

San José Fire Department

The San José Fire Department's core mission is to serve the community by protecting life, property and the environment through prevention and response.



Fire Department Annual Operations Report

Public Safety, Finance and Strategic Support Committee

May 15, 2025

Item (d)1.

Presented by:

James A. Williams, Assistant Fire Chief

Ryan West, Fire Captain, Bureau of Field Operations

San José Fire Department Mission



- Committed to serving the community by protecting life, property, and the environment through prevention and response.
- Full-service, all-hazard metropolitan fire department that serves San José and unincorporated areas of Santa Clara County.
- 13th largest city in the United States and serve over 969,000 residents over 200 square miles.



San Jose Fire Department FY 2023-2024 Annual Call Volume

San Jose Fire Department - Annual Calls for Service



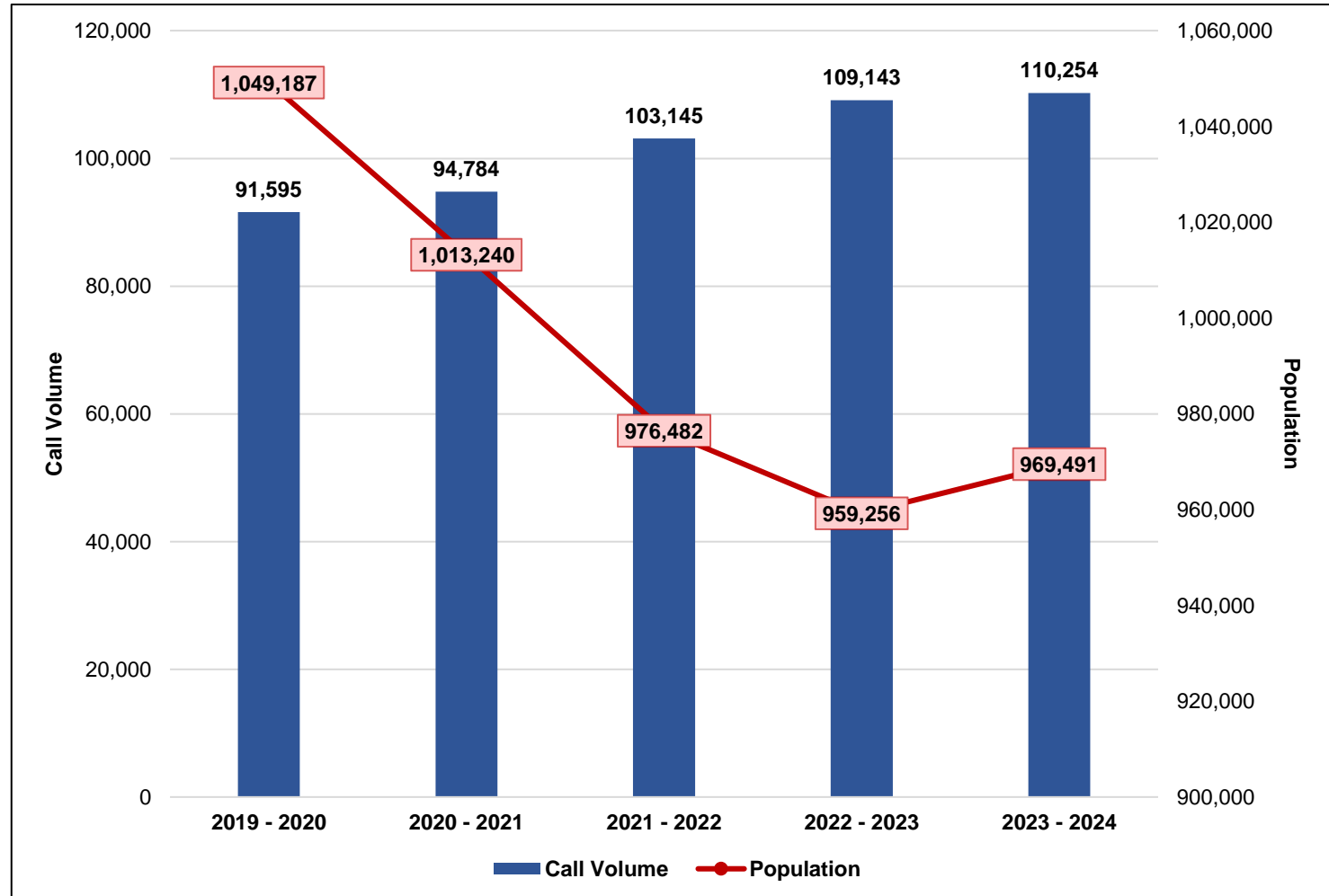
- Over 110,000 calls for service in FY 2023-2024.
- The protection area includes residential, commercial, industrial, wildland-urban interface areas, and the San Francisco Bayfront
- High-traffic areas such as the San José Mineta International Airport, the SAP Center, PayPal Park, San José State University, three super-regional malls, seven major hospitals, and 108 high-rise structures



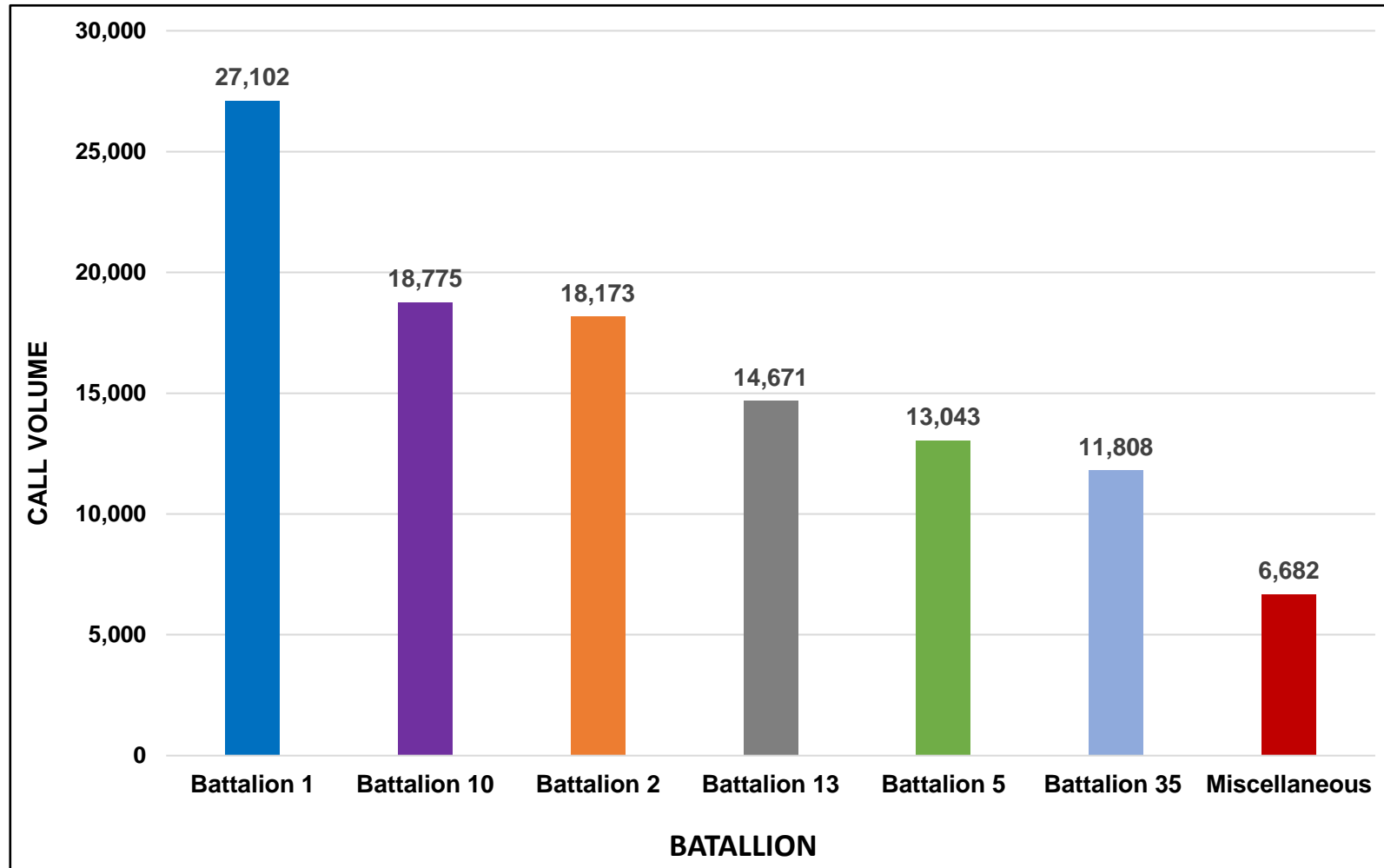
Call Volume and Population



- City population decreased over 8% in the last 5 years
- 20% increase in demand for emergency response in the last 5 years

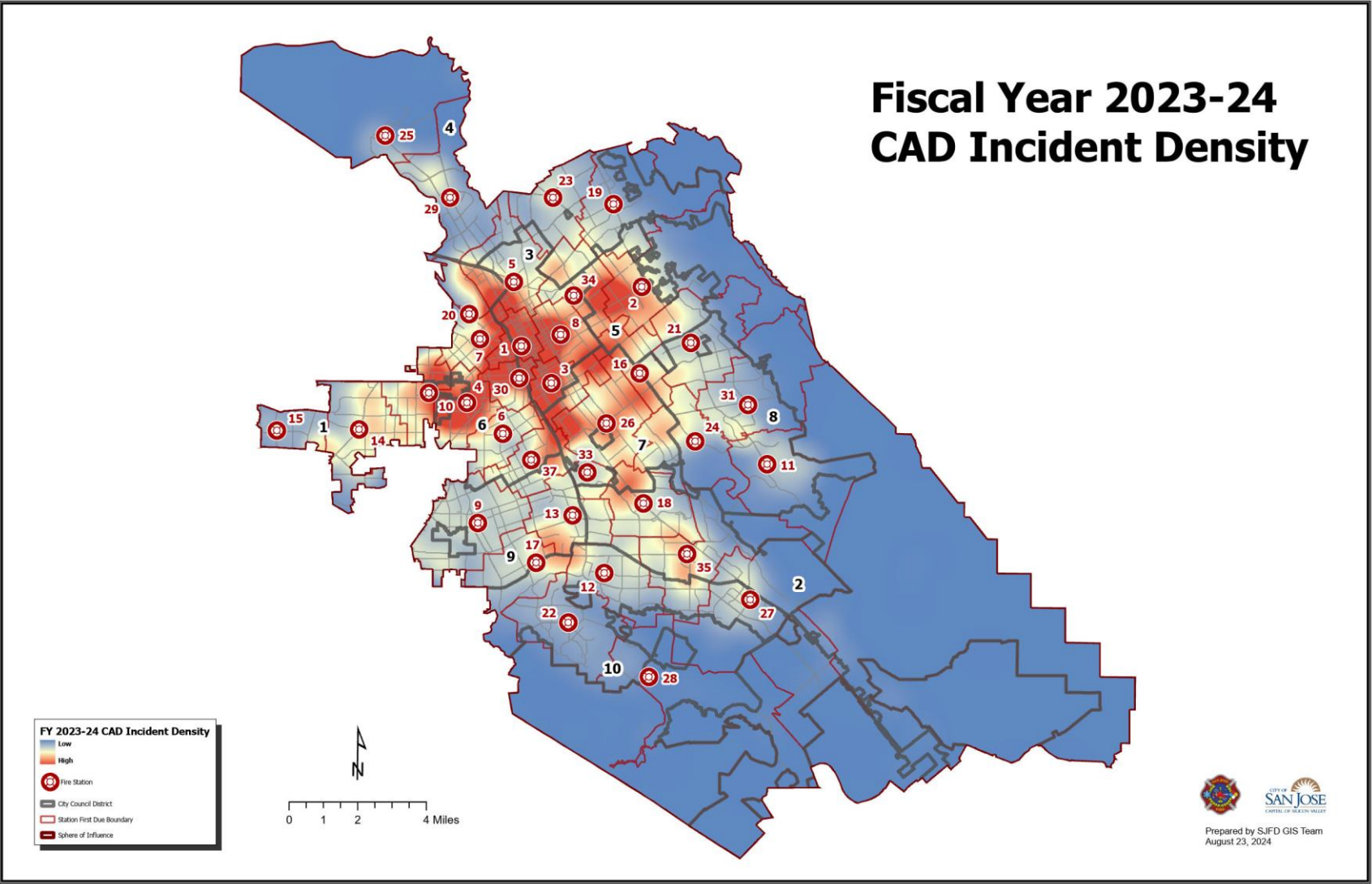


Call Volume by Battalion and Fire Station Response Area



- Call volume is highest in the core of the City.
- Highest response volume is found in Battalion 1 with 27,102 calls for service.

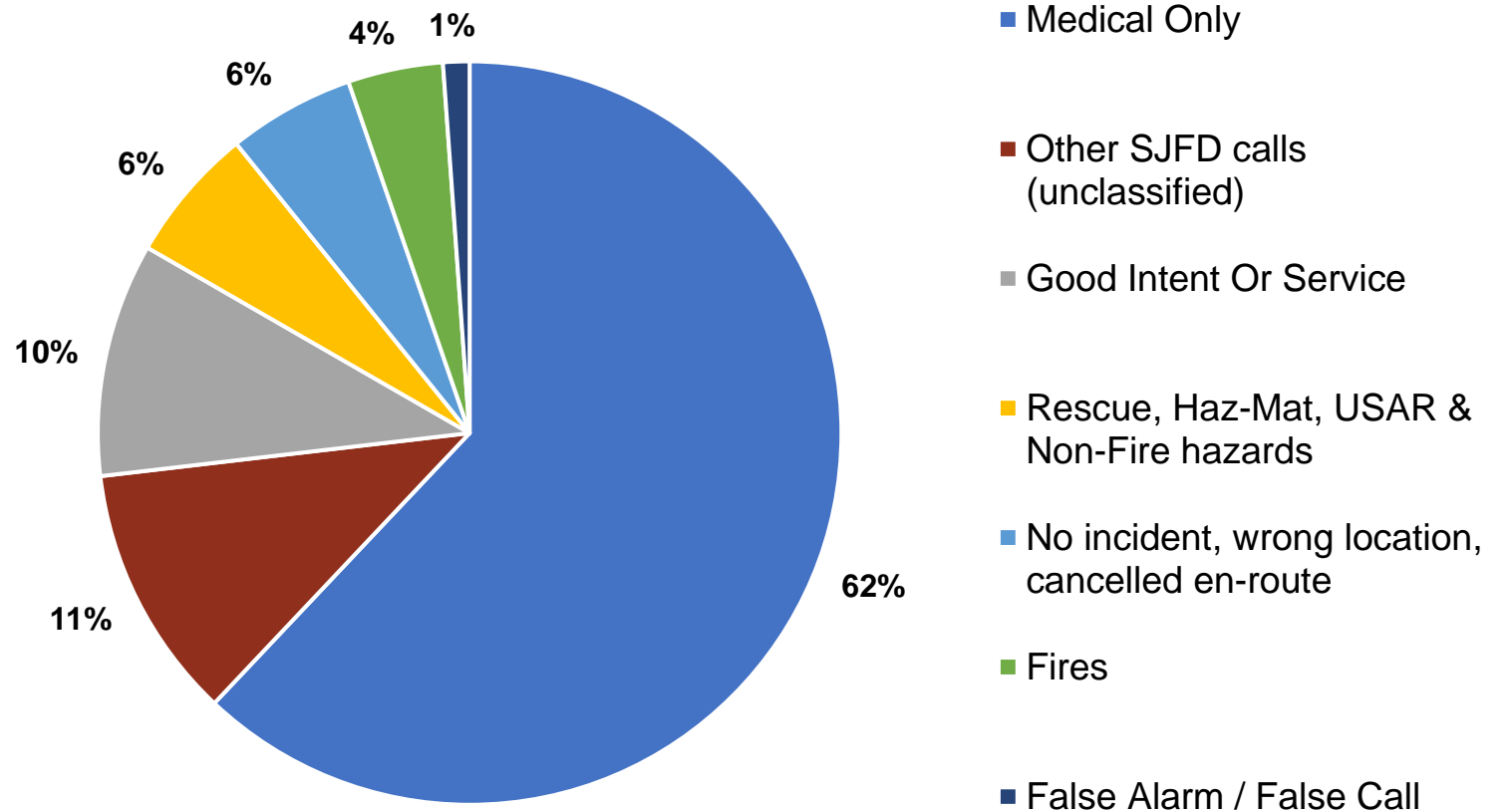
Call Volume Heat Map



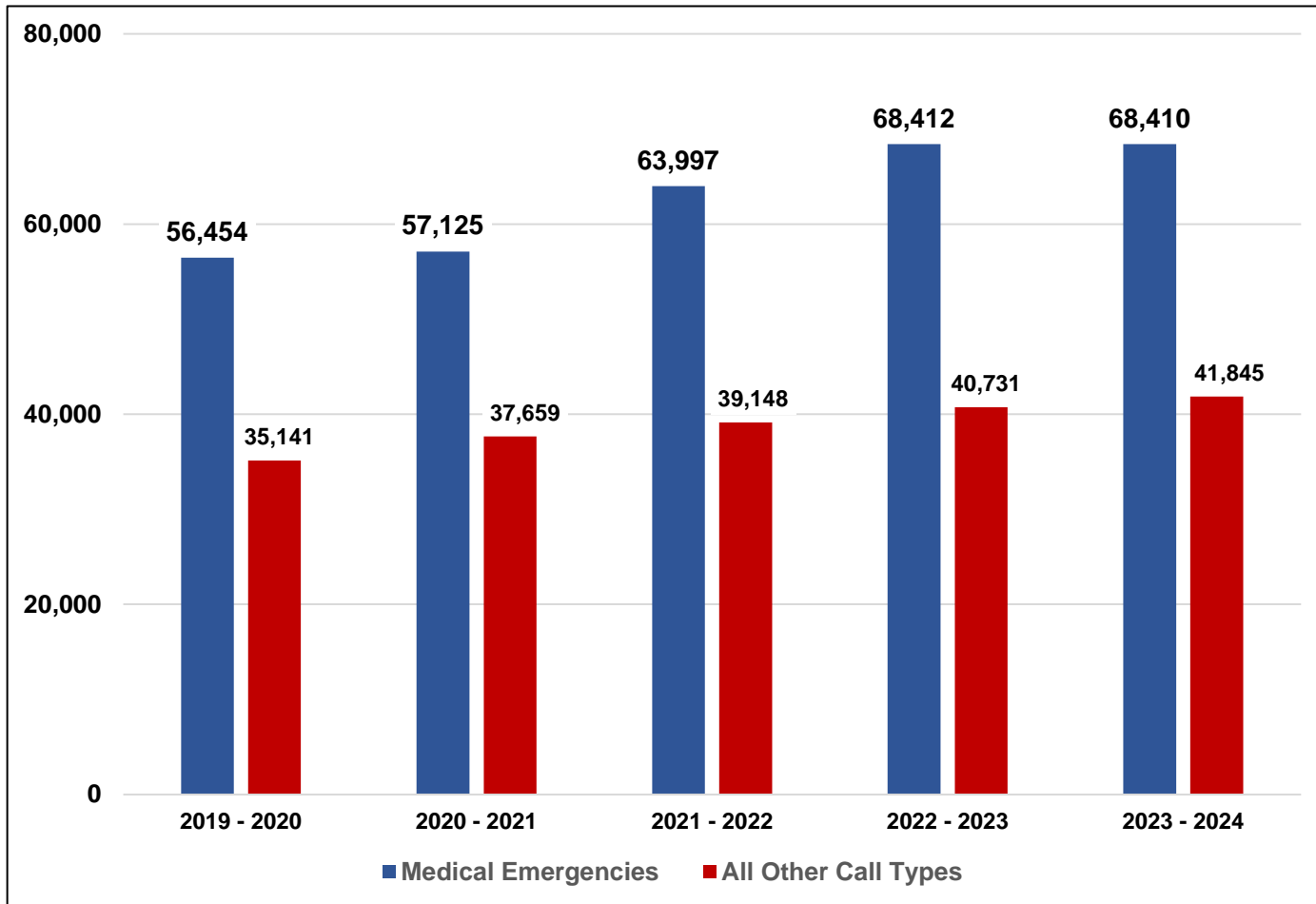
Call Type Distribution



- Total Incidents in FY 2023-2024: 110,254.
- The Department has closely monitored emergency medical call volume since December 2020.
- No discernable change in call type distribution year-over-year.



EMS Call Volume Compared to All Other Call Types



- EMS Call volume has increased 21% since FY 2019-2020.
- FY 2023-2024 EMS call volume did not change from previous fiscal year.
- Total responses for all other call types increased by more than 22.7%, rising from 34,100 calls in FY 2018-2019 to 41,845 calls in FY 2023-2024 over the 5-year period.

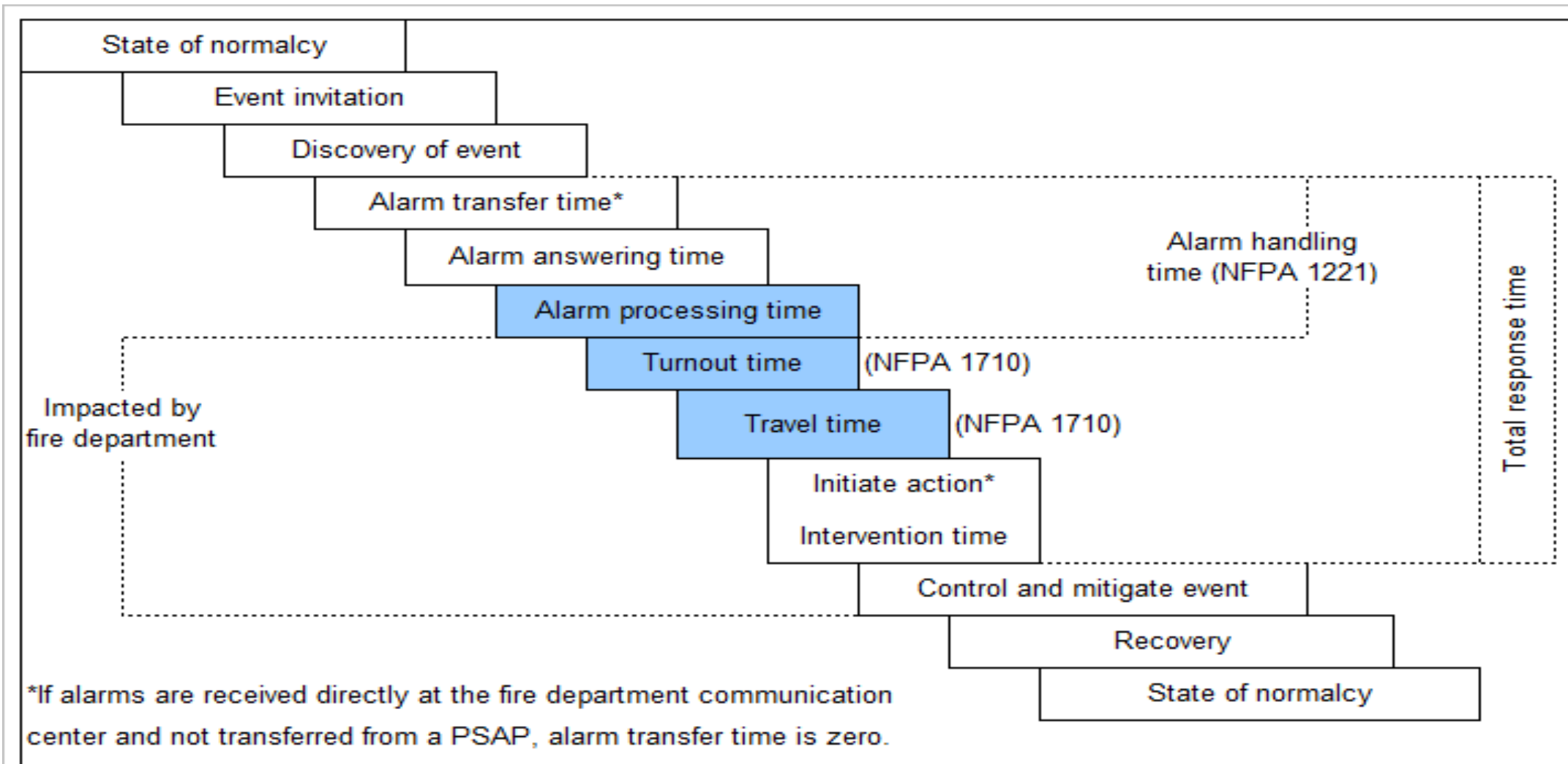
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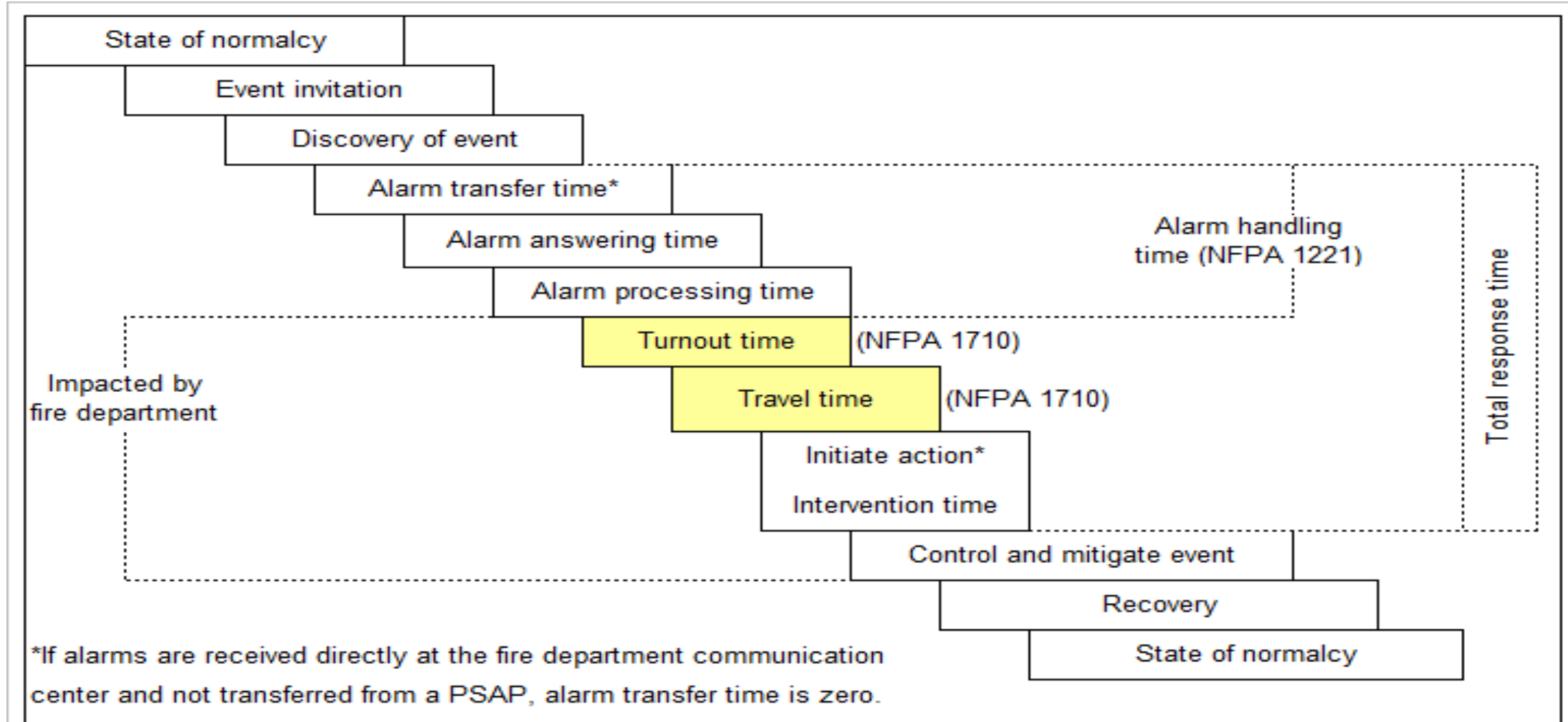


San Jose Fire Department FY 2023-2024 Annual Emergency Response Time Performance Report

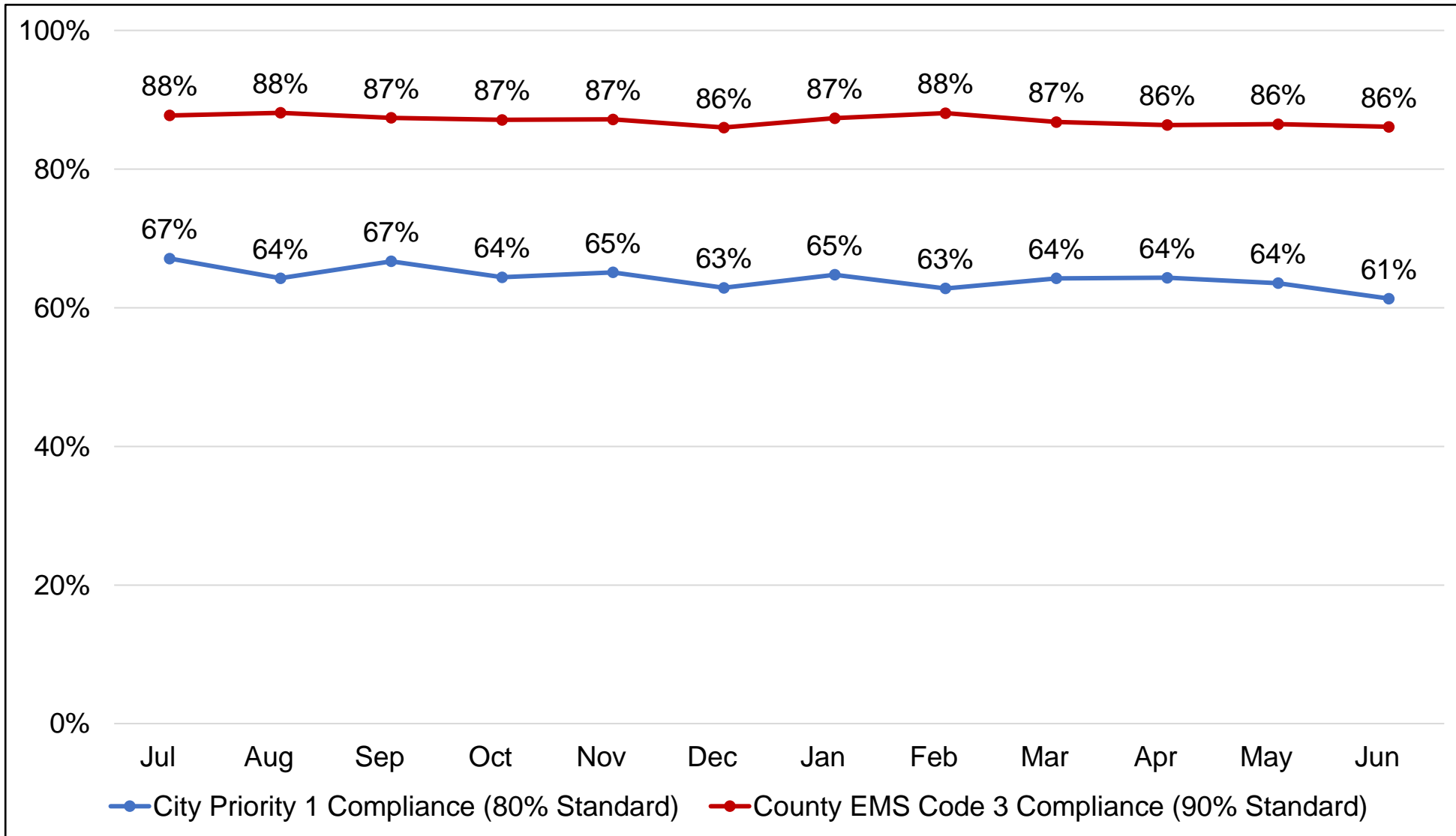
Measuring Response Time (City)



Measuring Response Time (County)

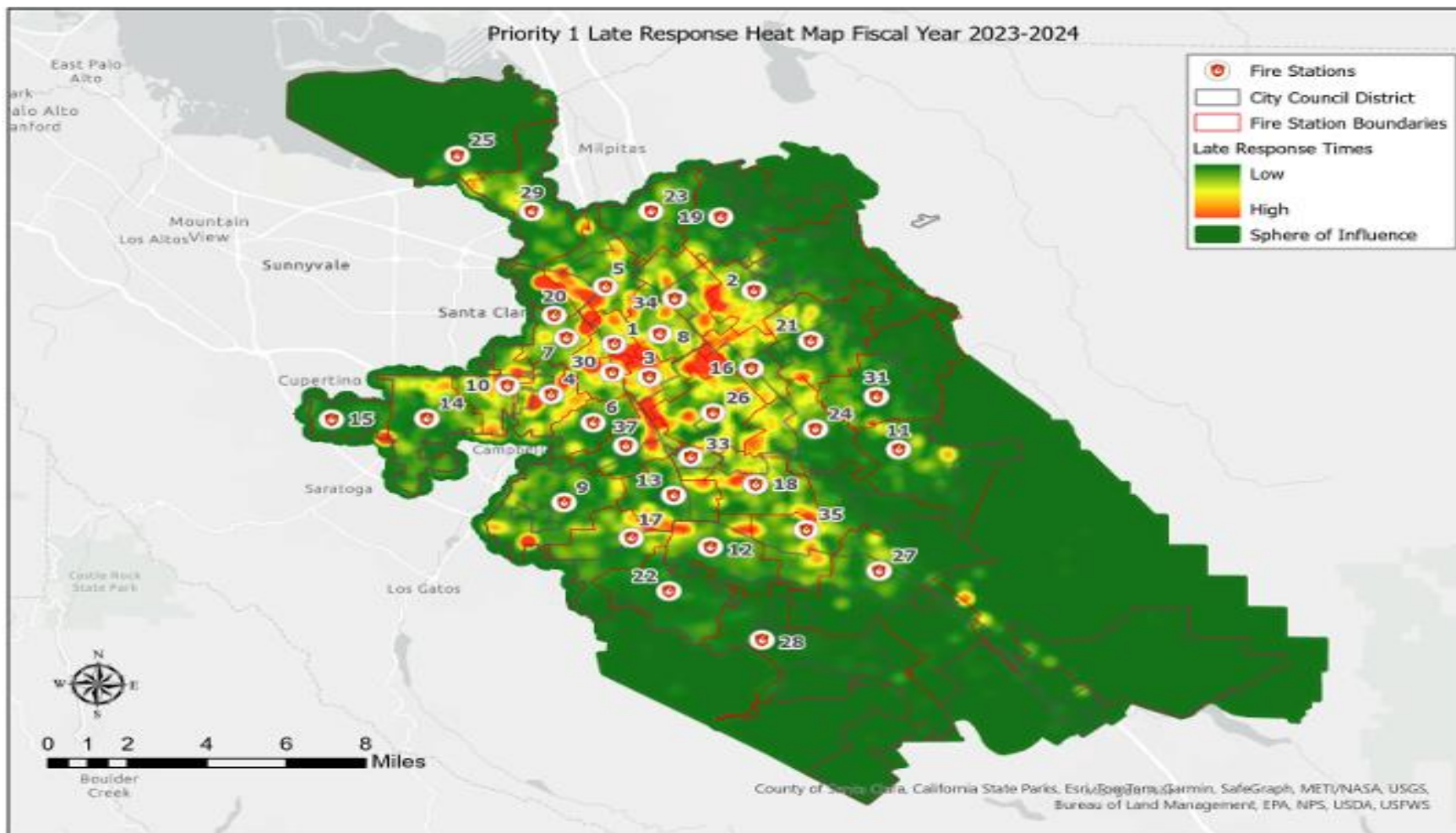


Fiscal Year 2023-2024 Response Time Performance



Late Response Heat Map Fiscal Year 2023-2024

Travel Time Performance - Greater than 4 minutes



Key Strategies



Projects	Segment	Status
Resourcing		
Deployment Refinements (real-time move-ups & backfill for training)	Travel Time	In Process, Ongoing
Fire Communications Staffing	Alarm (Call) Processing Time	Ongoing
Border Drops	Travel Time	Following CAD to CAD Dispatch Links
Technology		
CAD to CAD Dispatch Link(s)	Alarm (Call) Processing Time, Travel Time	Pending agency readiness
Closest Unit Dispatch	Travel Time	In Process, Ongoing
Navigation Technology	Travel Time, Resourcing	Ongoing
Analytics		
Business Intelligence	Alarm (Call) Processing Time, Turnout Time, Travel Time	In Process, Ongoing

Questions?

James A. Williams, Assistant Fire Chief

Ryan West, Fire Captain
Bureau of Field Operations

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