

# 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 Fire Communications Status Report

Public Safety, Finance and Strategic Support Committee

February 19, 2026

Item (d)2

Presented by:

Robert Sapien, Jr., Fire Chief, Fire Department

Michael Wodnick, Division Manager, Fire Communications

# Fire Communications Dispatch Services



Protocol	SJFD	Average of all Accredited Centers of Excellence Worldwide
Fire Priority Dispatch System	94%	87.88%
Medical Priority Dispatch System	96%	88.63%

- Secondary Public Safety Answering Point (PSAP)
- Fire Priority Dispatch System (FPDS)
- Medical Priority Dispatch System (MPDS)
- Emergency Medical Dispatch Accredited Center of Excellence ("ACE")

# 9-1-1 Call Answer Time Compliance Rate



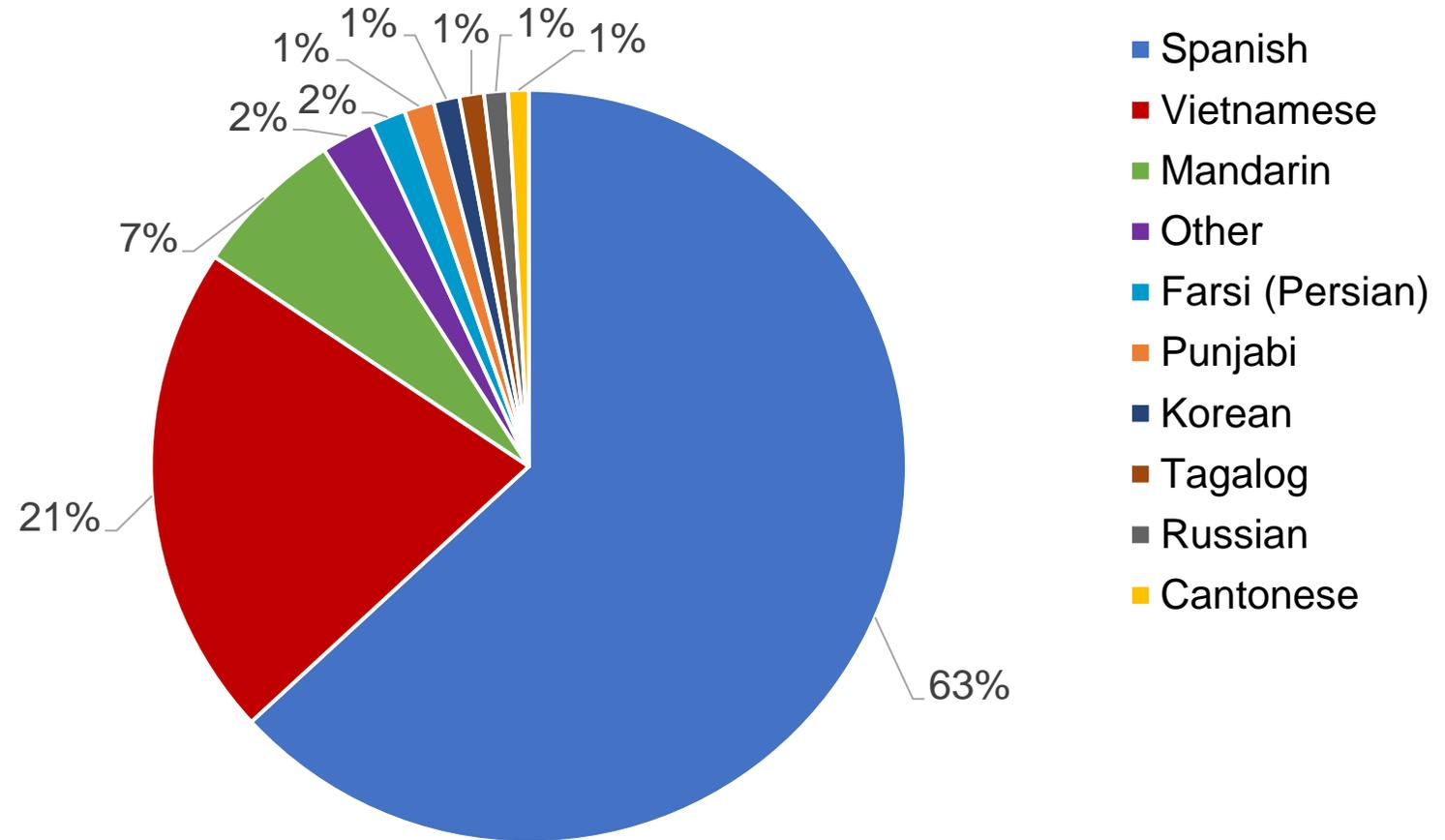
Fiscal Year	9-1-1 Lines Answered Within 20-Seconds (95% Compliance)	9-1-1 Lines Answered Within 15-Seconds (90% Compliance)	9-1-1 Lines Call Volume	9-1-1 Lines Answer Within 20-Seconds	9-1-1 Lines Answer Within 15-Seconds
20-21	88.28%	87.28%	75,276	66,456	65,699
21-22	86.36%	85.30%	83,521	72,125	71,245
22-23	79.12%	78.13%	94,864	75,055	74,117
23-24	81.11%	80.11%	91,827	74,480	73,561
24-25	86.90%	85.81%	89,728	77,972	76,999

- California Governor’s Office of Emergency Services (Cal OES) 9-1-1 call answer time standard is “Ninety (90%) percent of all 9-1-1 calls arriving at the Public Safety Answering Point SHALL be answered within Fifteen (15) seconds. Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within twenty (20) seconds.”

# Language Access & Bilingual Capabilities



- Third-party interpreter services  
CyraCom and Language Line Solutions
  - 35 languages accessed
    - 3,523 uses - calls on emergency phone lines
    - 169 uses - calls on non-emergency phone lines or use by field personnel
- Personnel certified by the City as proficient in:
  - Spanish (1.0 FTE)
  - Vietnamese (1.0 FTE)



# 9-1-1 and 10-Digit Emergency Line Call Volume



Fiscal Year	% Change	Total Call Volume	9-1-1 Call Volume	10-Digit Call Volume
20-21	4.21%	97,641	75,276	22,365
21-22	10.70%	108,085	83,521	24,564
22-23	11.29%	120,291	94,864	25,427
23-24	-2.14%	117,715	91,827	25,888
24-25	-1.18%	116,329	89,728	26,601

- Differences between 9-1-1 and 10-digit emergency line
- 19.14% increase in 9-1-1 and 10-digit emergency line call volume from FY 2020-2021 to FY 2024-2025
- 54.68% increase in 9-1-1 and 10-digit emergency line call volume from FY 2011-2012 to FY 2024-2025

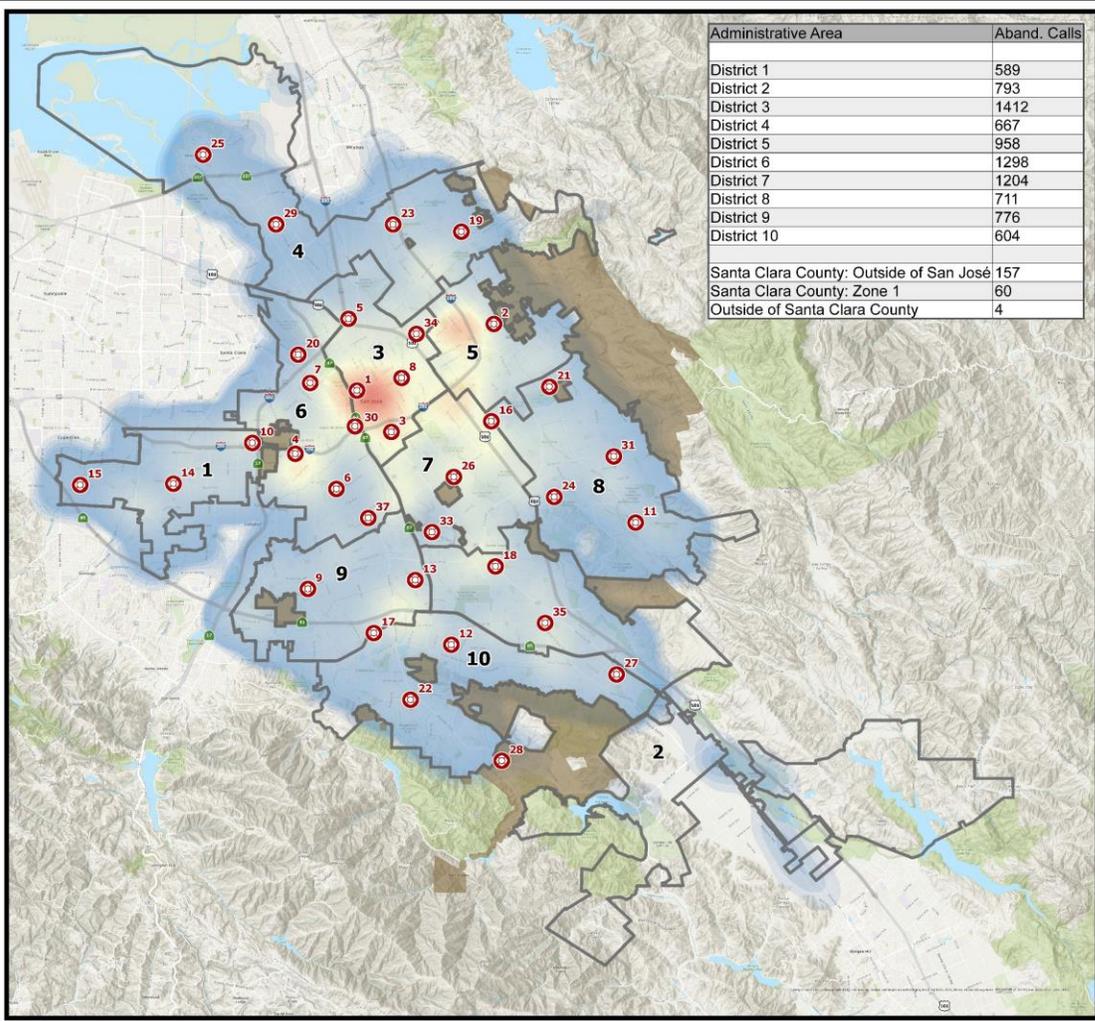
# 9-1-1 Call Volume and Abandoned Call Rate



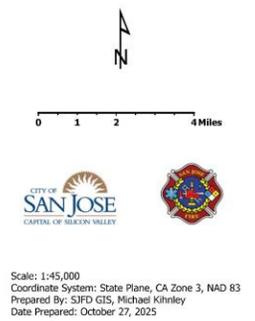
<b>Fiscal Year</b>	<b>9-1-1 Call Volume</b>	<b>9-1-1 Abandoned Call Volume</b>	<b>9-1-1 Abandoned Call Rate</b>
20-21	75,276	5,840	7.76%
21-22	83,521	9,691	11.60%
22-23	94,864	18,382	19.38%
23-24	91,827	14,689	16.00%
24-25	89,728	9,210	10.26%

- Increase in 9-1-1 call volume and abandoned call volume in the last 5 Fiscal Years
- Call Transfer Process
- Call Circumstances

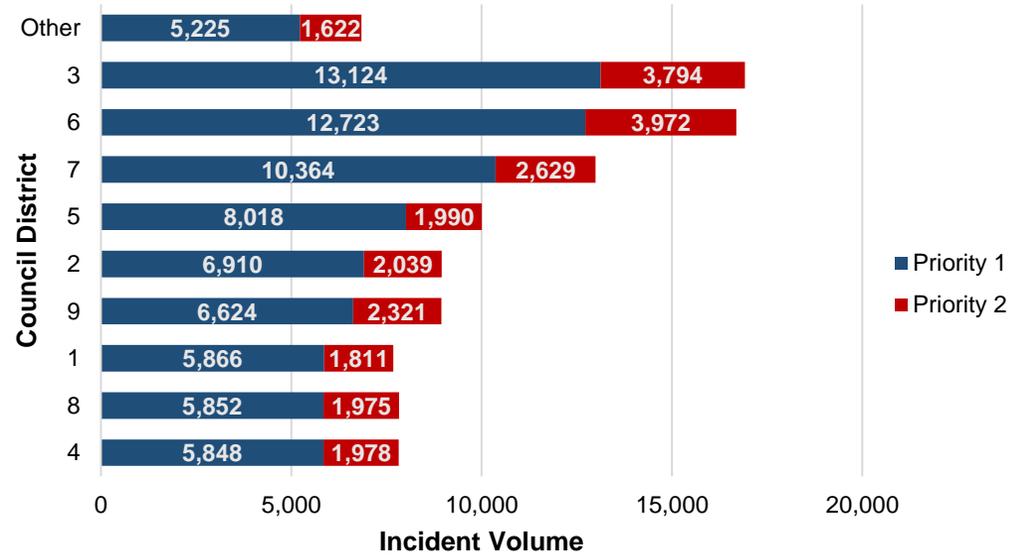
# 9-1-1 Abandoned Calls Location



## Abandoned Calls Only: Fiscal Year 2024-25



## Incidents by Priority & Council District



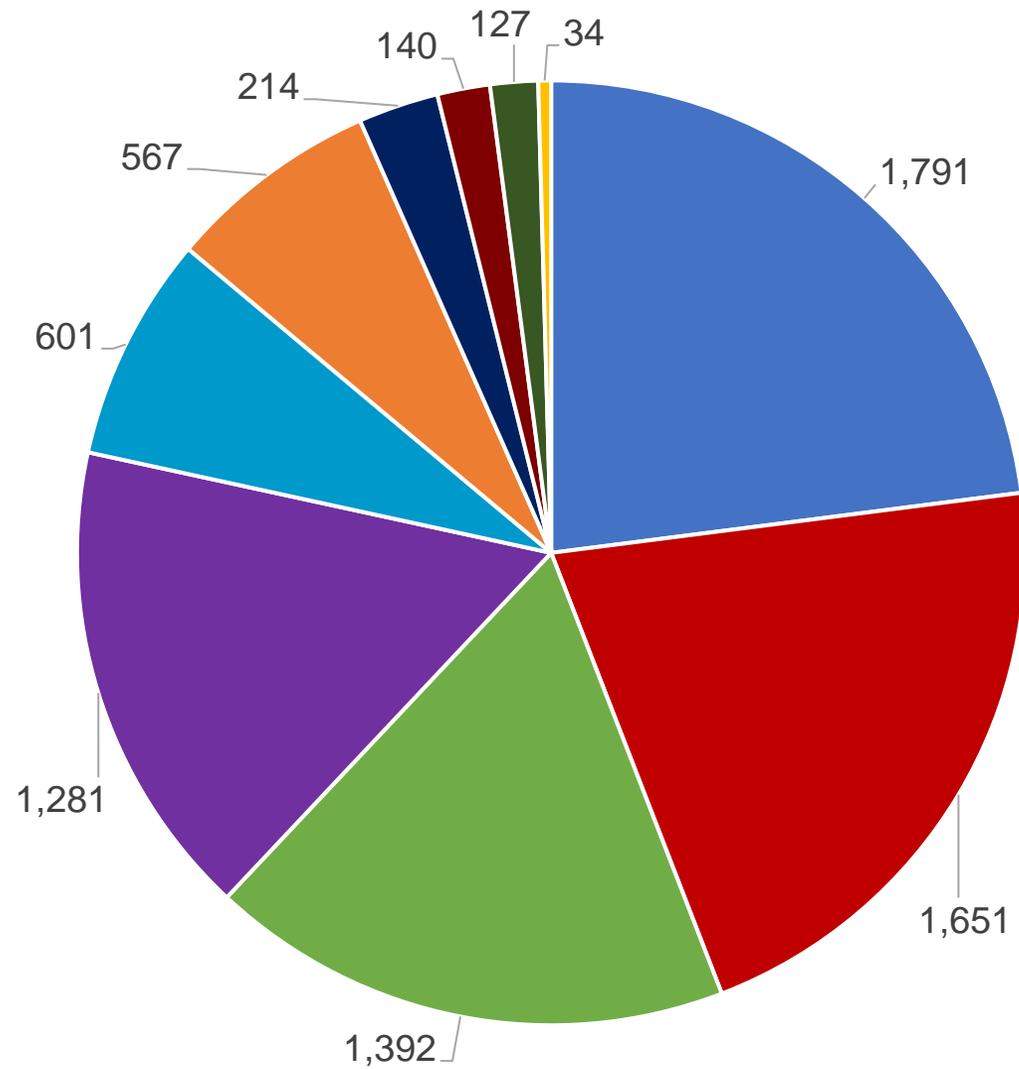
- Highest volume of 9-1-1 abandoned calls found within portions of Council Districts 3, 6, & 7
- Aligns with Council Districts where the highest volume of 9-1-1 calls originate

# Emergency Medical Event Triage



<b>Fiscal Year</b>	<b>Medical Events</b>	<b>Percentage Medical Event Change</b>	<b>Medical Events with a MPDS Final Event Type</b>	<b>Percentage Medical Events with a MPDS Final Type</b>	<b>Medical Events with a Non-MPDS Final Event Type</b>	<b>Percentage Medical Events with a Non-MPDS Final Event Type</b>
20-21	49,086	0.01%	40,979	83.48%	8,107	16.52%
21-22	54,103	10.22%	45,787	84.63%	8,316	15.37%
22-23	57,307	5.92%	49,589	86.53%	7,718	13.47%
23-24	55,915	-2.43%	48,476	86.70%	7,439	13.30%
24-25	58,001	3.73%	50,203	86.56%	7,798	13.44%

# Emergency Medical Event Triage



- Calls From Non-SJFD Dispatch Centers
- Communications Barrier
- Abort + Canceled Events
- Event Was Triage - CAD Event Type Changed or Upgraded to an Untriated Event Type
- Law Enforcement Related Events
- Calls From Field Personnel
- Documentation Does Not Indicate
- Other
- Non-SJFD Generated Event
- Auto Aid + Mutual Aid With Other Agencies

# Fire Communications Staffing



## Authorized Budgeted Dispatcher Staffing Levels

Public Safety Radio Dispatcher	Senior Public Safety Dispatcher	Supervising Public Safety Dispatcher
30.48	11	3

## Standard Staffing Levels by Shift

Shift	Public Safety Radio Dispatcher	Senior Public Safety Dispatcher
Day Shift 6:30am – 2:30pm	5	1
Swing Shift 2:30pm – 10:30pm	5	1
Midnight Shift 10:30pm – 6:30am	4	1

# Fire Communications Staffing



## Vacancies Per Classification

Fiscal Year	Public Safety Radio Dispatcher		Senior Public Safety Dispatcher		Supervising Public Safety Dispatcher	
	Vacancies	Budgeted FTEs	Vacancies	Budgeted FTEs	Vacancies	Budgeted FTEs
20-21	5.48	30.48	2	11.0	0	3.0
21-22	5.48	30.48	3	11.0	1	3.0
22-23	11	30.48	3	11.0	0	3.0
23-24	5	30.48	2	11.0	0	3.0
24-25	6	30.48	1	11.0	0	3.0

### Progress:

- Increase in Public Safety Radio Dispatcher Trainee applications
  - 2025-02 increased by 98.77% in comparison to 2023-02
  - 2025-02 increased by 2.86% in comparison to 2024-01

# Questions?

Robert Sapien, Jr., Fire Chief  
Fire Department

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