

Performance Report Card

How well does County Fire meet its performance measures?

Customer Service

- ☑ Maintain a customer satisfaction rating at or above 95%.
2008 Result: 97.7%

Public Education

- ☑ Make public education contact with 15% or more of population served.
2008 Result: 21.0%

Fire Prevention

- ☑ Limit commercial fires to 5 per 1000 occupancies inspected.
2008 Result: 2.81 per 1000
- ☑ Limit reportable hazardous materials releases to 1.5 per 100 permitted occupancies.
2008 Result: 0.36 per 100

Response Times (From Dispatch to Arrival on Scene)

- ☐ First unit arrives in under 7 minutes 90% of the time.
2008 Result: 89.0%
- ☑ Second unit arrives in under 9 minutes 90% of the time.
2008 Result: 75.6%
- ☐ Full alarm arrives in under 15 minutes 90% of the time.
2008 Result: 86.6%
- ☑ For EMS calls: A fire company with at least one paramedic arrives in under 7 minutes at least 90% of the time.
2008 Result: 91.2%

* Responses fell below target due to dispatch of additional apparatus for safety support on freeway incidents.

Emergency Medical Services

- ☑ Obtain return of circulation or shock rhythm on cardiac arrest patients in the field at least 8% of the time.
2008 Result: 36.0%
- ☑ 911 dispatchers screen for pre-arrival instructions in at least 65% of EMS calls and provide instructions as warranted.
2008 Result: 97.0%

Safety

- ☑ Limit firefighter injuries to less than 0.47 per 100 calls.
2008 Result: 0.42 per 100 calls

Finance

- ☑ Comply with generally accepted accounting principles and meet reporting requirements in GASB 43/45.
2008 Result: Successful unqualified opinion from CPA
- ☑ Reduce absenteeism due to illness and Workers' Compensation by no less than 10% from 2003.

* Performance measure being evaluated due to organization growth and employee protected leaves (CFRA, FMLA & LC233)

Training

- ☑ Maintain skill levels so that no less than 95% of individuals and companies pass both individual and company performance standards on the first attempt.
2008 Result: 96.27%

Fire Chief's Message

Fire Chief's Message

On behalf of the men and women of the Santa Clara County Fire Department, I am pleased to provide this service overview and annual report.



We believe in cultivating partnerships with the communities we serve and maintaining solid working relationships with local law enforcement agencies and municipal and county departments to provide the best possible community education, disaster preparedness, fire prevention and emergency response services for you and your family.

As we address the dynamic needs of our communities with reduced revenues and increasing operating costs, have confidence that we will continue to deliver the service that you have come to expect from the Santa Clara County Fire Department.

It is a privilege to serve you, and providing this annual report is an opportunity to be accountable for the service County Fire provides.

Kenneth L. Waldvogel
Fire Chief



Santa Clara County Fire Department

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County Fire proudly serves the communities of Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Morgan Hill, Saratoga, and adjacent unincorporated areas.

Fire Department Santa Clara County Customer Service Overview and 2008 Annual Report



Mission Statement:

The Santa Clara County Fire Department exists to protect the lives, property, and environment within the communities served from fires, disasters, and emergency incidents through education, prevention, and emergency response.

Emergency Response

Population Served

County Fire serves more than 246,000 residents and 106 square miles of territory within the communities of Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Morgan Hill, Saratoga and adjacent unincorporated areas.



Staffing Levels and Response Times

Daily emergency response staffing consists of 71 employees operating out of 17 fire stations with 21 pieces of apparatus and 3 command vehicles.



County Fire strategically allocates resources to maintain rapid response times, including moving apparatus to provide coverage when personnel are committed to other calls and keeping units available during non-emergency activities. County Fire works closely with neighboring jurisdictions to maintain effective automatic aid agreements to provide overlapping response coverage including dispatching the closest fire unit when possible.

Why is this important? Rapid response times are critical to protecting lives and reducing property loss. At least 89% of the time, County Fire units arrive on scene within 7 minutes of being dispatched.

Accreditation

County Fire was awarded "Accredited Agency" status in August 2005 by the Commission on Fire Accreditation International (CFAI). The third annual compliance report was accepted in August 2008. To meet new CFAI "Standards of Cover" guidelines, an updated plan is being developed to further improve the effective and efficient use of available resources.



Goals for 2009 include revising the Business and Strategic plans. The new Business Plan will review performance measures and County Fire's mission, vision and values, while the new Strategic Plan will outline the organization's objectives for the next five years.

Customer Service

Contracts for Service

County Fire concluded negotiations with the Saratoga Fire District for implementation of a full service contract that became effective July 1, 2008. Saratoga Fire District emergency response personnel transferred to County Fire, which added one fire station and 22 employees. County Fire will continue to operate two fire companies out of the Saratoga Fire Station.

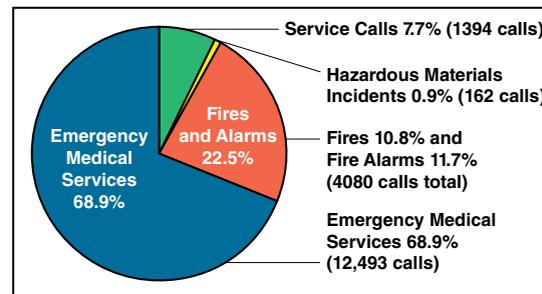


Successful negotiations with the City of Campbell were concluded during 2008, resulting in a five-year contract agreement for fire and rescue services with an option for an additional five years on a year-to-year basis.

Calls for Service

County Fire responded to 18,129 emergencies in 2008.

- **Emergency medical services** (68.9%) for illness, injuries, traffic collisions and industrial accidents.
- **Fires** (22.5%), including structure fires, vegetation fires, smoke investigations, gas leaks and fire alarms.
- **Hazardous materials incidents** (0.9%), such as chemical releases, illegal chemical disposal, and investigation of suspicious objects, powders and clandestine operations.
- **Service calls** (7.7%) for flooding, citizen assists and lock-outs.



Community Education

County Fire offers a wide variety of community education services and recently implemented a new fire and fall prevention program for senior citizens and established partnerships with organizations that serve older adults, including 2-1-1 by United Way, Council on Aging and local senior centers.



Why is this important? The U.S. demographic profile is changing. The over-65 segment is expected to increase from 12% of the total population to nearly 20% by the year 2022. Programs that promote home safety and quality independent living help to prevent injuries that commonly affect older adults as well as reduce medical and emergency response operating costs. For more information, please visit www.sccfd.org.

County Fire and Its Partners

County Fire

County Fire is governed by the Santa Clara County Board of Supervisors. The Department is divided into five service divisions:



- **Administrative Services** handles accounting, budgeting, long-range planning, employee benefits, payroll, human resources, labor relations and information systems management.
- **Fire Prevention Division** takes care of building plan review, code enforcement, hazardous materials regulations, and fire and life safety inspections for new construction, commercial businesses, multi-family residential buildings and schools.
- **Operations Division** is responsible for fire suppression, emergency medical response and rescue activities. Specialized units within the division include the Special Operations Task Force and the Hazardous Materials Response Team.
- **Training Division** coordinates and delivers training to new and existing employees and assists with the recruitment and promotional testing process. It also manages the community education and disaster preparedness programs, employee wellness program, and emergency medical services.
- **Support Services** is responsible for maintaining fire stations and other facilities, vehicles and fire apparatus, general supplies and communications systems.

Local and Regional Partners

The Santa Clara County Fire Department maintains strong relationships with local and regional partners. These relationships are an integral part of our daily operations. At the direction of the Santa Clara County Fire Chiefs' Association (SCCFCA), senior staff officers participate in local and regional working groups to collaborate on policies, procedures and standards that improve firefighter safety and the quality of service delivered to residents throughout Santa Clara County.



Each year, County Fire employees participate in the Santa Clara County Combined Giving Campaign. In 2008, employees contributed over \$65,000 and received an award for "Most Funds Raised" to help support bay area non-profit organizations.

State, Federal and International Partners

In 2008, County Fire responded as part of the Mutual Aid System to the Santa Cruz County and Southern California wildfires.



County Fire is now represented in the Bay Area's Urban Area Security Initiative (UASI). Under the Department of Homeland Security (DHS), UASI exists to enhance homeland security preparedness and improve regional coordination between 10 bay area counties.

Nationally, County Fire is part of California Task Force 3 (a FEMA Urban Search & Rescue Team). As part of an international exchange program, during 2008 County Fire hosted a French intern from the University of Bordeaux.