



ANNUAL REPORT 2017

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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 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.

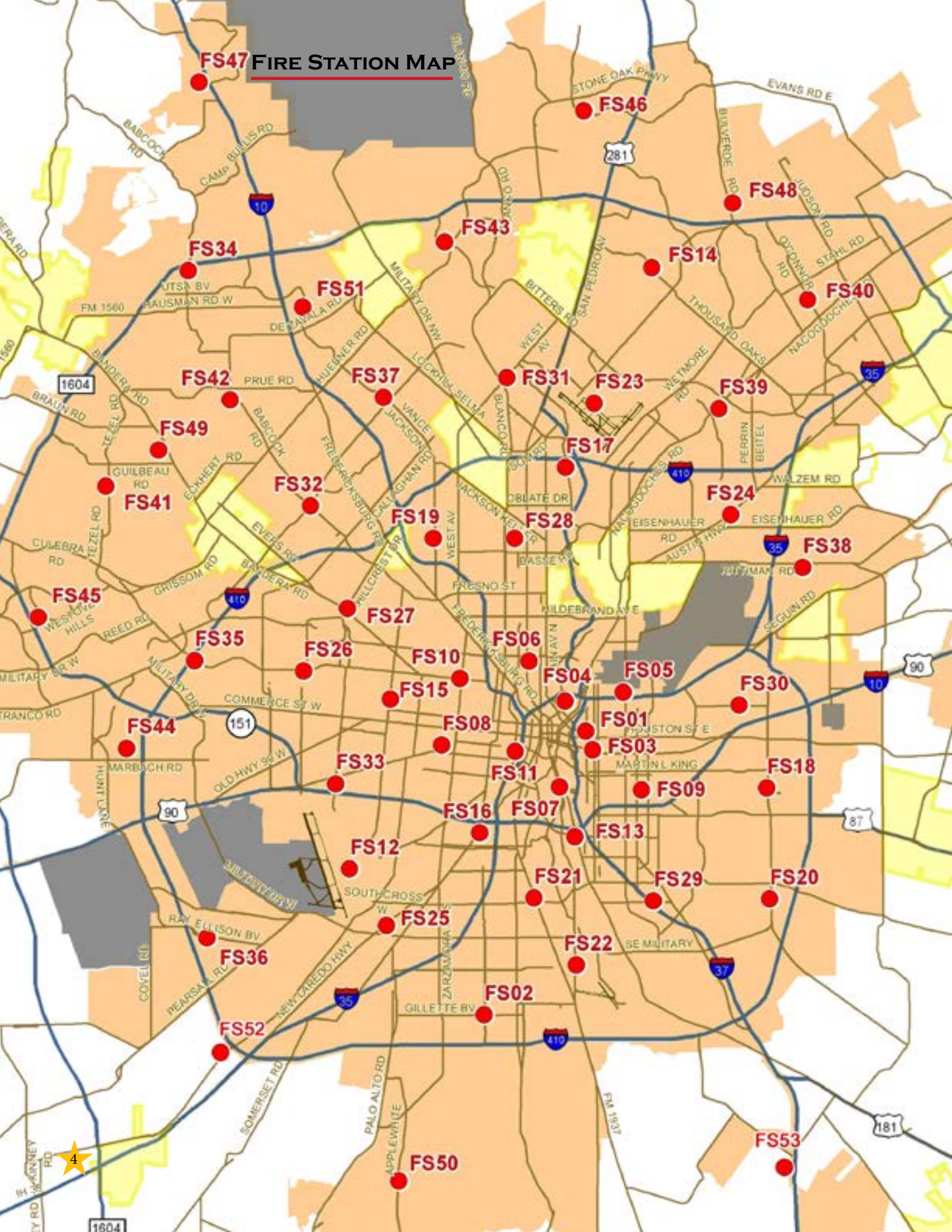
Our department continues to be focused on emergency response, health, safety, training, and education. The safety and health of our firefighters is of utmost importance. One of the areas I am concentrating on is our Cancer Prevention initiatives which include diesel exhaust extraction systems, a second 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.

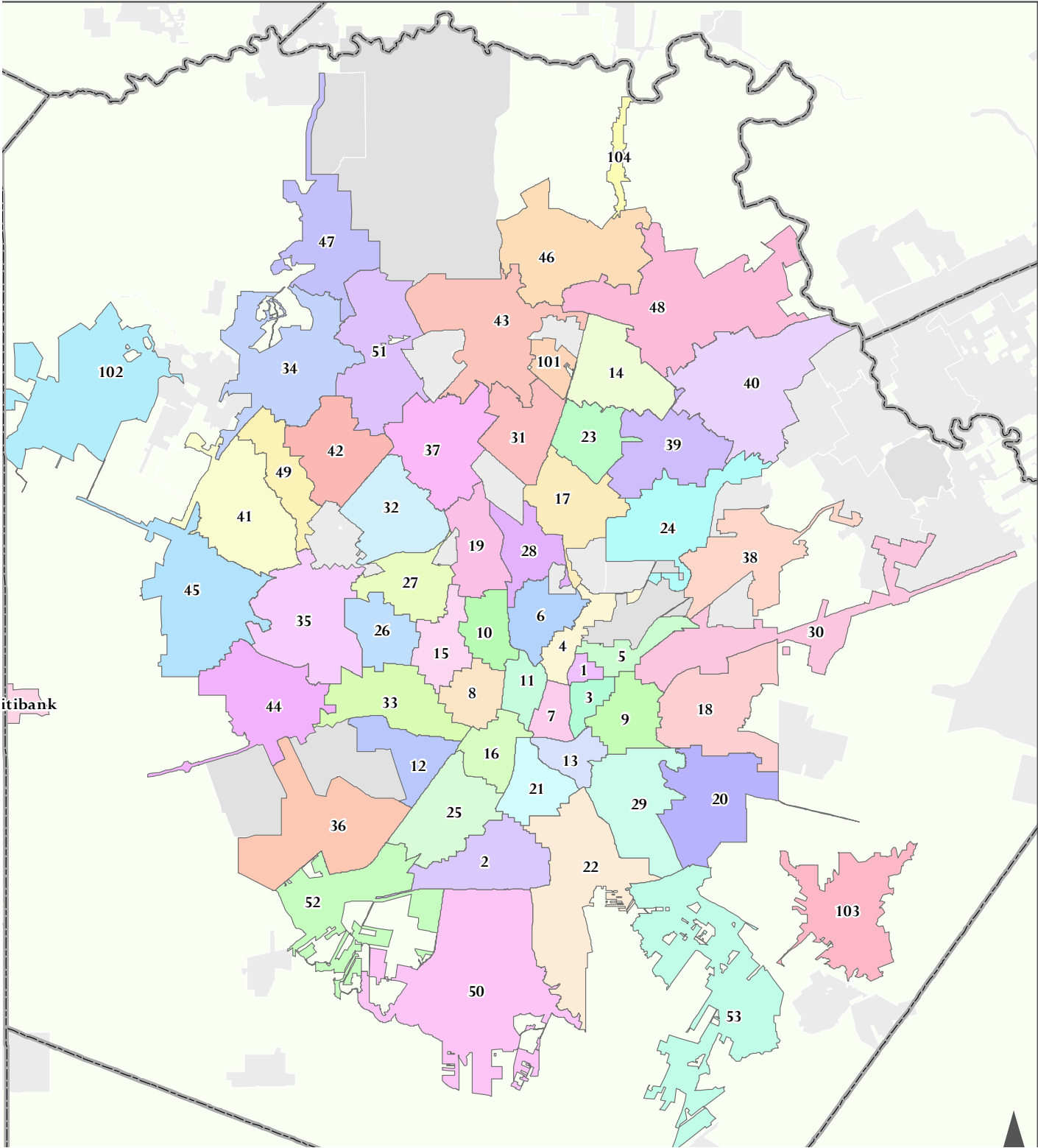
Yours in Service,



Charles N. Hood



SAFD Planning Districts

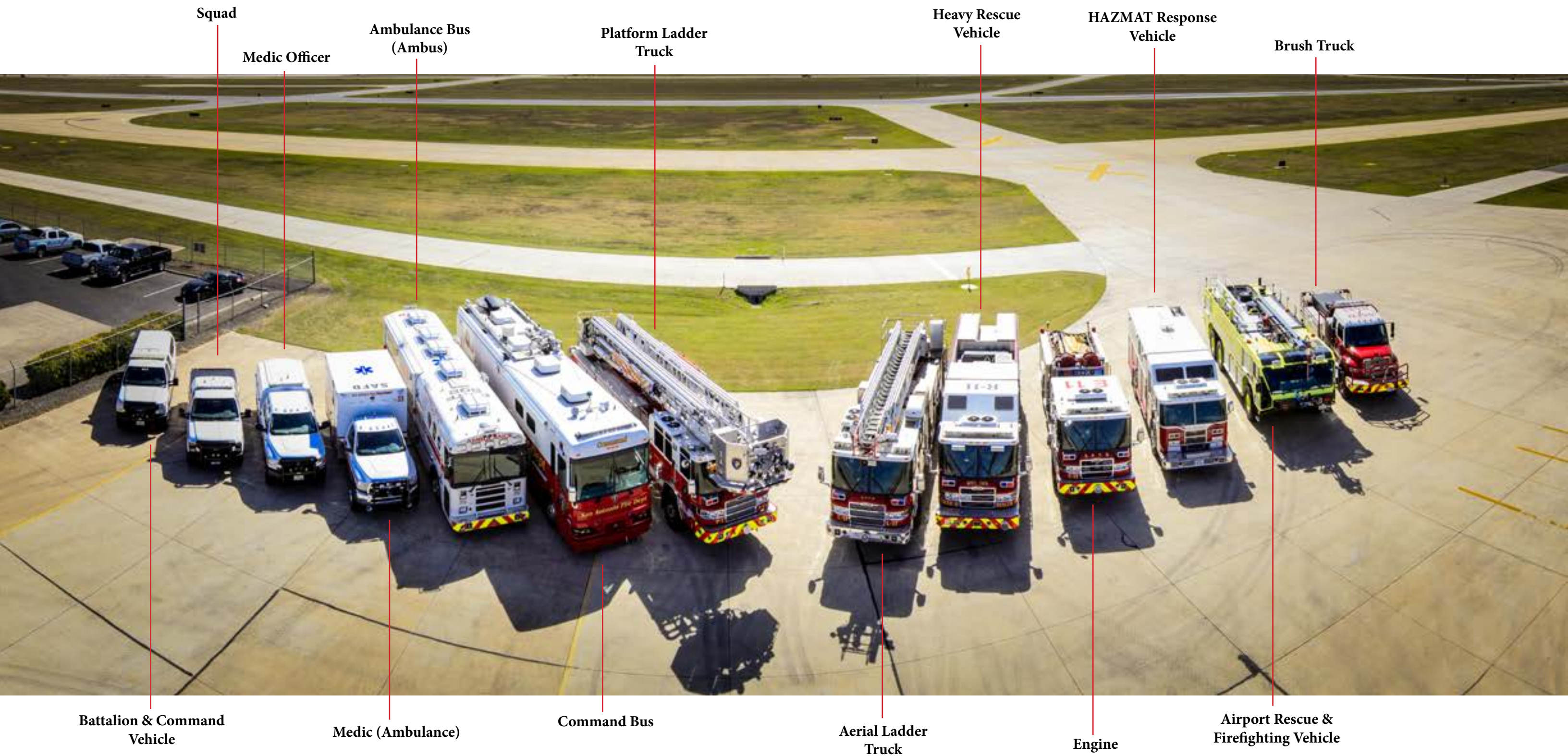


FIRE STATION INFORMATION

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	1058 W. Villaret Blvd.	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
18/54	1410 S. WW White	78220	2	1956	Engine (2), 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

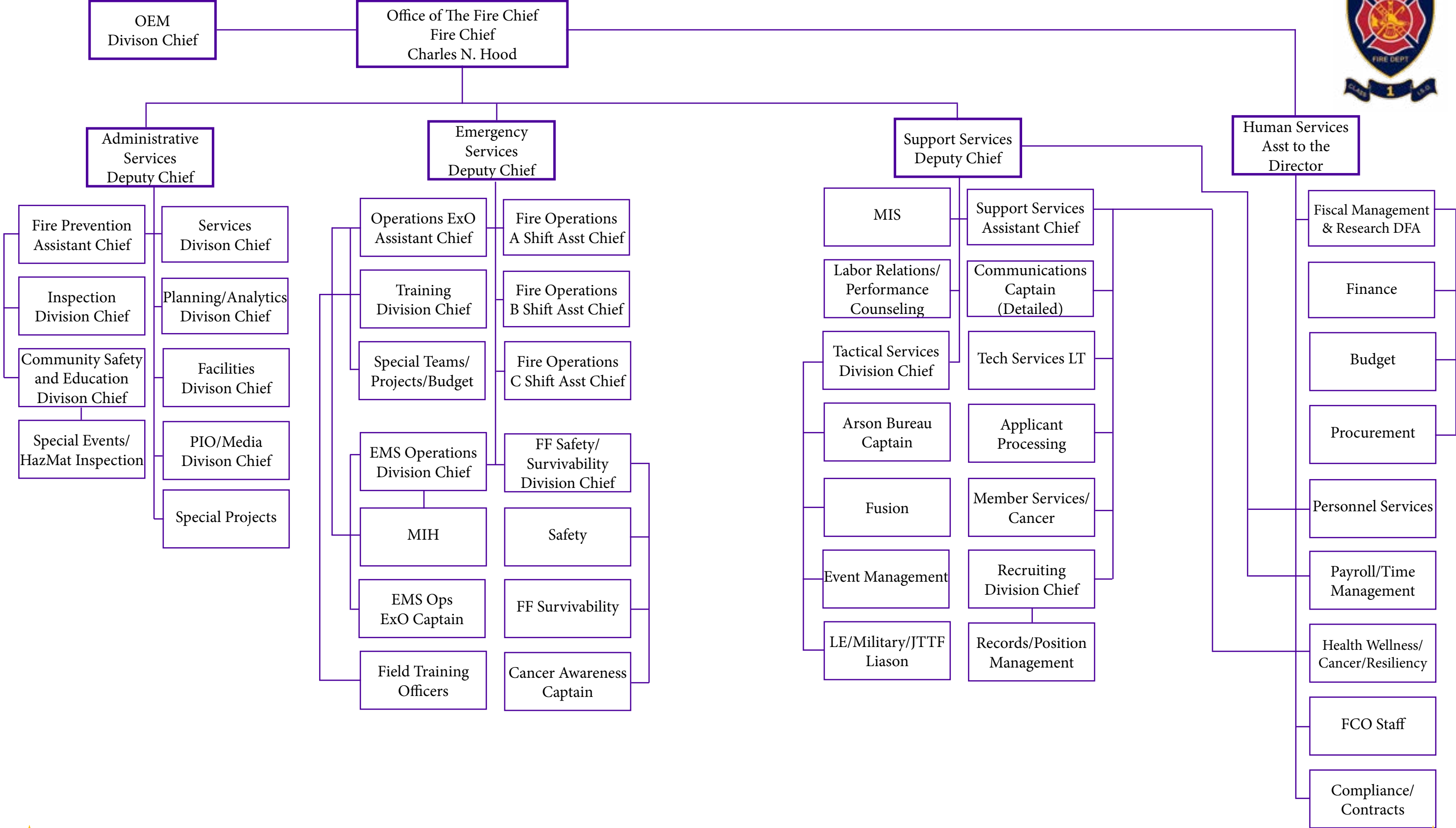




OFFICE OF THE FIRE CHIEF

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.

SAN ANTONIO FIRE DEPARTMENT ORGANIZATION



SAN ANTONIO FIRE DEPARTMENT SENIOR 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 CrossFit 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 Wedige

Chief Wedige was born and raised in San Antonio. He is a thirty-five 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.

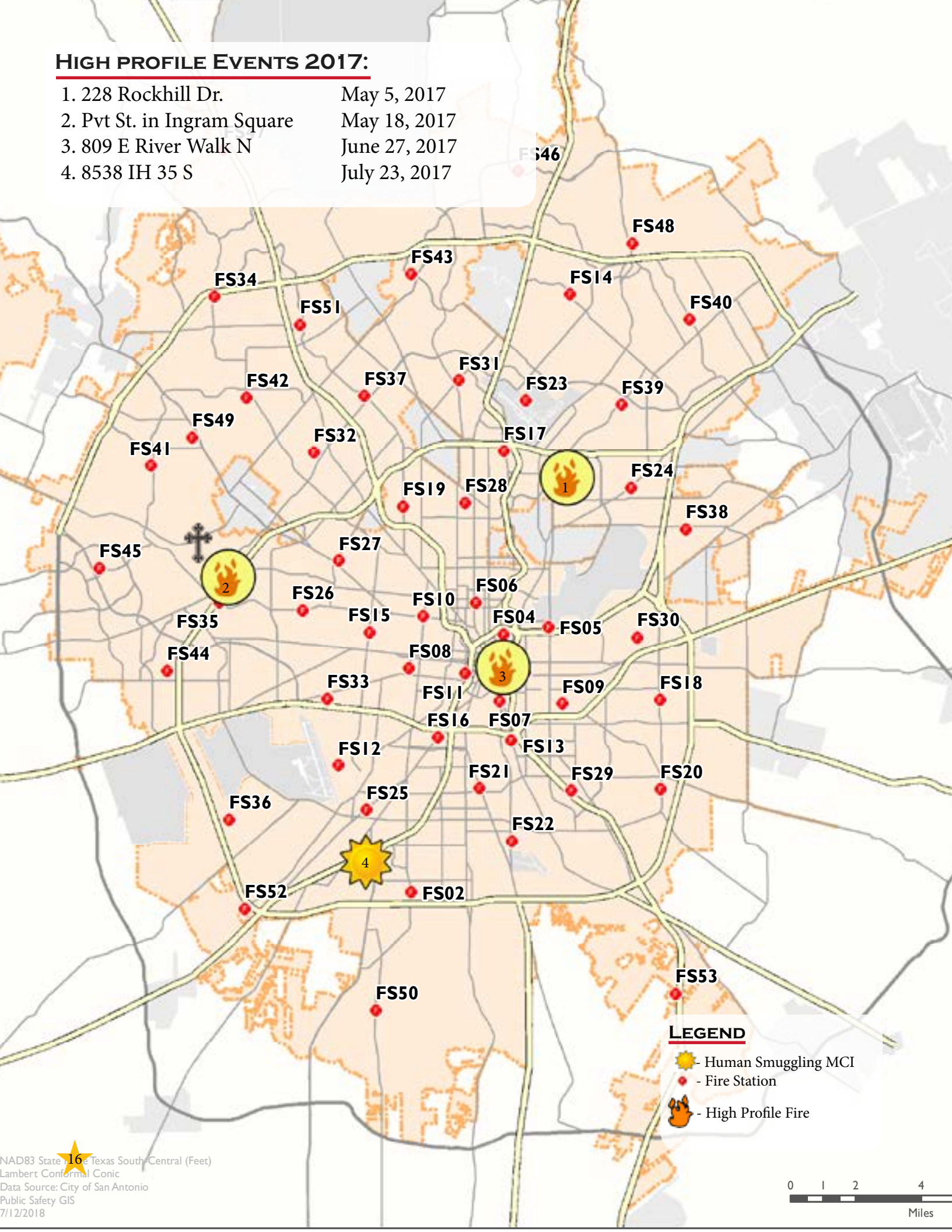


Assistant to the Director Noel Horan

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 EVENTS 2017:

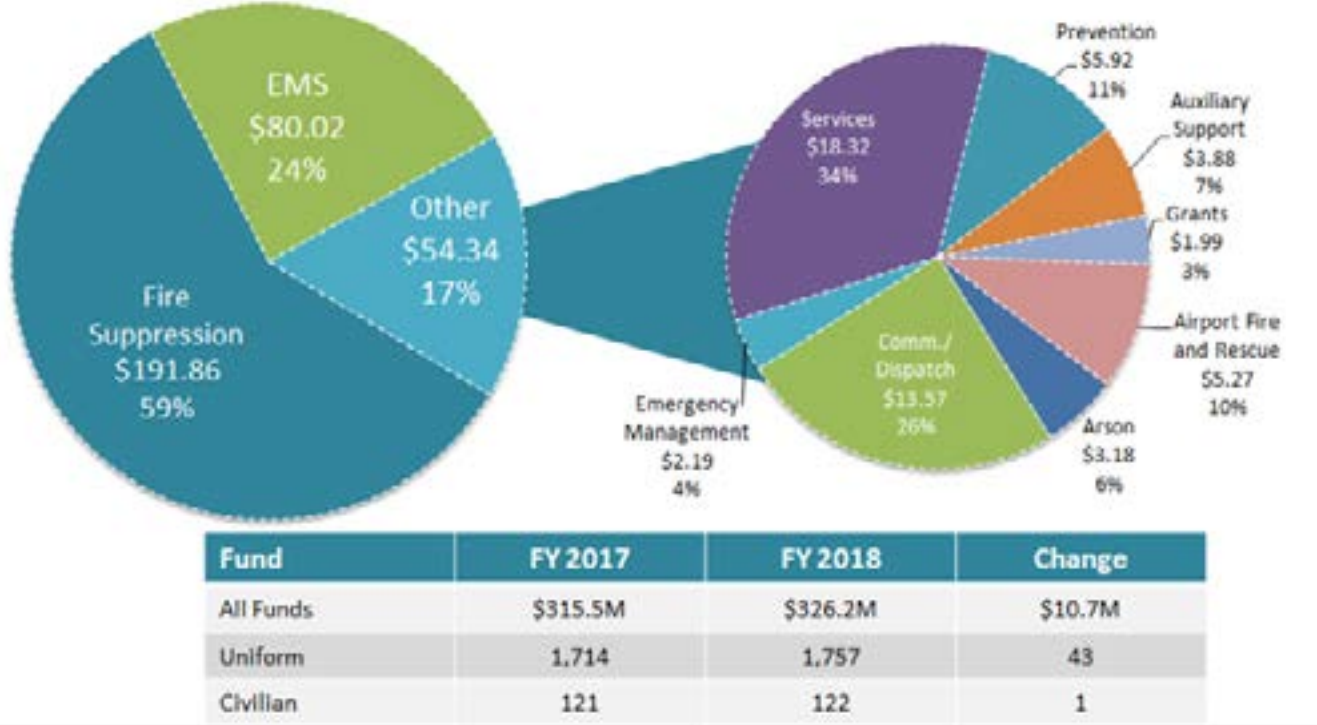
1. 228 Rockhill Dr.
2. Pvt St. in Ingram Square
3. 809 E River Walk N
4. 8538 IH 35 S
- May 5, 2017
- May 18, 2017
- June 27, 2017
- July 23, 2017



FY 2017 SAFD BUDGET BREAKDOWN

Category Description	FY 2017 Adopted Budget
Personal Services	264,360,343
Contractual Services	12,902,733
Commodities	8,165,916
Self-Insurances/Other	30,823,855
Capital Outlay	2,664,924
Transfers	47,278
Current Year Total	318,965,049

APPROVED FY 2018 BUDGET



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 Phipps 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

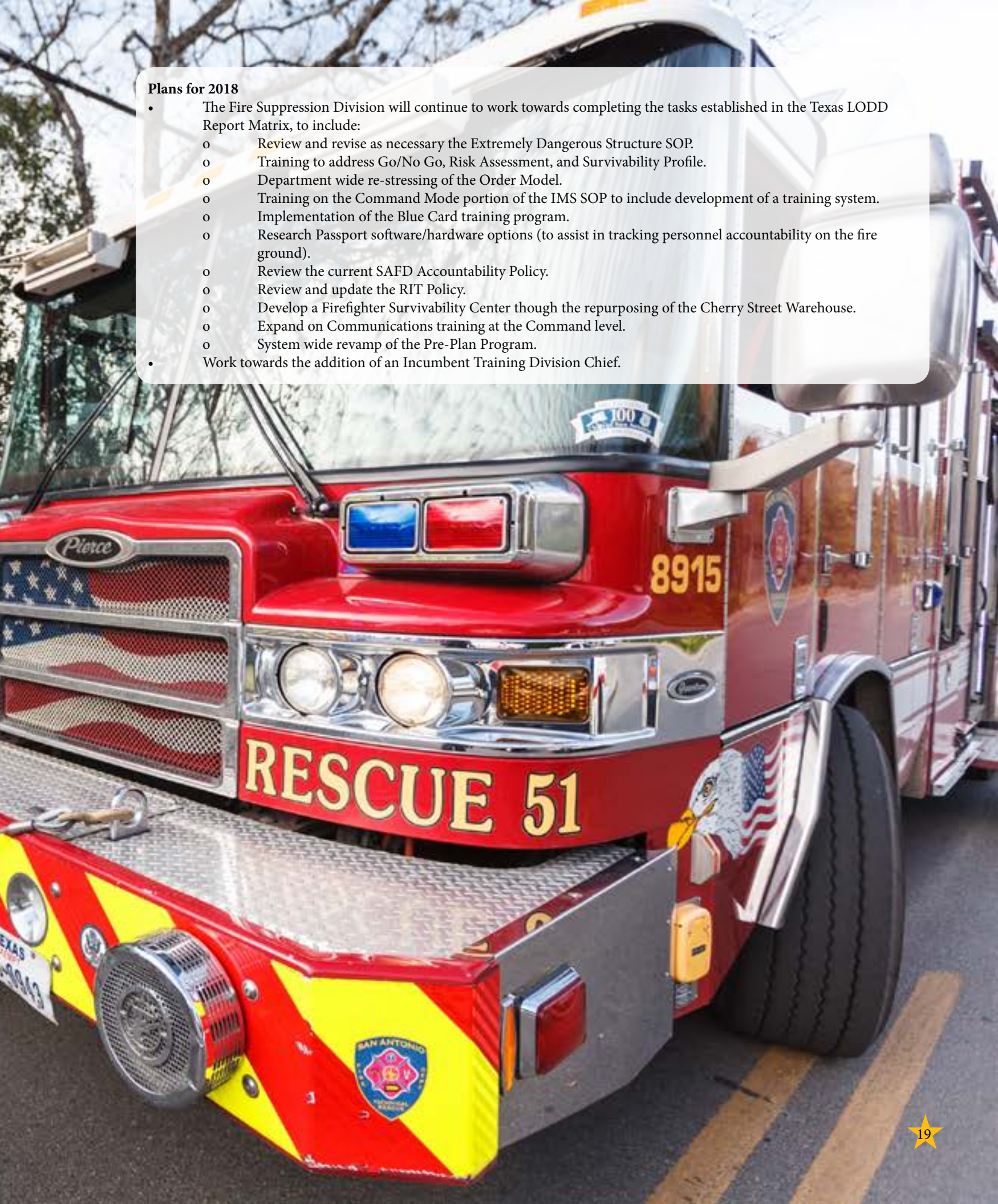
- The SAFD continues the focus on Firefighter Safety through the various programs aimed directly at Cancer Prevention. Programs include:
 - o on scene decontamination,
 - o wipes to remove fire by products from the hands and face,
 - o researching the latest best practices for Cancer Prevention,
 - o 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

Plans for 2018

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



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.

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 supreme 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 specialize 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 RIT (rapid intervention team; rescuing our own from structure fires). TRT is on the leading edge of RTF active shooter training. TRT is the only two ten-person teams 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 I 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 away as Alaska. Cave training took place this year in February along with members of the Bexar 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 HOAs. 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). 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.

Division Leadership

- Acting Division Chief, Captain James T. Bennett.
- Captain Wayne Purcell
- Lieutenant Gilbert Hunt
- Lieutenant Travis Spear
- Engineer Mike Pansza, ARFF Training Coordinator

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 revisited 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 deminishing Rescue 2 and Rescue 6; they are currently in the final procurement phases.

Statistical Information

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

Plans for 2018

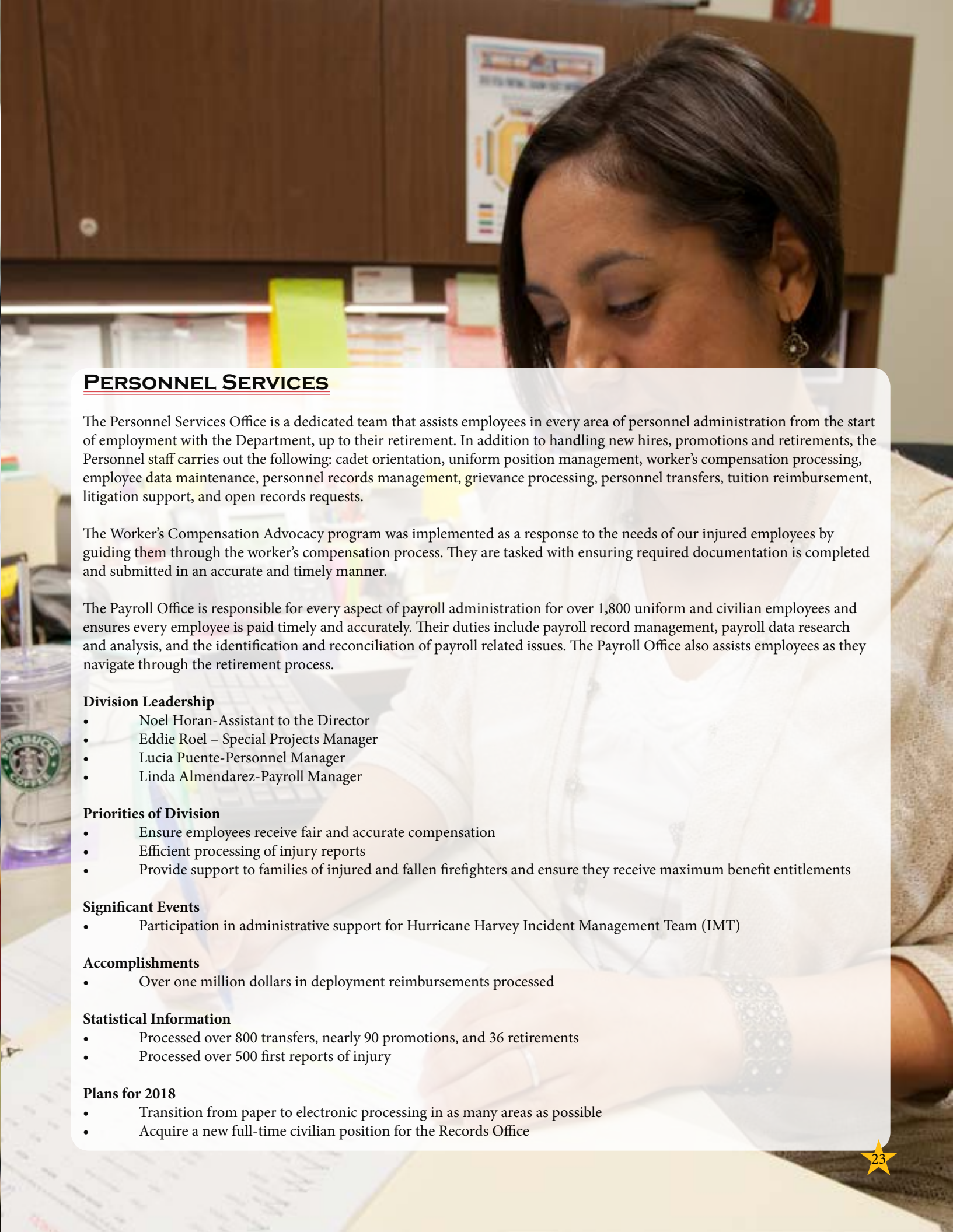
- Cross-training between ARFF and HMRT, TRT, Wildland.
- Internally, we will be focusing on:
 - o shoring up operational and administrative procedures
 - o upgrading facilities
 - o adding fleet components and programs
 - o revising our fuel inspection program
 - o procuring additional PPE and storage capabilities
 - o preplanning all airport structures
 - o 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 cardio 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 cricothyrotomy. 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
- 4 Medic Shift Commanders
- 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, USM, 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 EMTF 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

EMS Accomplishments:

- Graduated Paramedic Classes 49 and 50 for a total of 70 medics.
- Infectious Disease Response Unit Training (Regional Asset)
- New Controlled Substance Program
- Rapid 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

Mobile Integrated Health (MIH) Accomplishments:

- ISTATs on MSOU and MIH
- Hospice Partnerships
 - o Embrace Hospice
 - o Holy Savior Hospice
 - o Multiple agencies are interested with establishing a relationship
- Bexar Guardianship Program
- UH Pediatric Asthma Grant
- Mental Health Partnership with:
 - o Southwest General Hospital
 - o Center for Healthcare Services
 - o San Antonio Behavioral Health Services
 - o Social Workers at Your Service
- Adult Protective Services Collaboration
 - o Removals
 - o Welfare Checks
- Probate Court Collaboration
- Continued Established Community Partnerships with:
 - o SAPD - I.M.P.A.C.T.
 - o Alamo Service Connection
 - o Project Mend
 - o Via Trans
 - o SA Food Bank
- Collaborations in Process:
 - o South Texas Pediatric Asthma Collation
 - o Haven for Hope Acute Care Clinic
 - o Opioid Emergency Response Pilot

Medical Special Operations Unit (MSOU) Accomplishments:

- Sent 5 MSOU members to 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 RTF concepts and training for Active Shooter Response.
- Several MSOU members (approximately 12) are part of the State IDRU team for EMTF 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



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.
- Step 2 (Mentoring Plan) is centered on building & maintaining long term relationships with targeted candidates. 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 relations with diverse groups and individuals.
- The Recruitment division believes that by increasing the quality and diversity of our new firefighters, our organizations responsiveness and customer service 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

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 100 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

MEDIA OPERATIONS

Division leadership Led by a Uniformed Public Information Officer (PIO), the Media Operations Division reports directly to Deputy Chief Carl Wedge. The primary function of Media Operations is to support the community initiatives and activities of Fire Chief Charles Hood, to highlight, cultivate and maintain the positive image of the department, and to bridge information to the public and media.

Brief Description of the Division Media Operations 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.

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 SAOEM, 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” (Southerland 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's
 - FEMA certification JIS & JIC planners

- Statistical Information**
- SAFD Media Operations responds to media requests 24 hours a day, with an estimated 6,000 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 and 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 Morones

- Statistical Information**
Fleet Maintenance:
- Performed more than 1250 preventive maintenance services last year on various vehicles
 - Opened over 5000 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 \$311,538,935, which included General Fund (\$308.3M) and Categorical Grants (\$1.4M).

- Plans for 2018**
- The Budget Team will continue to maximize the approved budget effectively and efficiently for FY18.

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 pediatric 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

Priorities of Division

- Wellness Medical Exams
- Treatment and Rehabilitation of Injuries
- Promotion of Physical Fitness
- Spiritual Wellness
- Emotional Wellness

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/Showers
- Additional cancer screening (thyroid, CA125, ultrasound)
- Partnership with UTHSC on cancer

PUBLIC SAFETY ANSWERING POINT
(COMMUNICATIONS)

The SAFD Communications Division is responsible for the processing of all 911 and non-emergency calls to the Department, dispatching units to emergencies, tracking all front-line Fire Department assets, logistical support of Fire Department assets during large scale incidents and running and maintaining the Fire Department Public Safety Answering Point (PSAP). The Communication Division provides round-the-clock service to our external customers (9-1-1 callers) and to our internal customers. 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 daily 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 uniformed staff has the knowledge-base to provide pre-arrival instructions to 9-1-1 callers. 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 Taker/Dispatchers to maintain and effectively operate the SAFD Command Bus, Ambus (Ambulance Bus), Rehab Bus, Mobile Communications Trailer and various other SAFD support resources. 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 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. The SAFD Communications Division is proud to be the first point of contact for those requiring emergency service in our community.

Division Leadership

- Captain (Division Head), Lisa Jimerson
- Five Lieutenants (one per shift and an Executive Officer on a 40-hr. schedule)

Priorities of Division

We answer 911 calls, provide pre-arrival life-saving instructions, and support the field units on any mission they encounter.

Significant Events

- Our Technical Services Strike Team provided incident support at several special events - Fiesta, New Year’s Eve Celebration, MLK Parade, and the NCAA Final Four to name a few.
- In addition, our Technical Services Strike Team members deployed several assets in support of the Hurricane Harvey response operations across the state of Texas. Team members established and supported the Incident Command Post for Texas Department of Public Safety and assisted with restoration of emergency communications in hurricane affected areas.

Accomplishments

Bexar Metro 9-1-1’s Quarry Run Regional Operations Center is a state-of-the-art Public Safety Answering Point (PSAP) built in 2016. This center serves as an 81,500-square foot fallback facility for the San Antonio Police Department and San Antonio Fire Department Communications Units located at Brooks City Base. The Communications Division has spent countless hours validating our SAFD Continuity of Operations Plan and other contingency plans. Several transfer tests have been performed to ensure total system functionality.

Statistical Information

- The Division answered 177,543 emergency calls, which is a 9100+ call increase from 2016.
- Answered over 112,000 non-emergency phone calls.
- Over 2700 hours of training in topics like Emergency Medical Dispatch, Vesta 9-1-1 call-handling equipment, CAD, and reviewing Department dispatching protocols and contingency operations.

Plans for 2018

- Equipment and system upgrades such as the implementation of the Vesta 9-1-1 phone system and logging recorder system.

TECHNICAL SERVICES

The San Antonio Fire Department Technical Services Division (TSD) is an all-hazards team that specializes in deploying our state of the art mobile command & communications platforms, tactical radio communications networks, 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 proactively involved with the 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
 - o NCAA Final 4 Championship
 - o Fiesta Battle of Flowers & Night Parades
 - o MLK March
 - o Rock & Roll Marathon
 - o USAA & CPS Annual disaster drill
 - o The Texas Division of Emergency Management Conference
- Regional deployments included
 - o Hurricane Harvey
 - o 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 endor 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.

The Tactical Information Operation Center (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 both fire and police 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 have not had before. The coordination and sharing of information from the onset of an emergency call provides responding agencies a common operating picture to make the best decisions and provide the most effective use of resources.

Division Leadership

The SWTFC (Southwest Texas Fusion Center) is co-managed by Division heads from the San Antonio Police Department and the San Antonio Fire Department.

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' 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 SAFD's 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 are assigned to Fire Prevention.

Division Leadership

- Assistant Chief, Christopher Monestier
- 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 building 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.

- The division continues its program to install smoke detectors and conduct home fire safety checks in as many homes as we can. Through various donations of generous insurance companies and manufacturers, we are able to purchase smoke detectors for this important program. Grant applications have also been made to provide for the purchase and distribution of “above the stove” automatic kitchen hood fire extinguishers for target neighborhoods. Kitchen fires remain one of the leading causes of house fires.
- The division is in the process of adopting a third-party compliance program to monitor the inspections and maintenance of new and existing life safety systems installed in buildings across the city.

COMMUNITY SAFETY AND EDUCATION (CS&E)

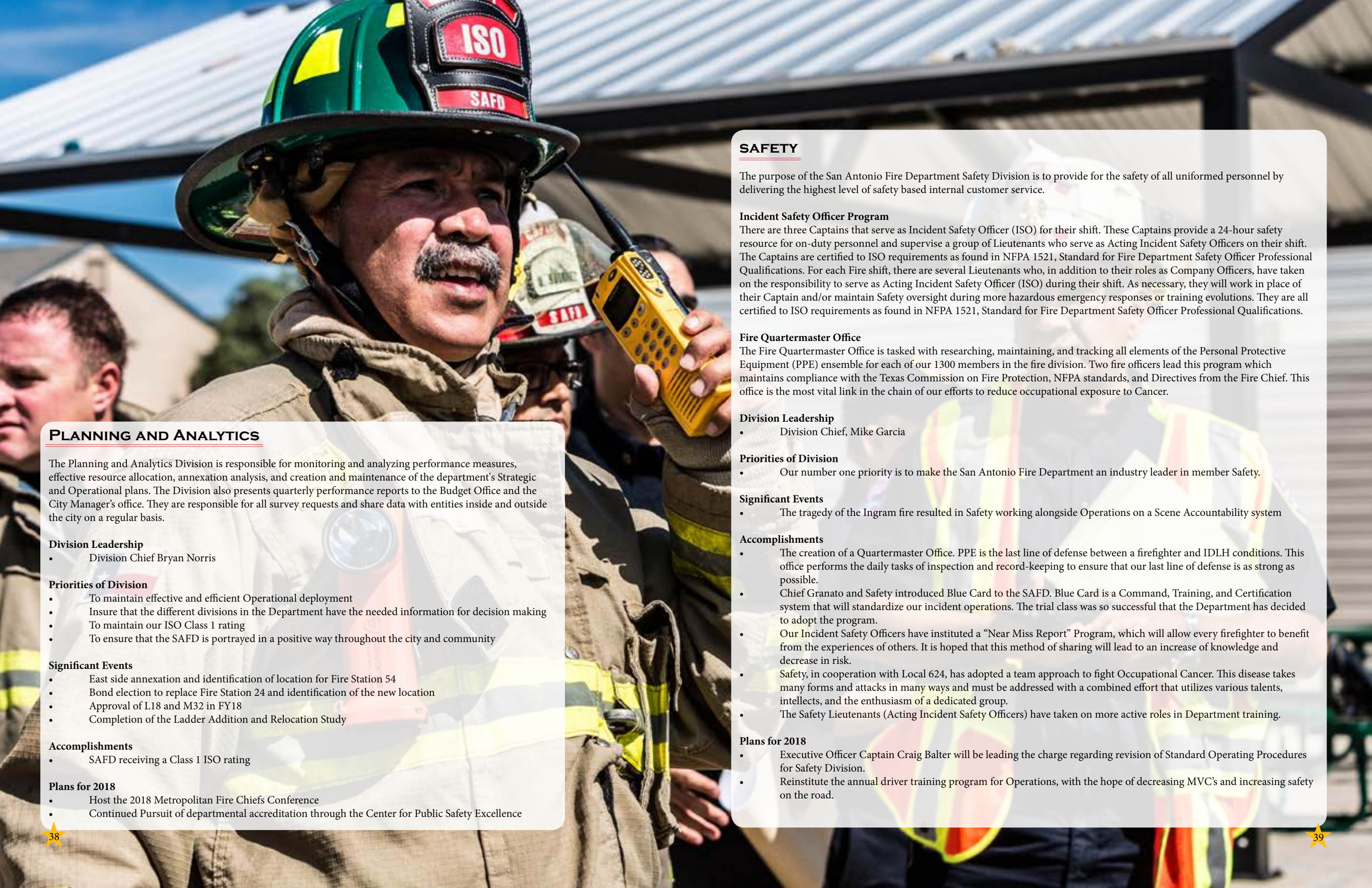
Community Safety and Education is a key component in our fire department's mission. This division is directed by a Division Chief and has four areas of responsibility: Special Events, Public Education, Hazardous Materials Inspections and Special Inspections.

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 Burns 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.



PLANNING AND ANALYTICS

The Planning and Analytics Division is responsible for monitoring and analyzing performance measures, effective resource allocation, annexation analysis, and creation and maintenance of the department’s 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.

Division Leadership

- Division Chief Bryan Norris

Priorities of Division

- To maintain effective and efficient Operational deployment
- Insure 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

SAFETY

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

- Our number one priority is to make the San Antonio Fire Department an industry leader in member Safety.

Significant Events

- The tragedy of the Ingram fire resulted in Safety working alongside Operations on a Scene Accountability system

Accomplishments

- The creation of a Quartermaster Office. PPE is the last line of defense between a firefighter and IDLH conditions. This office performs the daily tasks of inspection and record-keeping to ensure that our last line of defense is as strong as possible.
- Chief Granato and Safety introduced Blue Card to the SAFD. Blue Card is a Command, Training, and Certification system that will standardize our incident operations. The trial class was so successful that the Department has decided to adopt the program.
- Our Incident Safety Officers have instituted a “Near Miss Report” Program, which will allow every firefighter to benefit from the experiences of others. It is hoped that this method of sharing will lead to an increase of knowledge and decrease in risk.
- Safety, in cooperation with Local 624, has adopted a team approach to fight Occupational Cancer. This disease takes many forms and attacks in many ways and must be addressed with a combined effort that utilizes various talents, intellects, and the enthusiasm of a dedicated group.
- The Safety Lieutenants (Acting Incident Safety Officers) have taken on more active roles in Department training.

Plans for 2018

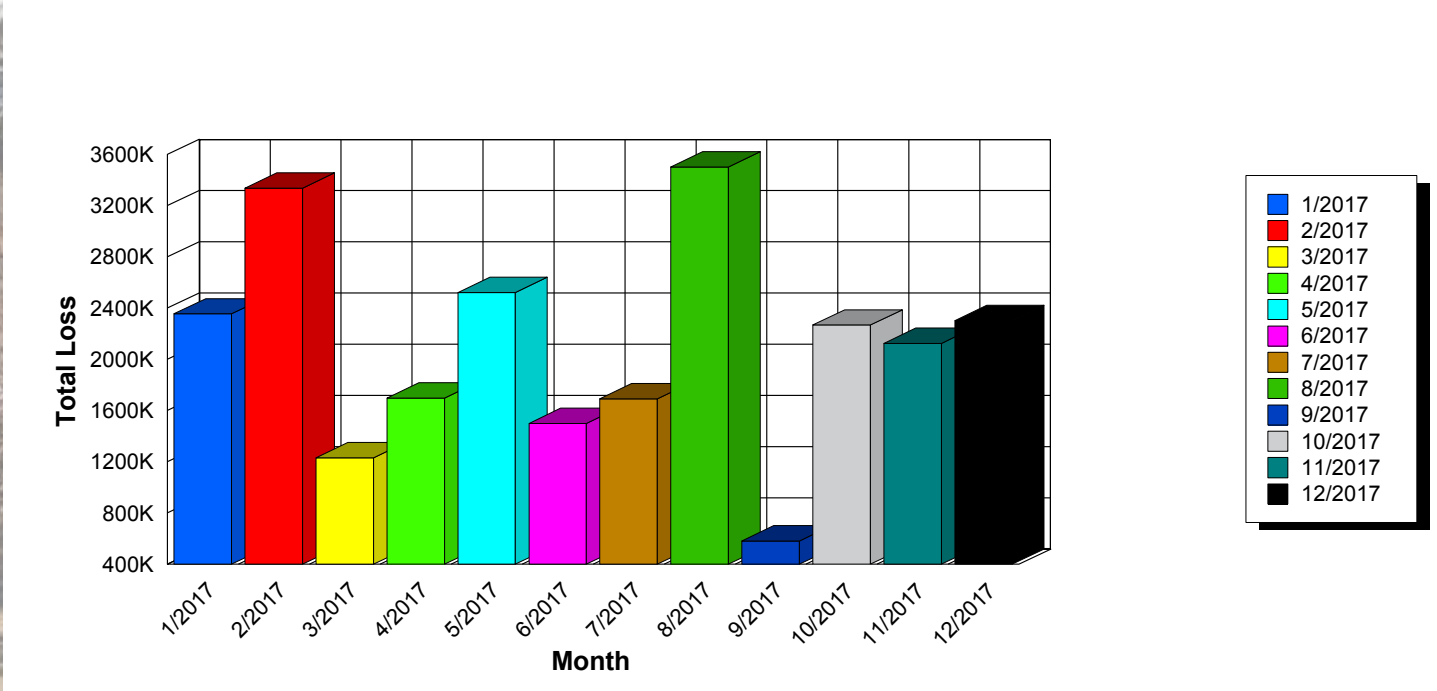
- Executive Officer Captain Craig Balter will be leading the charge regarding revision of Standard Operating Procedures for Safety Division.
- Reinstitute the annual driver training program for Operations, with the hope of decreasing MVC’s and increasing safety on the road.

10 Busiest Engines	
E24	5024
E44	4923
E19	4776
E27	4219
E10	4041
E25	3571
E04	3478
E15	3443
E18	3427
E39	3365

10 Busiest Ladders	
AP11	3000
L35	2823
AP32	2541
L17	2539
L37	2202
AP38	2163
L29	2133
L33	2065
L40	2052
L08	1969

Estimated Total Fires Loss by Month				
Date Range: From 1/1/2017 To 12/31/2017				
Month	Count of fires with Loss	Total Loss	Total Value	Total Saved
1/2017	139	\$2,355,064.00	\$6,650,864.00	\$4,295,800.00
2/2017	240	\$3,336,570.00	\$12,179,357.00	\$8,842,787.00
3/2017	353	\$1,231,975.00	\$3,331,300.00	\$2,099,325.00
4/2017	465	\$1,697,725.00	\$2,382,175.00	\$684,450.00
5/2017	576	\$2,521,819.00	\$8,403,619.00	\$5,881,800.00
6/2017	675	\$1,498,760.00	\$3,535,210.00	\$2,036,450.00
7/2017	787	\$1,690,720.00	\$3,873,470.00	\$2,182,750.00
8/2017	900	\$3,502,759.00	\$14,226,469.00	\$10,723,710.00
9/2017	978	\$582,214.00	\$13,370,614.00	\$12,788,400.00
10/2017	1,111	\$2,267,700.00	\$12,362,905.00	\$10,095,205.00
11/2017	1,228	\$2,124,903.00	\$5,460,903.00	\$3,336,000.00
12/2017	1,345	\$2,302,805.00	\$232,820,575.00	\$230,517,770.00
Total	8,797	\$25,113,014.00	\$318,597,461.00	\$293,484,447.00

10 Busiest EMS units	
M10	5425
M27	5149
M16	5147
M08	5145
M06	5125
M09	5013
M33	4915
M24	4852
M07	4848
M35	4836



Total 2017 CY Responses: 374,504

ENGINE

E01	1537
E02	3087
E03	2910
E04	3478
E05	2294
E06	2182
E07	1908
E08	2096
E09	1795
E10	4041
E11	2886
E12	873
E13	2490
E14	1719
E15	3443
E16	3323
E17	2958
E18	3427
E19	4776
E20	2355
E21	3203
E22	1984
E23	1277
E24	5024
E25	3571
E26	3035
E27	4219
E28	3099
E29	2382
E30	2525
E31	3031
E32	3135
E33	2341
E34	1513
E35	3146
E36	2081
E37	2674
E38	2420
E39	3365
E40	2422
E41	2339
E42	2609
E43	2460
E44	4923
E45	3361
E46	1573
E47	894
E48	1971
E49	1564
E50	684
E51	2117
E52	899
E53	773
E54	282

LADDER/PLATFORM

AP01	1666
AP11	3000
AP32	2541
AP38	2163
AP51	1749
L06	1962
L08	1969
L09	1743
L14	1551
L17	2539
L22	1929
L29	2133
L33	2065
L34	1169
L35	2823
L36	1773
L37	2202
L40	2052
L41	1934
L46	1279

SQUAD

SQ01	623
SQ06	1297
SQ08	1692
SQ09	1592
SQ11	1493
SQ14	15
SQ17	1085
SQ29	1922
SQ32	2368
SQ33	1675
SQ34	25
SQ35	1763
SQ36	1614
SQ37	1623
SQ38	1421
SQ40	1545
SQ44	109
SQ46	774
SQ51	3

MEDIC

M01	4499	
M04	1679	
M05	4679	
M06	5125	
M07	4848	
M08	5145	
M09	5013	
M10	5425	
M11	2352	
M13	4818	
M14	3139	
M15	4765	
M16	5147	
M17	4371	
M18	4231	
M19	4664	
M21	2167	
M22	4068	
M24	4852	
M25	4463	
M26	1570	
M27	5149	
M28	3671	
M29	4727	
M30	36	
M31	3806	
M32	4286	
M33	4915	
M34	3143	
M35	4836	
M36	4096	
M37	4636	
M38	4084	
M39	4024	
M40	1839	
M41	3508	
M42	3584	
M43	57	
M44	4723	
M45	3363	
M46	2504	
M48	1621	
M50	1617	
M51	717	

EMS TRANSPORT DATA

Transport %	- 54 %
Trauma Alert Transports	- 2275
Heart Alert Transports	- 489
Stroke Alert Transports	- 796

MEDIC OFFICERS

MOF1	1012	
MOF2	835	
MOF3	932	
MOF4	832	
MOF5	329	

BATTALION

BC1	456	
BC2	330	
BC3	322	
BC4	253	
BC5	320	
BC6	483	
BC7	382	
BC8	514	
FSC	86	
FSO	213	

SPEC OPS

HR11	945	
HR51	518	
HZM1	91	
HZM34	48	
SPL1	106	
SPL34	479	
R1	10	
R2	12	
R3	15	
R4	1	
R5	478	
R6	5	
R7	87	

STRUCTURE FIRE TYPES

Incident type	Incident Description	Count
111	Building fire	515
112	Fires in structures other than in a building	24
113	Cooking fire, confined to container	174
114	Chimney or flue fire, confined to chimney or flue	8
115	Incinerator overload or malfunction, fire confined	8
116	Fuel burner/boiler malfunction, fire confined	6
117	Commercial Compactor fire, confined to rubbish	3
118	Trash or rubbish fire, contained	310

In Memorium

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.



