

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 Operations Annual Report

Public Safety, Finance and Strategic Support Committee
April 18, 2024

Presented by:

Robert Sapien, Jr., Fire Chief
James A. Williams, Assistant Fire Chief
Ryan West, Fire Captain

Mission & Overview



- The San José Fire Department is committed to serving the community by protecting life, property, and the environment through prevention and response.
- We're a full-service, all-hazard metropolitan fire department that serves the City of San José and unincorporated areas of Santa Clara County.
- We operate in the **12th largest city in the United States** and serve **over 959,000 residents** over **200 square miles**.



© San José Fire Department

Fire Department Fiscal Year 2022-2023 Annual Call Volume

Annual Calls for Service



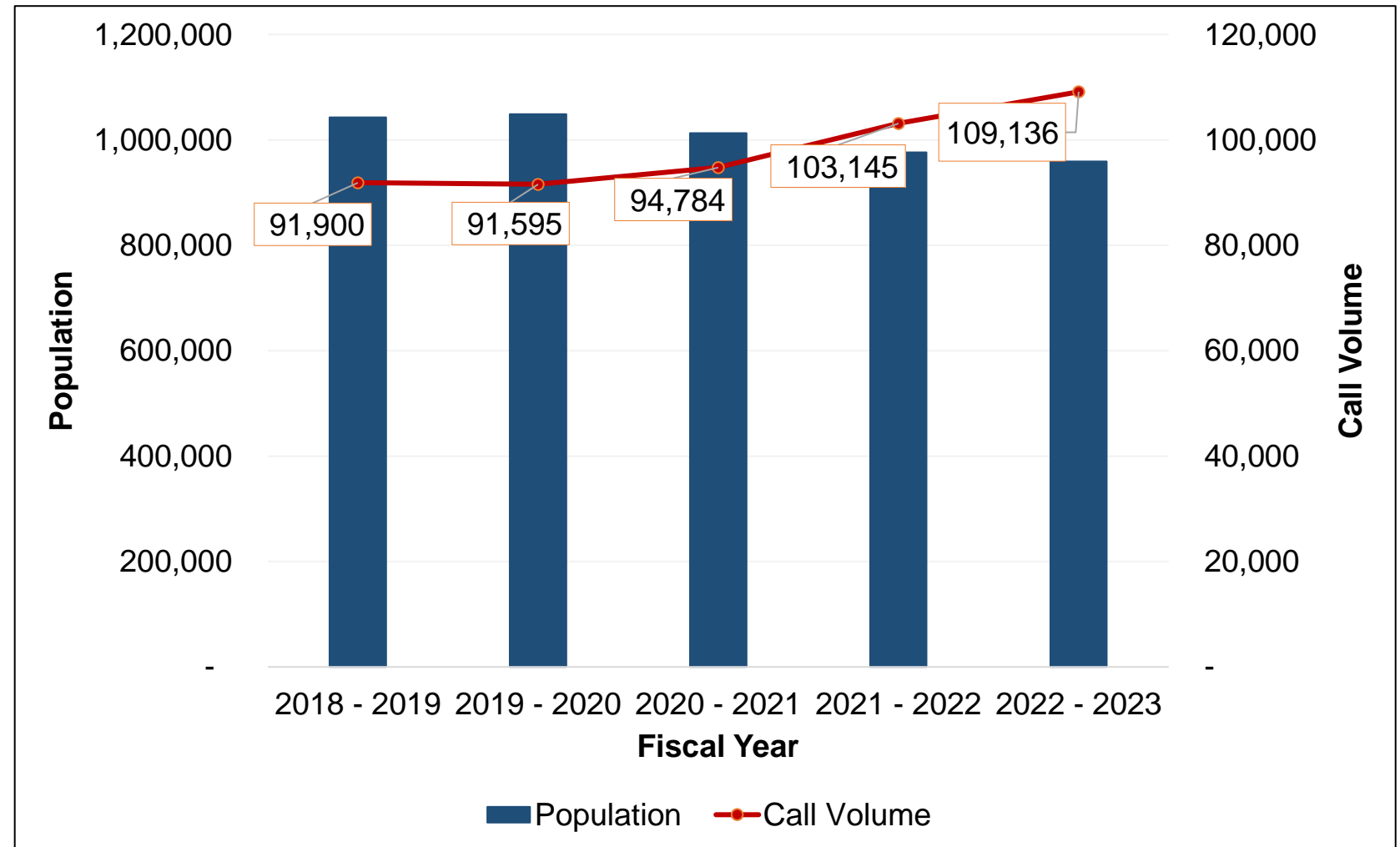
- The San José Fire Department is one of the busiest fire departments in the nation.
- Responds to roughly **109,000 service calls**.
- The protection area includes residential, commercial, industrial, wildland-urban interface areas, and the San Francisco Bayfront.
- Protect higher occupancy area: San 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.



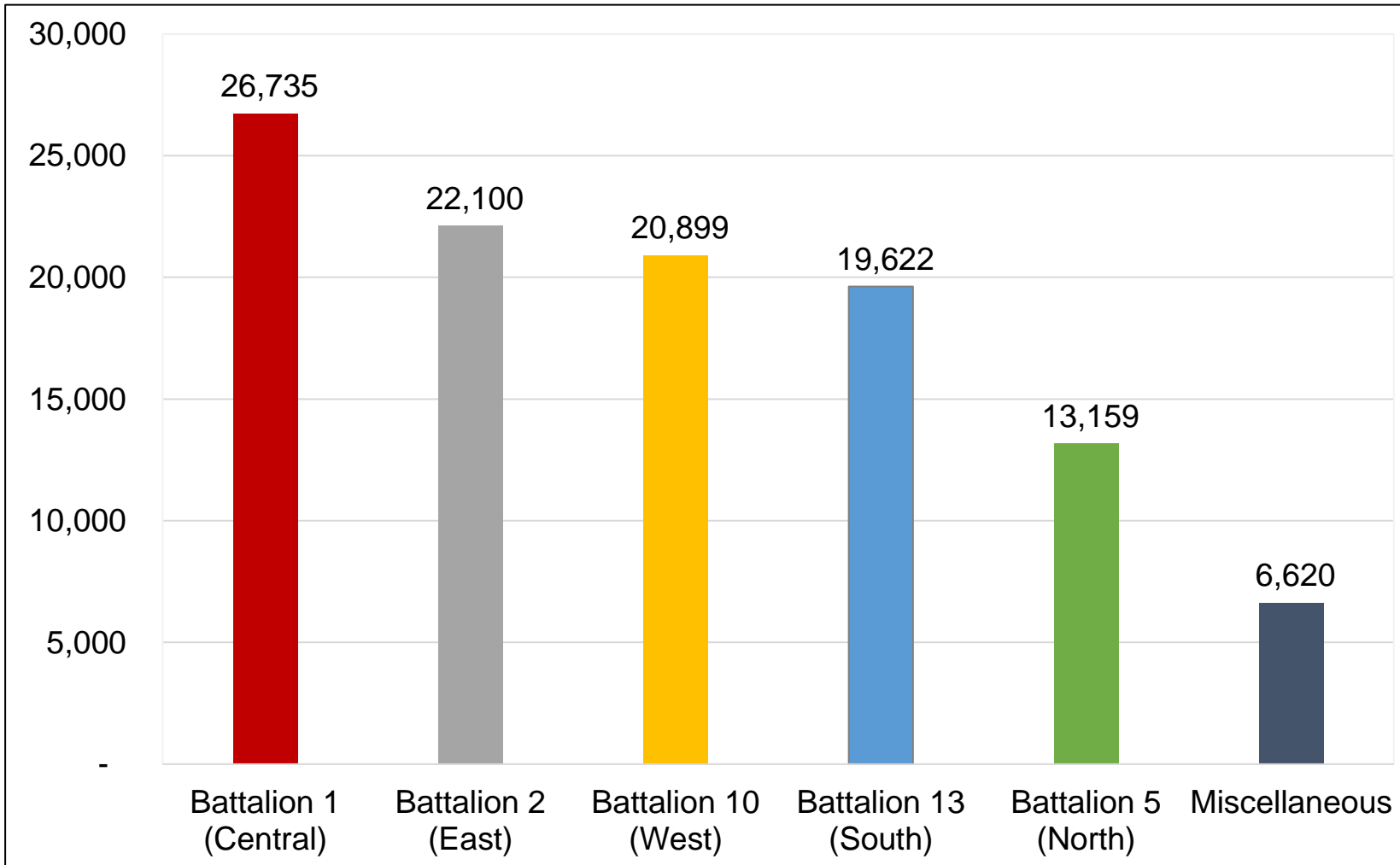
Call Volume and Population



- Approximately 8% decrease in San Jose population within the last 5 years.
- 18.7% increase in demand for emergency response in the last 5 years



Call Volume by Battalion and Fire Station Response Area

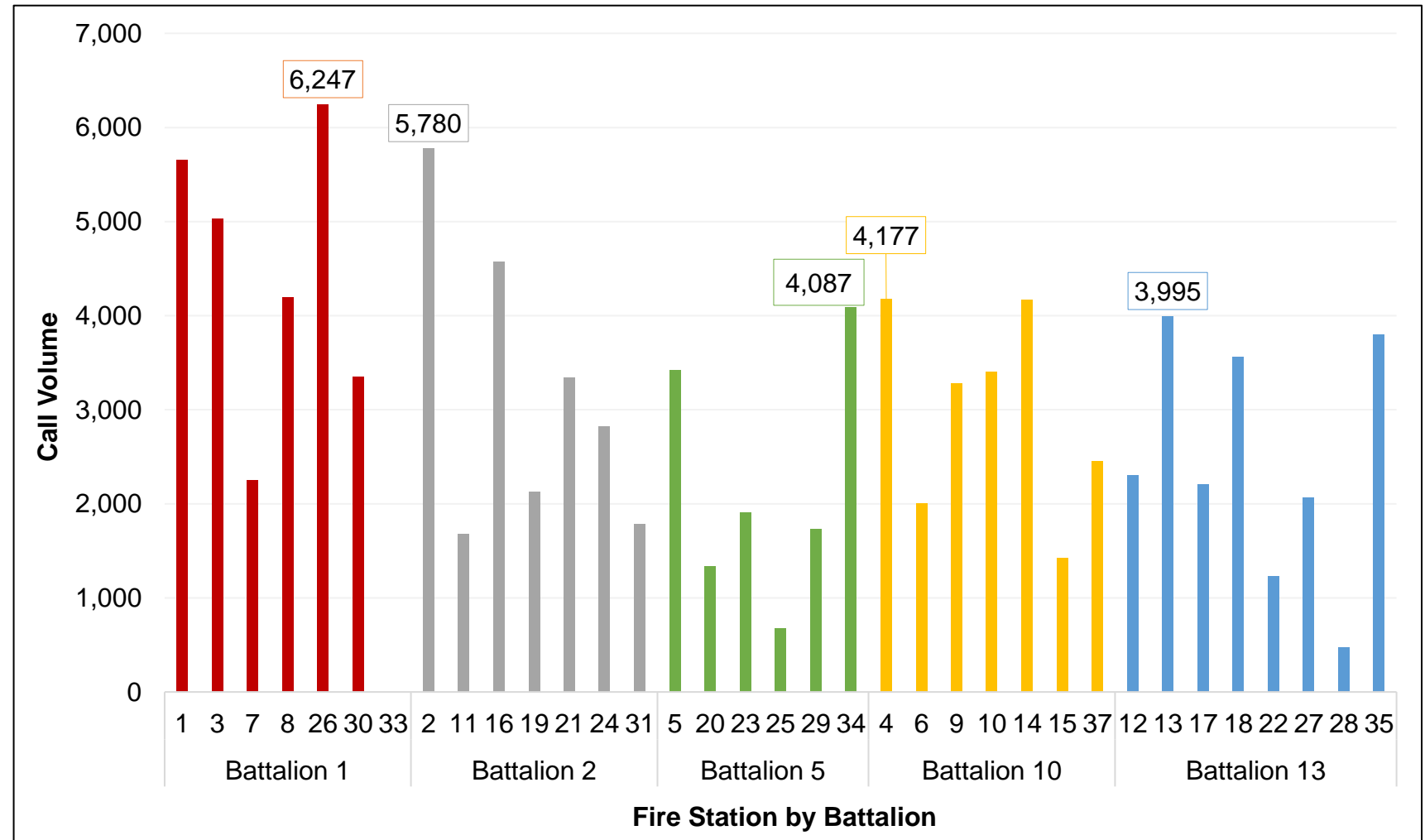


- Call volume is highest in the core of the City.
- Highest response volume is found in Battalion 1 with 26,735 calls for service.

Call Volume by Battalion and Fire Station Response Area



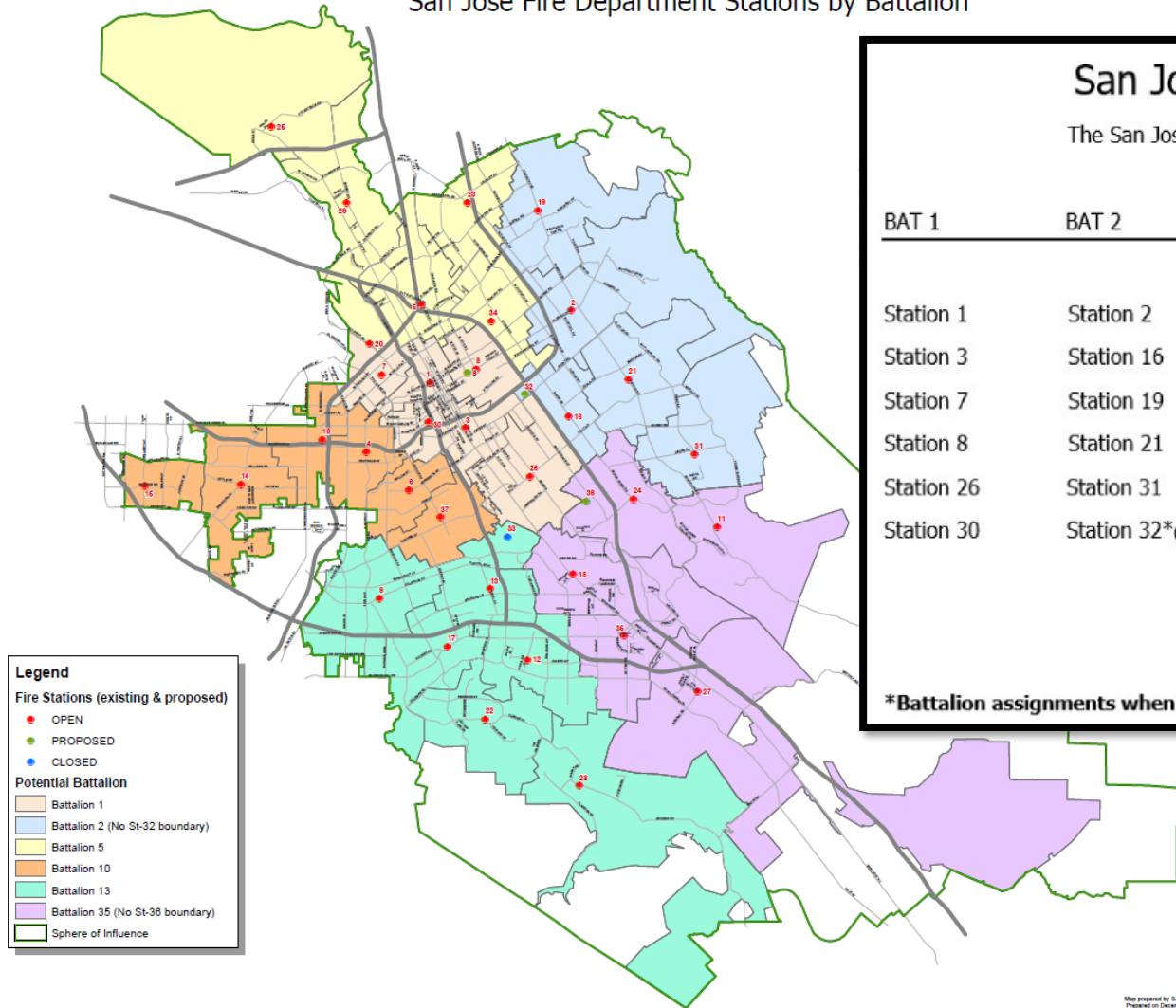
- Variability in population density and service demands impact emergency response coverage.



Call Volume by Battalion and Fire Station Response Area



San Jose Fire Department Stations by Battalion



San Jose Fire Department Stations by Battalion

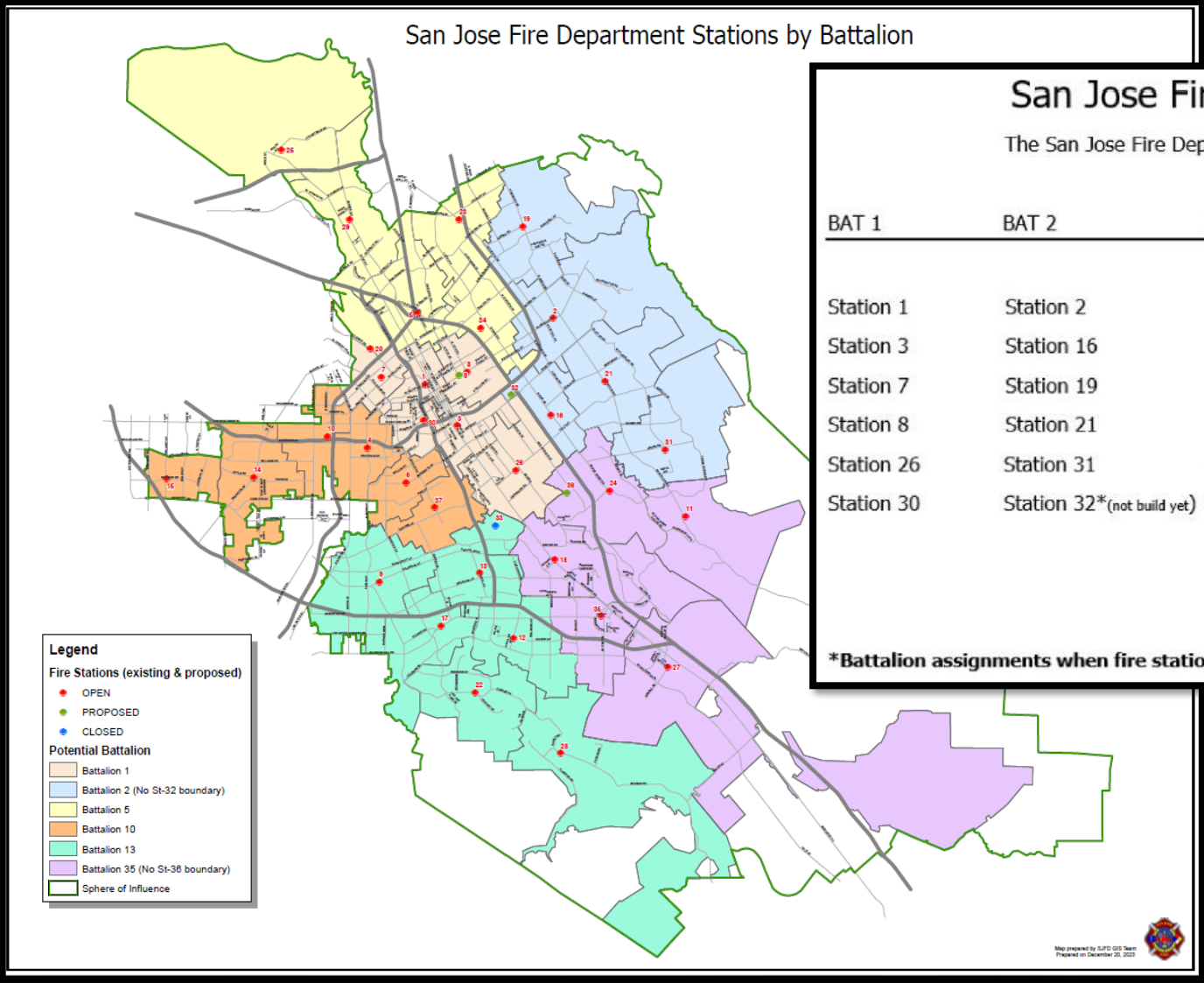
The San Jose Fire Department has 35 Fire Stations that are divided into six battalions.

BAT 1	BAT 2	BAT 5	BAT 10	BAT 13	BAT 35
Station 1	Station 2	Station 5	Station 4	Station 9	Station 11
Station 3	Station 16	Station 20	Station 6	Station 12	Station 18
Station 7	Station 19	Station 23	Station 10	Station 13	Station 24
Station 8	Station 21	Station 25	Station 14	Station 17	Station 27
Station 26	Station 31	Station 29	Station 15	Station 22	Station 35
Station 30	Station 32*(not built yet)	Station 34	Station 37	Station 28	Station 36*(not built yet)
				Station 37	
				Station 33*	

*Battalion assignments when fire stations are placed into service.

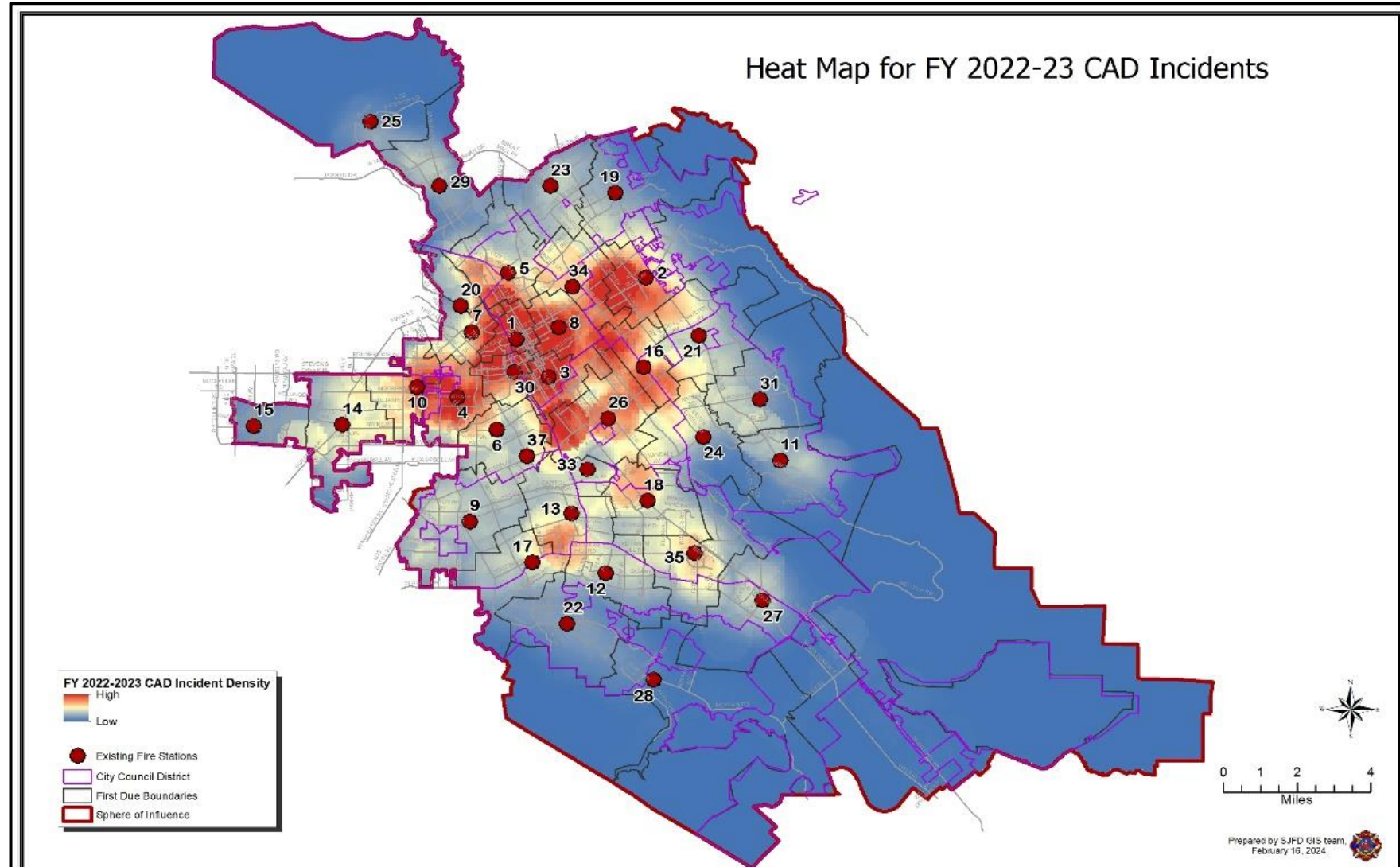


Battalion 35 (6th battalion) added in Fiscal Year 2023-2024



San Jose Fire Department Stations by Battalion					
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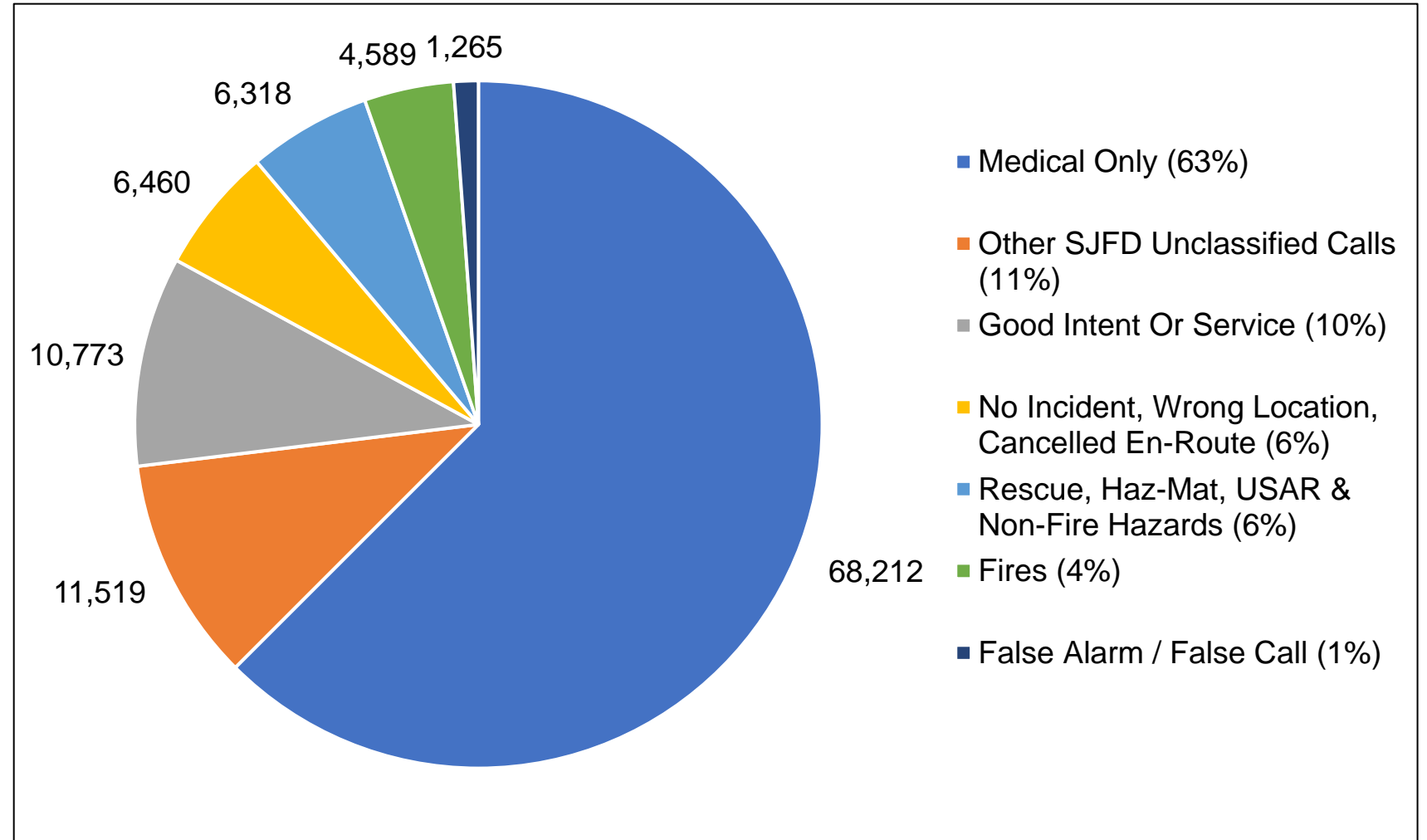
Call Volume Heat Map



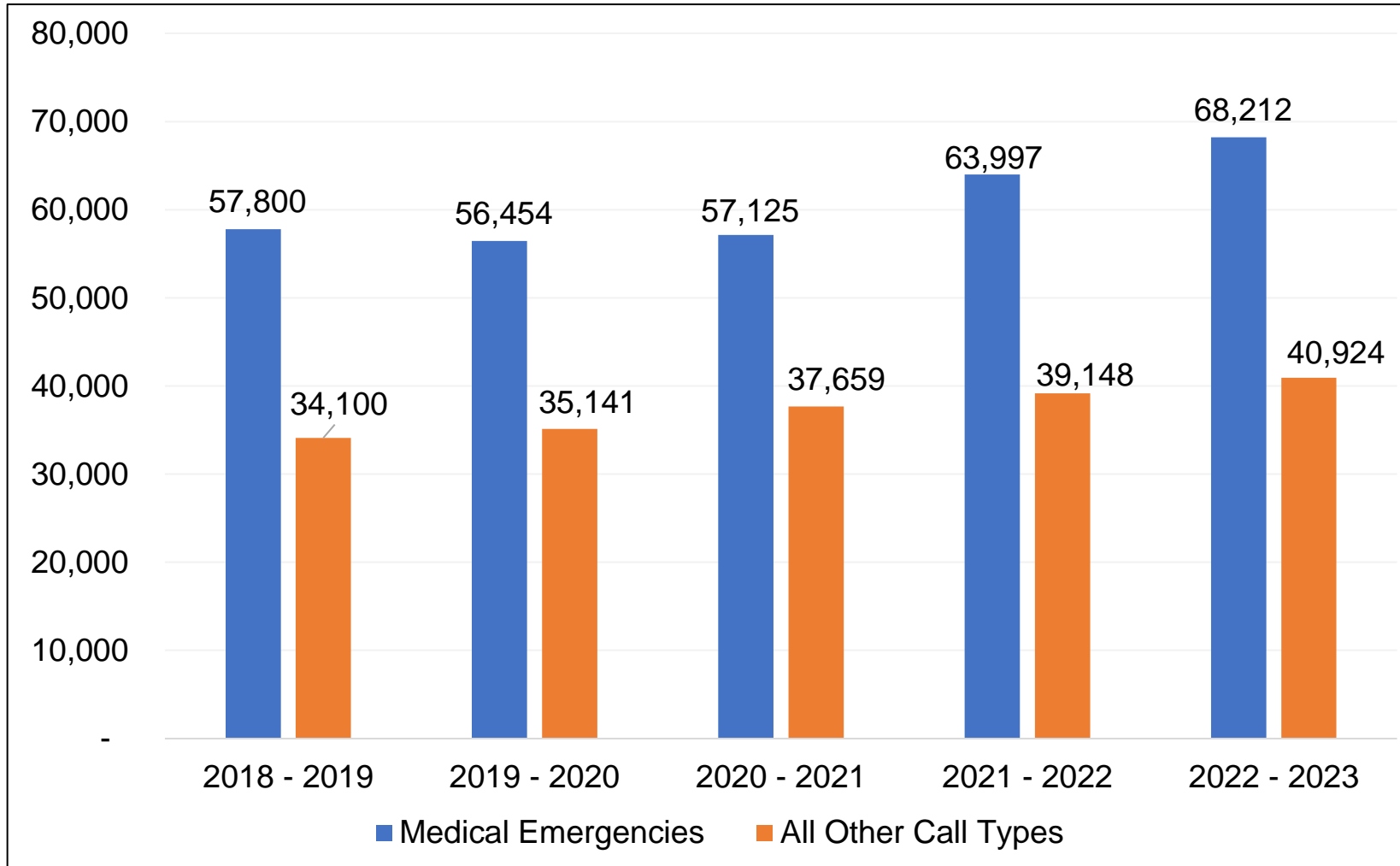
Call Type Distribution



- 109,136 incidents in FY 22-23
- The Department has closely monitored emergency medical call volume since December 2020.
- No significant increases in medical call volume year-over-year, and no clearly discernable change in call type distribution.



EMS Call Volume Compared to All Other Call Types



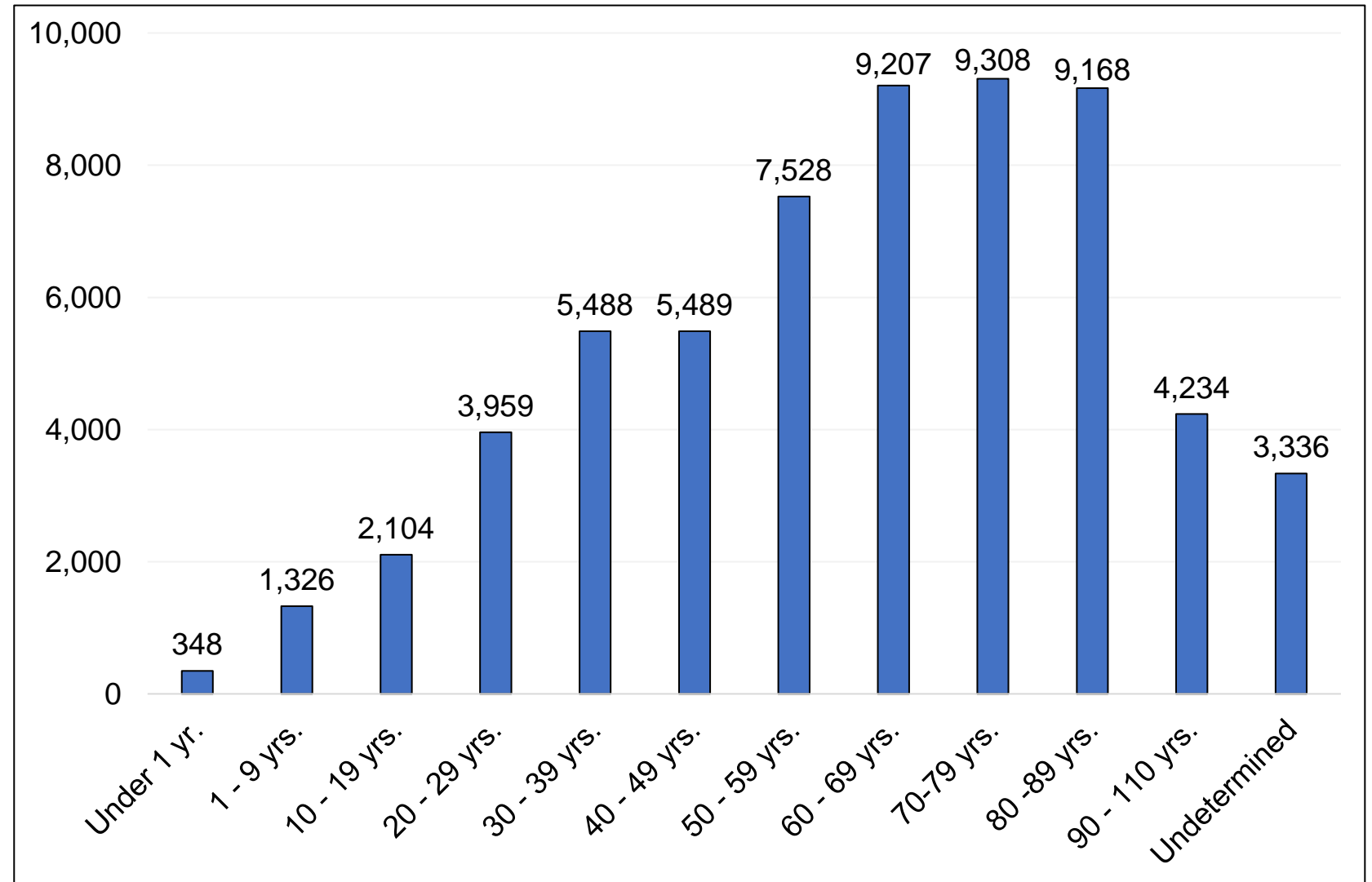
- EMS call volume continues to increase against all other call types received by the Department.
- In FY 2021-2022 and 2022-2023, EMS call volume increased disproportionately against other call types.
- Increase of 6.5% in EMS calls received compared to FY 2020-2021.

Fiscal Year 2022-2023 Patient Age Distribution



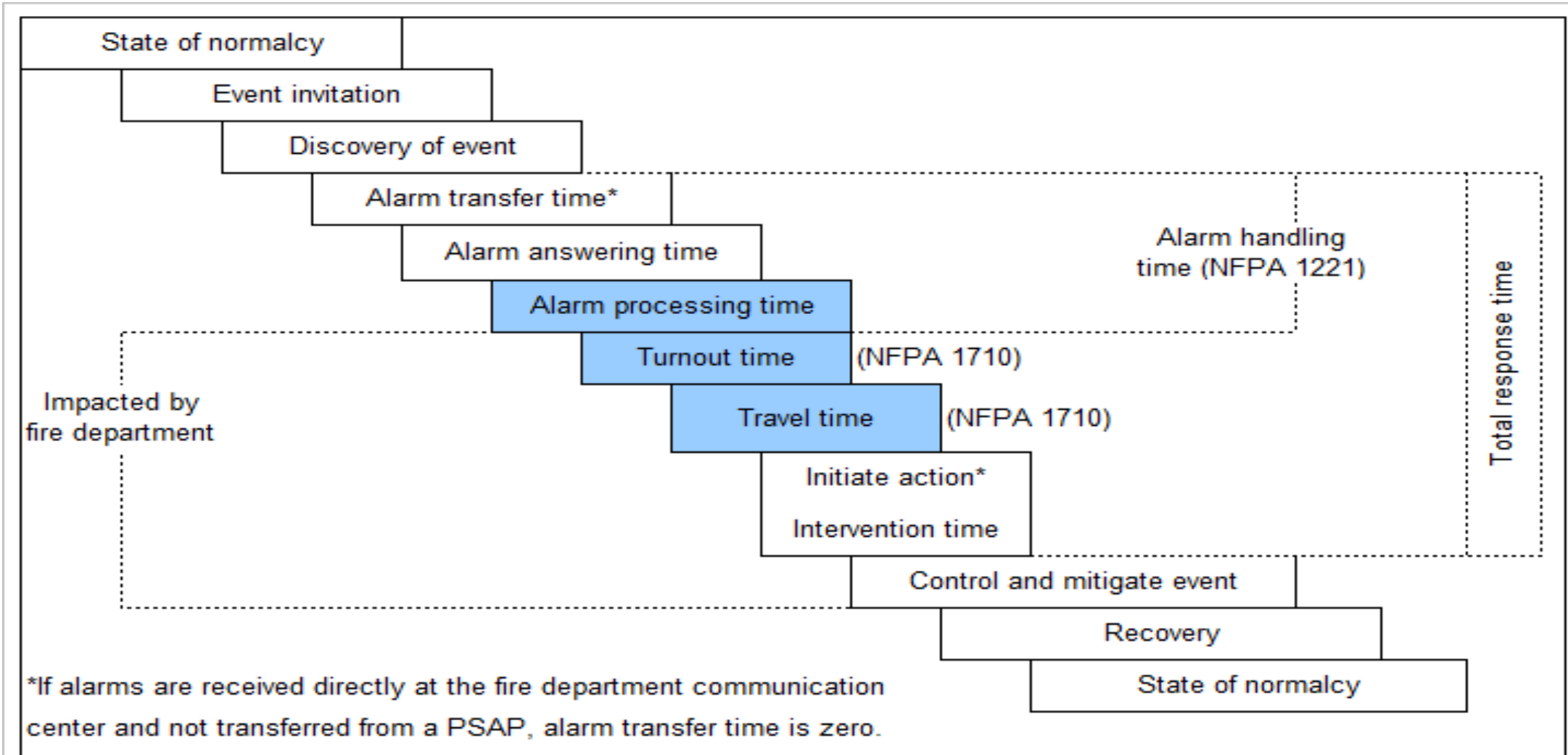
California Department on Aging:

- 99.3% projected growth in residents 65 years and older by 2030.
- 84.6% projected growth in residents 85 years and older by 2030.
- The Department's Medical Priority Dispatch System (MPDS) indicated that of 55% patients were 60 years and older and 67% were 50 years and older in FY 2022-2023.

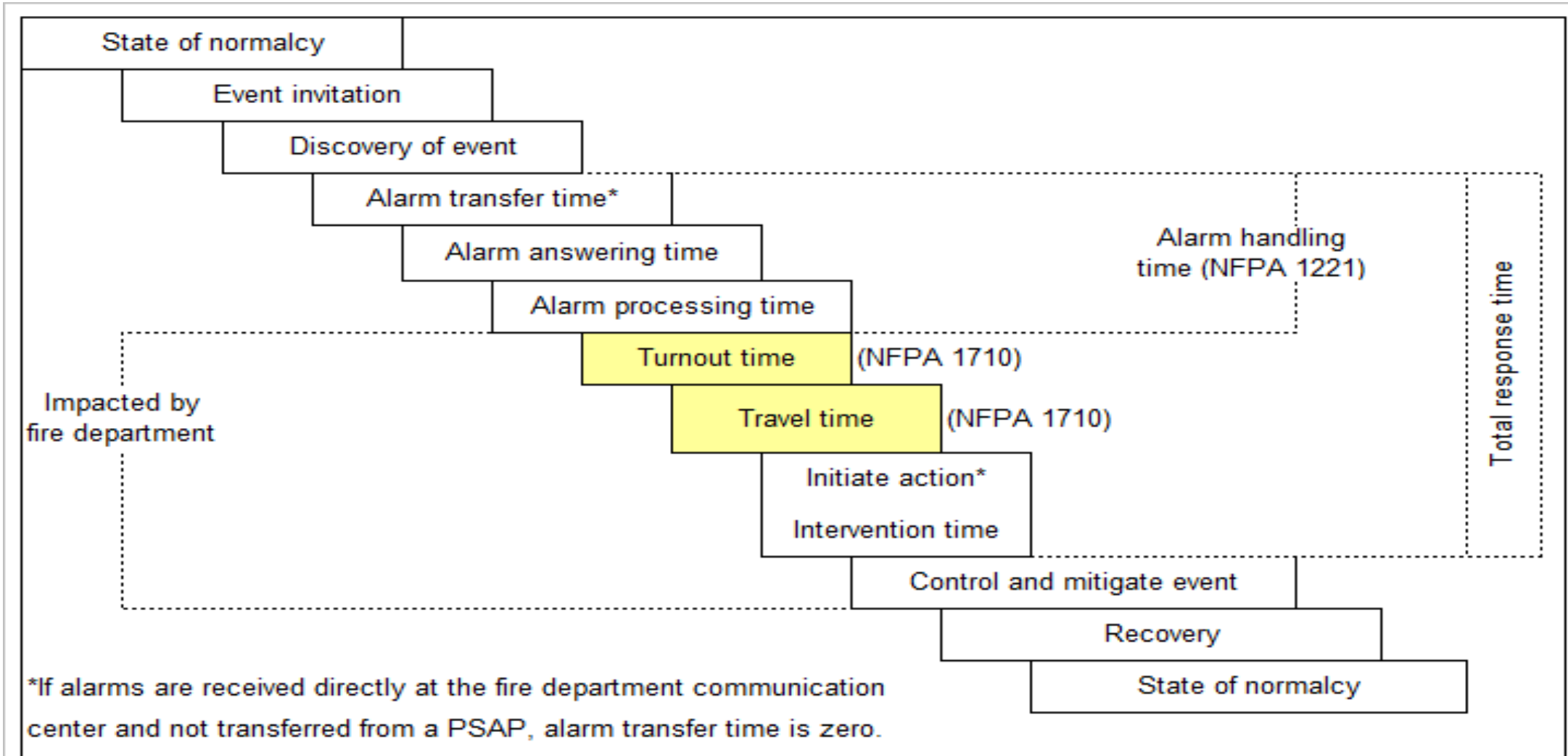


Fire Department Emergency Response Times and Metrics

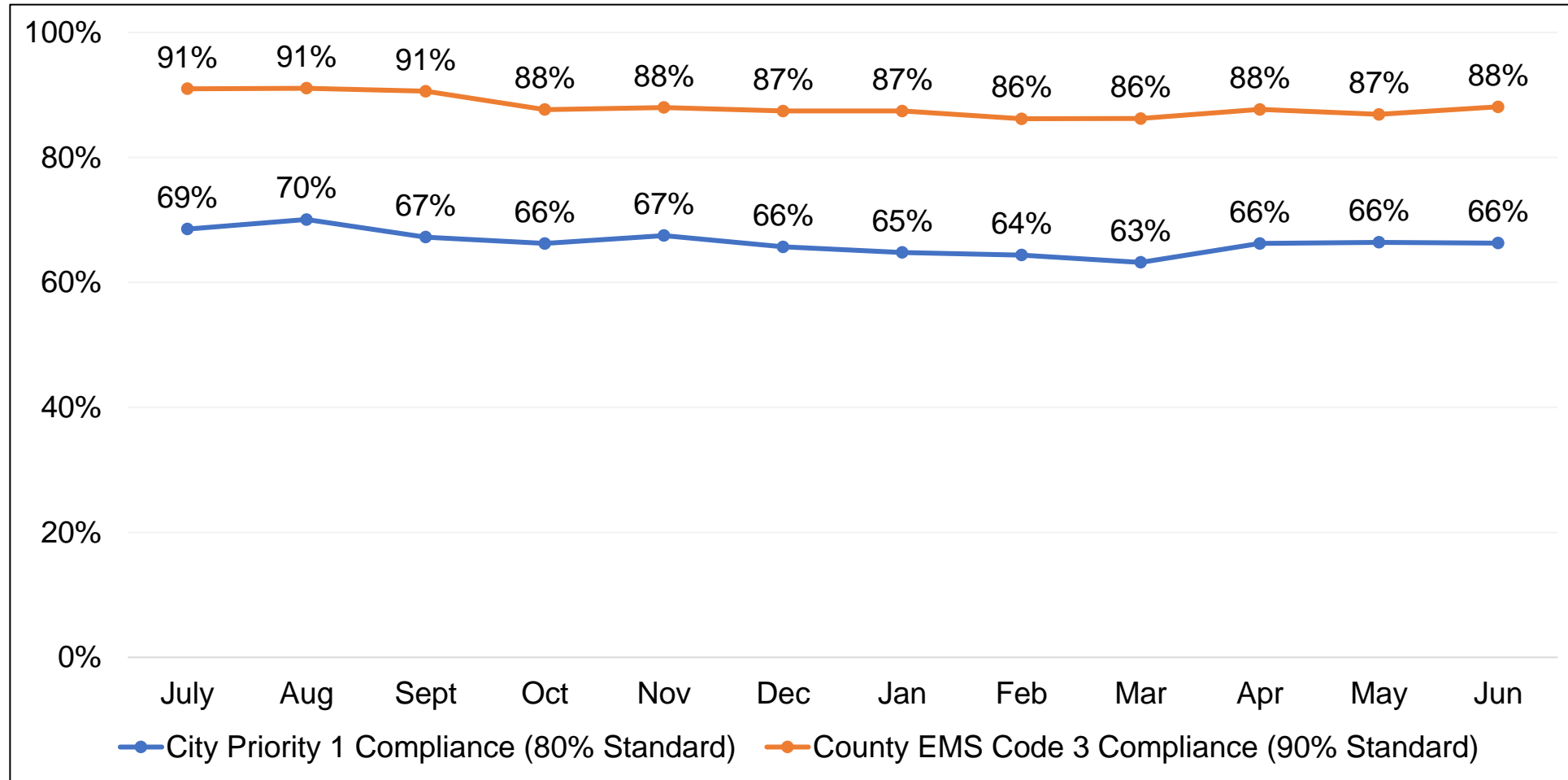
Measuring Response Time (City)



Measuring Response Time (County)

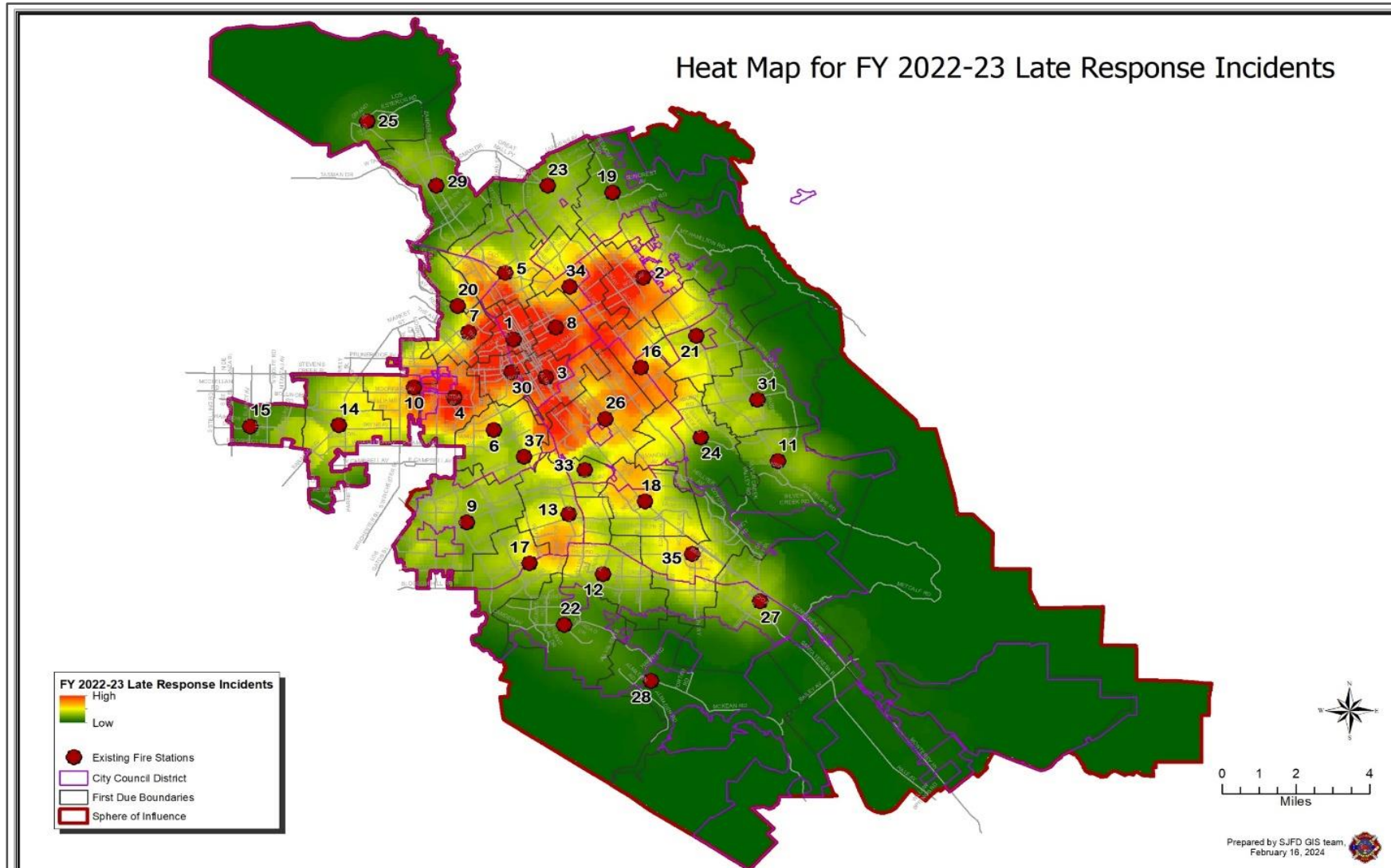


Fiscal Year 2022-2023 Response Time Performance

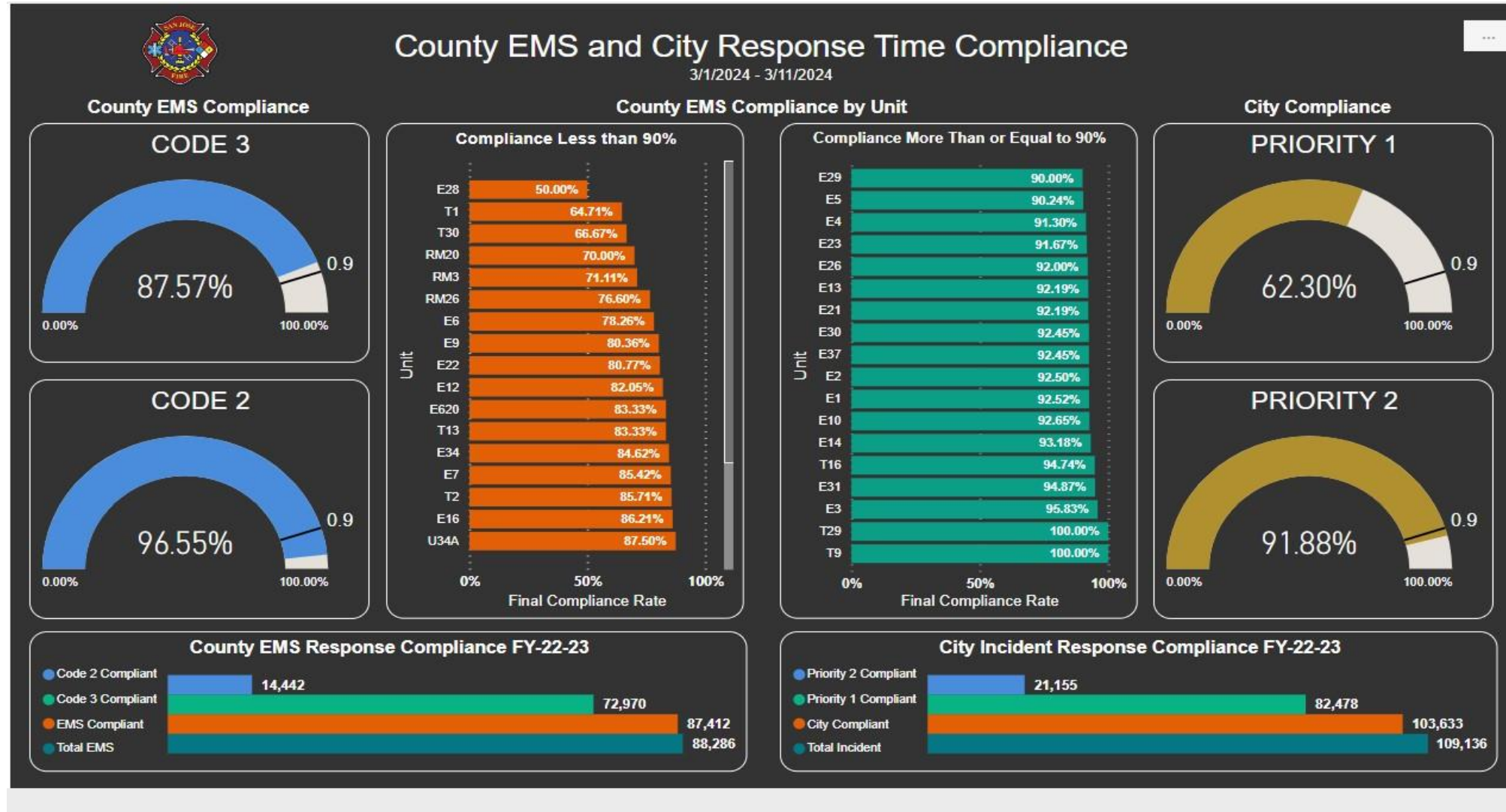


Late Response Heat Map

Travel Time Performance - Greater than 4 minutes



Business Intelligence



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?

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