

# 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 16, 2026

Item: (d)3

Presented by:

Robert Sapien, Jr., Fire Chief

Aaron Freyler, Deputy Fire Chief, Bureau of Field Operations

# San José Fire Department: Mission



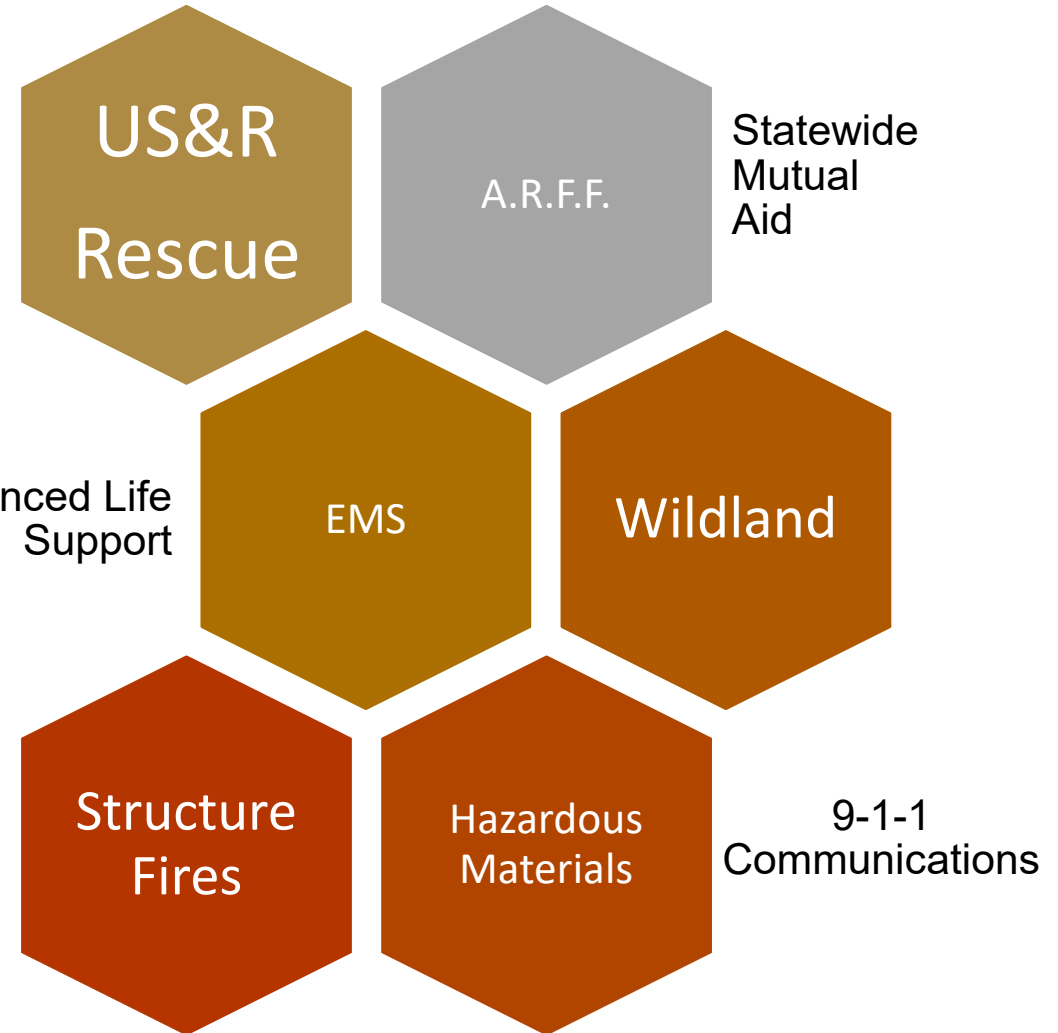
## Mission:

Protect 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.
- 12th largest city in the United States and serves over 997,000 residents over 200 square miles.



# All-Hazards Response



# **San José Fire Department FY 2024-2025 Annual Call Volume**

# San José Fire Department : Annual Calls for Service



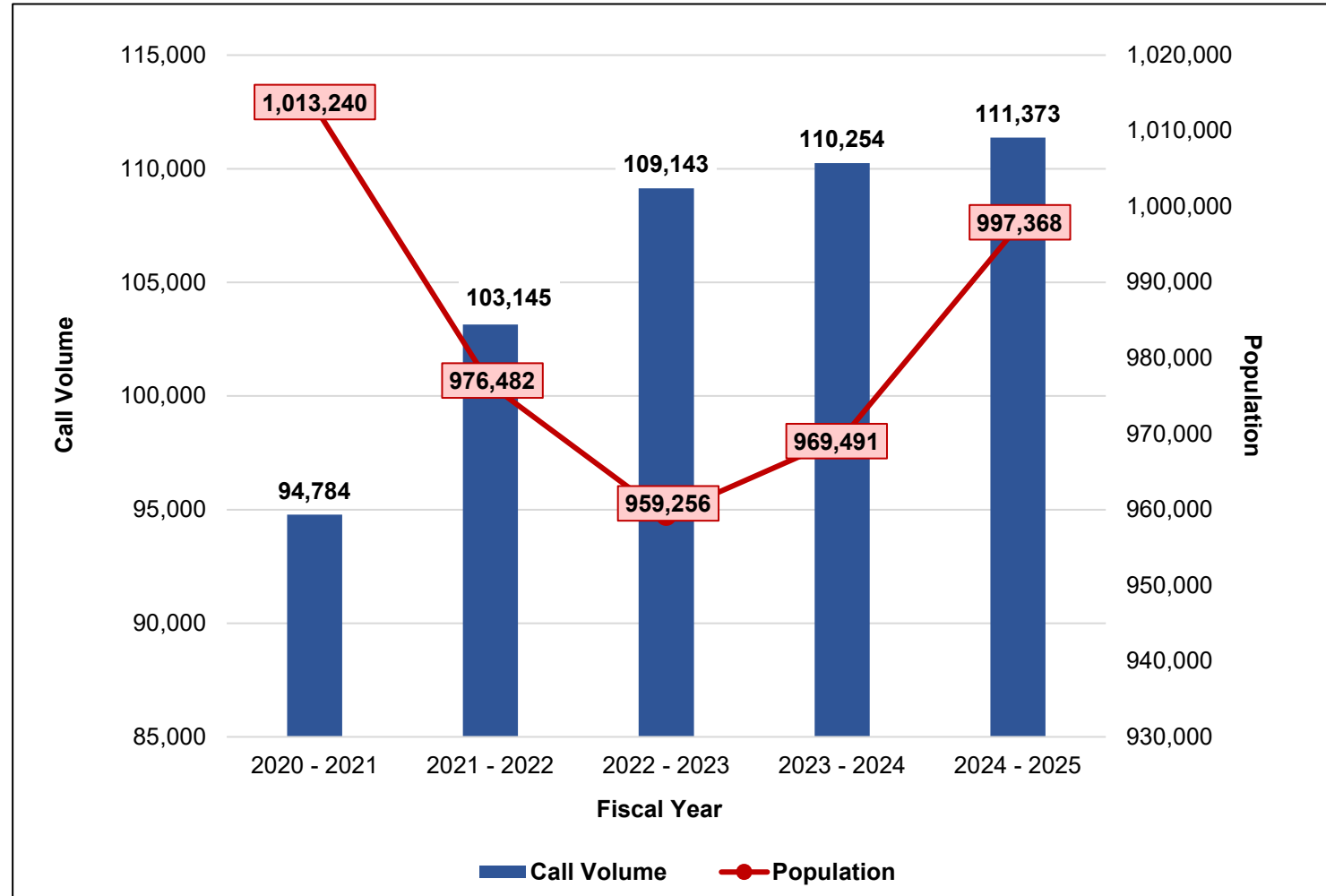
- Over 111,000 calls for service in FY 2024-2025
- The protection area includes Residential, Commercial, and Industrial zones, Wildland-Urban Interface (WUI) areas, and the San Francisco Bayfront
- High-traffic areas such as the San José Mineta International Airport, the SAP Center, PayPal Park, San José State University, three super-regional malls, seven major hospitals, and 108 high-rise structures



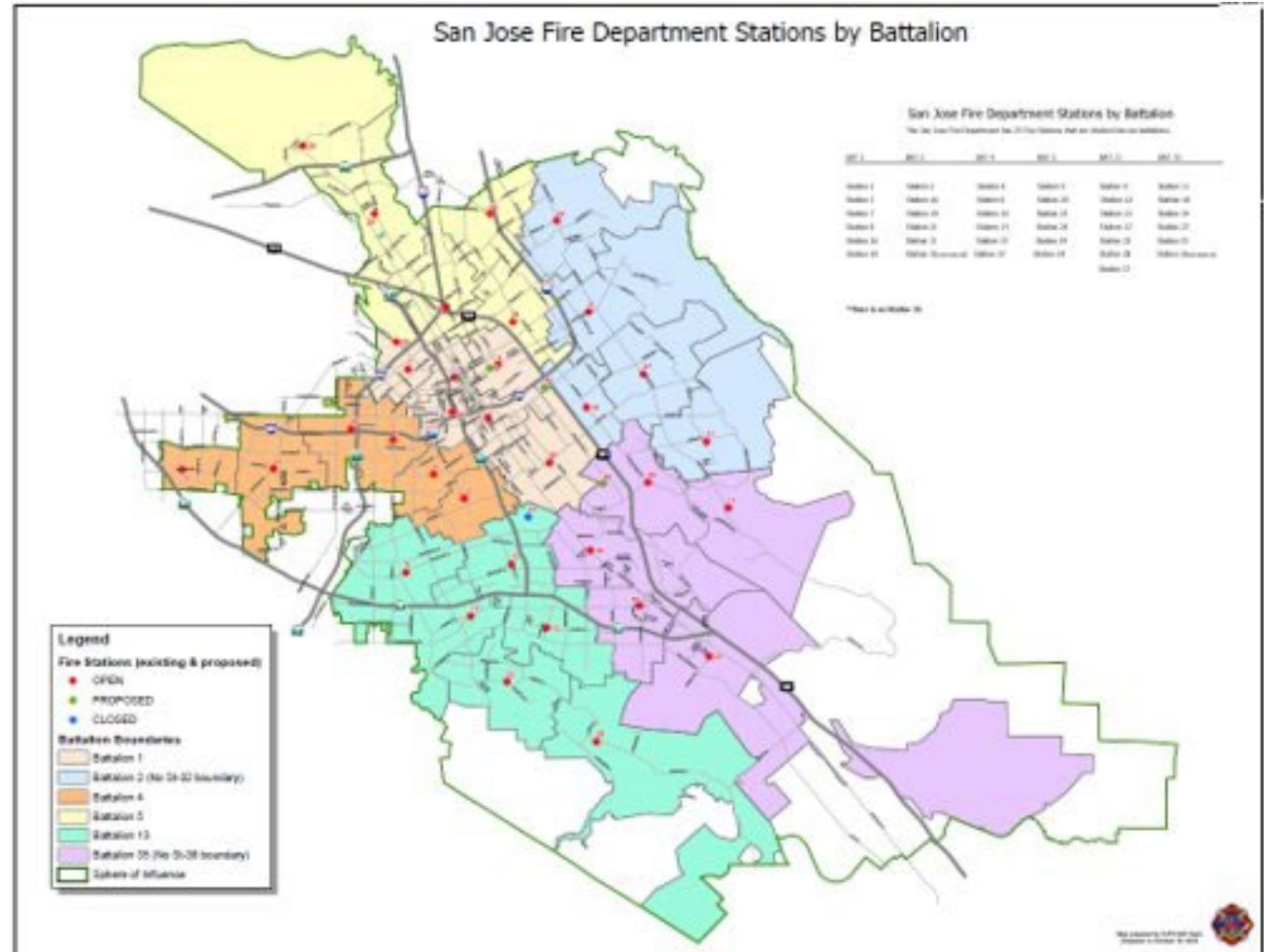
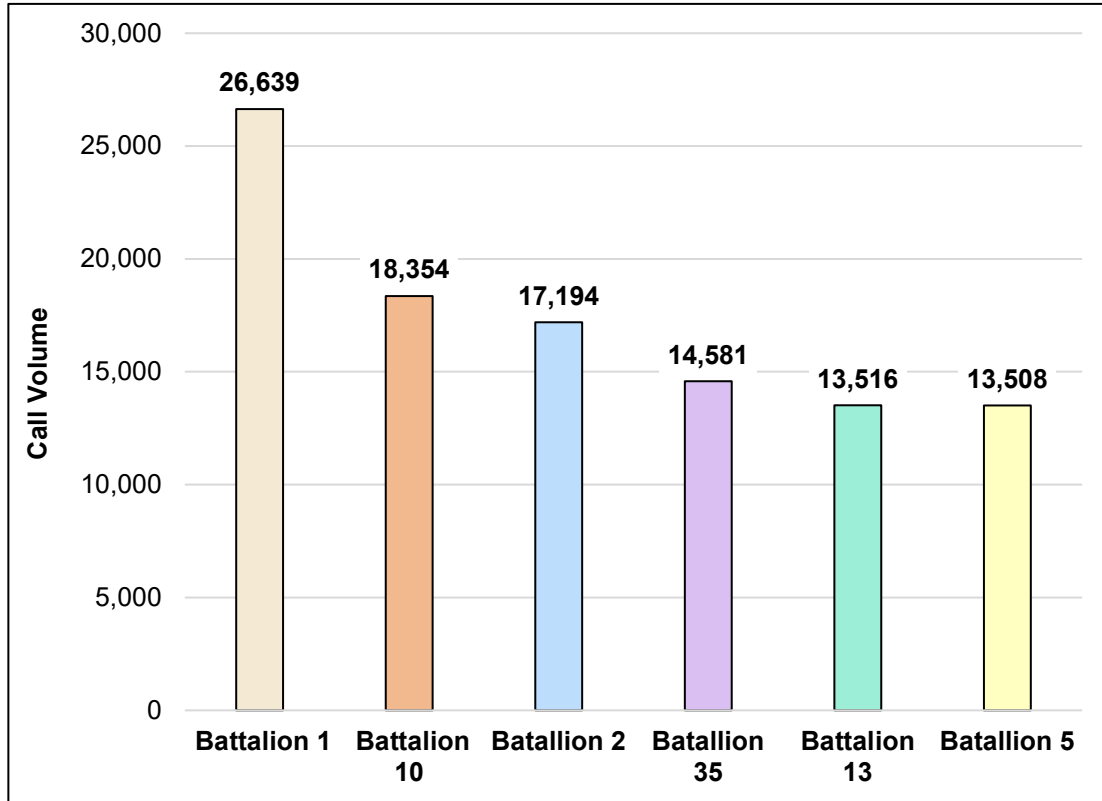
# Call Volume and Population



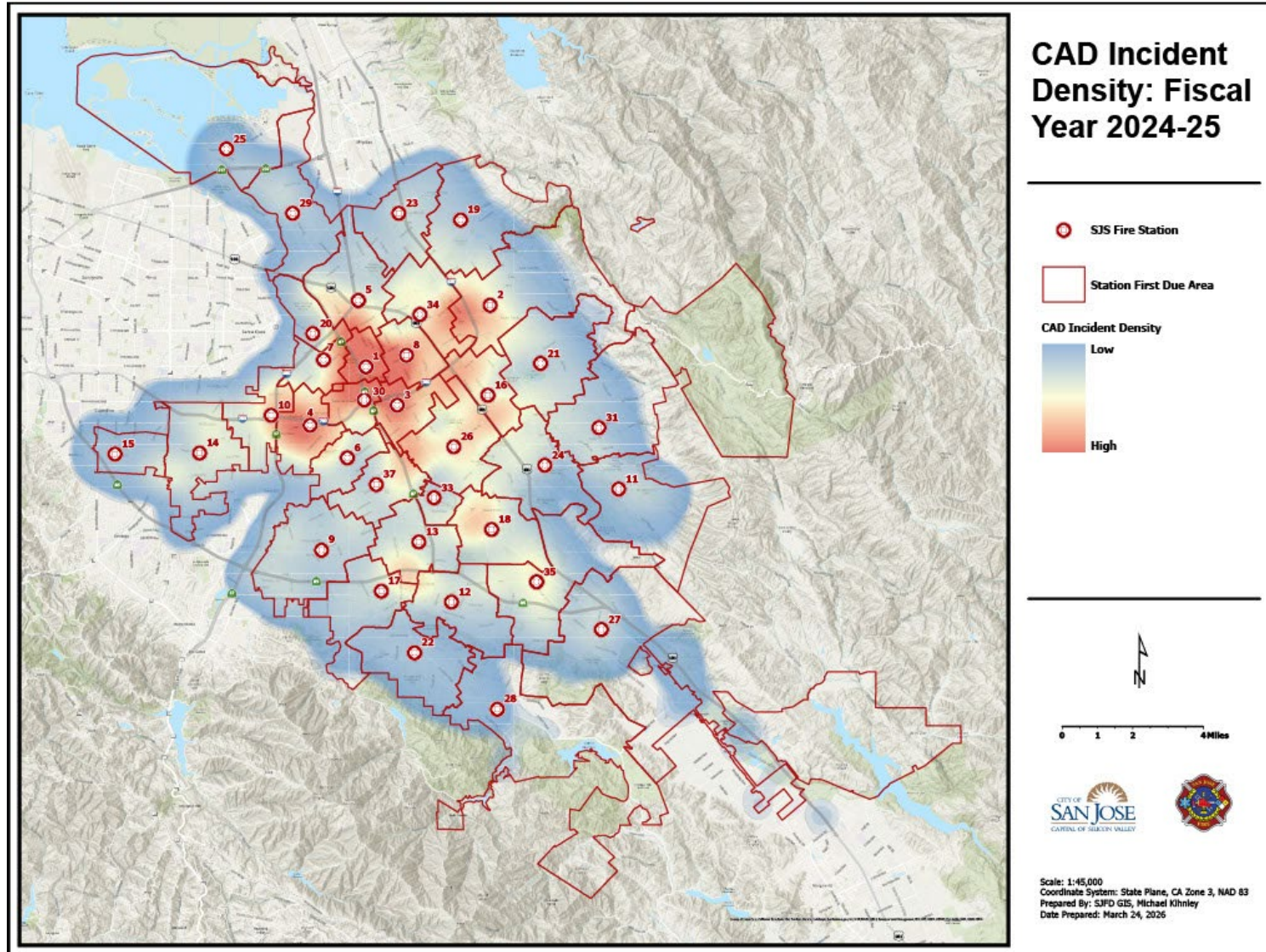
- City population decreased over 4.9% in the last 5 years
- 21.6% increase in demand for emergency response in the last 5 years



# Call Volume by Battalion and Fire Station Response Area



# Call Volume Heat Map

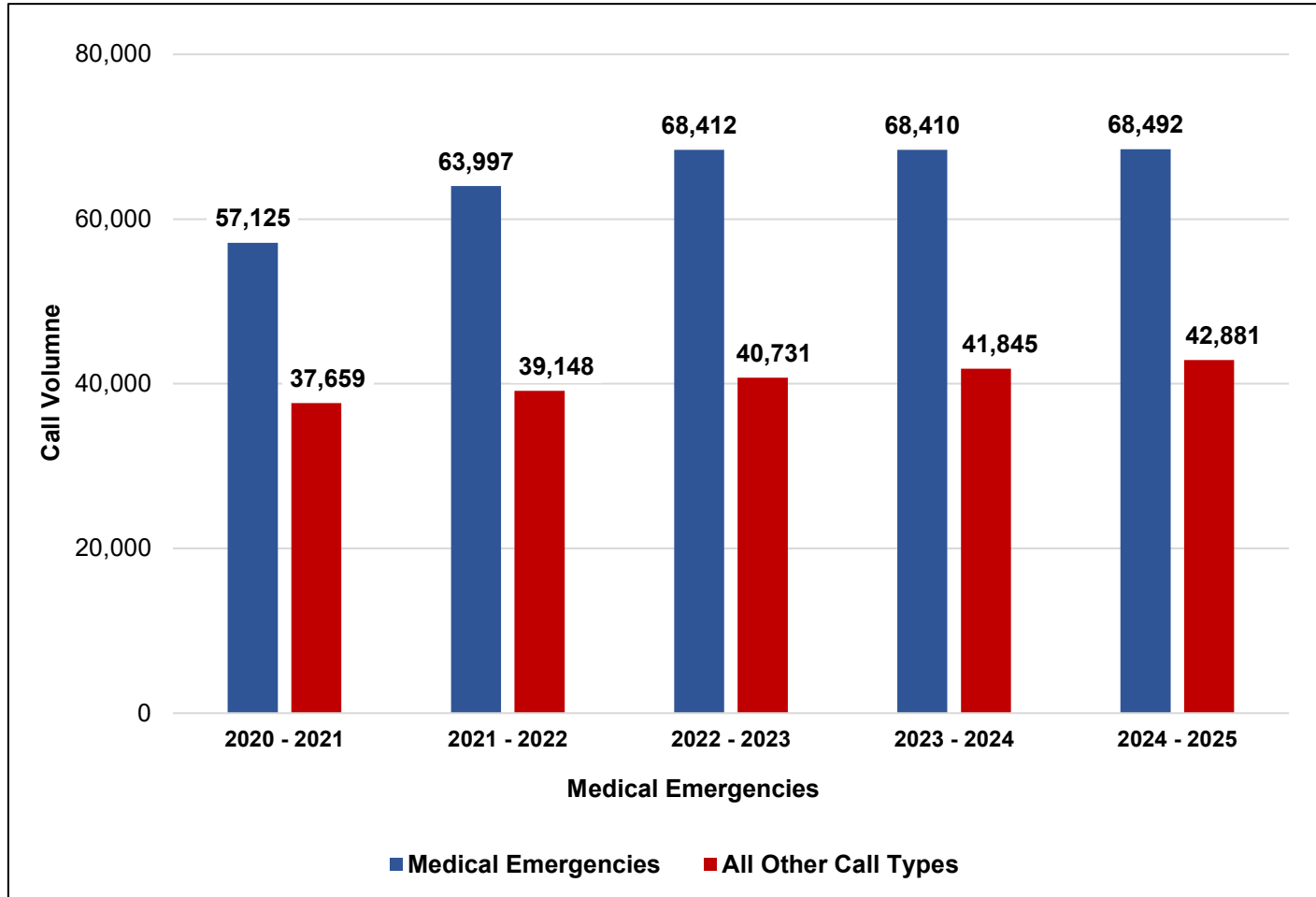


# Fiscal Year 2024-2025 Call Type Distribution



Call Type	Number	Percentage
Medical Only	68,492	61.50%
Fires	4,804	4.31%
Rescue, Haz-Mat, USAR & Non-Fire Hazards	6,295	5.65%
Good Intent or Service	11,106	9.97%
False Alarm / False Call	1,223	1.10%
No Incident, wrong location, Cancelled En Route	6,487	5.82%
Other SJFD Calls (unclassified)	12,966	11.64%
<b>Total Incidents</b>	<b>111,373</b>	<b>100%</b>

# EMS Call Volume Compared to All Other Call Types

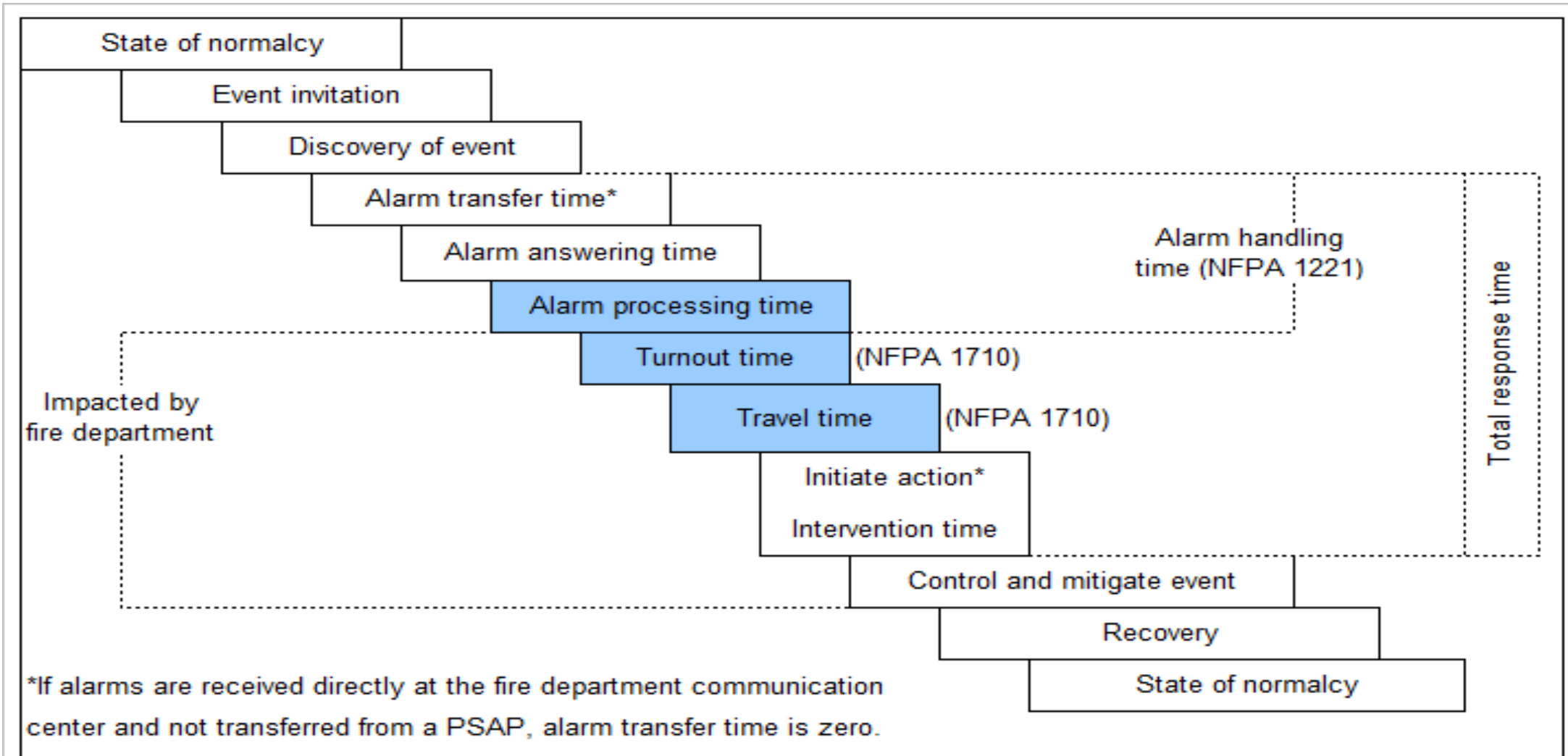


- EMS Call volume has increased **19.8%** since FY 2020-2021.
- Total responses for all other call types increased by more than **13.8%** over a 5-year period
- Calls rose from **37,659** (FY 2020-2021) to **42,881** (FY 2024-2025)

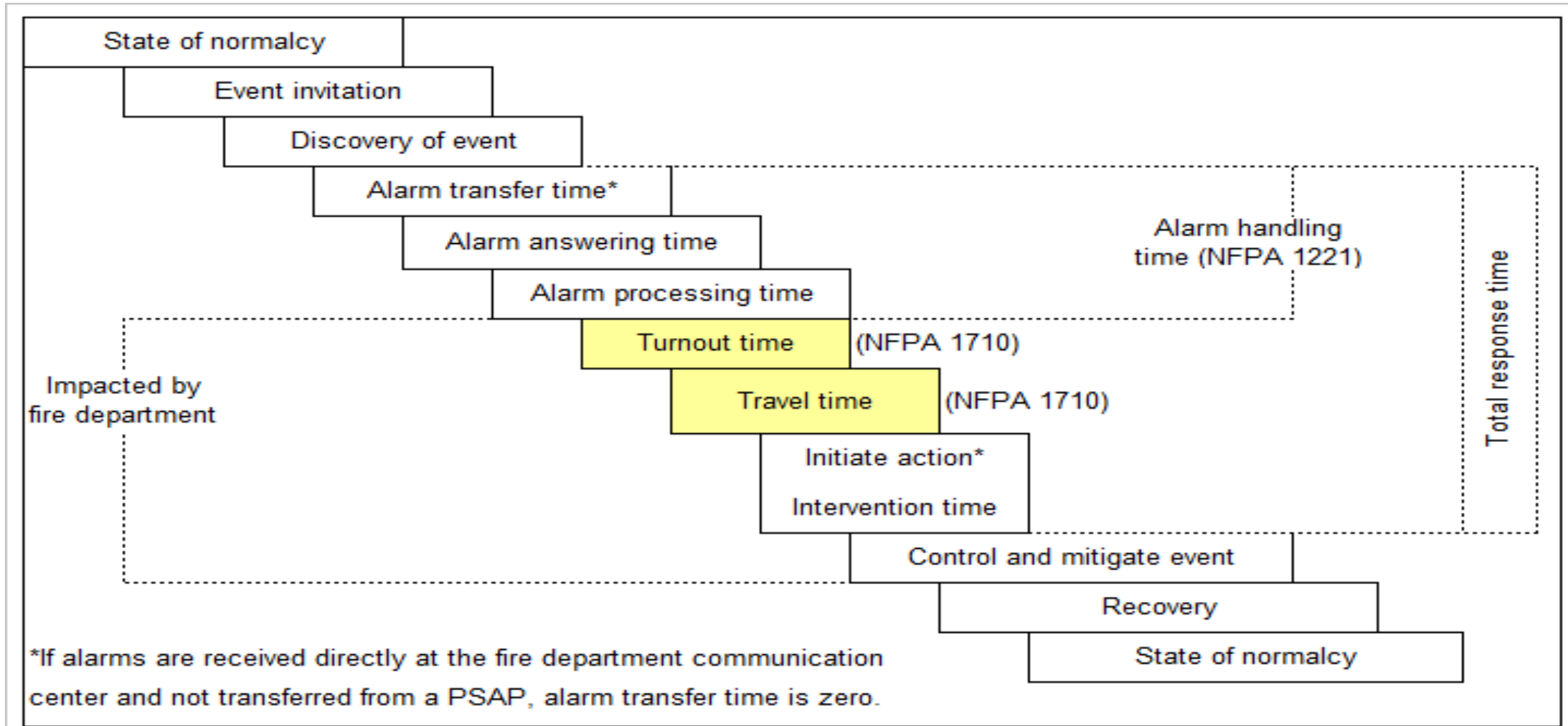


## San José Fire Department FY 2024-2025 Annual Emergency Response Time Performance Report

# Measuring Response Time (City)

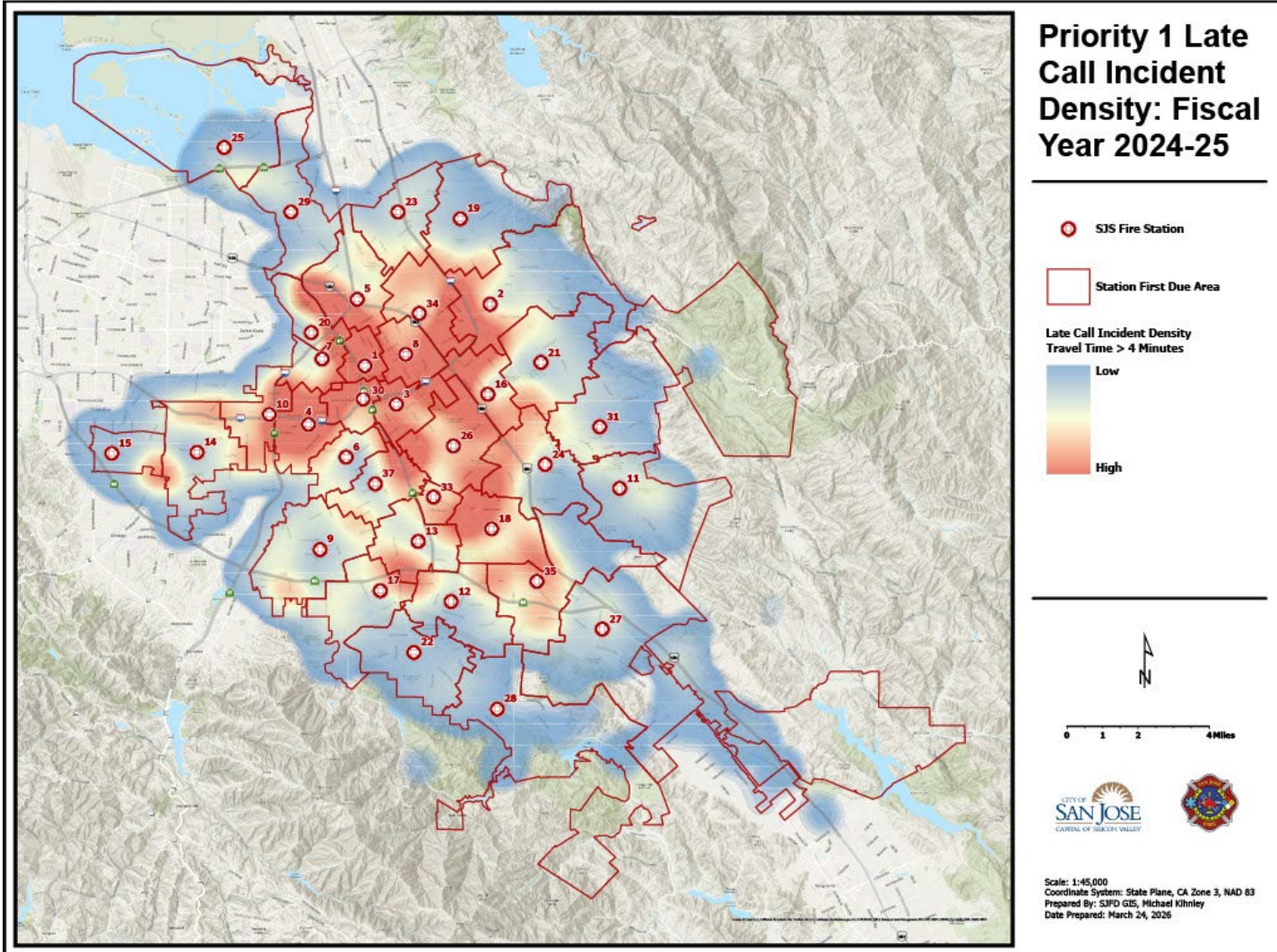


# Measuring Response Time (County)



# Late Response Heat Map (FY 2024-2025)

## Travel Time Performance - Greater than 4 minutes



- Department maintained an unadjusted average response time performance rate of 86.92% against the 8-minutes/90% of the time under the County First Responder Funding Response Time Compliance Standard (measured from time of dispatch to arrival on scene)
- Department maintained an average response time performance rate of 64.25% against the 8-minutes/80% of the time Department Standard (measured from time of receipt of call to arrival on scene)

# Key Initiatives in Progress in FY 2025-2026



Initiative	Description
Computer Aided Dispatch (CAD): CAD-to-CAD Interface with Santa Clara County Communications	The CAD-to-CAD interface will enhance information exchange across CAD systems and will result in a substantial reduction in telephone calls between Communications Centers, improve unit location awareness, and enhance emergency backup capabilities. Completion targeted is Fall 2026.
Closest Unit Dispatch	This effort would dispatch resources based upon apparatus proximity to the incident rather than to the station location. Implementation target is Fall 2026.
Community Paramedicine	The Department is pursuing establishment of a Community Paramedicine pilot program as an alternative to traditional 9-1-1 prehospital care response, seeking to match residents with the appropriate definitive care or resource. Implementation target is Fall 2026.
9-1-1 Telemedicine	The Department will be assessing the feasibility of implementing a 9-1-1 telemedicine alternative to connect patients with non-emergent medical needs with the appropriate medical care. Recommendations development targeted for Spring 2027.
New Fire Stations Enabled by Measure T	Fire Station 32 construction is nearing completion and will be serviceable in Summer 2026 (pending budget decisions); Fire Station 36 is in Design Phase.

# Questions?

Robert Sapien, Jr., Fire Chief

Aaron Freyler, Deputy Fire Chief  
Bureau of Field Operations

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