



FIRE DEPARTMENT SANTA CLARA COUNTY

2012 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.

About County Fire

County Fire is an internationally accredited agency that serves 243,073 residents and 149 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.

County Fire has 279 employees. Daily 24-hour emergency response staffing consists of 68 employees operating out of 17 fire stations with 20 pieces of apparatus and 4 command vehicles. The fire suppression force is augmented by 25 trained volunteer firefighters.



Effective January 2013, County Fire transitioned out of the Morgan Hill service contract and consolidated service to the core West Valley Region.

2012 Highlights

Partnerships and Resource Sharing

Fast response times, sufficient resources and coordinated operations are critical to protecting lives and reducing property loss. County Fire works closely with local fire, law enforcement, and emergency medical agencies to maintain cross-jurisdictional resource sharing agreements.



By direction of the Board of Supervisors, County Fire is exploring the feasibility of collaborative fire service delivery throughout Santa Clara County and is working in partnership with other local fire departments to develop expanded resource sharing possibilities for the purpose of improving service delivery to all County residents.

Fire Chief Kehmna serves as the Operational Area Fire Coordinator for the Santa Clara County Fire and Rescue Mutual Aid Plan. This position is responsible for coordinating with local, regional and statewide agencies to share fire and rescue equipment and personnel during significant or prolonged emergency events (earthquakes, wildfires, hazardous materials incidents, etc).

Combined Giving Campaign

County Fire employees demonstrate strength in unity by participating in the annual Santa Clara County Combined Giving Campaign. Through employee contributions, funds are raised for charitable organizations and non-profit agencies that support education, health, environment, animals and the arts.

Motivated by the 2012 theme "Inspired to Reach Higher," County Fire employees pledged more than any participating County agency raising a combined total of \$81,236 to support our communities and the many organizations that work tirelessly on behalf of those in need.



Community Education and Emergency Preparedness

County Fire offers an extensive community education and emergency preparedness program. To promote community safety and resilience to disasters, personnel delivered over 650 educational programs during 2012.



The devastating effects of Hurricane Sandy emphasize the need for residents to prepare and plan for emergencies. Self-sufficiency is a vital link for survival in the immediate aftermath of a disaster. To learn more about available training classes and programs, call 408.378.4010 or visit www.sccfd.org.

Urban Shield

Urban Shield is an annual full-scale preparedness exercise that tests the regional preparedness and major event response capabilities of bay area public safety agencies. Subject matter experts evaluate SWAT teams, bomb squads, canine units, urban search and rescue (US&R) teams, and hazardous materials response teams.



Of the 54 teams that participated in the 2012 exercise, County Fire's US&R and Hazardous Materials teams won 2nd place honors in each of their respective categories.

Information Technology

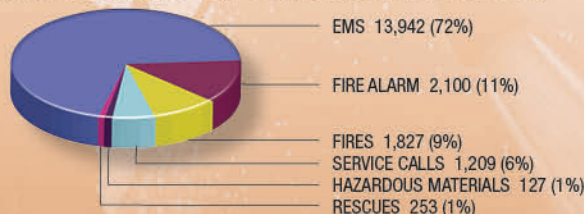
County Fire has implemented a 5-year Strategic Technology Plan (STP) that will reduce operating costs, increase efficiency and improve service delivery. High-speed fiber optic connections have been installed at all fire stations; on-duty engine companies can now participate in live video training while remaining available for emergency calls within assigned service areas.

Mobile data devices on fire apparatus are being updated to increase real-time data capabilities (transmit vital patient information, locate fire hydrants, receive hazard alerts, etc.) The STP will continue to serve as a road map utilizing the most relevant information systems available to improve and expand technology infrastructure.



Calls for Service

County Fire responded to 19,458 emergency calls during 2012.



Statement of Revenues, Expenditures and Changes in Fund Balances Fiscal Year Ending June 30, 2012

Revenues

Property taxes and assessments	\$50,140,224
Licenses and permits	529,158
Intergovernmental revenues	1,313,012
Use of money and property	148,804
Charges for services	29,083,555
Miscellaneous revenues	883,978
Sale of capital assets	33,622
Total Revenues	82,132,353

Expenditures

Public protection	
Salaries and benefits	68,948,708
Services and supplies	6,002,748
City provided services	4,608,650
Other charges	704,820
Capital outlay	333,958
Debt service - principal	417,422
Debt service - interest	118,366
Total Expenditures	81,134,672
Excess (Deficiency) of Revenues Over Expenditures	997,681
Fund Balance, Beginning	10,418,462
Fund Balance, Ending	\$11,416,143



Santa Clara County Fire Department

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PERFORMANCE MEASURES

Customer Service

- Maintain a customer satisfaction rating at or above 95%.
2012 Result: 97.4%

Community Education

- Make community education contact with 20% or more of the population served.
2012 Result: 22.0%

Fire Prevention

- Limit commercial fires to 4 per 1000 occupancies inspected.
2012 Result: 5.9 per 1000
- Limit hazardous materials responses to 1 per 100 permitted occupancies.
2012 Result: 0.5 per 100

Response Times (From Dispatch to Arrival on Scene)

- First unit arrives in under 7 minutes 90% of the time.
2012 Result: 89.9%
- Establish OSHA firefighter safety standard "2-in/2-out" on structural fires in less than 9 minutes from dispatch of alarm, at least 90% of the time.
2012 Result: 90.2%
- Have an effective firefighting force on-scene in less than 15 minutes from dispatch of alarm, at least 90% of the time.
2012 Result: 97.7%
- For EMS calls: A fire company with a minimum of one paramedic arrives in under 7 minutes at least 90% of the time.
2012 Result: 91.0%

Emergency Medical Services

- Obtain return of circulation or shock rhythm on cardiac arrest patients in the field at least 15% of the time.
2012 Result: 34.0%
- 911 dispatchers screen for pre-arrival instructions in at least 65% of EMS calls and provide instructions as warranted.
2012 Result: 74.5 %

Safety

- Limit the number of reported job related employee illnesses and injuries to less than .33 per capita.
2012 Result: 0.29

Finance

- Comply with generally accepted accounting principles and meet reporting requirements in GASB 43 and 45.
2012 Result: Successful unqualified opinion from CPA
- Limit employee usage of sick leave, including all protected leaves, to less than 50% of annual accrual rate.
2012 Result: 38.3%



Fire Chief's Message

I am pleased to provide for your review this 2012 Annual Report. As an organization, the Santa Clara County Fire Department strives to provide outstanding customer service that is both efficient and dependable, and delivered with compassion and professionalism.

County Fire consistently works on improving service delivery for residents, managing resources effectively and maintaining cooperative relationships with local and regional partners. We are continually exploring and developing strategies to balance available revenues with increasing operating costs while remaining responsive to community needs.

On behalf of the members of the Santa Clara County Fire Department, we are proud to serve you and look forward to continuing to meet the community preparedness, fire prevention and emergency response needs of our residents.

Kenneth R. Kehmna