



# 2019 ANNUAL REPORT

## CHIEF'S MESSAGE



**Tony Bowden**  
FIRE CHIEF

Santa Clara County Fire Department is proud to provide regionalized emergency services and support to one of the most diverse and technologically sophisticated populations in the nation. Serving as Santa Clara County's Fire Chief and Fire Marshal is a special privilege and a responsibility that I do not take lightly. Over the past year, we made great strides in addressing local wildfire hazards through prevention, technology and response. In 2020, we will continue to support regional wildfire preparedness efforts, focus on the resiliency of our critical infrastructure and establish plans to ensure we continue to provide exceptional service to our growing communities.

## ADDRESSING RISK THROUGH PARTNERSHIPS

Years of drought and a changing climate have led to an unprecedented and constant risk of wildfires throughout the state. In 2019, County Fire leveraged our partnerships to address local hazards and bolster regional response capabilities.

With help from California State Assemblymember Evan Low, we secured a 4 million dollar grant to purchase two Mobile Operations Satellite Emergency System (MOSES) units, that will support critical communications during regional incidents and disasters. In partnership with our 9-1-1 Communications Center, County Fire began installation of 10 ALERT Wildfire cameras for quicker detection and response to wildfires in Santa Clara County.



County Fire supported the Highway 17 Shaded Fuel Break Project, aimed to create a 6.5 mile fuel break to protect residents and preserve the critical evacuation route in the Santa Cruz Mountains. The project is expected to be completed in mid-2020.

## ABOUT COUNTY FIRE

Santa Clara County Fire Department (County Fire) is an internationally accredited emergency services agency serving the largest county in Northern California. We provide emergency response to approximately 226,000 residents in the communities of Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Redwood Estates, Saratoga and adjacent unincorporated areas. Daily 24-hour emergency response staffing consists of 66 firefighters and officers operating out of 15 fire stations with 19 front-line apparatus and 3 command vehicles.

Governed by the Santa Clara County Board of Supervisors, the Fire Chief serves as the County Fire Marshal and also provides management oversight for the County's Office of Emergency Management and Santa Clara County Communications 9-1-1 Center.

County Fire has approximately 330 employees.

## STATEMENT OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCES FOR FISCAL YEAR ENDING JUNE 30, 2019

### REVENUES

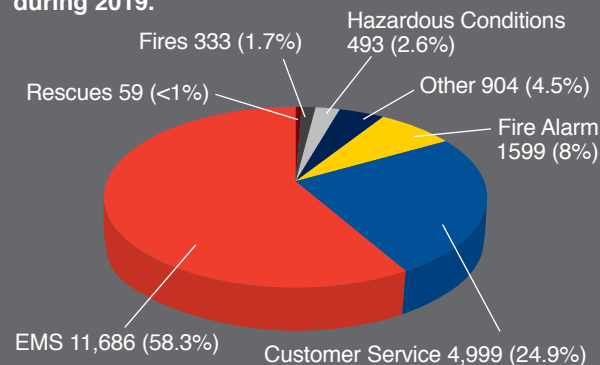
Property taxes and assessments	\$88,051,891
Licenses and permits	943,523
Intergovernmental revenues	6,099,380
Use of money and property	1,020,599
Charges for services	32,078,563
Miscellaneous revenues	1,038,157
Sale of capital assets	155,368
<b>Total Revenues</b>	<b>\$129,387,481</b>

### EXPENDITURES

Public protection	
Salaries and benefits	\$95,881,776
Services and supplies	11,399,015
City-provided services	7,866,534
Other charges	957,593
Capital outlay	7,180,270
<b>Total Expenditures</b>	<b>\$123,285,188</b>
Excess (Deficiency) of Revenues Over Expenditures	5,946,925
Fund Balance, Beginning	62,441,544
Fund Balance, Ending	\$68,543,837

## CALLS FOR SERVICE

County Fire responded to 20,073 emergency calls during 2019.



**MISSION STATEMENT:** The Santa Clara County Fire Department exists to protect lives, property, and the environment from fires, emergency incidents, and disasters through preparedness, prevention, education and emergency response.

## PERFORMANCE MEASURES

SERVICE	GOAL	RESULTS
Customer Service	Maintain a rating at or above 95%.	99%
Community Education	Make contact with 20% or more of the population served.	25%
Fire Prevention	Completion of Company level business inspections: >85%.	90%
Emergency Response Times: Measured from time of dispatch to arrival on scene.	EMS Urgent Calls and Structure Fires: 90% of the time, a fire company with one paramedic arrives in under 7 minutes.	County Fire arrived in 6m 38s or less.
	EMS Urgent Calls and Structure Fires: a fire company with one paramedic arrives in under 5 minutes (average).	County Fire arrived in 4m 33s or less.
	Structure Fire Calls: 2 In 2 Out in less than 9 minutes from time of dispatch 90% of the time.	County Fire arrived in 8m 35s or less.
	Turnout Times Average for Calls: Time <80 seconds.	78 seconds
Emergency Medical Services	Pre-arrival instructions in at least 65% of EMS calls and provide instructions as warranted. (Ensure we are measuring CPR pre-arrival instructions).	66%
	Obtain return of spontaneous circulation (ROSC) cardiac patients in the field at or better than state or national average of 31%. <sup>1</sup>	25%
Health & Safety	Safety Employees: Maintain annual employee injury rate below 20% of safety employees.	21%
Finance	Receive a "Clean" opinion on audited financial statements and comply with generally accepted accounting standards including any new pronouncements.	Successfully received a clean opinion and GASB compliant.
Personnel Services	All Employees: Maintain annual employee injury rate below 20% of all employees.	20%

Performance Measures adjusted to reflect 2020 Strategic Goals.

All Emergency Response times except Turnout times and 2 In 2 Out, include call processing times.

<sup>1</sup> CARES 2018 Annual report - page 30, Survival Outcomes in the field.

## PREPAREDNESS, PLANNING & RESILIENCE IN 2020

### REGIONAL PREPAREDNESS



In 2019, County Fire delivered the Wildfire Risk & Response Report to the Santa Clara County Board of Supervisors that outlined proposed programs and projects to address wildfire risk throughout the County. In 2020, we will continue to lead and support regional wildfire preparedness efforts through fuels reduction projects, planning and outreach. As the Santa Clara County Operational Area Coordinator, County Fire will continue to make mutual aid resources available locally and statewide.

### PLANNING FOR SUSTAINED SERVICE

In 2019, County Fire began the process of re-accreditation by the Center for Public Safety Excellence. In 2020, we will use an extensive Community Risk Assessment and feedback from our stakeholders to complete a Strategic Plan and accreditation documents that will serve as a roadmap of agency initiatives for the next three to five years.

Commission on  
Fire Accreditation  
International



### RESILIENT INFRASTRUCTURE



Serving Santa Clara County means that County Fire must remain in stride with the exponential growth of our communities, and invest in our own critical infrastructure.

In the next year, County Fire will break ground on two fire stations to replace aging facilities. We will continue work towards a new joint dispatch center and Emergency Operations Center (EOC) in southeast San Jose, and will look toward solutions for relocating our Headquarters facilities to support our growing staff needs.



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