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 vision is a guiding force and everyone does their best, everyone has a part. Daily, our uniform and civilian personnel live by our motto "Our Family, Protecting Your Family."

I continuously think about the changing environment and the opportunity for us to adapt to effectively meet evolving community needs. As our city continues to grow, our responsibility to provide first-class service remains constant. In 2017, the SAFD was proud to announce it was awarded a Class 1 Rating by the Insurance Services Office (ISO). The Class 1 rating is the highest score a fire service delivery system can receive. Being recognized with a top ISO rating is something that all citizens of San Antonio should be excited about, as it is proof the SAFD is among the nation's best. This "1" rating is a testament to the sacrifices and hard work of the men and women behind the SAFD. We are proud of our new classification and how it positively impacts the property owners of this historically significant community.

In 2017, our SAFD Family also experienced significant challenges. On May 18th, we suffered a tragic loss with the passing of beloved firefighter Scott Deem. Throughout this time of adversity our members remained resilient and dedicated to maintaining our core values of integrity, honesty, concern, and respect for each other and the public.

Our department continues to be focused on emergency response, health, safety, training, and education. The safety and health of our firefighters is of utmost importance. One of the areas I am concentrating on is our Cancer Prevention initiatives which include diesel exhaust extraction systems, a second set of bunker gear, improved door seals, shop vacuums with HEPA filters, a second hood and gear bags. These measures are critical in protecting our most valuable resource, our members.

The SAFD continues to be a service driven, nationally recognized leader in providing emergency services with state-of-the-art resources and a healthy, highly trained, and motivated workforce. As we look forward, our aim is to exceed your expectations. I am honored to present the 2017 annual report which showcases our dedication and commitment to the citizens of San Antonio as well as our visitors.

Yours in Service,

Charles N. Hood
<table>
<thead>
<tr>
<th>Station Number</th>
<th>Address</th>
<th>Zip Code</th>
<th>Council District</th>
<th>Year Built</th>
<th>Resources Available</th>
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<tbody>
<tr>
<td>1</td>
<td>515 North Cherry Ave</td>
<td>78205</td>
<td>2</td>
<td>2011</td>
<td>Engine, Platform Ladder Truck, Squad, Medic, Fire Shift Commander, Medic, Shift Commander; HAZMAT Response Team and Apparatus</td>
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<tr>
<td>2</td>
<td>1058 W Villaret Blvd</td>
<td>78201</td>
<td>3</td>
<td>1957</td>
<td>Engine</td>
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<tr>
<td>3</td>
<td>1425 East Commerce Street</td>
<td>78202</td>
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<td>1921</td>
<td>Engine</td>
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<tr>
<td>4</td>
<td>1430 North St Mary's Street</td>
<td>78215</td>
<td>1</td>
<td>1966</td>
<td>Engine</td>
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<tr>
<td>5</td>
<td>1011 Mason Street</td>
<td>78208</td>
<td>2</td>
<td>1929</td>
<td>Engine, Medic</td>
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<tr>
<td>6</td>
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<td>78212</td>
<td>1</td>
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<td>Engine, Aerial Ladder Truck, Medic</td>
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<td>7</td>
<td>1414 South St Mary's Street</td>
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<td>1</td>
<td>2005</td>
<td>Engine, Medic</td>
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<tr>
<td>8</td>
<td>619 South Hamilton Avenue</td>
<td>78207</td>
<td>5</td>
<td>2000</td>
<td>Engine, Aerial Ladder Truck, Squad, Medic, Battalion Chief, Stationary Air Compressor</td>
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<tr>
<td>9</td>
<td>649 Delmar Street</td>
<td>78210</td>
<td>2</td>
<td>1914</td>
<td>Engine, Aerial Ladder Truck, Squad, Medic, Battalion Chief, Stationary Air Compressor</td>
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<tr>
<td>10</td>
<td>1107 Culebra Road (@ Zarzamora)</td>
<td>78201</td>
<td>1</td>
<td>1914</td>
<td>Engine, Medic</td>
</tr>
<tr>
<td>11</td>
<td>610 N. Frio Street</td>
<td>78207</td>
<td>5</td>
<td>2000</td>
<td>Engine, Platform Ladder Truck, Squad, Technical Rescue Team and Apparatus</td>
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<td>12</td>
<td>103 Arts &amp; Crafts Way, Bldg. 1699</td>
<td>78226</td>
<td>4</td>
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<tr>
<td>13</td>
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<td>14</td>
<td>2515 Thousand Oaks Drive</td>
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<td>10</td>
<td>1983</td>
<td>Engine, Aerial Ladder Truck, Medic, Hose Tender</td>
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<td>15</td>
<td>3150 Ruiz Street</td>
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<tr>
<td>16</td>
<td>2110 Nogalitos Street</td>
<td>78204</td>
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<td>Engine, Medic</td>
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<td>17</td>
<td>8545 Jones Maltsberger Road</td>
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<td>18/34</td>
<td>1410 S. W.W. White</td>
<td>78220</td>
<td>2</td>
<td>1956</td>
<td>Engine (2), Medic</td>
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<td>19</td>
<td>2307 Vance Jackson Road</td>
<td>78213</td>
<td>1</td>
<td>2011</td>
<td>Engine, Medic, Battalion Chief, Stationary Air Compressor</td>
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<tr>
<td>20</td>
<td>3347 South W. W. White Road</td>
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<td>3</td>
<td>1998</td>
<td>Engine, 4x4 Brush Fire Truck</td>
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<tr>
<td>21</td>
<td>5537 South Flores Street</td>
<td>78214</td>
<td>3</td>
<td>1929</td>
<td>Engine</td>
</tr>
<tr>
<td>22</td>
<td>1100 March Avenue</td>
<td>78214</td>
<td>3</td>
<td>1988</td>
<td>Engine, Aerial Ladder Truck, Squad, Medic, 4x4 Brush Fire Truck, Aircraft Rescue &amp; Firefighting Truck</td>
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<tr>
<td>23</td>
<td>1750 Skyplace Boulevard (International Airport)</td>
<td>78216</td>
<td>9</td>
<td>1988</td>
<td>Engine, Foam Trailer, Squad, Aircraft Rescue, Apparatus &amp; Firefighting Team</td>
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<tr>
<td>24</td>
<td>1940 Austin Highway</td>
<td>78218</td>
<td>2</td>
<td>1958</td>
<td>Engine, Medic</td>
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<td>25</td>
<td>1038 New Laredo Highway</td>
<td>78211</td>
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<td>2006</td>
<td>Engine, Medic, Water Tanker, Battalion Chief, Stationary Air Compressor</td>
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<tr>
<td>26</td>
<td>4140 Culebra Road</td>
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<td>7</td>
<td>1987</td>
<td>Engine, Mobile Air Compressor</td>
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<td>27</td>
<td>1538 Hillcrest</td>
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<td>7</td>
<td>2012</td>
<td>Engine, Medic</td>
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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.
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 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, Chief Hood was appointed to the Editorial Board of Firehouse Magazine.

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.

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 Events 2017:
1. 228 Rockhill Dr. May 5, 2017
2. Pvt St. in Ingram Square May 18, 2017
3. 809 E River Walk N June 27, 2017
4. 8538 IH 35 S July 23, 2017

FY 2017 SAFD Budget Breakdown

<table>
<thead>
<tr>
<th>Category Description</th>
<th>FY 2017 Adopted Budget</th>
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<tr>
<td>Personal Services</td>
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<tr>
<td>Contractual Services</td>
<td>12,902,733</td>
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<td>Commodities</td>
<td>8,165,916</td>
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<td>Self-Insurances/Other</td>
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<td>Capital Outlay</td>
<td>2,664,924</td>
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<td>Transfers</td>
<td>47,278</td>
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<td><strong>Current Year Total</strong></td>
<td><strong>318,965,049</strong></td>
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Approved FY 2018 Budget

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<tr>
<th>Fund</th>
<th>FY2017</th>
<th>FY2018</th>
<th>Change</th>
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<tr>
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<td>$326.2M</td>
<td>$10.7M</td>
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<tr>
<td>Uniform</td>
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<tr>
<td>Civilian</td>
<td>121</td>
<td>122</td>
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</table>
**Fire Suppression Division**

The Fire Suppression Division provides fire protection, rescue services, and medical first responder service to 1,407,147 citizens, and covers 504.8 square miles. Fire Suppression responded to 163,279 emergency incidents in 2017. The Division operates 54 Engine companies, 20 Ladder companies, 17 Medical First Responder Squads, and a variety of specialized vehicles and equipment staffed by over 1,000 personnel.

**Division Leadership**
The Fire Suppression Division is divided into three 24-hour shifts (A, B and C) with each shift managed by an Assistant Chief/Fire Shift Commander. The City of San Antonio is divided into 8 Battalions, or response areas, supervised by eight Battalion Chiefs on each shift. Each Battalion Chief is responsible for supervising the stations within their assigned Battalion.

**Priorities of Division**
- Decreasing the number of active duty firefighter cancer cases.
- Decreasing the number of Firefighter Line of Duty Deaths and injuries.
- The ability to safely, effectively and efficiently respond to all "Active Shooter" events within the city and county in a manner familiar with all law enforcement agencies and other response partners within the county.

**Significant Events**
Firefighting is a dangerous occupation. One of SAFD's own paid the highest price and another firefighter is still recovering from injuries suffered the night of May 18th, 2017 at the Ingram Square Fourth Alarm fire. FF Scott Deem made the ultimate sacrifice and FF Brad Phillips received traumatic injuries while attempting the search of a gymnasium for possible victims. At the end of FY 16-17, the department still is working on the recovery phase associated with the incident to ensure SAFD personnel are reviewing several of the possible issues at the Ingram fire through training and re-familiarization of skills, tactics, strategies, and other fire ground factors. In addition, these lessons and training sessions will also incorporate the suggestions made by the State Fire Marshal’s Office and the National Institute of Occupational Safety and Health Line of Duty Death (LODD) reports upon their release.

Since the issuance of the State and Federal Line of Duty Death reports, the San Antonio Fire Department has created a matrix of improvements consisting of recommendations from the State and Federal entities. Starting in the fall of 2017, the initiation of an aggressive, multi-faceted training program has occurred because of these reports and work will continue into the current fiscal year and beyond. This is a vigorous SAFD response to the recommendations outlined; Firefighter safety is paramount to this organization.

**Accomplishments**
- The SAFD continues the focus on Firefighter Safety through the various programs aimed directly at Cancer Prevention. Programs include:
  - on scene decontamination,
  - wipes to remove fire by products from the hands and face,
  - researching the latest best practices for Cancer Prevention,
  - researching the cost benefit for a second set of firefighting personal protective clothing (PPE) to enable fire fighters to switch out PPE after exposure to fire by products
- With the advent of an increased frequency of low tech terrorist attacks on soft targets through "Active Shooter" incidents internationally and nationally, the SAFD and the San Antonio Police Department (SAPD) have joined forces to increase the effectiveness of each department’s respective response. Working together, we plan and train in the latest recommended response techniques, as well as building the foundation for the command and control element of the Unified Command System. Joint SAFD-SAPD training has occurred year-round and will continue into the future. This training includes officers and firefighters training together on the Rescue Task Force concept and Unified Command roles and responsibilities. This will be a continuous venture to maintain skills by current membership in both departments and to introduce the new police officers and firefighters to the curriculum.

**Statistical Information**
- Fire Suppression units accounted for 204,808 unit responses in 2017

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**Plans for 2018**
- The Fire Suppression Division will continue to work towards completing the tasks established in the Texas LODD Report Matrix, to include:
  - Review and revise as necessary the Extremely Dangerous Structure SOP
  - Training to address Go/No Go, Risk Assessment, and Survivability Profile.
  - Department wide re-stressing of the Order Model.
  - Training on the Command Mode portion of the IMS SOP to include development of a training system.
  - Implementation of the Blue Card training program.
  - Research Passport software/hardware options (to assist in tracking personnel accountability on the fire ground).
  - Review the current SAFD Accountability Policy.
  - Review and update the RIT Policy.
  - Develop a Firefighter Survivability Center through the repurposing of the Cherry Street Warehouse.
  - Expand on Communications training at the Command level.
  - System wide revamp of the Pre-Plan Program.
- Work towards the addition of an Incumbent Training Division Chief.
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.

Hazardous Materials Response Team (HMRT)

The SAFD HMRT is comprised of 2 fire stations and 54 assigned firefighters. Fire Station #1 is located in the Downtown area near the AlamoDome and Fire Station #34 is located on the Northwest side near UTSA’s main campus. In addition to their normal duties as firefighters and EMT’s these specially trained firefighters are the frontline responders to any hazardous materials (HazMat) releases within the City of San Antonio that endanger life, property or the environment. The HMRT continuously trains and prepares in order to develop and maintain a superior level of readiness. Responses range from the basic underground natural gas-line leak to a full on chemical/radiological/biological attack. The HazMat Response team is ready to respond.

Technical Rescue Team (TRT)

The TRT (Technical Rescue Team) is comprised of 66 members at Fire Stations 11 and 5. The TRT specializes in highly technical rescue disciplines in addition to the responsibilities of a firefighting company. These teams train extensively in the areas of urban search and rescue, swift water rescue, confined space rescue, trench, structural collapse and high-angle rescue, cave rescue, advanced vehicle and big rig extrication, wilderness rescue, and RTF (rapid intervention team, rescuing our own from structure fires). TRT is on the leading edge of RTF active shooter training. TRT is the only ten-person team with RTF training and gear that are readily deployable to respond to an active shooter incident.

In the last year TRT deployed across our state as members of TEEX Texas Task Force 1 during Hurricane Harvey. TRT deployed as rescue technicians, helicopter rescue swimmers, and swift water boat teams. The TRT also co-hosted, with Austin Fire Department, the Disaster Region 6 training for Structure Collapse. The MSOU team was invited to train and sent several members to this important training. Many of the TRT and HMRT officers received HazMat IC training this year.

TRT hosted a vehicle extrication course taught by a nationally recognized instructor which attracted attendees from as far way as Alaska. Cave training took place this year in February along with members of the Bearz Grotto and Edwards Aquifer Authority, and TRT acquired two sets of ‘cave phones’ which are critical in the cave rescue environment. The TRT has also sent members to Oklahoma and Tennessee for boat operator training to constantly stay prepared to respond when called upon.

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 15 certified firefighters assigned to Fire Station 53. The Wildland Team opened their doors on January 1st, 2017. There are also 20 additional firefighters at 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 and local HOA’s. 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 (TIEMAS). The SAFD Wildland Team strives to be prepared to handle a wildfire event proactively in order to provide an effective service to the citizens of our city. WUIT has deployed to assist Rockport, Texas with all hazard mitigation following Hurricane Harvey, and provided assistance to the Lubbock, Ft. Davis, and Amarillo areas. These deployments allowed our Team members to witness the latest strategies and to gain invaluable insight while protecting the areas requesting our assistance.

Our plan for the new fiscal year is to increase Wildland effectiveness through a partnership with the IAFF by participating in a beta test. This will enhance our ability to increase structural protection to new neighborhoods within our growing City.

AIRCRAFT RESCUE FIRE FIGHTING (ARFF)

ARFF is comprised of 32 uniformed and one civilian team member, who work three shifts, at two locations: The San Antonio International Airport and Stinson Airfield. ARFF has a fleet of 5 ARFF response apparatus and 5 support vehicles. Based on 14 CFR 139 and multiple NFPA standards, ARFF is charged with maintaining a rigorous response capability and training schedule. In addition to aircraft emergency response, ARFF also responds to a variety of emergencies including fuel leaks, traffic accidents, fire alarms, and medical emergencies. Like most units, EMS calls make up the bulk of ARFF’s responses. Rescue 5 responds to medical emergencies on and around airport property. Additional duties at Fire Station 23 include quarterly fuel inspections of the roughly 45 fuel trucks and various fuel farms, plus internal safety courses to Airport personnel ranging from first aid, fire safety, and fire extinguisher training. Last year ARFF tracked and documented an excess of 3500 training sessions to ARFF personnel alone.

Priorities of Division

• ARFF must maintain a specific number of personnel, vehicle capability, quantity of extinguishing agent(s), and ARFF trained personnel to respond to and mitigate the aircraft emergencies on or around airport property.
• With over 9.1 million passengers flying annually, customer service is a huge component of our role at the airport. In most instances the only interaction or observation the public has with the San Antonio Fire Department may occur at the airport. It is vital that we provide the very best experience at all times to persons with which we interact.
• Significant Events
  • The selection of a new ARFF Coordinator
  • ARFF participated in several multiagency and/or multi-jurisdictional tabletop exercises including a mandatory full-scale triennial exercise. This exercise was conducted with the assistance of SAFD, UTHSCSA, USAF, and Airport personnel and identified key procedures that function well and those that need to be revised for revision.
  • Successful FAA Inspections
  • Operationally for 2017, ARFF had two Alert III incidents of significance, several hundred EMS calls, multiple Alert II incidents, and a variety of other responses.

Accomplishments

• The addition of a new training position within ARFF to assist and streamline the training mandates of 14 CFR Part 139, NFPA, TCFP, and TXDHS.
• Two new ARFF vehicles were approved to replace the aging and diminishing Rescue 2 and Rescue 6; they are currently in the final procurement phases.

Statistical Information

• 488 EMS calls
• 19 Alert calls (2 Alert Ills)
• 47 CFS involving fuel spill, gas leak, or alarm
• 9 Elevator rescues
• 6 Fires
• 340 Fuel Inspections
• 3524 documented training hrs.

Plans for 2018

• Cross-training between ARFF and HMRT, TRT, Wildland.
• Internally, we will be focusing on:
  • shores up operational and administrative procedures
  • upgrading facilities
  • adding fleet components and programs
  • revising our fuel inspection program
  • procuring additional PPE and storage capabilities
  • preplanning all airport structures
  • mirroring the departments incumbent training program as close as possible
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.

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 by guiding them through the worker’s compensation process. They are tasked with ensuring required documentation is completed and submitted in an accurate and timely manner.

The Payroll Office is responsible for every aspect of payroll administration for over 1,800 uniform and civilian employees and ensures every employee is paid timely and accurately. Their duties include payroll record management, payroll data research and analysis, and the identification and reconciliation of payroll related issues. The Payroll Office also assists employees as they navigate through the retirement process.

Division Leadership

- Noel Horan-Assistant to the Director
- Eddie Roel - Special Projects Manager
- Lucia Puente-Personnel Manager
- Linda Almendarez-Payroll Manager

Priorities of Division

- Ensure employees receive fair and accurate compensation
- Efficient processing of injury reports
- Provide support to families of injured and fallen firefighters and ensure they receive maximum benefit entitlements

Significant Events

- Participation in administrative support for Hurricane Harvey Incident Management Team (IMT)

Accomplishments

- Over one million dollars in deployment reimbursements processed

Statistical Information

- Processed over 800 transfers, nearly 90 promotions, and 36 retirements
- Processed over 500 first reports of injury

Plans for 2018

- Transition from paper to electronic processing in as many areas as possible
- Acquire a new full-time civilian position for the Records Office
EMERGENCY MEDICAL SERVICES

The San Antonio Fire Department EMS Division (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, with state of the art vehicles and equipment, to mitigate medical emergencies.

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 2016 and 2017 SAEMS received the Gold Award and Gold Award Plus from the American Heart Association, which are the highest awards achievable for cardiac pulmonary resuscitation.

Since 2016, as part of our continuing education, SAEMS has been sending all medics to a cadaver lab where they learn new techniques in endotracheal intubation, intravenous access, interosseous access, chest decompression, finger thoracotomy and surgical cricothyotomy. Using human cadavers instead of mannequins provides a realistic training environment allowing medics to become more proficient and comfortable performing these procedures. We have also added rapid sequence intubation (RSI) to our medic 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). This is truly a lifesaving procedure which requires the highest level of skill and training. All of this allows SAEMS to better serve the citizens of San Antonio.

Division Leadership
- Division Chief, Michael Stringfellow
- Executive Officer, Captain Jesse Renteria
- 16 Medic Field Officers
- The Office of the Medical Director oversees medical direction, continuing education, and quality assurance and improvement.

Priorities of Division
- Provide excellence in customer service
- Improve medical care and transportation of patients to local area hospitals.

Significant Events
- Provided MSOU medical support for many federal law enforcement agencies of High Risk Warrants. (FBI, DEA, DHS, USMS, ATF, State DPS). Approximately 5 joint Agency missions.
- Provided Regional MSOU tactical medical support to regional law enforcement agencies in their jurisdiction areas (New Braunfels PD, Wilson County SO).
- Provided medical stand by at Ingram Square for investigation work crews.
- Fiesta Event response during parades for potential threats and MCI response.
- Final Four MSOU medical support REACT Teams.
- Several MSOU medics deployed with State EMFT response for Hurricane Harvey efforts.
- San Antonio NYE celebration 300 Tri-centennial MSOU medical Support REACT Teams.
- MSOU medical support for SAPD Field Force units during several protest/marches/crowd gathering assemblies (BlackLives Matter, Civil War Statue Protest, Texas Open Carry, Etc.)
- VIP Dignitary Support with US Secret Service for VPOTUS and SLOTUS visit.
- MSOU Boat Medical Response with SAPD Park Police during Cavaliers Fiesta River Parade.

Accomplishments
EMSS Accomplishments:
- Graduated Paramedic Classes 49 and 50 for a total of 70 medics.
- Infectious Disease Response Unit Training (Regional Asset)
- New Controlled Substance Program
- Fast Sequence Intubation – Training MOF’s
- Stop the Bleed Campaign
- Medic Officer 5 (TEMP)
- Acquired 2 new latest technology GE Vscan Ultrasounds for MSOU M01 and M45.

Hospice Partnerships
- ISTATs on MSOU and MIH
- Hospice Partnerships
  - Embrace Hospice
  - Holy Savior Hospice
  - Multiple agencies are interested in establishing a relationship
- Bexar Guardianship Program
- UH Pediatric Asthma Grant
- Mental Health Partnership with:
  - Southwest General Hospital
  - Center for Healthcare Services
  - San Antonio Behavioral Health Services
  - Social Workers at Your Service
- Adult Protective Services Collaboration
  - Removals
  - Welfare Checks

Probate Court Collaboration
- Continued Established Community Partnerships with:
  - SAPD – LM E.A.C.T.
  - Alamo Service Connection
  - Project Mend
  - Via Trans
  - SA Food Bank
- Collaborations in Process:
  - South Texas Pediatric Asthma Collaboration
  - Haven for Hope Acute Care Clinic

Medical Special Operations Unit (MSOU) Accomplishments:
- 5 MSOU medics attended 80-hour Hazmat Technician class.
- Bone saw purchased and available for Field Amputation.
- MSOU medics are the only medics currently trained and performing RSI procedures.
- Acquired 28 sets of new Ballistic PPE gear and helmets for MSOU medics and MSOU MOFs.
- 9 MSOU medics have been sent to Cypress Creek Tactical Medic School (70-hour course). Will receive TCCC certifications.
- 7 MSOU medics attended a week long tactical medic course at Camp Bullis taught by Congency.
- MSOU BCSO SWAT Training
- 20 MSOU medics attended the ASIM (Active Shooter Incident Management) course (24 hours) taught by ALEERT /BCSO.
- All MSOU medics have been taught the RFT concepts and training for Active Shooter Response.
- Several MSOU members (approximately 12) are part of the State IDRU team for EMFT #8.
- 2 MSOU medics attended the Structural Collapse Technician course and received SCT certifications.
- COSA HELO Team is operational has 12 MSOU medics that are assigned to the team and completing training for operations.
- MSOU medic on stand-by with COSA HELO during Hurricane Harvey event.
- MSOU training at Airport for the SAMCEE drill with a Field Amputation mission built in specific for the medics.
- Added 1 additional MSC and now 2 MOFs per shift designated as MSOU officers.

Statistical Information
- EMS units responded to 143,097 incidents in Calendar Year 2017
- An EMS unit responded 164,936 times in Calendar Year 2017

Emergency Medical Services

The San Antonio Fire Department EMS Division (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, with state of the art vehicles and equipment, to mitigate medical emergencies.

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 2016 and 2017 SAEMS received the Gold Award and Gold Award Plus from the American Heart Association, which are the highest awards achievable for cardiac pulmonary resuscitation.

Since 2016, as part of our continuing education, SAEMS has been sending all medics to a cadaver lab where they learn new techniques in endotracheal intubation, intravenous access, interosseous access, chest decompression, finger thoracotomy and surgical cricothyotomy. Using human cadavers instead of mannequins provides a realistic training environment allowing medics to become more proficient and comfortable performing these procedures. We have also added rapid sequence intubation (RSI) to our medic 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). This is truly a lifesaving procedure which requires the highest level of skill and training. All of this allows SAEMS to better serve the citizens of San Antonio.

Division Leadership
- Division Chief, Michael Stringfellow
- Executive Officer, Captain Jesse Renteria
- 16 Medic Field Officers
- The Office of the Medical Director oversees medical direction, continuing education, and quality assurance and improvement.

Priorities of Division
- Provide excellence in customer service
- Improve medical care and transportation of patients to local area hospitals.

Significant Events
- Provided MSOU medical support for many federal law enforcement agencies of High Risk Warrants. (FBI, DEA, DHS, USMS, ATF, State DPS). Approximately 5 joint Agency missions.
- Provided Regional MSOU tactical medical support to regional law enforcement agencies in their jurisdiction areas (New Braunfels PD, Wilson County SO).
- Provided medical stand by at Ingram Square for investigation work crews.
- Fiesta Event response during parades for potential threats and MCI response.
- Final Four MSOU medical support REACT Teams.
- Several MSOU medics deployed with State EMFT response for Hurricane Harvey efforts.
- San Antonio NYE celebration 300 Tri-centennial MSOU medical Support REACT Teams.
- MSOU medical support for SAPD Field Force units during several protest/marches/crowd gathering assemblies (BlackLives Matter, Civil War Statue Protest, Texas Open Carry, Etc.)
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Accomplishments
EMSS Accomplishments:
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- New Controlled Substance Program
- Fast Sequence Intubation – Training MOF’s
- Stop the Bleed Campaign
- Medic Officer 5 (TEMP)
- Acquired 2 new latest technology GE Vscan Ultrasounds for MSOU M01 and M45.
- Ambulance Simulator at Initial Education
- Hantevy Application
- FBI Threat Assessment Team
**Training**

The Fire Training Academy campus occupies 15 acres and was built in 2006. While on the campus, personnel often utilize props such as the burn building, overturned tanker, rail cars, or the SCBA Confidence Course trailer. The campus features five classrooms with capabilities to host up to 180 visitors with AV capability and a computer lab with 15 seats available. Classrooms are used by field personnel, other COSA departments, and regional Fire Departments for State testing purposes.

**Division Leadership**

- Division Chief Michael Hinojosa
- Captain Dean Watson
- Captain Joe Hernandez
- Captain Raul Chapa

**Priorities of Division**

- To produce Fire Fighters ready to fulfill their functions as soon as they are off probation.
- To ensure that field personnel receive quality training and maintain training requirements for certifications.

**Accomplishments**

- The graduation of 2 cadet classes in 2017.
- The Fire Fighter Explorers program. This program consists of volunteers from the FTA and teachers from local high schools. In 2017 we had 15 students from two high schools attend and graduate the program.
- The Fire Training Academy facilitated the “Fire Fighter for a Day” program. This program will host children from local hospitals as “recruits” and will experience live fire training and have breakfast with the Chief.

**Statistical Information**

- In 2017 the San Antonio Fire Training Academy (FTA) graduated two classes for a total of 78 new Fire Fighters in the field. The curriculum consists of 21 weeks at the Academy and 7 weeks with the UTHSC-SA for EMT-B for a total of over 1100 hours of instruction based on Texas Commission on Fire Protection standards.

**Plans for 2018**

- Continue to search for new programs.
- Obtain new training tracking software.
- Increase the solicitation of feedback from the field.
- Work with the new Incumbent Training Division to develop department wide programs that utilizes established fire service practices and coordination of the facilities.

**Incumbent Training**

Firefighter safety and survival depends on all participants on the fire-ground working at peak capacity and near flawless execution of assigned tasks. In order to ensure this level of efficiency, this year the SAFD created a new division totally devoted to incumbent firefighter training. In past years, incumbent training was handled as a part of the Training Division with a single Captain in charge of delivering instruction to over 1200 active firefighters in the Suppression Division. Incumbent training includes the most basic task level equipment usage reviews to complete drills such as Active Shooter, High Rise, and fire ground evolutions.

**Division Leadership**

- Division Chief, Keith Crusius

**Priorities of Division**

- Reach all 1200 plus firefighters each month with practical training.
- Teach modern firefighter techniques that continuously evolve.

**Plans for 2018**

- Develop the SAFD Firefighter Survivability Center.
- Continue to develop the Peer Run Review Process.
- Create and cultivate new training initiatives.

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**Recruitment and Applicant Processing**

Our Recruitment Division is committed to identifying and attracting well qualified minority and female candidates. 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.

- **Step 1 (Outreach Plan)** is the Outreach component that communicates to candidates the tremendous benefits, security, & fulfillment that a career with SAFD offers. We believe this real connection to our department is how legacies have formalized. Ultimately, mentoring will enable the opportunity for identifying the right fit for the department and for the candidate.

Applicant Processing is responsible for investigating all applicants that are on the approved eligibility list for beginning positions as firefighters.

**Division Leadership**

- Division Chief, Daniel Gonzales
- Division Manager, Jay Fuentes

**Priorities of Division**

- Committed to identifying and attracting well qualified minority and female candidates.
- Committed to engaging and building relationships 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 will improve proportionately.

**Statistical Information**

Recruitment Efforts through 2017 continues to utilize 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 & females applying for our entrance exams.

- African American applicants has increased 6.59% to 9.33%
- Female applicants increased from 6.78% to 12.54%.

In 2017, the Applicant Processing unit investigated approximately 600 applicants and will be recommending the eventual hiring of approximately 70 firefighters.

**Training**

- Plan 1 (Outreach Plan) is the Outreach component that communicates to candidates the tremendous benefits, security, & fulfillment that a career with SAFD offers.
- Plan 2 (Mentoring Plan) is centered on building & maintaining long term relationships with targeted candidates.

**Priorities of Division**

- Continue to develop the Peer Run Review Process.
- Create and cultivate new training initiatives.

- Division Chief, Michael Hinojosa
- Captain Dean Watson
- Captain Joe Hernandez
- Captain Raul Chapa

**Accomplishments**

- The graduation of 2 cadet classes in 2017.
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**Plans for 2018**

- Develop the SAFD Firefighter Survivability Center.
- Continue to develop the Peer Run Review Process.
- Create and cultivate new training initiatives.
Fiscal Management and Research

The Fiscal Management and Research Division is comprised of 16 civilian personnel. They are responsible for the budget and the mayor and City Council, management of social media applications, SAFD website contributions, coordination of media relations for the SAFEM, development of written media to include press releases, magazine articles, brochures and other internal and external documents.

Priorities of Division

Responsibilities of Media Operations include maintaining, monitoring and promoting internal communications, maintaining open and reliable communication with our media partners, coordinating SAFD participation in numerous events throughout the year, fulfilling 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 SAFEM, development of written media to include press releases, magazine articles, brochures and other internal and external documents.

Significant Events

- Uncoupling (opening) of Fire Station 18
- University Hospital press event “Stop the Bleed” (Southlander Springs Tragedy)
- Ingram Square Fire
- Hurricane Harvey
- Ingram Square Arson Arrest
- Bright Kids Daycare Fire

Accomplishments

- Senior Fire Safety Education Outreach Media Campaign
- Fire Prevention and Life Safety Month Media Campaign
- National Fallen Firefighter Foundation’s Fire Service Occupational Cancer Symposium Video
- PIO & PR Manager certified as FEMA PIO
- FEMA certification JIS & JIC planners

Statistical Information

- SAFD Media Operations responds to media requests 24 hours a day, with an estimated 8,000 interactions between personnel and media (locally and nationwide)
- SAFD generated 4,688,455 unique visitors on Facebook (people that viewed, shared, commented, liked) and earned 7,834,769 impressions in 2017
- SAFD earned a Twitter engagement rate of 2.3% (An engagement rate between 0.09% and 0.33% is considered high)
- Media Operations on-scene responses to structure fires and other significant emergency events increased by 90%.

Plans for the new fiscal year

- Media Operations looks to continue our customer service-based approach to internal and external stakeholders. In 2018 Media Ops will re-launch the Fire Department Connections newsletter to “close the gap” that sometimes occurs between external and internal communications.
- Continuing training through FEMA, Homeland Security, and various industry specific organizations will continue to prepare SAFD Media Operations for any local or national emergency.

Services & Logistics

The Services & Logistics Division is divided into three groups that 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 is responsible for managing and maintaining over 280 emergency vehicles and over 90 non-emergency vehicles. Fleet maintains and repairs fire pumps, hydraulic systems for aerial ladders, emergency lights, sirens and special equipment (“jaws of life”, hydraulic cutters, and electrical and communications equipment). Fleet Maintenance is responsible for annual engine pump test, aerial ladder testing and ground ladder testing.

Supply/Logistics are responsible for purchasing, warehousing and distribution of all supplies and equipment to the Firefighting and EMS Divisions. Supply/Logistics maintains DEA and DSHS licenses for fire stations and ems units. They distribute equipment and supplies to 54 fire stations and coordinate the repair of department equipment such as small engines, Automated External Defibrillators (AED), stretchers, zoll x-series monitors, and extrication equipment.

Air Management Systems Group conducts annual mask fit testing, testing, repair and maintenance of all Self-Contained Breathing Apparatus and RIT packs. They also maintain and repair breathing air compressors, Mobile Air Compressors (MAC), Thermal Imaging Cameras (TIC) and gas detection monitors.

Division Leadership

- Division Chief Noel Morenes

Statistical Information

- Fleet Maintenance
  - Performed more than 1250 preventive maintenance services last year on various vehicles
  - Opened over 2000 work orders for a variety of repairs from AC problems to full pump rebuilds and fly section replacements.

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 and 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. Mandates in FY 2017 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.

- 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 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.

Division Leadership

- DFA, Mary Hammer

Priorities of Division

- To ensure the department remains fiscally sound, through budget management and compliance with city fiscal, purchasing, and budgetary policies.

Accomplishments

- Improvements during FY 2017 included a new position within the Applicant Processing Division
- The Accounts Payable team successfully met performance measures set forth by both the Finance Department and SAFD management in FY17

Statistical Information

- In Fiscal Year (FY) 2017, the Department received a budget of $381,538,935, which included General Fund ($308.3M) and Categorical Grants ($1.4M).
Management Information Systems

The Management Information Systems (SAFD IT) is an internal services support that consists of wholly dedicated staff from the Information Services and Technology Department (ITSD). The positions in the division are Lead Business Analyst (one for construction, one for projects), three Application Solution Analysts (support FASTER, ZOLL applications, Tele staff), two computer support technicians and three GIS specialists. This staff provide support for both civilian and uniformed personnel, both fixed facility and mobile computers. The staff rotates after-hours support for the department on a weekly basis. The division coordinates the infrastructure, equipment, and applications with ITSD for compliance and integration.

Division Leadership
• Business Relationship Manager, Hope Wellner-Brooks

Priorities of Division
To support the operations of the Fire Department while working with ITSD to ensure a seamless operation between departments

Significant Events
• SAFD IT supported the response to Hurricane Harvey.
• The GIS team was utilized to support the investigation for the LODD of Scott Deem.

Accomplishments
• SAFD IT purchased, configured, and rolled out new rugged pen tablets for the electronic Patient Care Reporting (ePCR) system.
• A new application (Handtevy) for estimating medication dosage in pediatrics, emergencies was introduced.
• Computers and software that is aged out was replaced by currently supported versions.

Statistical Information

Plans for 2018
• Introduce new modem/routers into the fleet for improved connectivity.
• SAFD IT will also introduce a new Predictive Modeling tool for Planning Division’s use in strategic planning and resource placement.
• Additional offerings for training, equipment tracking, and accident/injury report tools.

Facilities

The Facilities Division is comprised of three civilians who communicate and coordinate with Building and Equipment Services (BESD) and Transportation and Capital Improvements (TCI) to ensure the repair and maintenance of all 53 fire stations and any other SAFD facilities. Facilities also works with the Office of Risk Management (ORM) to ensure safety issues are addressed. Responsibilities include 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.

Division Leadership
• Division Chief, Robert Westbrook

Priorities of Division
• Maintenance and Repair
• Environmental Services – trash and refuse removal, indoor air quality, pest management
• Capital Asset Replacement – HVAC, Asphalt, floor replacements, Roof replacements
• Automated Energy Management

Significant Events and Accomplishments
• Completion of Planning phase for Plymovent installation
• Completion and move-in of Fire Stations 52, 53 and 18
• Substantial completion of phase 1 of Fire Station 2 was also completed.

Statistical Information
• The Office of Risk Management and the Facilities Division completed 28 fire station inspections in 2017.

Plans for 2018
• Assumption of mattress replacement duties
• Refinement of the Work Order Request submission process
• Establishing replacement cycle for station HVAC systems.

Health and Wellness

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

Division Leadership
• Noel Horan – Assistant to the Director
• Betsy Dose – Special Projects Manager

Significant Events
• Construction began on a consolidated gym facility and a sports medicine facility.

Accomplishments
• Budget approval for a full time Athletic Trainer
• Pastor Robert Emmitt named as head Chaplain

Statistical Information
• Wellness conducted over 1300 medical exams

Plans for 2018
• Opening of consolidated gym
• Construction of locker rooms/Shower
• Additional cancer screening (thyroid, CA125, ultrasound)
• Partnership with UTHSC on cancer

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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, and satellite based wireless data networks. TSD enhances situational awareness and communications capabilities for San Antonio Fire Department operations.

TSD specialists are tasked with the operation and maintenance of the Multi Patient Vehicle (Ambulance Bus), Fire Rehab Bus, Mobile Command Units 1 & 2, Communications Trailer, and numerous specialized support vehicles and equipment. In addition to operational and support activities, the Technical Services Division is responsible for system maintenance and repair of approximately 1800 mobile and portable radios as well as the installation, maintenance and repair of the mobile communications equipment in SAFD vehicles, (mobile data terminal (MDT), wireless modem, emergency lighting and other related equipment).

The Technical Services Strike Team functions as an incident support team capable of serving all public safety disciplines. Each Strike Team member holds Dept. of Homeland Security certifications such as Communications Unit Leader (COML), Communications Technicians (COMT), and numerous leadership level Incident Command System (ICS) qualifications. The jurisdictional diversity and technical complexity of incident response can quickly overwhelm routine communications. Proficient with technical equipment and specialized vehicles, the Strike Team is tasked with managing the operational and technical aspects of incident communications and providing incident support to all functions of the ICS organization.

Division Leadership
- Lieutenant James Murray (Division Head)

Priorities of Division
- Provide operational, technical, and communications support for local, regional and statewide emergency responses and disaster deployments.

Significant Events
- The TSD Team provided incident support at the:
  - NCAA Final 4 Championship
  - Fiesta Battle of Flowers & Night Parades
  - MLK March
  - Rock & Roll Marathon
  - USA & CPS Annual disaster drill
  - The Texas Division of Emergency Management Conference
- Regional deployments included
  - Hurricane Harvey
  - Hurricane Harvey
  - Sutherland Springs First Baptist Church mass casualty incident.

Accomplishments
- Division operations relocated from 502 Burnet (SAFD Warehouse) to a new facility located at 602 Dunton St. (East Kelly). Situated on approximately 10 acres of property, the new facility allows for future growth and expansion of services. The new facility offers a high-capacity training room, ample office space and work areas, a conference room, fully-equipped kitchen, and a fitness area available for use by our members.

Plans for 2018
- The Technical Services Division has served a vital role in the Public Safety Shared Radio System Project. A $10 million contract was awarded to Harris Corporation leading to an upgrade of the current land mobile radio system. The current Enhanced Digital Access Communication System (EDACS) will be replaced with a P25 Phase II Code Division Multiple Access (CDMA) radio system in the near future. Technical Services will be directly involved in the implementation, training, and acceptance testing of this system.
- 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.
Southwest Texas Fusion Center

SAFD’s integration into the SWTFC (Southwest Texas Fusion Center) began by taking advantage of a collaborative environment to solve communication and coordination problems that may arise from misinformation during response to calls for service. The mission has grown to help in the coordination of real time information during special events to provide a common operating picture. The Fusion Center has also been instrumental in providing a repository of information for such things as a Mental Health Task Force ensuring that all agencies involved have the ability to share and access the same information. This common operating picture ensures the most efficient use of resources.

Priorities of Division

• Operate as a strategic platform to fuse information at the different levels of government.
• Use an intelligence-based approach to provide real time information for better situational awareness during emergency responses and special event planning. One way this has been achieved at the SWTFC is through a multi-organizational Tactical Information Operation Center (TIOC). In which all agencies involved have a representative present to ensure the common operating picture is shared.

Significant Events

Because of the collaborative nature of this unit it provides a sound strategic platform to provide oversight for large special events such as:
• The NCAA Final Four tournament
• San Antonio’s Fiesta celebration
• San Antonio’s New Year’s Eve Celebration

Accomplishments

• The SWTFC has been able to employ GIS technology and software to enhance its incident management support function. The ability to accurately share this real time data through the common operating picture has become the standard for special event planning and emergency response management support.
• The Fusion center has also expanded its ability to coordinate information with other fusion centers throughout the United States.

Plans for 2018

• The SWTFC continues to expand its network of local, state and federal Fusion Liaison Officers (FLO’S). This enables the fusion center to gather and disseminate more data to more areas in its 42 counties of operation.
• SWTFC will continue to expand the relationships with critical infrastructure and local business partners. These relationships further expand the ability of the Fusion Center to gather and relay critical information to all its partners.

Arson

The Arson Bureau is now part of the Tactical Services Division and has been serving our community since 1970. Our Bureau is located in the Public Safety Headquarters for SAFD and is comprised of 18 uniform positions, one civilian and two K9 teams. Arson investigators are required to be certified Firefighters and Peace Officers. The Bureau is also responsible for post-blast investigation in the event of explosions. The Bureau regularly conducts these investigations with other agencies at the local, state and federal levels of government. This is extremely important as it relates to Homeland Security and acts of terrorism. Because of this broad encompassing mission, specialty areas within the Bureau have been developed to assist investigators. In addition, we have individuals trained for executive protection details and Rescue Task Force operations.

Part of this team includes a state licensed polygraph examiner. His special investigative skills are utilized not only for the Arson Bureau but also with SAFDs Applicant processing, as well as to assist other agencies when requested.

The K9 teams consist of two Arson Investigator Handlers and two Accelerant Detection Canines named Kai and Jenna. The Accelerant Detection program developed Kai and Jenna’s special skills to detect flammable liquids, such as gasoline and other accelerants often used to hasten the development or intensity of fires. Kai and Jenna help local arson investigators find evidence and determine areas of origin during investigations. The SAFD K9 teams also visit schools and civic organizations throughout the year to educate children and our community about fire safety. Kai and Jenna’s services are available to outside agencies upon request.

Division Leadership

• 1 Division Chief, Douglas Berry
• 1 Captain, Raul Lopez
• 3 Lieutenants

Priorities of Division

Our primary mission is to determine the origin and cause of fires when requested by first responders, conduct a criminal investigation when necessary, and assist in any case that result in a fire fatality.

Significant Events

The Arson Bureau investigated several fire fatalities, including one involving a firefighter (Ingram Square Fire).

Accomplishments

Statistical Information

In 2017, the Arson Bureau responded to over 480 incidents of which 217 were determined to be arson.

Plans for 2018

• Continue to train on interview techniques, evidence collection, post blast investigation, and forensic vehicle identification.
• Continue to conduct threat assessments when needed.
**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 were assigned to Fire Prevention.

**Division Leadership**
- Assistant Chief, Christopher Monester
- Division Chief, Arthur Villareal
- Division Chief, Randy Jenkins

**Priorities of Division**
- Educating the community on fire safety.
- Ensuring proper building fire safety system installations.
- Facilitating safer environments for emergency responders and occupants through code enforcement.

**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 safety of newly constructed commercial buildings is the responsibility of the Fire Prevention Inspection Group. This team is led by a Division Chief and is accountable for certificate of occupancy inspections, fire systems testing and commissioning, and general code compliance. This 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 also inspects various existing buildings for fire code violations through case investigations.

**Statistical Information**
- This past year, over 110,000 citizens were served through our outreach endeavors.
- More than 1,000 posters were judged during our annual fire safety poster contest.
- 1,518 food booth and float permits issued.
- More than 400 food truck inspections were conducted.
- Haz Mat Inspections team performed nearly 4,000 inspections.
- Working with Hazardous Materials Permitting, this team generates annually over $1,500,000 in revenue through permit fees.
- The Inspections Group conducted over 26,000 inspections and case investigations.

**Plans for 2018**
- The Office of the Fire Marshal is in the process of amending and adopting the 2018 International Fire Code.
- Fire Prevention month includes our annual fire safety poster contest with prizes awarded at our health and safety fair in October. The fair has outgrown its previous location at the Fire Chief’s Office to that of the Wonderland of the Americas Mall where more than 40 different trade groups and surrounding public participants made the event a success. Plans for 2018 include an expansion of additional participants and groups to make it larger than ever.

**Community Safety and Education (CSE)**

Community Safety and Education is a key component in our fire department’s mission. This division is directed by a Division Chief and has four areas of responsibility: Special Events, Public Education, Hazardous Materials Inspections and Special Inspections.

The safety of our visitors and workers at large venues is vital to public safety. The Special Events Office, which is managed by a Captain, is responsible for the inspection of mobile food vendors, entertainment events, conferences, and other assembly gatherings for visitors and citizens to ensure public safety. This office enhances safety for firefighters, tourists and other city employees through code enforcement, plan review, maintenance of emergency egress, permitted inspections and enforcement of fire watch.

An effective public fire education program is critical to the mission of any fire service. The Public Education (Pub Ed) office provides cost effective and customer driven service. This office is managed by a Lieutenant and is responsible for our annual safety fair, fire drills, Youth Fire Prevention Initiative Program, and the fire safety poster contest. Pub Ed works with fire companies and the Texas Burn Survivors Society in our Leaders in Fire Education (L.I.F.E.) initiative. This office also supervises fire drills at schools and businesses. New program involvement includes an “at risk” public school program. This program was initiated by school administrators as a response to the safety and future of troubled elementary school students.

There are over three thousand locations throughout San Antonio that store, use, manufacture or transport hazardous materials, and the number is growing. These locations can represent a concern for the community and increase dangers to our firefighters. The Hazardous Materials (HazMat) Inspections team, managed by a Captain, is responsible for the locating and inspecting all businesses where hazardous materials are present. This is done through inspections, plan review, and code enforcement.

The protection of school children, hospital patients, and high-rise occupants is the concern of the Special Inspections office which is managed by a Captain. This office also oversees the inspections of nursing homes, boarding homes, assisted living, group homes, and adult day care facilities. San Antonio has over 145 high-rise buildings. Approximately thirty-five do not have a fire sprinkler system. In 2015, the City of San Antonio approved the High-rise Retrofit Sprinkler Ordinance. This ordinance, which became effective on January 1, 2016, requires all high-rise building owners to install fire sprinkler systems. The Special Inspections office monitors the progress of the sprinkler installation process in these buildings while inspecting all high-rise buildings annually. This inspection program will enhance the safety for building occupants and responding firefighters.
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.

Incident Safety Officer Program
There are three Captains that serve as Incident Safety Officer (ISO) for their shift. These Captains provide a 24-hour safety resource for on-duty personnel and supervise a group of Lieutenants who serve as Acting Incident Safety Officers on their shift. The Captains are certified to ISO requirements as found in NFPA 1521, Standard for Fire Department Safety Officer Professional Qualifications. For each Fire shift, there are several Lieutenants who, in addition to their roles as Company Officers, have taken on the responsibility to serve as Acting Incident Safety Officer (ISO) during their shift. As necessary, they will work in place of their Captain and/or maintain Safety oversight during more hazardous emergency responses or training evolutions. They are all certified to ISO requirements as found in NFPA 1521, Standard for Fire Department Safety Officer Professional Qualifications.

Fire Quartermaster Office
The Fire Quartermaster Office is tasked with researching, maintaining, and tracking all elements of the Personal Protective Equipment (PPE) ensemble for each of our 1300 members in the fire division. Two fire officers lead this program which maintains compliance with the Texas Commission on Fire Protection, NFPA standards, and Directives from the Fire Chief. This office is the most vital link in the chain of our efforts to reduce occupational exposure to Cancer.

Division Leadership
• Division Chief, Mike Garcia

Priorities of Division
• To maintain effective and efficient Operational deployment
• To ensure that the different divisions in the Department have the needed information for decision making
• To maintain our ISO Class 1 rating
• To ensure that the SAFD is portrayed in a positive way throughout the city and community

Significant Events
• East side annexation and identification of location for Fire Station 54
• Bond election to replace Fire Station 24 and identification of the new location
• Approval of L18 and M32 in FY18
• Completion of the Ladder Addition and Relocation Study

Accomplishments
• SAFD receiving a Class 1 ISO rating

Plans for 2018
• Host the 2018 Metropolitan Fire Chiefs Conference
• Continued Pursuit of departmental accreditation through the Center for Public Safety Excellence
### 10 Busiest Engines

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### 10 Busiest EMS units

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### Estimated Total Fires Loss by Month

**Date Range:** From 1/1/2017 To 12/31/2017

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**Note:** Total Loss, Total Value, and Total Saved are in USD.
Total 2017 CY Responses: 374,504

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On May 18th, 2017 SAFD Firefighter Scott Deem made the ultimate sacrifice while fighting the 4 alarm, Ingram Square fire. Scott’s selfless dedication to serving the people of San Antonio, and to his SAFD family, will forever be remembered. By dedicating ourselves to improving the safety and service delivery of our department, we ensure that Scott’s legacy will have a lasting impact on all of our lives. As a department family we will go above and beyond the normal call of duty to ensure we never repeat the lessons learned on that day. Rest easy Brother Scott, we’ve got it from here.