



2016 Annual Report

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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 grow and our environment constantly changes, our responsibility to provide the highest level of care and first-class service remains steadfast. Our department and our service will continue to adapt to effectively meet the challenges and demands of our community.

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. In 2016, SAFD acquired 76 sets of ballistic gear, to assist and protect emergency personnel responding to an active shooter or terrorist event. In addition, the department received Smart City Project funds to obtain drone technology. The use of this technology will help to enhance firefighter safety and improve emergency response capabilities.

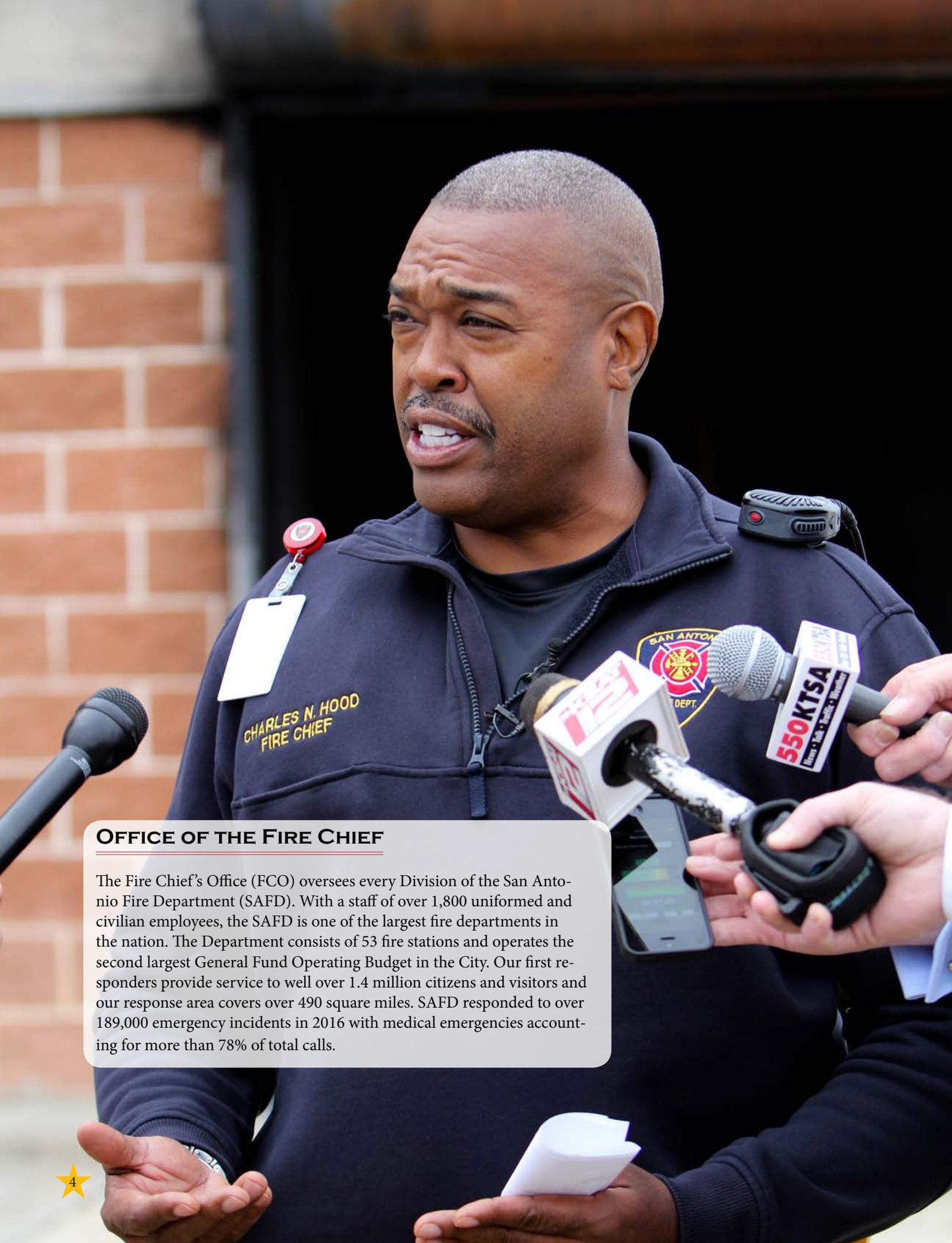
Providing a membership that is healthy, physically fit, and emotionally prepared to perform in a dangerous stressful environment is paramount. We have established initiatives that will assist us in our battle against the ravages of cancer in the fire service. These initiatives include the procurement of a second set of bunker gear for our fire personnel and installing exhaust removal systems in our fire stations. 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 2016 annual report, which illustrates our commitment to the citizens of our community. The SAFD continues to be a service driven, nationally recognized leader in providing emergency services and we will strive to build on our accomplishments. We exemplify the honor, pride, and long-standing history of providing quality and caring service, and we will uphold the traditions that are the foundation of the SAFD.

Yours in Service,



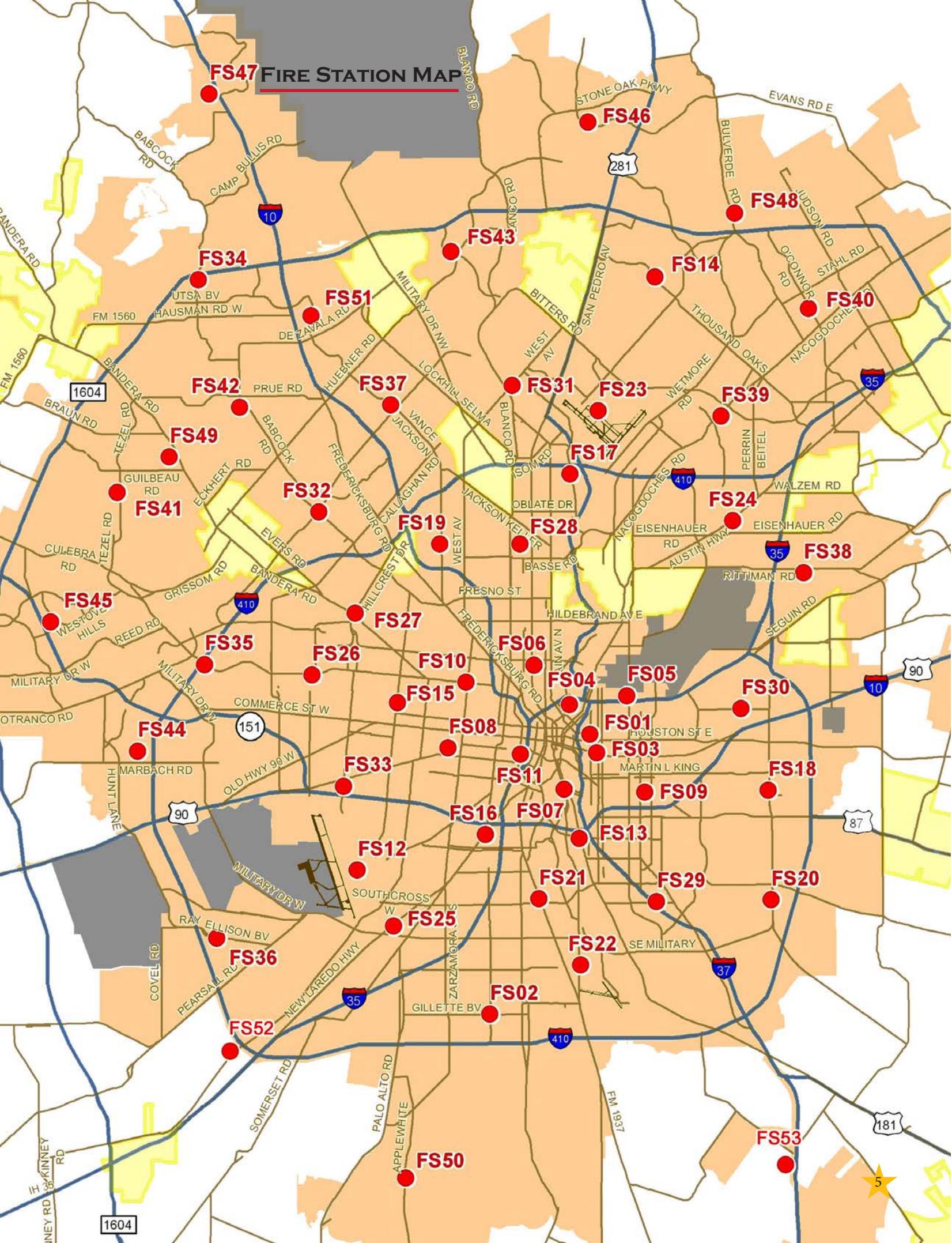
Charles N. Hood



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 53 fire stations and operates the second largest General Fund Operating Budget in the City. Our first responders provide service to well over 1.4 million citizens and visitors and our response area covers over 490 square miles. SAFD responded to over 189,000 emergency incidents in 2016 with medical emergencies accounting for more than 78% of total calls.

FS47 FIRE STATION MAP

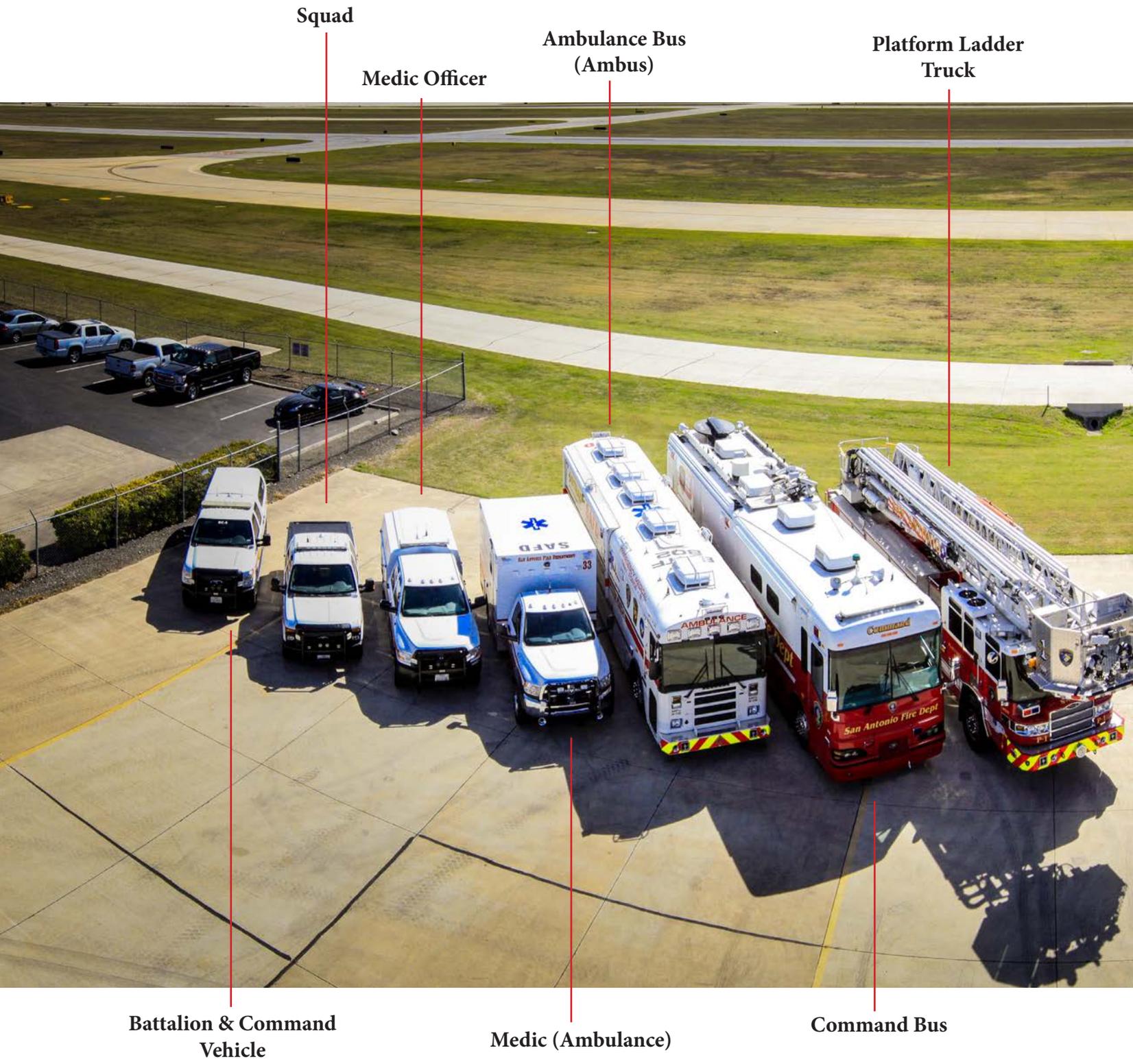


FIRE STATION INFORMATION

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 N. 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
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

Station Number	Address	Zip Code	Council District	Year Built	Resources Available
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	4839 Charles Katz Dr.	78228	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 BrushFire 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
52	10440 Quintana Rd	78211	4	2016	Engine
53	14102 Donop Rd	78223	3	2016	Engine, Brush Truck, Wildfire Team

APPARATUS INFORMATION



Squad

Medic Officer

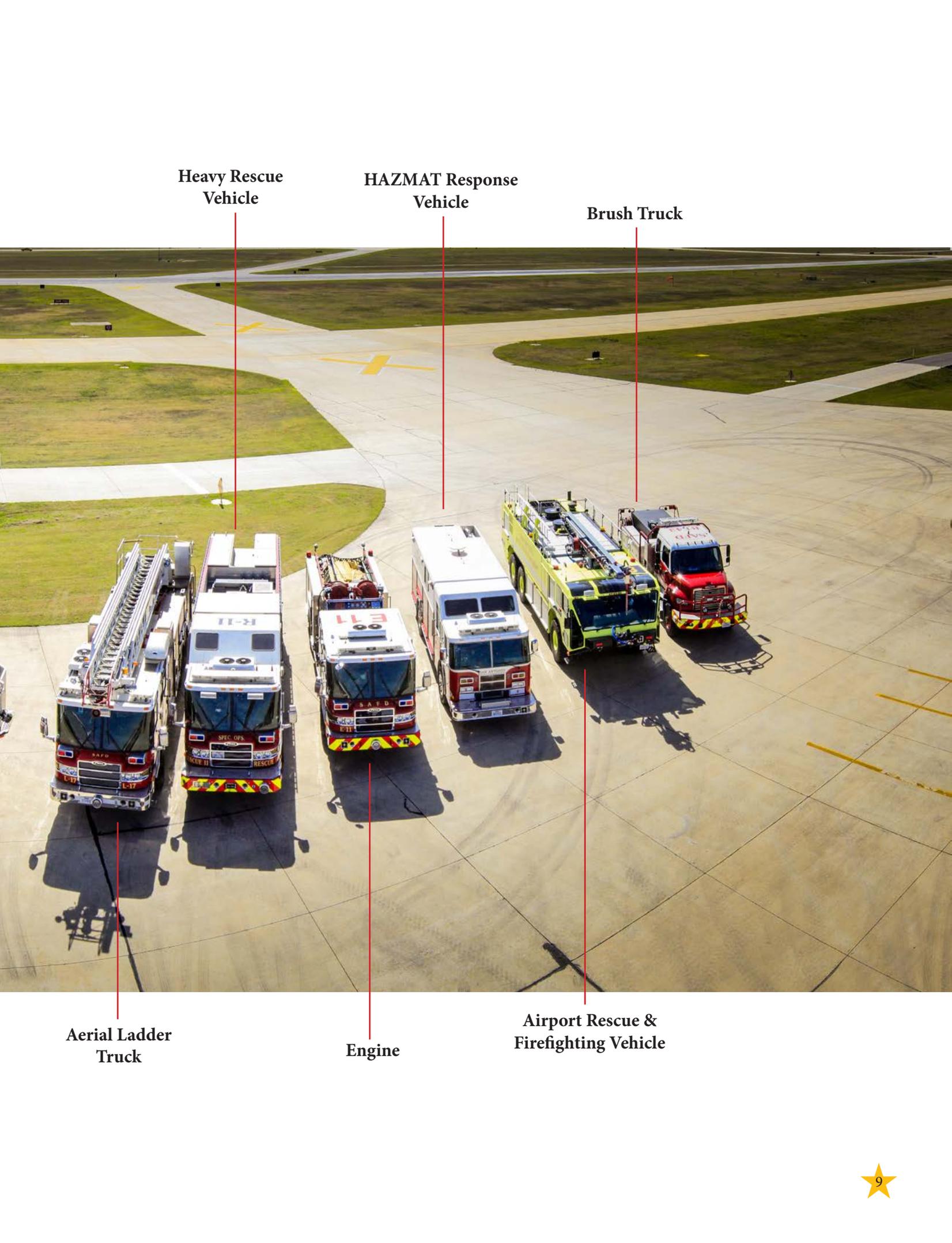
Ambulance Bus
(Ambus)

Platform Ladder
Truck

Battalion & Command
Vehicle

Medic (Ambulance)

Command Bus



Heavy Rescue Vehicle

HAZMAT Response Vehicle

Brush Truck

Aerial Ladder Truck

Engine

Airport Rescue & Firefighting Vehicle

SAN ANTONIO FIRE DEPARTMENT COMMAND STAFF PROFILES



Fire Chief Charles Hood

Charles Hood was sworn in as the Fire Chief of the City of San Antonio on April 16th 2007 becoming the first outside Fire Chief and the first African American Fire Chief in this historically significant city. Chief Hood leads one of the largest fire departments in the nation, and is ultimately responsible for providing fire, emergency medical, special operations, emergency management and fire prevention to over 1.4 million citizens.

Chief Hood joined the City of Phoenix Fire Department in 1984 where he rose through the ranks. Chief Hood was a member of the Phoenix Fire Department's Urban Search & Rescue team and FEMA's Urban Search and Rescue's National Incident Support Team. National responses include the 2004 Winter Olympics, Democratic National Convention, The Rodeo Fire and Challenger Space Shuttle incident and most recently served as the Liaison Officer with the City of New Orleans during Hurricane Katrina.

Chief Hood's progressive leadership style and vision has resulted in many achievements. The SAFD is responsible for over 310,000 Unit Responses per year. Since joining the SAFD, Chief Hood has doubled the size of both the HAZMAT and Technical Rescue Teams. In 2010, Chief Hood established a Health & Wellness Program and recently added a Certified Athletic Trainer. In addition, Chief Hood has collaborated to establish a Fusion Center; created a Safety Division, and Fitness Program which includes becoming an official Cross-Fit Affiliate. In 2015 Chief Hood launched a Mobile Integrated Healthcare Program which represents one of the most progressive evolutions in the delivery of community based care. In an effort to improve department communication, he implemented an annual State of the Department Address presented to all uniform and civilian employees.

Chief Hood holds a Bachelor of Science degree in Fire Service Management from the University of Ottawa and has attended the Harvard Kennedy School of Executive Education. He is an Adjunct Faculty at Texas A&M University National Emergency Response and Rescue Training Center.

In 2010, Chief Hood was the recipient of the Metro Fire Chief of the Year presented by the members of the Black Chief Officer's Committee, IABPFF. In 2014, Chief Hood was appointed to the Board of Directors of the National Fallen Firefighters Foundation for a six year term by the Fire Administrator of the United States Fire Administration. In 2016, Hood was appointed to the Editorial Board of Firehouse Magazine.

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



Deputy Chief
Yvette Granato

Chief Granato was born and raised in San Antonio and graduated from Luther Burbank High School. After separating from her initial active duty training as a medic with the U.S. Air Force, she was accepted into the SAFD as a cadet in the fall of 1985. Her first assignment as a firefighter took her back to the neighborhood she grew up in on the near south side of San Antonio. She progressed through the years promoting and serving in the EMS Division as a Medic, Medic Officer, and Medic Shift Commander. Her appointment to Assistant Chief in 2008, lead her to serve the Communication Division and EMS Division. In March of 2015 Chief Granato was appointed to the rank of Deputy Fire Chief and became SAFD's first female in this position where she serves over the Emergency Services Division, including the Firefighting and EMS Divisions.



Deputy Chief
Vance Meade

Chief Meade graduated from Clark High School in 1984 and began his employment with the SAFD in 1987. His career included time spent as Medic Officer, Fire Communications Supervisor, Medic Shift Commander, acting Chief of Communications and leader of various IT projects before joining the Command Staff. Chief Meade was appointed to be the Deputy Chief of Support Services in 2014, among his current responsibilities are Communications, Technical Services, Arson, Fusion, Training, MIS, Recruiting, Applicant Processing, Member Services and Union Liaison.



Deputy Chief
Carl Wedge

Chief Wedge was born and raised in San Antonio. He is a thirty-four year veteran of the San Antonio Fire Department. In his current position of Deputy Chief, he is responsible for Code Enforcement Operations, Public Education, Capital Projects, Annexation, Fleet Services, Supply/Logistics, Planning and Research, and Special Projects.

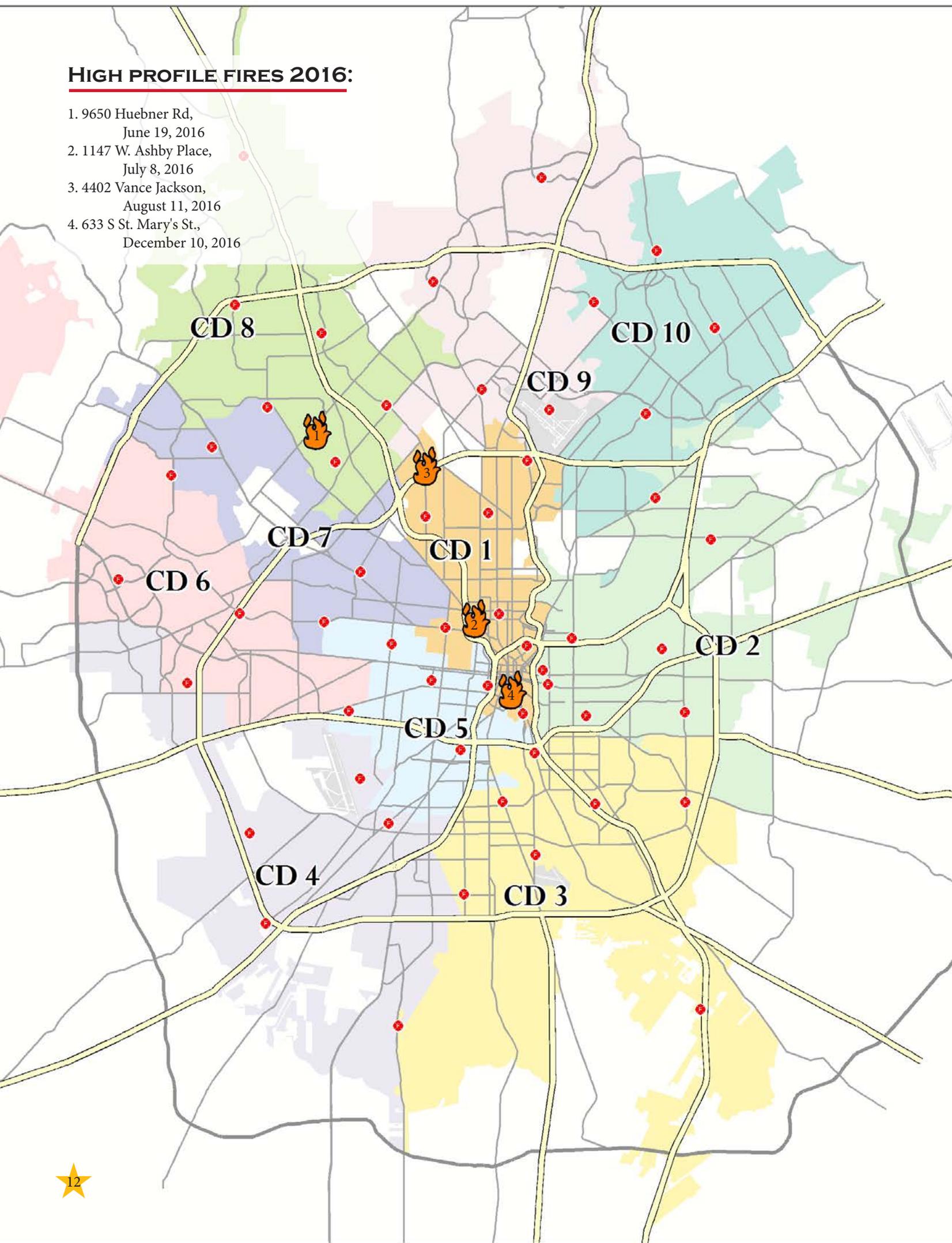


Assistant to the Director
Noel Horan

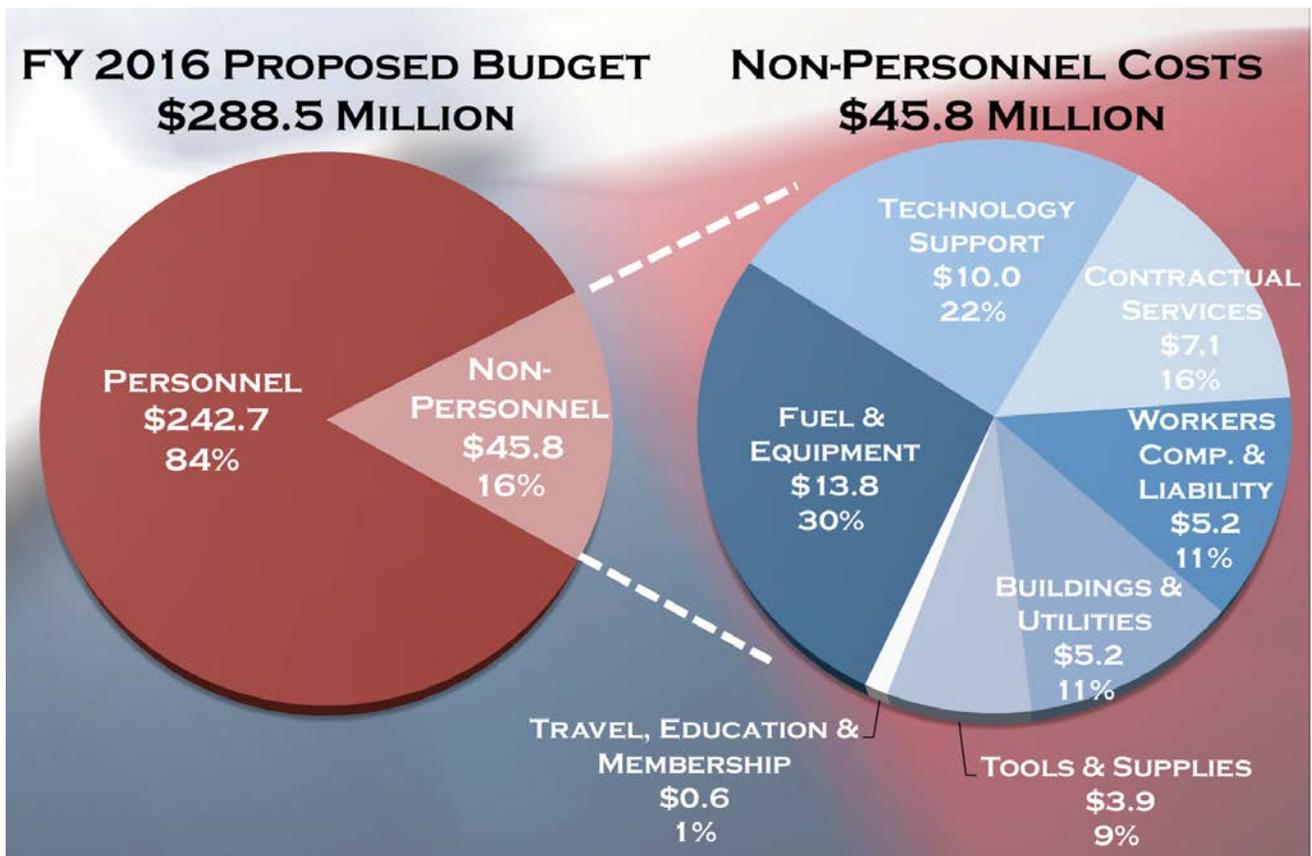
Noel T. Horan was born and raised in San Antonio. He entered the San Antonio Fire Department in 1979, and he retired as a Deputy Fire Chief after thirty-four years of service in 2014. He rejoined the SAFD shortly after as an Assistant to the Director, and he has been responsible for the Personnel Services, Payroll and Fiscal divisions. He holds a Bachelor's Degree and is a Certified Public Manager.

HIGH PROFILE FIRES 2016:

1. 9650 Huebner Rd,
June 19, 2016
2. 1147 W. Ashby Place,
July 8, 2016
3. 4402 Vance Jackson,
August 11, 2016
4. 633 S St. Mary's St.,
December 10, 2016

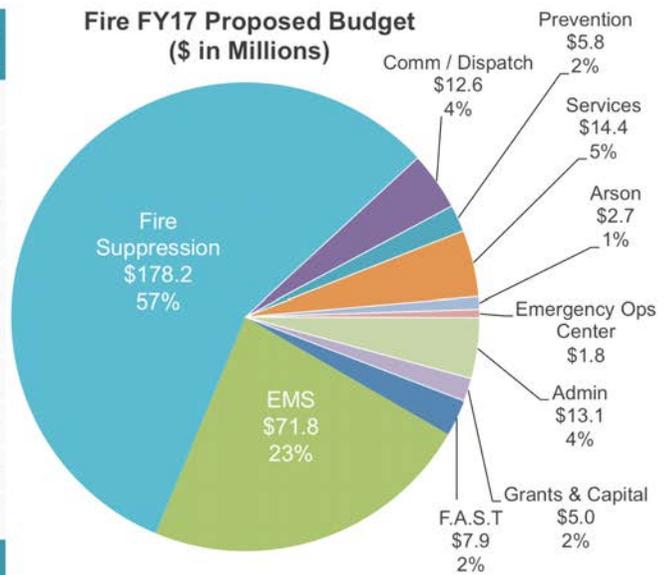


FY 2016 SAFD BUDGET BREAKDOWN



PROPOSED FY 2017 BUDGET

Program	FY17 Budget (\$ in Millions)	Uniform Count	Civilian Count
F.A.S.T.	\$7.9	21	18
EMS	71.8	396	2
Fire Suppression	178.2	1,163	0
Comm / Dispatch	12.6	52	3
Prevention	5.8	32	4
Support Services	14.4	1	46
Arson	2.7	15	1
Emergency Ops Ctr	1.8	1	4
Admin & Planning	13.1	2	36
Grants & Capital	5.0	0	7
Total	\$313.3	1,683	121





SAN ANTONIO OFFICE OF EMERGENCY MANAGEMENT

The mission of the City of San Antonio Office of Emergency Management (SAOEM) is to coordinate activities of the City departments responsible for continued operations during disasters, coordinate agreements for the use of resources, communicate with State and Federal agencies, and provide education and training to citizens and municipal employees.

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 the South Texas area.

FIRE SUPPRESSION DIVISION

The Fire Suppression Division provides fire protection, rescue services, and medical first responder service to 1,407,147 citizens, covers 494 square miles, and responded to 180,765 emergency incidents in FY2016. The Fire Suppression Division is divided into three 24-hour shifts (A, B and C) and each shift is managed by an Assistant Chief/Fire Shift Commander. The City of San Antonio is divided into 8 Battalions, or response areas, supervised by Battalion Chiefs. Each Battalion Chief is responsible for supervising the stations within their assigned Battalion. The Division operates 53 Engine companies, 20 Ladder companies, 17 Medical First Responder Squads, and a variety of specialized vehicles and equipment staffed by over 1,100 personnel.

IAFC's Annual Conference & Expo

FRI 2016



FIRE-RESCUE INTERNATIONAL

This year, the SAFD hosted the IAFC's Annual Fire-Rescue International Conference, and we have secured a bid to host the Metro Fire Chiefs Conference in 2018.



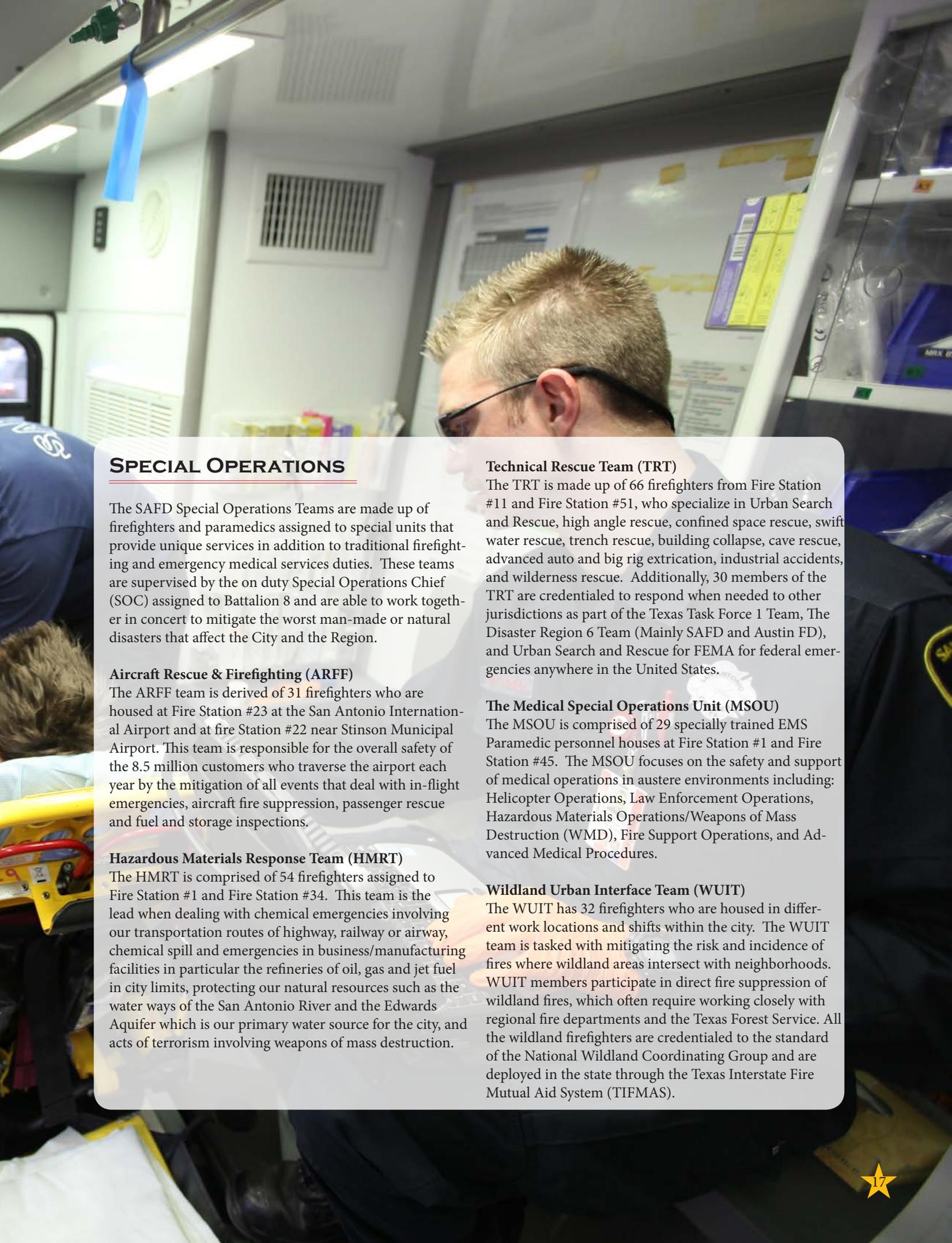


SAFD

EMS DIVISION

The San Antonio Fire Department EMS Division (SAEMS) celebrated its 40th anniversary in 2014 and 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. 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. In 2016, EMS personnel responded to 142,161 emergency incidents.

The EMS Division is under the command of a Division Chief, with the support of an Executive Officer, 4 Medic Shift Commanders, 16 Medic Field Officers and 2 civilians. There are 33 full-time Medic Units staffed by 371 paramedics. Daily staffing may be increased by up to 8 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. As of 2016 Mobile Integrated Healthcare (MIH) became a permanent branch of EMS that consists of a Lieutenant and seven paramedics. Four of the paramedics are on 24 hr shift work while three work four 10 hr days during the week. MIH paramedics identify chronic 9-1-1 callers and proactively intervene to address issues associated with their excessive use of emergency services. MIH has shown an average of near 60% call reduction for participants in our program. MIH also works through a grant with pediatric asthma patients and currently has a contract with a hospice agency. In the calendar year of 2016 MIH had 3,314 incident contacts.



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 firefighting 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.

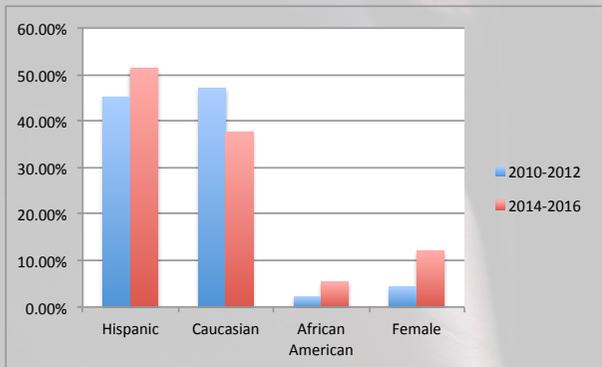
The Medical Special Operations Unit (MSOU)

The MSOU is comprised of 29 specially trained EMS Paramedic personnel houses 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).

**CITY OF SAN ANTONIO
FIREFIGHTER TRAINEE EXAM TOP 300
APPLICANTS**



RECRUITMENT AND APPLICANT PROCESSING

Our Recruitment Division is committed to identifying and attracting well qualified minority and female candidates. The division is committed to engaging and building relations with diverse groups and individuals. Our strategy is to create more viable opportunities for minorities & females so that they feel connected to the SAFD and consider becoming part of our family. The Recruitment division believes that by increasing the quality and diversity of our new firefighters, our organizations responsiveness and customer service will improve proportionately.

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.

o Step 1 (Outreach Plan) is the Outreach component that gets our career out there to attain “Buy-in” from an unlimited amount of networks, partnerships, organizations,

and events. We must clearly communicate to the candidates the tremendous benefits, security, & fulfillment that our career offers each one of us.

o Step 2 (Mentoring Plan) is centered on building & maintaining long term relationships with targeted candidates. We believe this real connection to our dept is how legacies have formalized. Ultimately, mentoring will enable the opportunity for identifying the right fit for the dept and for the candidate.

Recruitment Efforts through 2016 has utilized 4 distinct metric points to evaluate our progress with our Minority & Female candidates - Applied, Tested, Scored in the Top 300, and Hired. Since 2014, the Recruitment Division has generated inspiring and successful increases in the number of Minorities & Female scoring in the Top 300 of our entrance exams. Specifically, the Black/AA category has increased by 140% and our Female group has increased by 170%.

Applicant Processing is comprised of 1 Manager and 7 personnel investigators. The unit is responsible for investigating all applicants that are on the approved eligibility list for beginning positions as firefighters. In 2016, the unit investigated approximately 500 applicants and recommended the eventual hiring of 80 firefighters.

TRAINING

It has been a busy time at the City of San Antonio Fire Training Academy (FTA). Over the past couple of years the FTA Team has graduated five cadet classes, delivered multiple incumbent training lessons to our fellow brother and sister firefighters, worked with other City of San Antonio departments and organizations and participated in several community outreach activities. Thanks to the tireless work and dedication of the FTA Training Officers and staff, our new firefighters are very well prepared to face the many difficult tasks they were soon about to face on the job.

The FTA has made great progress in increasing the professional development of SAFD company officers and chiefs. The majority of our officers now hold Texas Commission on Fire Protection (TCFP) certifications such as Fire Instructor I, Fire Instructor II, Fire Officer I and Fire Officer II.

The Incumbent Training Office (ITO) helped to enhance the level of preparedness for our frontline personnel by teaching awareness level training on topics such as hose bundles, master streams, split-lay evolutions and standpipe hose stretches. The ITO program also provided company officers and chiefs the opportunity to develop their command skills by participating in incident command role-play scenarios.

The SAFD's fitness program is a valuable resource to all our members in the maintenance and progression of their personal health. Daily fitness programming coupled with fitness equipped sites such as the FTA, the Health and Wellness Center and most fire stations allows the many uniformed and non-uniformed SAFD employees to participate in an active and dynamic effort by our fitness team.

The Citizens Fire Academy (CFA) is an excellent example of how the FTA is reaching out to our community. CFA allows the FTA team to facilitate a link between our customers and our department where citizens are able to experience the inner workings of the SAFD. Many SAFD divisions participate in this rewarding and worthy program. Other community outreach programs include the Citizens Emergency Response Team (CERT), the Fire Explorers high school program and cadet participation in various charity events.

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.

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.

CORPORATE COMMUNICATIONS

Corporate Communications is comprised of the Public Relations and Information Office and the Media Production Unit. The Public Relations and Information Office (PRI) is the hub of communication and community outreach for the San Antonio Fire Department. PRI is staffed by both a civilian Public Relations Manager and a uniformed Public Information Officer. PRI is responsible for information dissemination, coordination of SAFD participation in events, media relations and internal communications.

The Media Production Unit (MPU) is responsible for capturing video and still imagery of the Department and our members through training and/or in action while on the fire ground. In addition, MPU is tasked with the creative concept and execution of various productions and print and social media.

Responsibilities of the PRI and MPU include maintaining open and reliable communication with our media partners, maintaining, monitoring and promoting internal communications, coordinating SAFD participation in numerous events throughout the year daily requests by citizens for information about the department, maintaining open communication between the SAFD and the Mayor and City Council, 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 documents, and publication of FDC: Fire Department Connections newsletter.

FISCAL MANAGEMENT AND RESEARCH

The Fiscal Management and Research Division is comprised of 16 civilian personnel. They are responsible for the budget preparation and management, financial operations, contract coordination, and special projects for the Fire Department's General Fund Operating Budget. They are also responsible for the financial management of HazMat billing in the Fire Watch program, as well oversight of the many donations and contributions the Fire Department receives throughout the year.

The Division is comprised of the following teams:

The Budget Team prepares and manages the annual budget and supports all other Divisions in the areas of procurement, analysis, and research. It acts as a liaison with the Budget Department. In Fiscal Year (FY) 2016, the Department received a budget of \$292,424,202, which included General Fund (\$291.2M) and Categorical Grants (\$1.2M). Improvements during FY 2016 included a new position within the Fire Prevention Division dedicated to conducting high rise building inspections, and eight new positions for the Mobile Integrated Health Care Program. Mandates in FY 2016 included cost increases associated with the terms of the interlocal agreements between the City of San Antonio and University of Texas

Health Science Center at San Antonio, as well as the forty-two new uniformed positions necessary for the City South annexation. These positions will staff two new Engine companies and a full time Medic unit.

The Finance Team is responsible for Accounts Payable (A/P), Accounts Receivable (A/R), general ledger accounting, procurement oversight, auditing, PCard management, and acts as a liaison with the Finance Department. It is responsible for ensuring compliance with the City of San Antonio Financial Administrative Directives. It also manages HazMat and Fire Watch billing and all donations. The Accounts Payable team has successfully met performance measures set forth by both the Finance Department and SAFD management in FY16 and will work towards meeting identified performance measures set for FY17.

The Compliance Team provides contract compliance and monitoring support for all the Fire Divisions, and particularly to the Services/Logistics Division. It acts as liaison with the Purchasing Division of the Finance Department, and is responsible for independent oversight of various programs as identified by SAFD management. The Compliance Team conducts post audit reviews to ensure full compliance with past audit findings, and conducts pre-audits to identify areas of liability and non-compliance.

SERVICES & LOGISTICS

Services & Logistics is comprised of one uniform personnel and 47 civilian staff. It is divided into five 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 manages and maintains 280+ emergency vehicles and 90+ non-emergency vehicles. Emergency Vehicle Equipment Technicians perform more than 1,200 preventive maintenance services each year on various vehicles, in addition to repairs. Fleet Maintenance maintains and repairs 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. They also conduct annual engine pump test, aerial ladder testing and ground ladder testing.

Facilities Warehouse & Supply/Logistics manages warehouses and distributions of all supplies to the Firefighting and EMS Divisions. The division distributes hoses, nozzles, tools, janito-

rial supplies, medical equipment, etc. to 53 fire stations. They also repair small engines, Automated External Defibrillators (AED), and extrication equipment.

Air Management Systems Group is comprised of two civilian Fire Equipment Protection Technicians and a civilian supervisor. They conduct annual testing, repair and maintenance of 521 Self-Contained Breathing Apparatus Maintain and repair breathing air compressors, Thermal Imaging Cameras (TIC) and gas detection monitors.

Facilities is comprised of three civilians who repair and maintain at all 53 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.

In 2016, the division began overseeing the design development of stations 2, 18, and 30 which are all in development. Station 32 which is located at 4919 Charles Katz Dr. in the medical center is now completed.



MANAGEMENT INFORMATION SYSTEMS

The Management Information Systems (MIS) Division is an internal support division of the SAFD. There are 9 personnel wholly dedicated to fire support. This support consists of 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 FY16, SAFD had 4 station rebuilds and 2 new stations. Forecasted for another 3 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 also 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), five Lieutenants (four Fire Communication Supervisors and one Executive Officer/Training Officer), and forty-four Fire Engineers (dual role Call Taker/Dispatchers).

The Communication Division provides round-the-clock service to our external customers (9-1-1 callers) and to our internal customers (uniformed and civilian personnel). The division interfaces with the SAFD Emergency Services Divisions, SAFD Technical Services, Fusion Center, Arson Division, San Antonio Police Department, Bexar County, Emergency Operations Center, Information Technology Services, as well as other agencies and outside vendors on a daily basis to meet the mission needs of our department.

As certified Texas Commission of Fire Protection (TCFP) Structural Firefighters and Emergency Medical Technicians-Paramedics or Licensed Paramedics, our staff has the knowledge-base to provide pre-arrival instructions to 9-1-1 callers for any emergency call, which oftentimes proves to have a positive impact on the final outcome of an emergency. All personnel have completed formal training in Emergency Medical Dispatch (EMD).

Communication Division personnel have also formed the Technical Services Strike Team by cross training Call Takers/Dispatchers to maintain and effectively operate the SAFD Command Bus, Ambus, Rehab Bus, Mobile Communication Trailer and various other SAFD support resources. These individuals are ready for deployment 24/7. The team is structured and capable of providing assistance to the City of San Antonio, other agencies throughout the region, the State of Texas, and neighboring states. The Strike Team seeks opportunities to train, apply specialized skills, develop interoperability with other agencies, and face every mission with confidence and professionalism.

The SAFD Communication Division 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 addition to handling new hires, promotions and retirements, the Personnel staff carries out the following: cadet orientation, uniform position management, worker's compensation 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.

TECHNICAL SERVICES

The San Antonio Fire Department Technical Services Division (TSD) is a 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 1 Fire Lieutenant, 3 civilian Project Managers, 1 Emergency Vehicle Electronics Technician, 1 shared services Radio Technician, 2 shared services Computer Technicians, and an on-call Strike Team comprised of Dispatchers from the Communications Division. Strike Team members, composed of SAFD Communications personnel, are detailed as needed on special assignment, to attend training, perform vehicle & equipment maintenance, and respond to real world emergencies and planned events.

TSD personnel continually strive 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

SAFD's integration into the SWTFC (Southwest Texas Fusion Center) focuses on strategies aimed at taking advantage of the collaborative environment to solve communication and coordination problems that may come about from misinformation (lack of, wrong, not current, etc.).

Although Fusion Centers were created as a strategic platform used to fuse information at the different levels of government ("connect the dots"), another benefit seen is the use of an intelligence-based approach to provide real time information for better situational awareness during emergency responses. One way this has been achieved at the SWTFC is through a multi-organizational Tactical Information Operation Center (TIOC).

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. One way this is accomplished is

by screening many of the emergency calls for each organization through the Computer Aided Dispatch (CAD) system. When a call is dispatched the TIOC operator for both, fire and police take a look at what type of call it is to determine if further attention is warranted. If the call warrants further monitoring, personnel from each organization act as a liaison to exchange information and pass it on to responding police and fire units. 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.

Because of the collaborative nature of this unit it provides a sound strategic platform to provide oversight for large events such as Fiesta. This allows commanders of such events to have their fingers on the pulse of emergency response at the macro level to manage resources during a catastrophic event until the Emergency Operations Center is stood up.



ARSON

The Arson Bureau is now part of the Tactical Support Division and has been serving our community since 1970. Our bureau is located in the Public Safety Headquarters for SAFD and is comprised of 17 uniform positions (1 Captain, 2 Lieutenants, and 14 Investigators), one civilian and two K9 teams. All arson investigators are both certified firefighters and peace officers.

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 2016, the Arson Bureau responded to over 508 incidents of which 260 were determined to be arson. The Arson Bureau is also responsible for 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. Because of this broad encompassing investigative mission specialty areas within the Bureau have been assigned to some of the investigators.

Part of this team includes one investigator who is a state licensed polygraph examiner. To become a state licensed polygraph examiner the investigator had to attend a rigorous 10 week training program and then conduct 30 actual polygraphs to become eligible to take the state examination. His special investigative skills are utilized not only for the Arson Bureau but with SAFD's Applicant Processing as well as other agencies as requested.

The K9 teams consist of an arson investigator handler and two Accelerant Detection Canines named Kai, and Jenna. The Accelerant Detection program developed Jenna and Kai's special skills to detect flammable liquids, such as gasoline and lighter fluids often used to accelerate fires. Jenna and 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. According to a study conducted by the Sensory Research Institute at Florida State University, dogs can smell 10,000 times better than humans. The SAFD K9 teams also extend their services to our community by visiting many schools throughout the year to educate children and our community about fire safety. Jenna and Kai's services are available to other community areas upon request.

Because arson investigators have the unique skill-set of being both sworn firefighters and police officers it has allowed investigators to "bridge the gap" between the two public safety disciplines. This is very important in the homeland security setting. The ability to be able to speak to both disciplines and to act as a liaison between agencies so perspectives are broadened is very important during hostile events. This again "bridges the gap" when coordination is needed the most to minimize response times for both agencies. Because of this investigators in the Arson Bureau have participated in advanced training relating to Executive Protection and Hostage Negotiations. This allows our investigators to bring a "Fire/EMS perspective" during hostile incidents or when doing threat assessments for special events.

FIRE PREVENTION

The Fire Prevention Division is led by an Assistant Fire Chief and is responsible for three functional areas: the Office of the Fire Marshal, Fire Inspections, and Community Safety and Education (CSE). Fire Inspections and CSE each have a Division Chief leading these areas. In 2016, thirty one uniformed and four non-uniformed personnel are assigned to Fire Prevention.

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

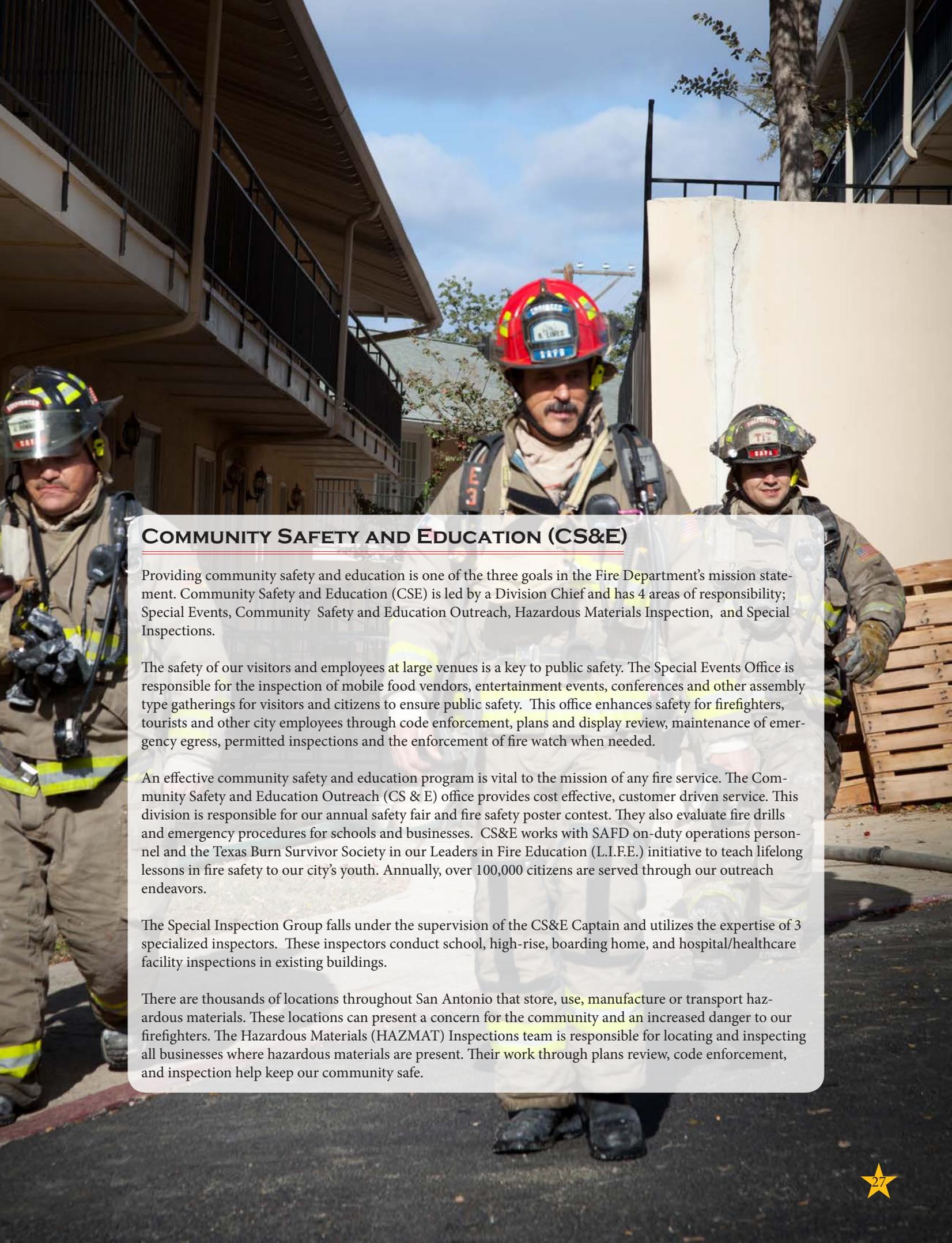
New commercial construction must comply with current fire codes. The Fire Prevention Inspection Group focuses on fire safety and code enforcement of newly constructed commercial buildings. This team is led by a Division Chief and is accountable for fire systems testing and commissioning including fire pumps, fire alarms systems, sprinkler systems, and underground fire lines. The team works closely with the Development Services Department and the Office of the Fire Marshal to ensure approved and permitted projects are code compliant from review through the inspection process. Administrative duties include the scheduling of all fire inspections, consultation meetings with developers, attending trade seminars and collaboration with members of the design community through building industry organizations.

The Inspections team inspects various existing buildings for fire code violations through case investigations. Cases are generated by citizen reports of possible code violations or through routine inspections of select facility types. For calendar year, 2016, the inspections team conducted over 24,300 inspections and case investigations.

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 2016 The Reasearch and Planning Division was in charge of pursuing our Class 1 fire rating and working through the process of Center for Public Safety Excellence Accreditation. The Division is also working on a Contingency of Operations plan for the SAFD. This project involves all city departments and is projected to take 7-8 months.

A photograph of three firefighters in full protective gear, including helmets and jackets, standing in front of a multi-story building with balconies. The firefighter in the center is wearing a red helmet with 'SAFD' on it. The firefighter on the right is wearing a grey helmet with 'SAFD' on it. The firefighter on the left is wearing a black helmet with 'SAFD' on it. They are all looking towards the camera. The background shows a clear blue sky and some trees.

COMMUNITY SAFETY AND EDUCATION (CS&E)

Providing community safety and education is one of the three goals in the Fire Department's mission statement. Community Safety and Education (CSE) is led by a Division Chief and has 4 areas of responsibility; Special Events, Community Safety and Education Outreach, Hazardous Materials Inspection, and Special Inspections.

The safety of our visitors and employees at large venues is a key to public safety. The Special Events Office is responsible for the inspection of mobile food vendors, entertainment events, conferences and other assembly type gatherings for visitors and citizens to ensure public safety. This office enhances safety for firefighters, tourists and other city employees through code enforcement, plans and display review, maintenance of emergency egress, permitted inspections and the enforcement of fire watch when needed.

An effective community safety and education program is vital to the mission of any fire service. The Community Safety and Education Outreach (CS & E) office provides cost effective, customer driven service. This division is responsible for our annual safety fair and fire safety poster contest. They also evaluate fire drills and emergency procedures for schools and businesses. CS&E works with SAFD on-duty operations personnel and the Texas Burn Survivor Society in our Leaders in Fire Education (L.I.F.E.) initiative to teach lifelong lessons in fire safety to our city's youth. Annually, over 100,000 citizens are served through our outreach endeavors.

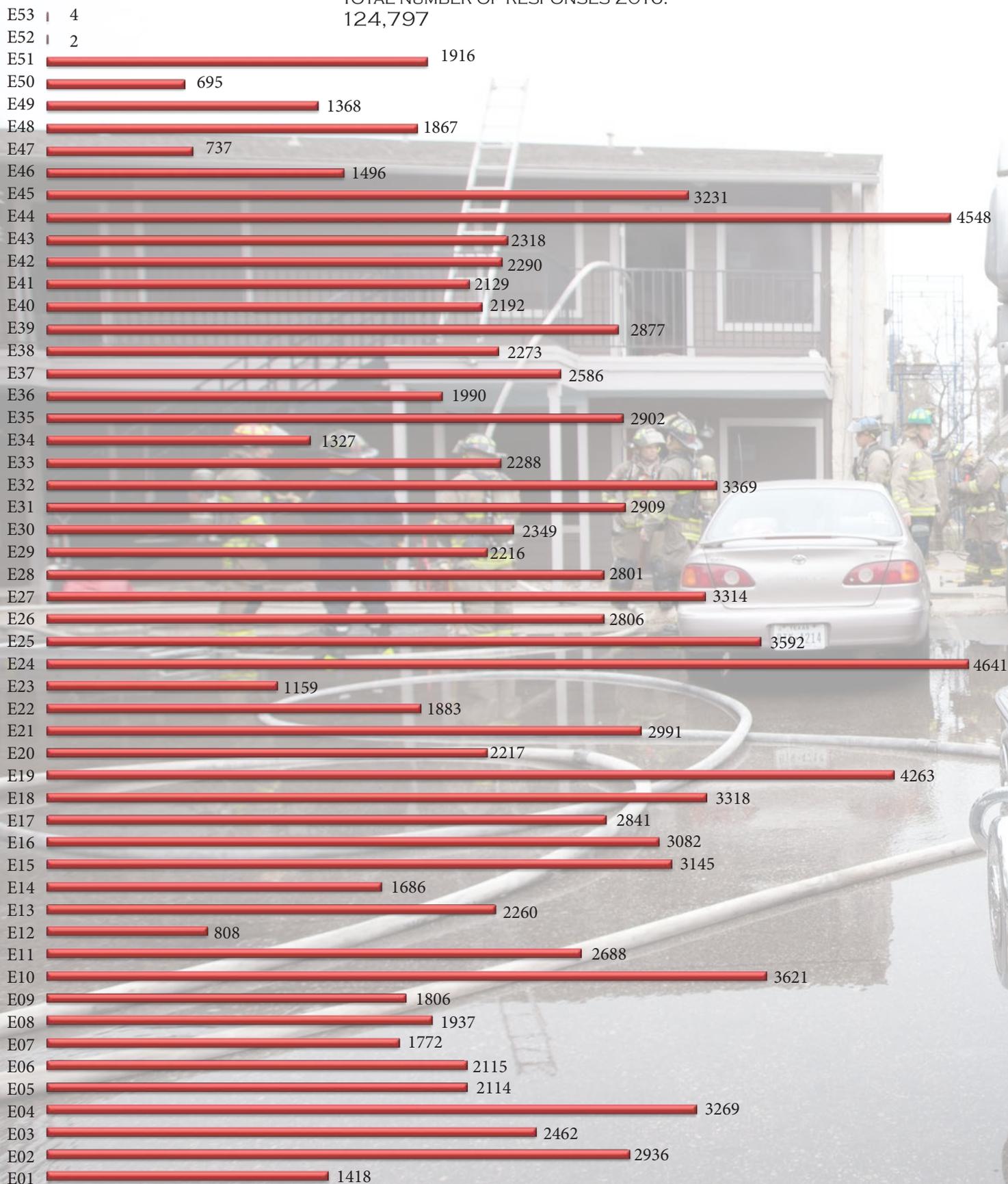
The Special Inspection Group falls under the supervision of the CS&E Captain and utilizes the expertise of 3 specialized inspectors. These inspectors conduct school, high-rise, boarding home, and hospital/healthcare facility inspections in existing buildings.

There are thousands of locations throughout San Antonio that store, use, manufacture or transport hazardous materials. These locations can present a concern for the community and an increased danger to our firefighters. The Hazardous Materials (HAZMAT) Inspections team is responsible for locating and inspecting all businesses where hazardous materials are present. Their work through plans review, code enforcement, and inspection help keep our community safe.

STATISTICS

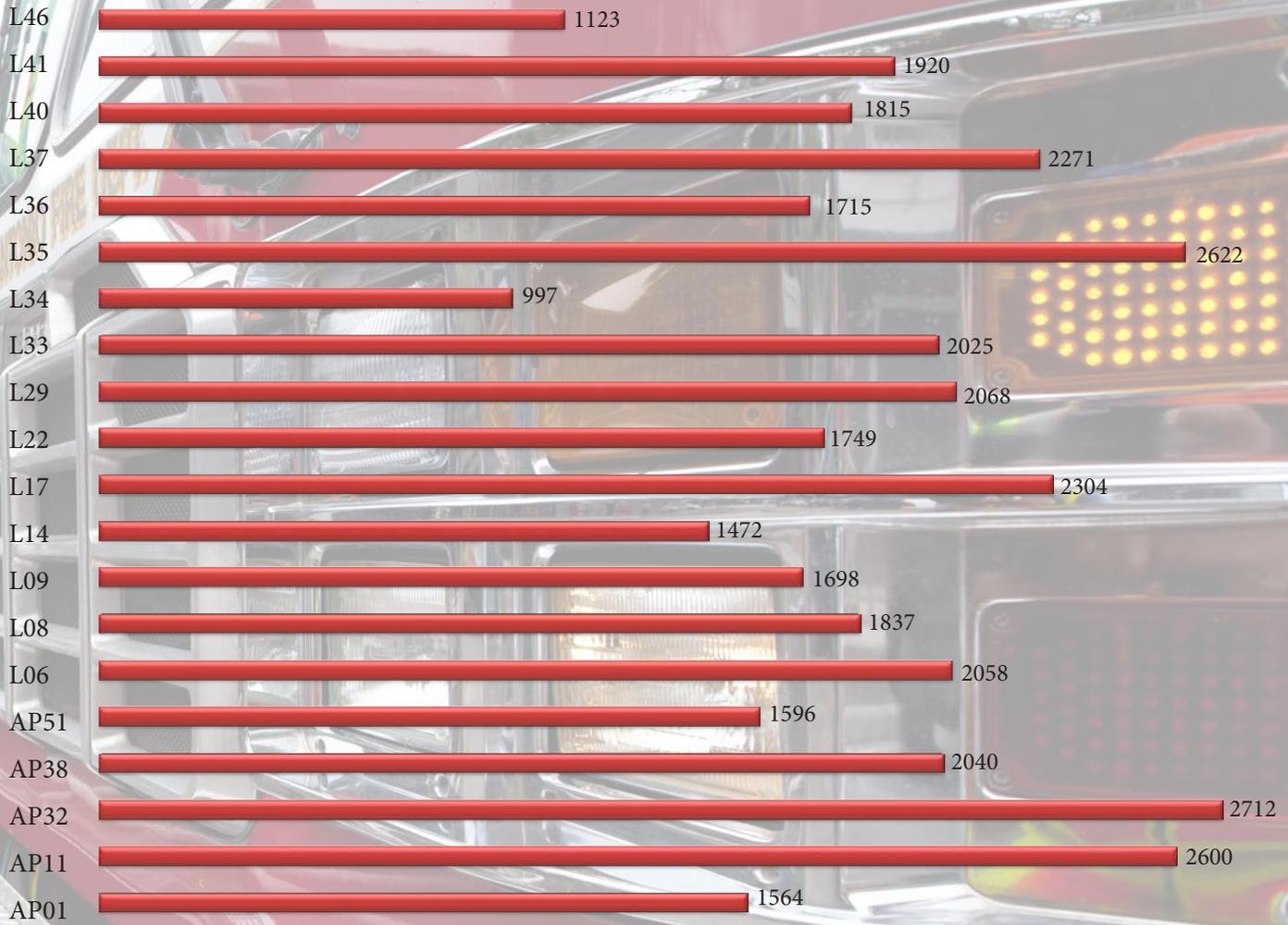
ENGINE

TOTAL NUMBER OF RESPONSES 2016:
124,797



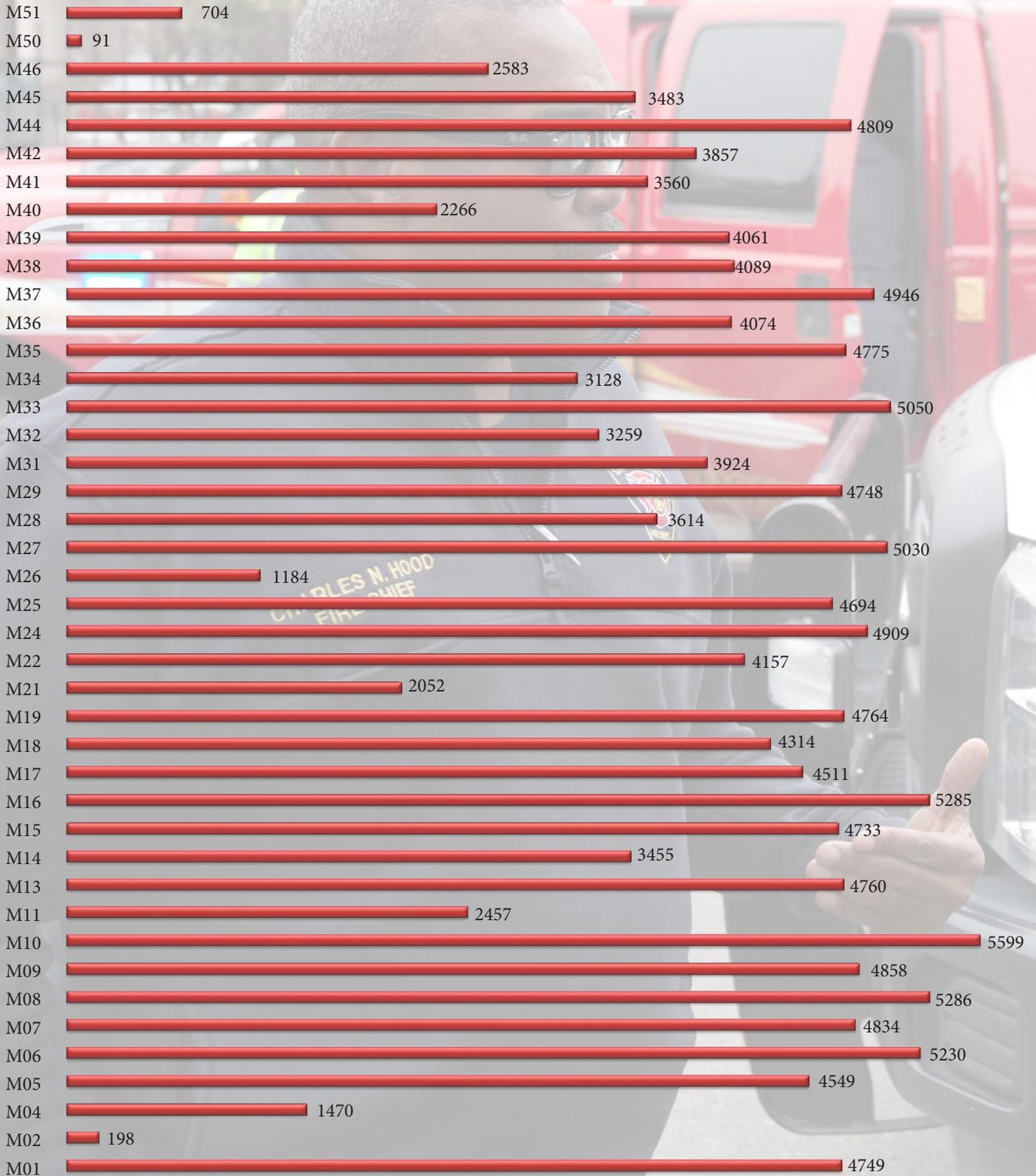
LADDER/PLATFORM

TOTAL NUMBER OF RESPONSES 2016:
38,186



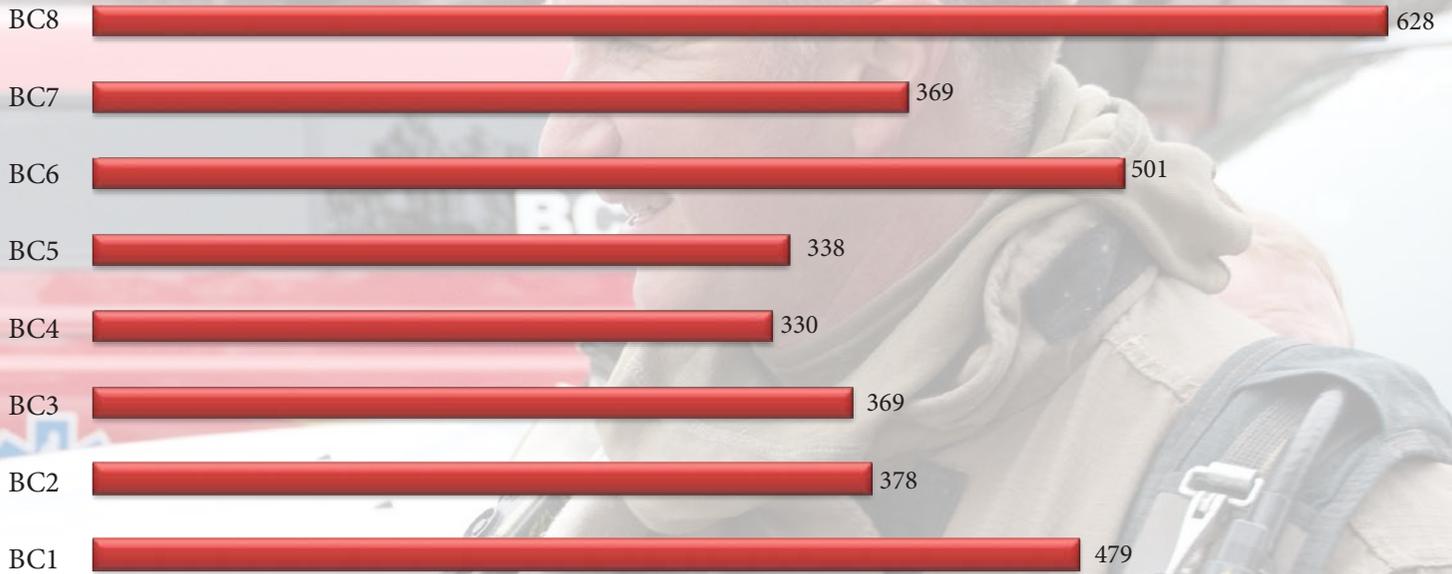
MEDIC

TOTAL NUMBER OF RESPONSES 2016:
160,099



BATTALION

TOTAL NUMBER OF RESPONSES 2016:
3,419



SQUAD

TOTAL NUMBER OF RESPONSES 2016:
21,394

