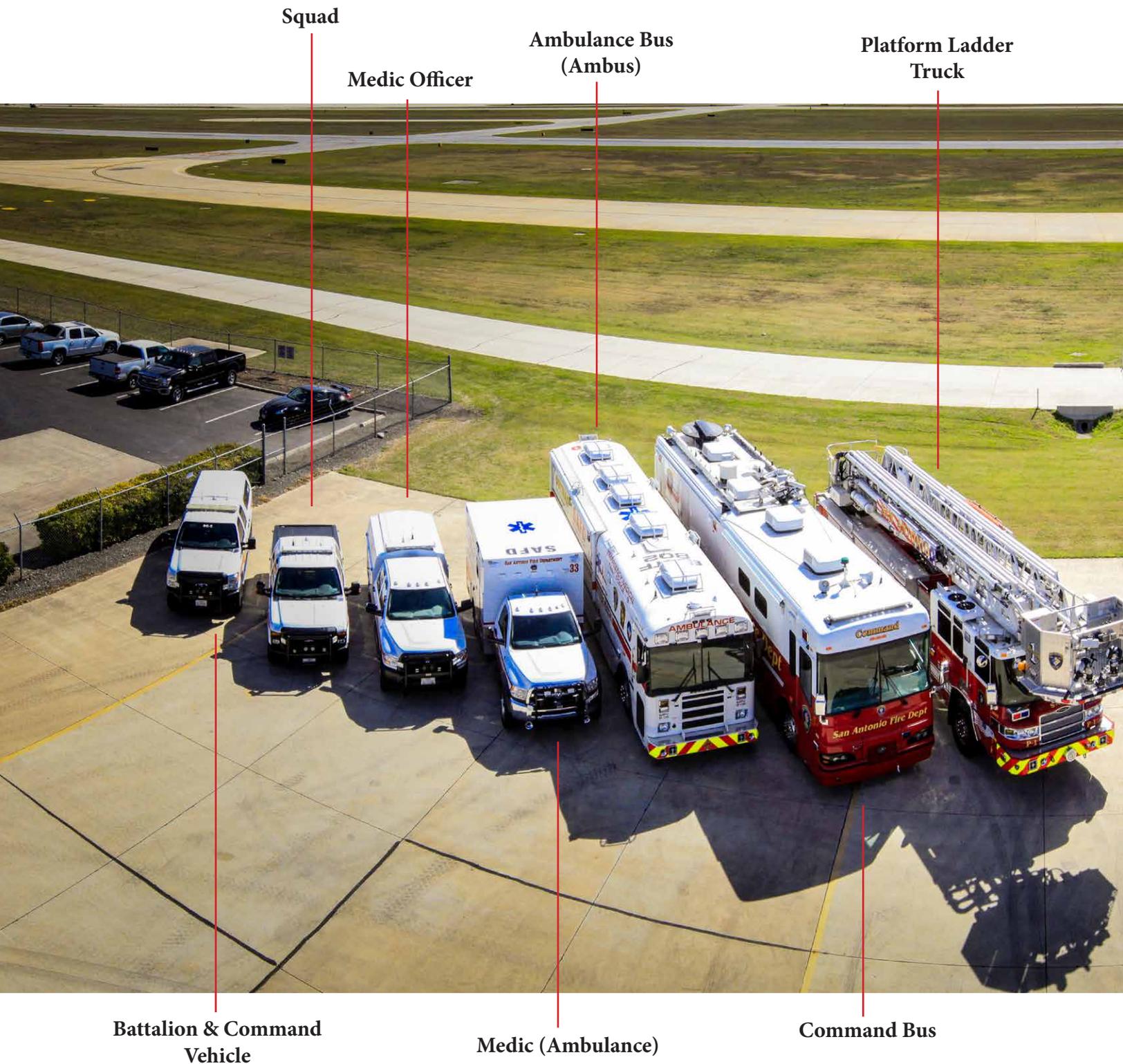
- Commendation: Crew from Engine 28 for their actions on 28 December 2014 (Wedgewood Fire)
- Captain Christopher Casals, Engineer Christopher Fink, Firefighter Roland Castro; Firefighter Omar Mercado
- American Heart Association 2015 Mission: Lifeline EMS Gold Level EMS Award
- Deputy Chief David Martinez retired after 35 years of service
- SAFD appointed its first female Deputy Chief, Yvette Granato
- San Antonio Office of Emergency Management received Honorable Mention recognition for the Individual Community Preparedness Award presented by FEMA
- Competed against Portland, Pittsburgh and Edmonton and selected to host the 2018 Metro Fire Chiefs Conference

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 Response 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
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 Pre-sa 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 Maltzberger Road	78216	1	1987	Engine, Platform Ladder Truck, Squad, Medic
18	1463 South W. White Road	78220	2	1956	Engine, Medic
19	2307 Vance Jackson Road	78213	1	2011	Engine, Medic, Battalion Chief, Stationary Air Compressor
20	3347 South 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

Station Number	Address	Zip Code	Council District	Year Built	Resources Available
26	4140 Culebra Road	78228	7	1987	Engine, Mobile Air Compressor
27	1538 Hillcrest	78228	7	2012	Engine, Medic
28	15 Burwood Lane	78216	1	2013	Engine, Medic, Safety Officer
29	827 Hot Wells Boulevard	78223	3	1988	Engine, Aerial Ladder Truck, Squad, Medic, Medic Officer, Mobile Air Compressor
30	919 Gembler 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 Response Team
35	7038 Culebra Road	78238	6	1974	Engine, Aerial Ladder Truck, Squad/Brush Truck, Medic
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



Heavy Rescue Vehicle

HAZMAT Response Vehicle

Brush Truck



Aerial Ladder Truck

Engine

Airport Rescue & Firefighting Vehicle



Office of the Fire Chief
Chief Charles N. Hood

Office of Emergency
Management
Division Chief Larry Trevino



Administrative Services
Deputy Chief
Carl Wedge



Firefighter Advancement,
Safety, and Training
Assistant Chief
Joe Jones

FCO
Staff

Capital Improvement
Program



Urban Services
Assistant Chief
Christopher Monestier

Research and Planning
Division Chief

Logistics/Services Division
Division Chief

Recruiting/Position Mng.
Division Chief

Applicant Processing

Training
Division Chief

Safety
Division Chief

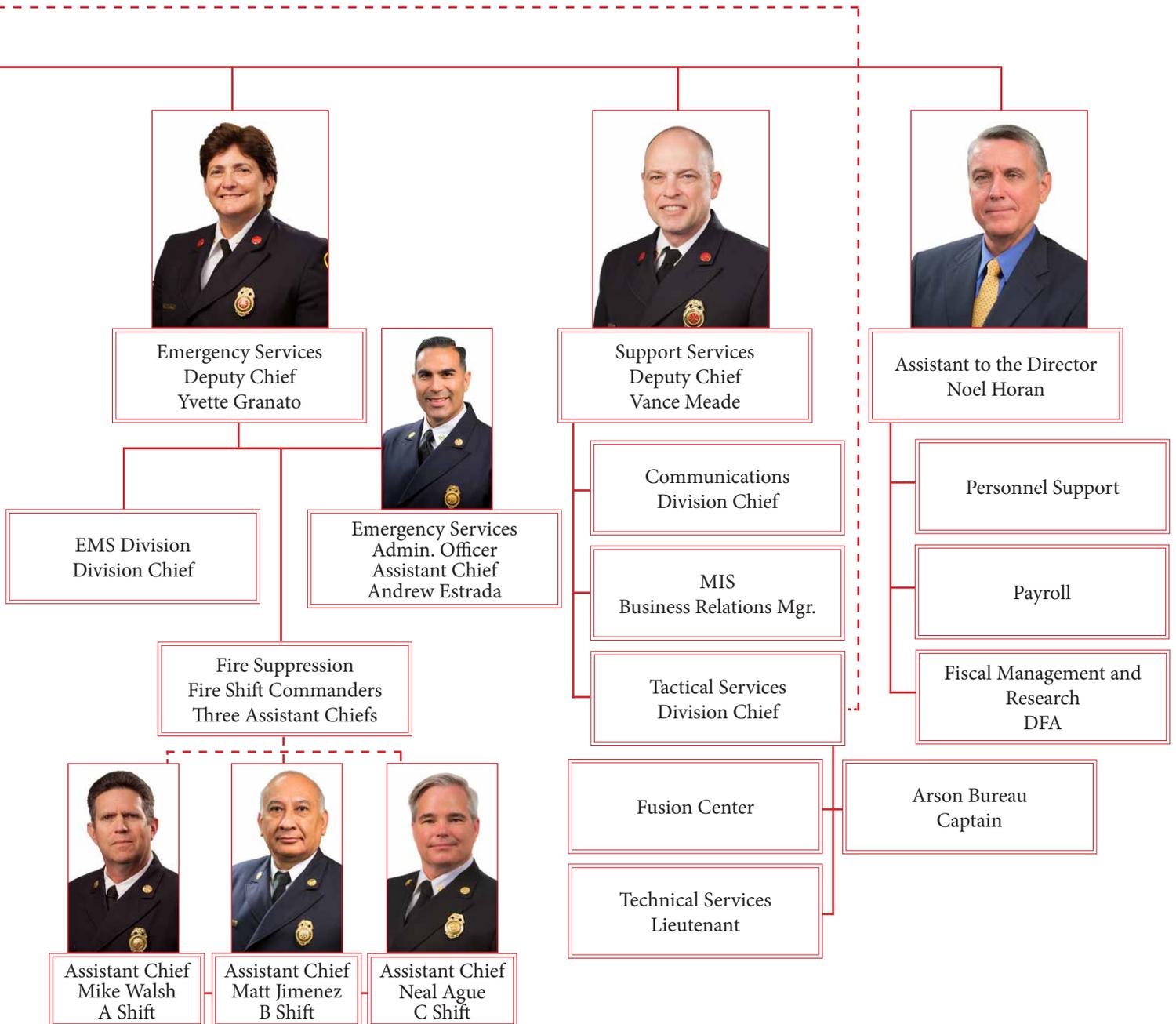
Health and Wellness
Special Projects Mng.

Corporate
Communication

Fire Prevention
Inspections
Division Chief

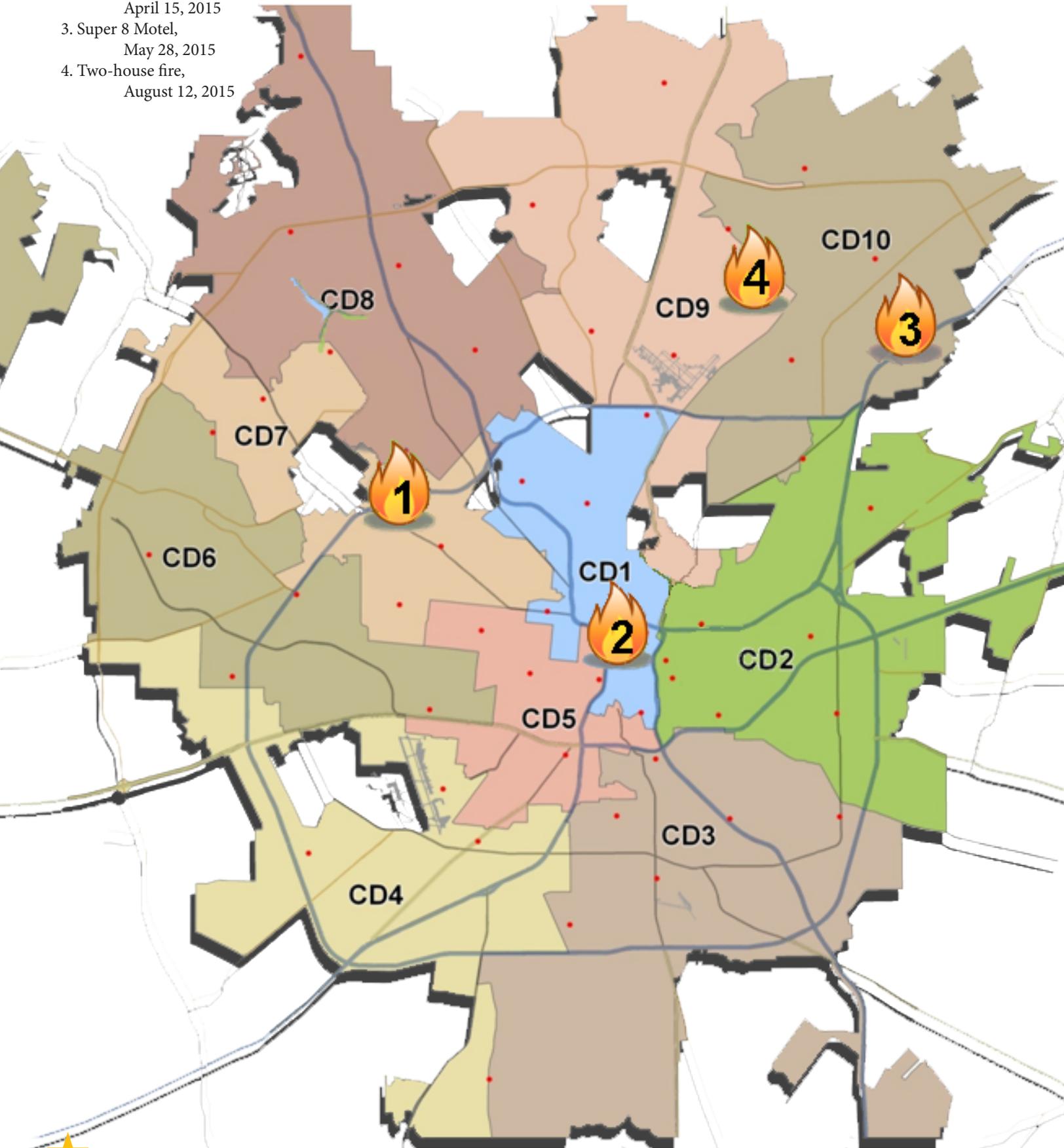
Fire Prevention
CS&E
Division Chief

SAN ANTONIO FIRE DEPARTMENT ORGANIZATIONAL CHART

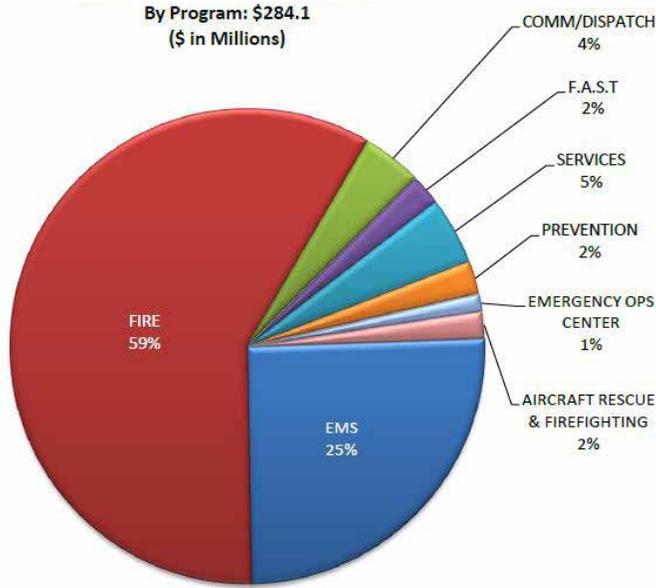


HIGH PROFILE FIRES 2015:

1. Fiesta Inn & Suites,
April 3, 2015
2. Villa Tranchese Apartments,
April 15, 2015
3. Super 8 Motel,
May 28, 2015
4. Two-house fire,
August 12, 2015

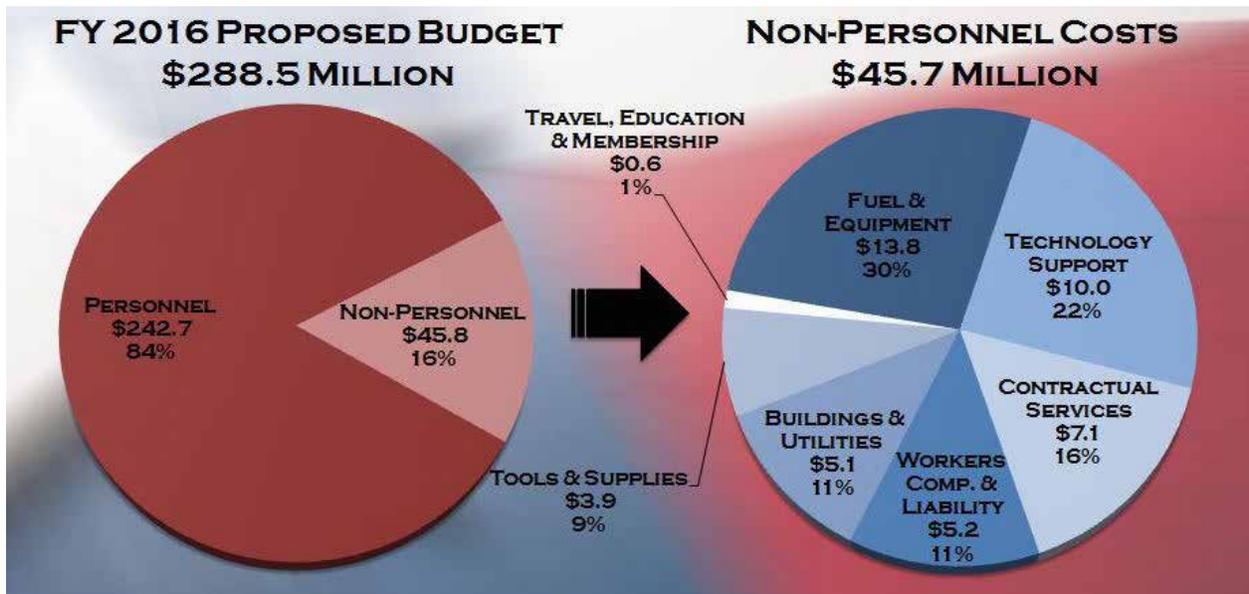


FY 2015 SAFD BUDGET BREAKDOWN



Appropriations	FY 2015 Adopted	FY 2015 Revised	FY 2015 Estimate	FY 2016 Preliminary Budget	FY 2015 Positions
General Fund	\$ 276,269,449	\$ 280,485,507	\$ 280,664,309	\$ 279,875,585	1774
Grants	1,480,723	1,480,723	1,480,723		8
Aviation Fund	5,169,038	5,135,390	5,030,161	5,119,026	31
Total Appropriations	\$ 282,919,210	\$ 287,101,620	\$ 287,175,193	\$ 284,994,611	1813

PROPOSED FY 2016 BUDGET



EMERGENCY SERVICES

OFFICE OF EMERGENCY MANAGEMENT

The mission of the Office of Emergency Management is to prevent, prepare, respond to, recover from, and mitigate all hazards, natural or man-made. Our philosophy is to build community partnerships before a disaster occurs so that we are able provide capable leadership during high stress community wide disasters while deploying highly trained emergency response forces. We are one of only a few Emergency Management agencies who meet with a large cross section of critical community partnerships on a weekly basis during the highly regarded well established coordination meeting held at the Emergency Operations Center (EOC) policy meeting room.

On September 15, 2015 the San Antonio Office of Emergency Management hosted its 6th annual Citizen Preparedness Workshop. Held each year in September, this event highlights the importance of National Preparedness Month and the need for each citizen to be prepared for a variety of emergencies. The workshop aims to better inform citizens of San Antonio and challenges them to become preparedness leaders in their family, neighborhood, and community.” This year, SAOEM introduced a new component to the workshop. Participants in past years were looking for an interactive training experience they could use to help better prepare their homes, their neighbors, and their community for disasters. For the 2015 workshop, SAOEM added a brand new training entitled Becoming an Active Bystander: Simple Steps Save Lives.

In April of 2016, the City of San Antonio launched a brand new preparedness app. The Ready South Texas app is an all-hazards overview of disaster information to help residents of San Antonio prepare, plan, and respond to disasters in South TX Area. The app allows you to share your status with selected contacts with the push of a button, receive critical emergency alerts, locate active emergency shelters, view up-to-date evacuation route maps, get the latest on news and weather and create a personalized Emergency Preparedness Plan.

FIRE SUPPRESSION DIVISION

The Fire Suppression Division provides fire protection, rescue services, and medical first responder services to over 1.4 million citizens. The division is divided into three 24-hr shifts (A,B, and C). Each shift is managed by an Assistant Chief with coordination from an administrative 40-hour Assistant Chief. The City is divided into 8 Battalions or geographic response areas with each supervised by a Battalion Chief. Each Battalion Chief is responsible for leading the stations within their assigned geographic response area. The Division manages 51 Engine Companies, 20 Ladder Companies, 18 Medical First Responders Squads, and a variety of specialized vehicles and equipment staffed by over 1,100 firefighters.

SIGNIFICANT EVENTS

December 2014	Wedgewood Fire
January 2015	Defence Support to Civil Authorities Annual Briefing (EOC)
February 2015	Ice Storm/Severe Weather Activation
March 2015	District 3 Presidents Meeting
June 2015	Neighborhood Resource Center Annual Conference National Homeland Security Conference Heat Plan Activation Joint Counter Terrorism Awareness Series (JCTAWS) Exercise
July 2015	KOA Camp Ground Evacuation/Shelter Operation
August 2015	Heat Plan Activation SAMCEE Exercise STRAC
September 2015	Sixth Annual Citizens Preparedness Workshop
October 2015	Full-scale POD Exercise (Alamo Dome) COSA/Bexar County Catastrophic Flood Exercise FAA Aviation Exercise Calumet SARA Exercise JBSA Airshow Planning and Operations
November 2015	Paris Attacks Special Coordination Meeting
December 2015	Rock and Roll Marathon



EMS DIVISION

The EMS Division is under the command of a Division Chief, with the support of an Executive Officer, four Medic Shift Commanders, 16 Medic Field Officers and two civilians. There are 33 full-time Medic Units staffed by 371 paramedics. Daily staffing may be increased by up to eight supplementary units with the activation of the EMS peak hour units which occurs during projected high volume call periods based on historical data. The Office of the Medical Director oversees medical direction, continuing education, and quality assurance and improvement.

SAEMS is a national leader in providing best practice pre-hospital medical care to the sick and injured in their critical time of need. The Division deploys highly trained medics, in top of the line vehicles, with state of the art equipment to mitigate medical emergencies. So far in 2016, EMS personnel have responded to 81,296 emergency incidents.

The San Antonio Fire Department EMS Division (SAEMS) continues to serve the citizens of San Antonio by providing excellence in customer service and improvements in medical care and transportation of patients to local area hospitals. For example, in 2015 and 2016 SAEMS received the Gold Award from the American Heart Association which is the highest award achievable for Cardio Pulmonary Resuscitation.

In 2016, SAEMS started sending all medics to a cadaver lab during continuing education where they learn new techniques in Endotracheal Intubation, Intravenous Access, Intraosseous Access, Chest Decompression, and Surgical Cricothyrotomy. Using Human Cadavers instead of mannequins gives the medics a more realistic training environment and being able to see and feel the proper anatomy allows the medics to be more proficient and comfortable performing these procedures. We have also added Rapid Sequence Intubation (RSI) to our medics skill set. RSI results in rapid unconsciousness (induction) and neuromuscular blockade (paralysis), We use this when a patient needs an advanced airway but has Trismus (lockjaw) due to having a traumatic brain injury, head injury, or elevated intracranial pressure. RSI is also used for a patient who has a gag reflex who would otherwise be difficult to intubate. This is truly a life saving procedure which requires the highest level of skill and training. All of this allows SAEMS to better serve the citizens of San Antonio.

SPECIAL OPERATIONS

The SAFD Special Operations Teams are made up of firefighters and paramedics assigned to special units that provide unique services in addition to traditional fire-fighting and emergency medical services duties. These teams are supervised by the on duty Special Operations Chief (SOC) assigned to Battalion 8 and are able to work together in concert to mitigate the worst man-made or natural disasters that affect the City and the Region.

Aircraft Rescue & Firefighting (ARFF)

The ARFF team is derived of 31 firefighters who are housed at Fire Station #23 at the San Antonio International Airport and at fire Station #22 near Stinson Municipal Airport. This team is responsible for the overall safety of the 8.5 million customers who traverse the airport each year by the mitigation of all events that deal with in-flight emergencies, aircraft fire suppression, passenger rescue and fuel and storage inspections.

Hazardous Materials Response Team (HMRT)

The HMRT is comprised of 54 firefighters assigned to Fire Station #1 and Fire Station #34. This team is the lead when dealing with chemical emergencies involving our transportation routes of highway, railway or airway, chemical spill and emergencies in business/manufacturing facilities in particular the refineries of oil, gas and jet fuel in city limits, protecting our natural resources such as the water ways of the San Antonio River and the Edwards Aquifer which is our primary water source for the city, and acts of terrorism involving weapons of mass destruction.

Technical Rescue Team (TRT)

The TRT is made up of 66 firefighters from Fire Station #11 and Fire Station #51, who specialize in Urban Search and Rescue, high angle rescue, confined space rescue, swift water rescue, trench rescue, building collapse, cave rescue, advanced auto and big rig extrication, industrial

accidents, and wilderness rescue. Additionally, 30 members of the TRT are credentialed to respond when needed to other jurisdictions as part of the Texas Task Force 1 Team, The Disaster Region 6 Team (Mainly SAFD and Austin FD), and Urban Search and Rescue for FEMA for federal emergencies anywhere in the United States.

The Medical Special Operations Unit (MSOU)

The MSOU is comprised of 29 specially trained EMS Paramedic personnel housed at Fire Station #1 and Fire Station #45. The MSOU focuses on the safety and support of medical operations in austere environments including: Helicopter Operations, Law Enforcement Operations, Hazardous Materials Operations/Weapons of Mass Destruction (WMD), Fire Support Operations, and Advanced Medical Procedures.

Wildland Urban Interface Team (WUIT)

The WUIT has 32 firefighters who are housed in different work locations and shifts within the city. The WUIT team is tasked with mitigating the risk and incidence of fires where wildland areas intersect with neighborhoods. WUIT members participate in direct fire suppression of wildland fires, which often require working closely with regional fire departments and the Texas Forest Service. All the wildland firefighters are credentialed to the standard of the National Wildland Coordinating Group and are deployed in the state through the Texas Interstate Fire Mutual Aid System (TIFMAS).



One career... Endless possibilities.

RECRUITMENT DIVISION

Our Recruitment Division is committed to increasing diversity by identifying and attracting well qualified Minority and Female candidates. The division is committed to engaging and building relations with diverse groups and individuals. The Recruitment division believes that by increasing the quality and diversity of our new firefighters, our organizations responsiveness and customer service improve proportionately. It will bring together different people from different backgrounds, who have different ways of thinking.

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. The division has established a two tiered approach - Outreach & Mentoring.

The Outreach component gets our career out there to attain "Buy-in" from an unlimited amount of networks, partnerships, organizations, and events. Focus is on developing the vision of a new definition of a firefighter today – it's not only just about fighting fire.

The Mentoring Plan is centered on building & maintaining long-term relationships with targeted candidates. Generating a real connection to our department is how legacies have formalized. Our mentorship plan will allow for free flowing information on what it takes to be a member in the SAFD. Getting to know each other will create the opportunity for identifying the right fit for the department and for the candidate.



TRAINING

2015 was a great year of transition and production at the Fire Training Academy. The FTA team worked diligently to train four Incumbent Training modules, four Officer Development Program classes, two Cadet classes, one Citizen's Fire Academy class, and daily Fire Fitness classes.

The Office of Incumbent Training developed and presented more valuable formal training modules for our firefighters. These modules for 2015 included the topics of Firefighter Survival, Reading Smoke (Modern Fire Behavior) and Saving Our Own: Taking Action Against Cancer in the Fire Service.

Additionally the Office of Incumbent Training took hold of the Probationary Firefighter Evaluation and Training program (PFET) in 2015. An increase in skills based training paired with physical exertion in full gear was introduced into the PFET program. This new approach to PFET puts knowledge, skills, abilities and fitness to the test. Skills reinforcement and acquisition of new knowledge from the experienced and highly capable ITO staff help to prepare these young new firefighters for the job.

Cadet Classes '15 Alpha and Bravo brought 23 and 44 brand new SAFD firefighters to our department respectively. These 67 total cadets worked through the many challenges they faced throughout the twenty-five week SAFD Cadet Training Program to earn their place in our proud firefighter family.

SAFETY

"PROTECTING THOSE WHO SERVE"

The purpose of the San Antonio Fire Department Safety Division is to provide for the safety of all uniformed personnel by delivering the highest level of safety based internal customer service. The Safety Division is lead by five Captains and one Division Chief. In FY15 the Safety Division implemented our Acting Safety Officer program which supplements the San Antonio Fire Department with twenty-one trained and certified Safety Lieutenants.

Safety Captain Program

The goal of the Safety Captain Program is to provide dedicated safety based resources for our front-line personnel. This is accomplished by providing permanent Safety Captains assigned to each of three shifts. All Safety Captains are certified in NFPA 1521, Standard for Fire Department Safety Officer.

Bunker Gear Program

The goal of the San Antonio Fire Department Bunker Gear Program is to meet the requirements for the selection, care, and maintenance of fire fighting protective ensembles in order to reduce health and safety risks associated with improper maintenance, contamination, or damage. All division personnel are certified in NFPA 1851, Standard on Selection, Care and Maintenance of Protective Ensembles.

Cancer Prevention Program

The goal of our Cancer Prevention Program is to provide our members with the education and equipment necessary to help reduce the risk of developing cancer. The Safety Division Executive Office serves as our department's subject matter expert in the field of cancer and in the Fire Service. The Safety Division has provided new resources for cancer prevention, including two hoods for each Firefighter, bunker gear testing protocol, face and neck wipes, and prevention posters for each station.

Vehicle Accident Review Board

The Safety Division manages the departments Vehicle Accident Review Board. The Vehicle Accident Review Board is a board of SAFD volunteers who meet to provide an unbiased review of all SAFD involved vehicle accidents. The goal of the program is to reduce the number of accidents through a comprehensive program of driver training and progressive discipline.

SAFD STRONG

Volume 2
September 2015

PUBLIC INFORMATION OFFICE

The Public Information Office (PIO) is the hub of communication and community outreach for the San Antonio Fire Department. The office is staffed by both a uniformed and a civilian PIO responsible for information dissemination and coordination of SAFD participation in events throughout the city.

Responsibilities of the PIO include:

- Maintains open and reliable communication with our media partners
- SAFD Strong: bi-monthly newsletter
- Coordinates SAFD participation in numerous events throughout the year
- Management of Open Records Request relevant to the SAFD
- Daily requests by citizens for information about the department
- Maintaining open communication between the SAFD and the Mayor and City Council
- Recognition and Commendation programs for SAFD personnel and citizens
- Management of social media applications
- SAFD website contributions
- Coordination of media relations for the SAOEM
- Development of written media to include press releases, magazine articles, brochures and other internal and external informational documents

FISCAL MANAGEMENT AND RESEARCH

The Fiscal Management and Research Division is comprised of 17 civilian employees, and is primarily responsible for management of the department's \$290 million budget. The Division's duties and responsibilities include budget preparation and oversight, financial operations, contract coordination and compliance, and special projects for the Fire Department's General Fund Operating Budget.

The Budget Team prepares and monitors the annual budget and supports various SAFD Divisions in the areas of budget oversight, procurement, analysis, and research. The Finance Team

is responsible for general ledger accounting, accounts payable, accounts receivable, procurement, audit, P-Card transactions, and serves as the SAFD liaison with the Purchasing Division of the Finance Department.

The Contract Compliance Team provides overall contract compliance and monitoring support to SAFD Divisions, particularly to the Services/Logistics Division. The team monitors over 150 contracts with a total combined value in excess of \$800 million.

The Special Projects Team is responsible for tracking contracts used by all Fire Divisions, monitoring leave types and overtime for the department, and providing assistance with various other projects as deemed necessary.

SERVICES & LOGISTICS

Services & Logistics is comprised of one uniform personnel and 45 civilian staff. It is divided into four groups that each share the enormous responsibility of ensuring the San Antonio Fire Department receives the tools, equipment and service it needs to protect the lives of our citizens and guest.

Fleet Maintenance

Fleet Maintenance is responsible for managing and maintaining 280+ emergency vehicles and 90+ non-emergency vehicles. A crew of 21 Emergency Vehicle Equipment Technicians, three Superintendents and 1 Fleet Manager opened over 4400 work orders for a variety of repairs from AC problems to full pump rebuilds and fly section replacements. They 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 responsible for annual engine pump test, aerial ladder testing and ground ladder testing.

Supply/Logistics

Supplies and Logistics is responsible for warehousing and distribution of all supplies to the Firefighting and EMS Divisions. They distribute equipment to 51 fire stations and coordinate the repair of department equipment such as small engines, Automated External Defibrillators (AED), and extrication equipment.

Air Management Systems Group

Air Management Systems Group houses two civilian Fire Equipment Protection Technicians who perform annual testing, repair and maintenance of all Self-Contained Breathing Apparatus and RIT packs. They also maintain and repair breathing air compressors, Thermal Imaging Cameras (TIC) and gas detection monitors.

Facilities

Facilities is comprised of three civilians who coordinate repairs and maintenance at all 51 fire stations and any other SAFD facilities including 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.

Through the Facilities Coordinator and with assistance from other COSA departments, Fire Stations 52 and 53 are in process. The coordinator is also involved in the design development of Fire Station 2 located at 1070 W. Villaret. Fire Station 32 is near completion which is located at 4919 Charles Katz Drive in the medical center. Fire Stations 18 and 30 are in the construction phase. These stations are being replaced with funds from the passage of the 2013 bond.

SUPPORT SERVICES

MANAGEMENT INFORMATION SYSTEMS

The Management Information Systems (MIS) Division is an internal support division of the SAFD. There are nine personnel wholly dedicated to fire support providing hardware, software, maintenance and support for multiple systems and network connectivity support to the fleet, the stations and the various work locations of the SAFD.

MIS works with the TCI-Capital Improvement Management Services architects and construction managers to ensure the proper wiring is laid into SAFD facilities to support the phone, data and Station Alerting needs of the crews housed there. In FY15, SAFD had only one fire station under construction. This was completed in CY16. In FY16, SAFD has four station rebuilds and two new stations. Preconstruction predictions are for another three rebuilt stations in FY17.

Additionally, MIS supported the mobile fleet of approximately 71 front line fire apparatus and 40 frontline EMS units. The mobile fleet utilizes a Mobile Data Computer (MDC), a rugged computer with rugged cellular modem, to run the mobile Computer Aided Dispatch (CAD) application. To support these operations, MIS supports two records management systems – one medical specific and one incident specific. There are also systems utilized within the department for time and attendance, fleet operations and maintenance, and fire prevention/inspections. MIS is working with SAFD personnel and ITSD personnel to upgrade all the applicable systems to enterprise and supported systems.

PUBLIC SAFETY ANSWERING POINT (COMMUNICATIONS)

The Communication Division, comprised of 50 uniformed personnel, is staffed with a Division Chief (Chief of Communications), one Executive Officer (1 Lieutenant), four Fire Communication Supervisors (4 Lieutenants), and forty-four dual role Call Taker/Dispatchers (44 Fire Engineers). The Chief of Communications reports directly to the Deputy Chief of Support Services.

The Communication Division serves as the information hub of the fire department, a place of convergence where data flows in and is forwarded out. Crews provide round-the-clock service to our external customers, 9-1-1 callers, and to our internal customers, SAFD field personnel. In addition, the Communication Division is responsible for many other duties including monitoring and managing SAFD resources, providing tactical a dispatcher for working structure fires and other significant incidents, and communicating with outside agencies on behalf of field personnel.

In 2015, the SAFD Communication Division began its fourth year at the San Antonio Public Safety Answering Point (PSAP) located at 8039 Challenger Drive inside of Brooks City-Base. The PSAP is a modern, state-of-the-art facility, designed to accommodate future expansion giving SAFD the ability to expand our dispatch operation twofold.

SAFD Communication Division continues to proactively explore progressive avenues of improvement. Significant progress was made this past year as these projects continue to develop, and is committed to delivering the highest level of internal and external customer service. As a Support Division, we continue to utilize and implement technology to assist our personnel in accomplishing our Mission safely, effectively and efficiently. As a team of uniformed sworn personnel, we are committed to the highest ethical standards of professional conduct, dedicated to providing for the safety and well being of our responders, residents, businesses, and visitors, and proud to be the first point of contact for those requiring emergency service in our community.

PERSONNEL SERVICES

The Personnel Services Office is a dedicated team that assists employees in every area of personnel administration from the start of employment with the Department, up to their retirement. In 2015, the Personnel Services Office processed 32 hires (22 of those were Fire Cadets), 86 promotions, and 45 retirements. In addition to handling new hires, promotions and retirements, the Personnel staff carries out the following: cadet orientation, uniform position management, worker's compensa-

tion processing, employee data maintenance, personnel records management, grievance processing, personnel transfers, tuition reimbursement, litigation support and open records requests.

The Worker's Compensation Advocacy program was implemented as a response to the needs of our injured employees, continues to guide those employees through the worker's compensation process. They are tasked with ensuring required documentation is completed and submitted in an accurate and timely manner.

PAYROLL

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

HEALTH AND WELLNESS

The Office of Health and Wellness provides multiple services to include regular medical examinations, physical fitness promotion, injury prevention, treatment and rehabilitation, as well as emotional and spiritual wellbeing programs.

Approximately 1,500 medical physicals were administered to uniformed employees to detect serious medical conditions and educate employees on ways to improve their health. To promote a fit workforce, the Department provided undated equipment for the Wellness Gym, added additional strength training equipment to the The Other Gym, and distributed 31 weight racks to 29 fire facilities to jump start the Fitness Provisions Program. Crossfit classes were conducted daily at the SAFD Training Academy and Tuesday through Thursday at the Wellness Center. Seventy-five employees participated in a tactical training class conducted by the National Strength and Conditioning Association (NSCA) and an additional twenty-five employees had the opportunity to participate in hands-on strength training conducted by Mark Rippetoe, strength training coach and author.

An Athletic Trainer (AT) was added to the Wellness family in 2015. The AT works on-site to provide ergonomic and bio-mechanical assessments that aid in the prevention of injuries, provides immediate assessment and treatment when an injury does occur and provides on-site rehabilitation that is specific to both the individual as well as their line of work.

Our staff Psychologist advised and participated with the Critical Incident Stress Debriefing Team, provided continual training and support for the Peer Support Program and also assisted employees and their families with personal and professional issues. The Employee Assistance Program by Deer Oaks provided emotional support to our employees and their family along with our Peer Support and Chaplaincy Programs.

The Office of Health and Wellness remains an effective resource to foster the Department's goal of personnel "resiliency". With our on-going promotion of "complete employee wellness", we are continuing to see not only reductions in the number and severity of injuries and exposures, but also reductions in the costs associated with on-duty injuries in terms of worker's compensation claims, overtime, backfill and high-class pay.

TACTICAL SUPPORT

The Tactical Support Division which was established in 2014 is comprised of the Arson Bureau, Technical Services, Fire-Fusion integration, Special Event Planning, and acts as the primary liaison for SAPD and Joint Base San Antonio. The purpose of the division is to enhance firefighter safety and effectiveness by improving interdisciplinary capabilities and coordination and to provide timely and accurate information by leveraging technology so that all emergency response disciplines can accomplish the mission of saving lives in this complex and changing environment.

TECHNICAL SERVICES

The San Antonio Fire Department Technical Services Division (TSD) 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, TSD specialists are tasked with the operation and maintenance of the Multi Patient Vehicle or Ambulance Bus, Fire Rehab Bus, and Mobile Command 1&2.

Based out of the SAFD Warehouse, our permanent staffing consists of one Fire Lieutenant, three civilian Project Managers, one Electronics Vehicle Technician, one shared services Radio Technician, two shared services Computer Technicians, and an on-call 11-person Strike Team comprised of Dispatchers from the Communications Division. 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.

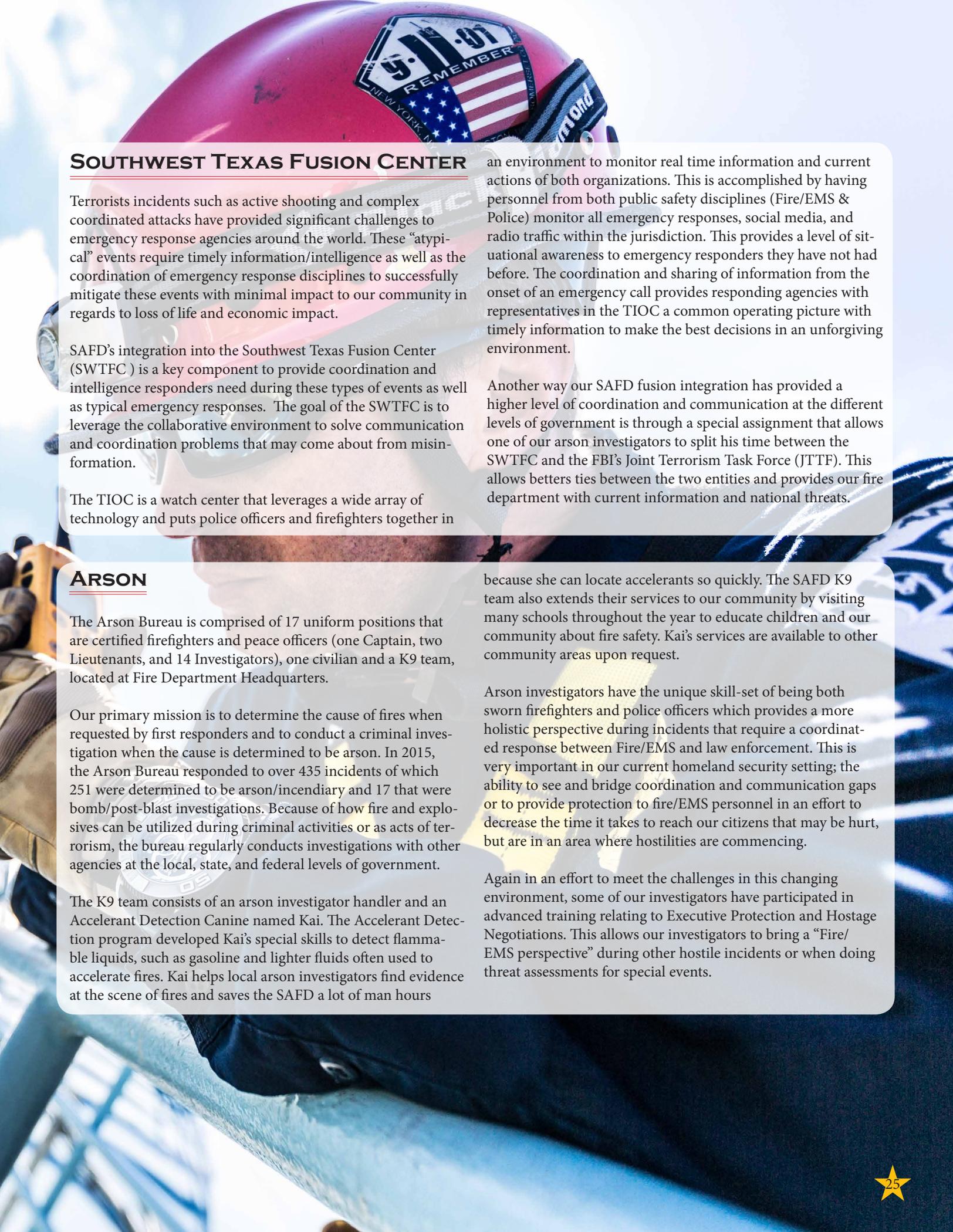
The TSD Strike Team is primarily composed of SAFD Communications personnel, who are Fire Engineers & Paramedics, but most of the team members have received additional certifications as Communications Unit Leaders (COML), Communications Technicians (COMT), and numerous leadership level Incident Command System ICS courses. This allows the team members to anticipate the needs of command staff from all public safety disciplines.

TSD Strike Team 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. 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. The Rehab bus is deployed to any structure fire that a formal rehab sector is established or requested by the IC.

TSD personnel also assist & train with SAPD, STRAC, Bexar County, and the Texas Department of Public Safety, who each have various mobile command and communications platforms allowing multiple cross training and technology sharing opportunities.

Operating large specialized apparatus requires specialized driver training. The TSD 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 (AMBUS). All Technical Services Engineers have attended the driver training in the AMBUS, and will also attend in the command bus in the near future.

Future goals of TSD are to expand our customer service capabilities that we deliver to field personnel. TSD personnel will continue to improve existing systems and seek out new technologies that will not only improve field response capabilities but will greatly improve safety through communications, data sharing, and reliability. Personnel are currently and will continually seek out the most advanced communication and technological enhancements to keep our SAFD family safe and help ensure a round-trip ticket.



SOUTHWEST TEXAS FUSION CENTER

Terrorists incidents such as active shooting and complex coordinated attacks have provided significant challenges to emergency response agencies around the world. These “atypical” events require timely information/intelligence as well as the coordination of emergency response disciplines to successfully mitigate these events with minimal impact to our community in regards to loss of life and economic impact.

SAFD’s integration into the Southwest Texas Fusion Center (SWTFC) is a key component to provide coordination and intelligence responders need during these types of events as well as typical emergency responses. The goal of the SWTFC is to leverage the collaborative environment to solve communication and coordination problems that may come about from misinformation.

The TIOC is a watch center that leverages a wide array of technology and puts police officers and firefighters together in

an environment to monitor real time information and current actions of both organizations. This is accomplished by having personnel from both public safety disciplines (Fire/EMS & Police) monitor all emergency responses, social media, and radio traffic within the jurisdiction. This provides a level of situational awareness to emergency responders they have not had before. The coordination and sharing of information from the onset of an emergency call provides responding agencies with representatives in the TIOC a common operating picture with timely information to make the best decisions in an unforgiving environment.

Another way our SAFD fusion integration has provided a higher level of coordination and communication at the different levels of government is through a special assignment that allows one of our arson investigators to split his time between the SWTFC and the FBI’s Joint Terrorism Task Force (JTTF). This allows better ties between the two entities and provides our fire department with current information and national threats.

ARSON

The Arson Bureau is comprised of 17 uniform positions that are certified firefighters and peace officers (one Captain, two Lieutenants, and 14 Investigators), one civilian and a K9 team, located at Fire Department Headquarters.

Our primary mission is to determine the cause of fires when requested by first responders and to conduct a criminal investigation when the cause is determined to be arson. In 2015, the Arson Bureau responded to over 435 incidents of which 251 were determined to be arson/incendiary and 17 that were bomb/post-blast investigations. Because of how fire and explosives can be utilized during criminal activities or as acts of terrorism, the bureau regularly conducts investigations with other agencies at the local, state, and federal levels of government.

The K9 team consists of an arson investigator handler and an Accelerant Detection Canine named Kai. The Accelerant Detection program developed Kai’s special skills to detect flammable liquids, such as gasoline and lighter fluids often used to accelerate fires. Kai helps local arson investigators find evidence at the scene of fires and saves the SAFD a lot of man hours

because she can locate accelerants so quickly. The SAFD K9 team also extends their services to our community by visiting many schools throughout the year to educate children and our community about fire safety. Kai’s services are available to other community areas upon request.

Arson investigators have the unique skill-set of being both sworn firefighters and police officers which provides a more holistic perspective during incidents that require a coordinated response between Fire/EMS and law enforcement. This is very important in our current homeland security setting; the ability to see and bridge coordination and communication gaps or to provide protection to fire/EMS personnel in an effort to decrease the time it takes to reach our citizens that may be hurt, but are in an area where hostilities are commencing.

Again in an effort to meet the challenges in this changing environment, some of our investigators have participated in advanced training relating to Executive Protection and Hostage Negotiations. This allows our investigators to bring a “Fire/EMS perspective” during other hostile incidents or when doing threat assessments for special events.

URBAN SERVICES

The Urban Services Division is lead by an Assistant Fire Chief and is responsible for three major functional areas: The Office of the Fire Marshal, Community Safety and Education, and Fire Prevention Inspections. Combined, the division conducted over 24,000 inspections for 2015. Major accomplishments for 2015 include the addition of a high-rise inspector with the development of a high-rise inspection program and the passage of a retroactive fire sprinkler ordinance requiring all high-rise buildings to become fully sprinklered.

OFFICE OF THE FIRE MARSHAL

As the Authority Having Jurisdiction (the AHJ), the Office of the Fire Marshal is responsible for maintenance and enforcement of the adopted International Fire Code with Local Amendments. In association with the Development Services Department, the office reviews code modification requests to provide acceptable alternative methods of compliance. Representatives attend pre-construction meetings with the design and construction community and its stakeholders to ensure building projects are designed and constructed to the adopted codes. Duties also include reviewing temporary or permanent street closures that potentially affect life safety or SAFD response.

FIRE PREVENTION INSPECTIONS

The Fire Prevention Inspections team is lead by a Division Chief and is responsible for inspections on all newly constructed buildings for certificates of occupancy, fire systems testing and commissioning, and general code compliance. Administrative work for the group includes collaboration with Development Services and the Office of the Fire Marshal to ensure code compliance through plan review and code development. The 2015 International Fire Code was adopted in January 2015 and took effect May 1, 2015. The group inspects various existing buildings for fire code violations through case investigations. With a divisional re-organization in 2015, the Inspections group took oversight of the boarding home inspection program and the hospital and healthcare inspection programs.

PLANNING AND RESEARCH

The Planning and Research Division is responsible for monitoring and analyzing performance measures, effective resource allocation, annexation analysis, and creation and maintenance of the departments Strategic and Operational plans. The Division also presents quarterly performance reports to the Budget Office and the City Manager's office. They are responsible for all survey requests and share data with entities inside and outside the city on a regular basis.

In 2015 a considerable amount of time was spent conducting resource analysis for the city's potential annexation areas, as well as beginning the process of pursuing departmental accreditation.



COMMUNITY SAFETY AND EDUCATION (CS&E)

Community Safety and Education is led by a Division Chief and has three areas of responsibility: the HAZMAT Inspection Program, Special Events, and Community Safety and Education.

HAZMAT Inspection Program:

The HAZMAT Inspection Program ensures that occupancies that store or use hazardous materials are inspected on a regular basis. The inspection team also reviews design plans and permits for above and below ground storage tanks in addition to any hazardous materials permits for new construction. The goal of this program is to improve firefighter and community safety by utilizing the permitting and review process and by providing regular inspections of these potentially hazardous locations.

Special Events:

The Special Events Office is responsible for the inspection of entertainment events, conferences and other assembly gatherings for visitors and citizens to ensure public safety. The office has been ensuring the safety of firefighters, visitors and workers through code enforcement, maintenance of emergency egress, ensuring life safety systems are operational, and the enforcement of fire watches when required.

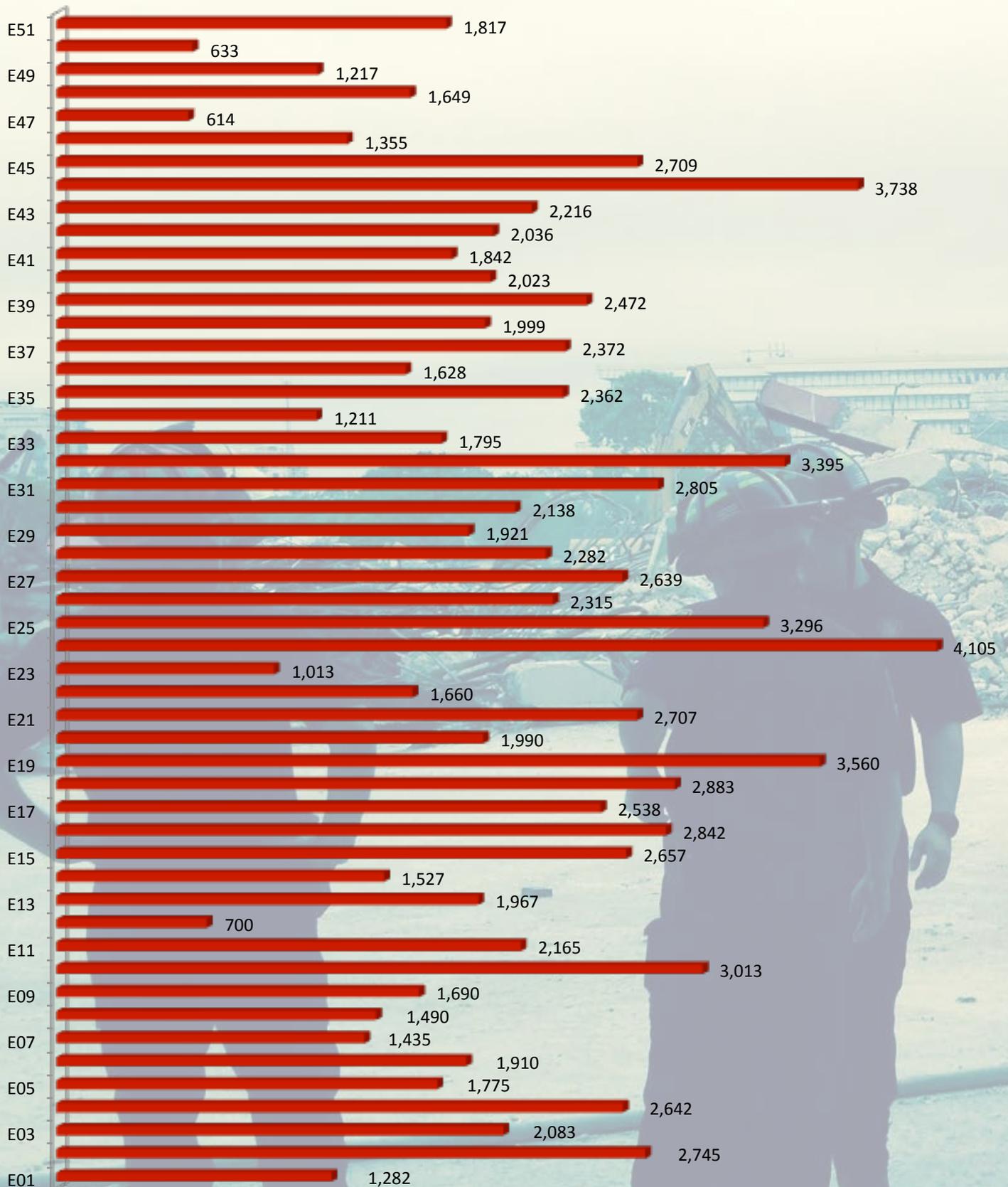
Community Safety and Education (CS&E):

An effective community, safety, and education program is a cost effective, customer service method to fulfill the mission of the fire department. CS&E is responsible for an annual poster contest, an annual Health and Safety Fair and the Leaders in Fire Education (L.I.F.E.) school program with the Texas Burn Survivor Society. New duties for the division include the oversight of the school inspection program and the high-rise inspection program. The team conducts inspections, fire drills and provides valuable life safety education for the business community through these valuable outreach programs.

STATISTICS

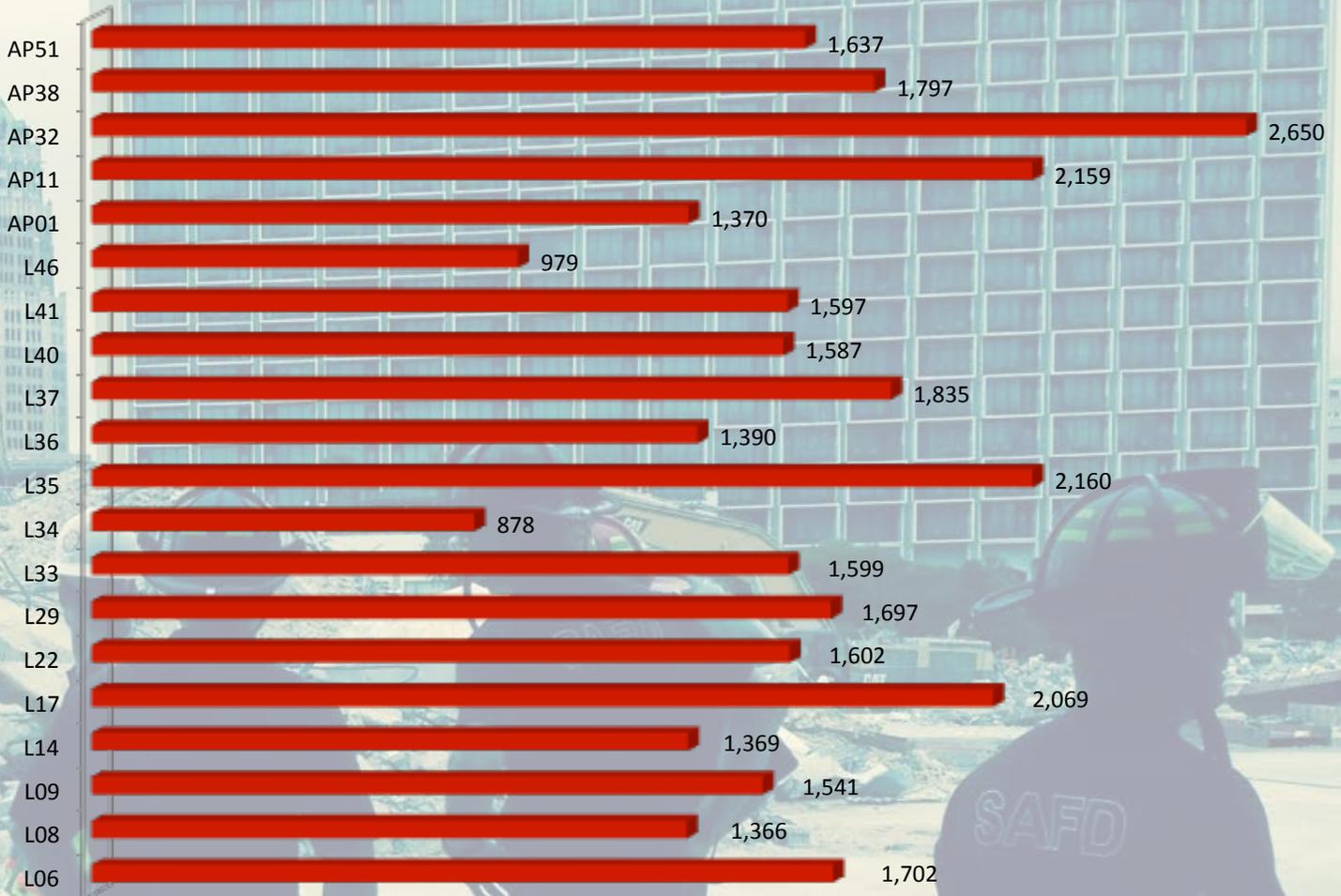
ENGINE

TOTAL NUMBER OF RESPONSES 2015:
108,858



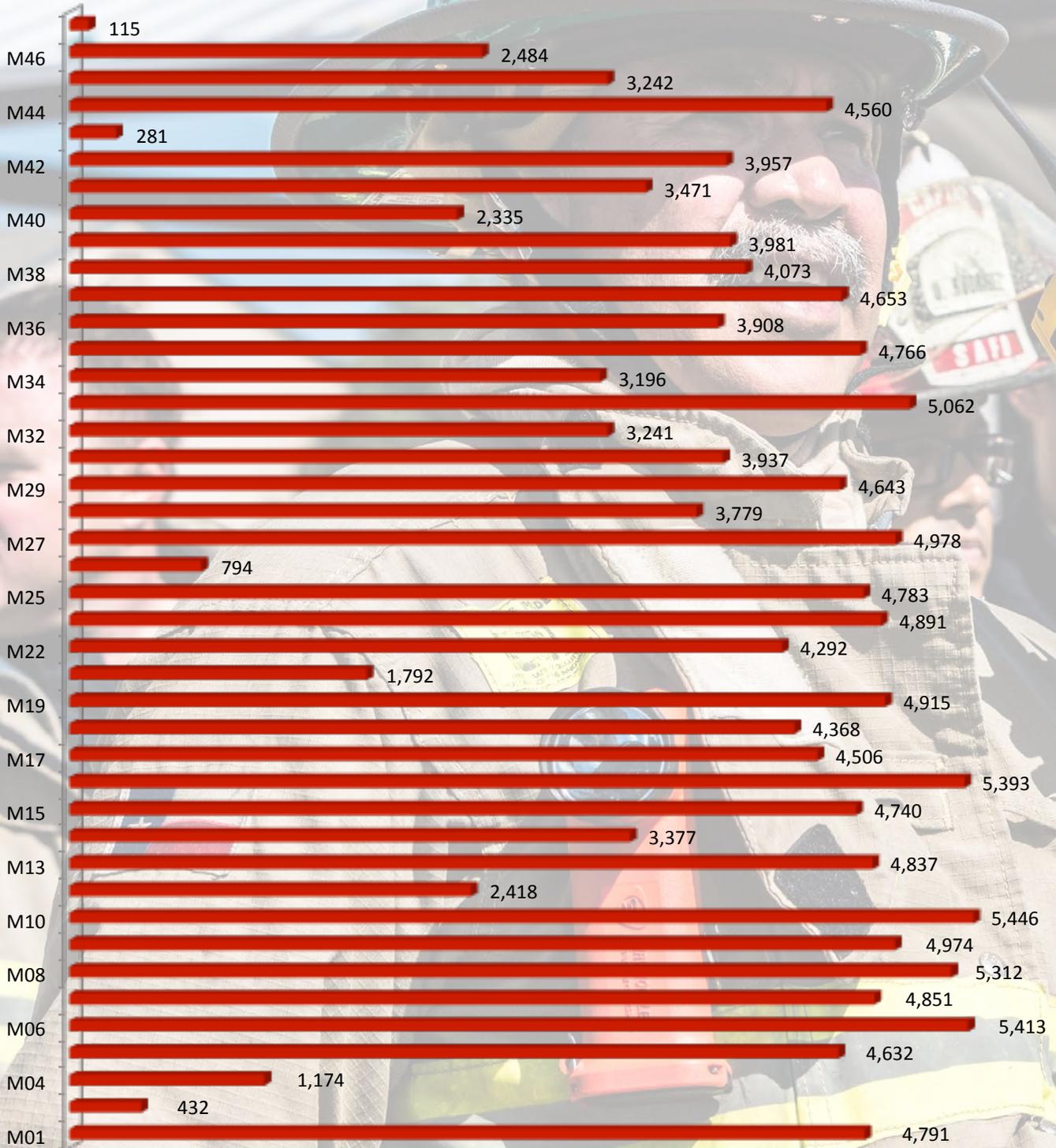
LADDER/PLATFORM

TOTAL NUMBER OF RESPONSES 2015:
32,984



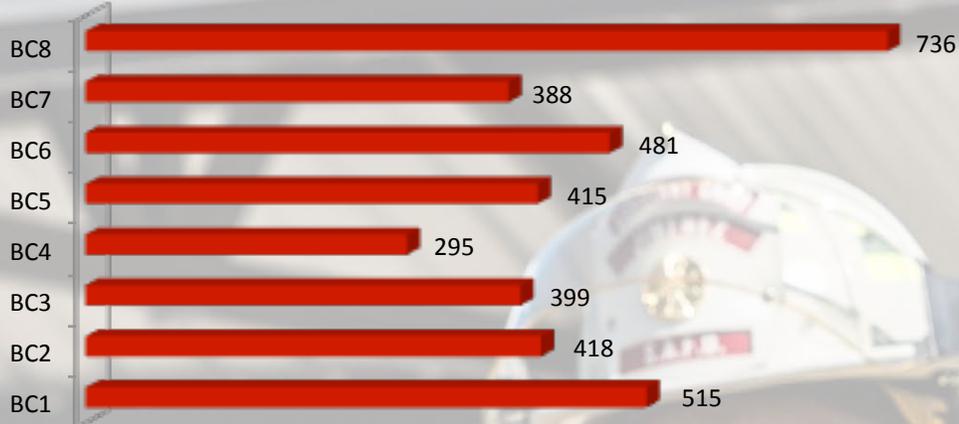
MEDIC

TOTAL NUMBER OF RESPONSES 2015:
158,793



BATTALION

TOTAL NUMBER OF RESPONSES 2015:
3,647



SQUAD

TOTAL NUMBER OF RESPONSES 2015:
20,280



