



2024 ANNUAL REPORT

SANTA CLARA COUNTY FIRE DEPARTMENT



MESSAGE FROM THE FIRE CHIEF

As we reflect on the past year, I am proud to share the continued progress and accomplishments of the Santa Clara County Fire Department. Our commitment to serving the community remains steadfast as we adapt to the evolving needs of the communities we serve while striving to also remain at the forefront of new technologies and best practices.

While growth is inevitable, our focus remains on ensuring that we scale responsibly while maintaining the exceptional service our community expects and deserves. Santa Clara County Fire is driven by a culture of continuous evaluation and improvement. In alignment with this and with an eye toward future projects and initiatives, we expanded leadership support through the addition of a second Deputy Fire Chief in 2024. That role was formally adopted in 2025 along with an adjustment in titles of administrative chief officers to more closely align with the Incident Command System (ICS) and contemporary fire service rank.

There are now two Deputy Fire Chiefs reporting to the Fire Chief with a total of four Assistant Chiefs reporting up.

Our commitment to excellence means we are always looking ahead, making strategic adjustments to enhance efficiency and effectiveness. Over the past year, we have successfully addressed the staffing shortfalls that emerged in the wake of the pandemic, reinforcing our ability to meet growing demands. Specialized training remains a key focus to ensure our personnel are equipped with the expertise required for evolving emergency response challenges.

Looking towards the future, our strategic priorities will continue to guide department efforts. The upcoming CFAI (Commission on Fire Accreditation International) reaccreditation process, coordination within California Office of Emergency Services Region II, and the feasibility study for repurposing our former headquarters property are among the many projects that will position us for long-term success. Additionally, capital improvement project planning continues to be a focus with a goal of ensuring we continue to meet the needs of our growing communities. At the direction of the Santa Clara County Board of Supervisors, which serves as our Board of Directors, planning efforts are also underway to expand services into South Santa Clara County.

Change brings opportunity, and I am excited for what lies ahead. As we embark on these significant initiatives, we remain anchored in our core mission: protecting life, property, and the environment through preparedness, prevention, education, and emergency response. Our dedication to California's Mutual Aid System remains unwavering, reinforcing the importance of timely, effective emergency response across jurisdictions.

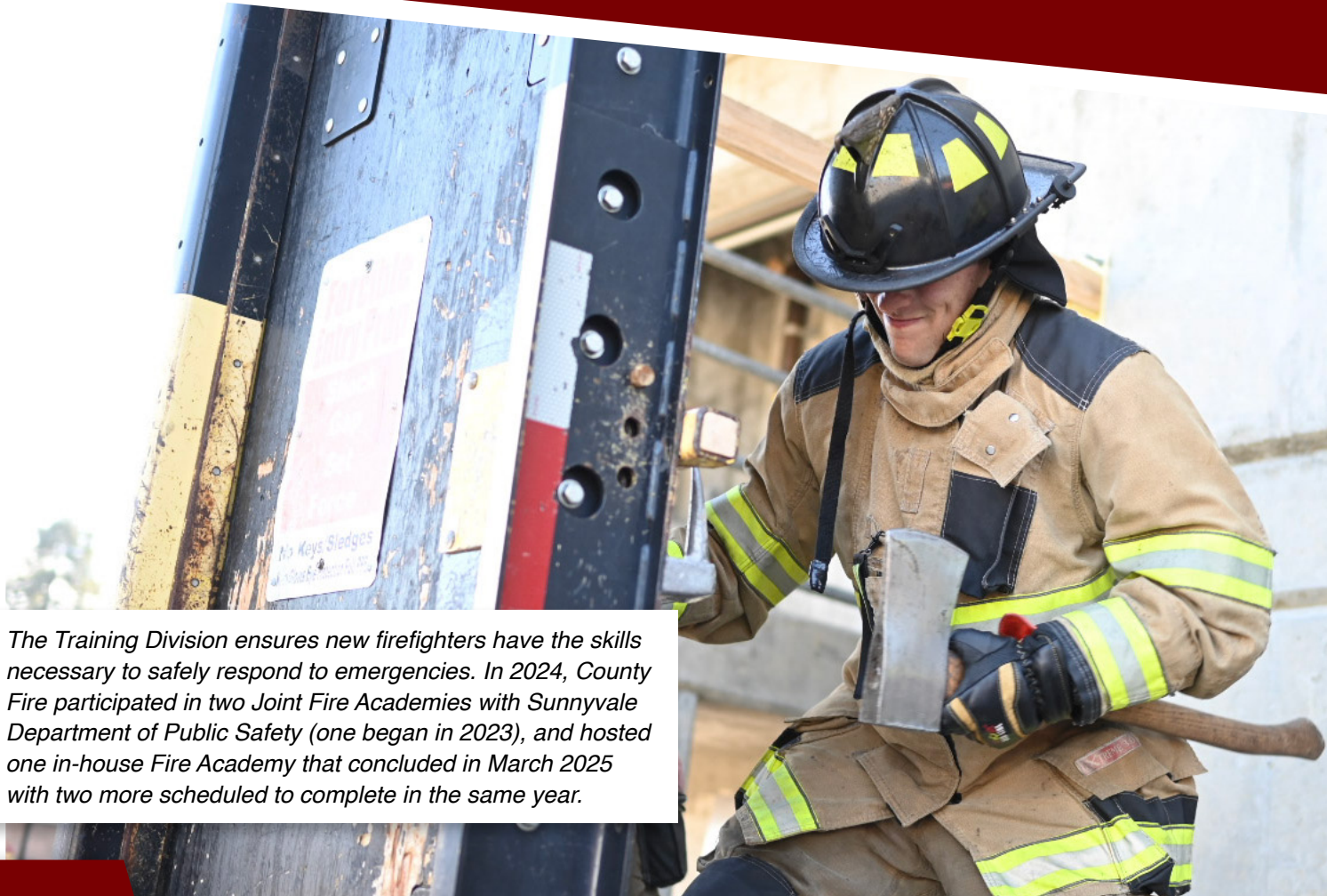
As Fire Chief, I am honored to lead this department into the future. Together, we will continue to strengthen our capabilities, embrace innovation, and uphold the trust placed in us by the community.



Suwanna L. Kerdkaew
Fire Chief

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The Training Division ensures new firefighters have the skills necessary to safely respond to emergencies. In 2024, County Fire participated in two Joint Fire Academies with Sunnyvale Department of Public Safety (one began in 2023), and hosted one in-house Fire Academy that concluded in March 2025 with two more scheduled to complete in the same year.

DEPARTMENT MISSION AND VALUES



MISSION

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.

VALUES

TRUST

Advocate for collaborative relationships.

Maintain community through reliable professional behaviors and open communication.

Foster effective team environments.

INTEGRITY

Maintain the highest level of ethical standards.

Exhibit prudent use of public resources.

RESPECT

Honor diversity in the workforce and the communities we serve.

Appreciate individual and inherent differences.

EXCELLENCE

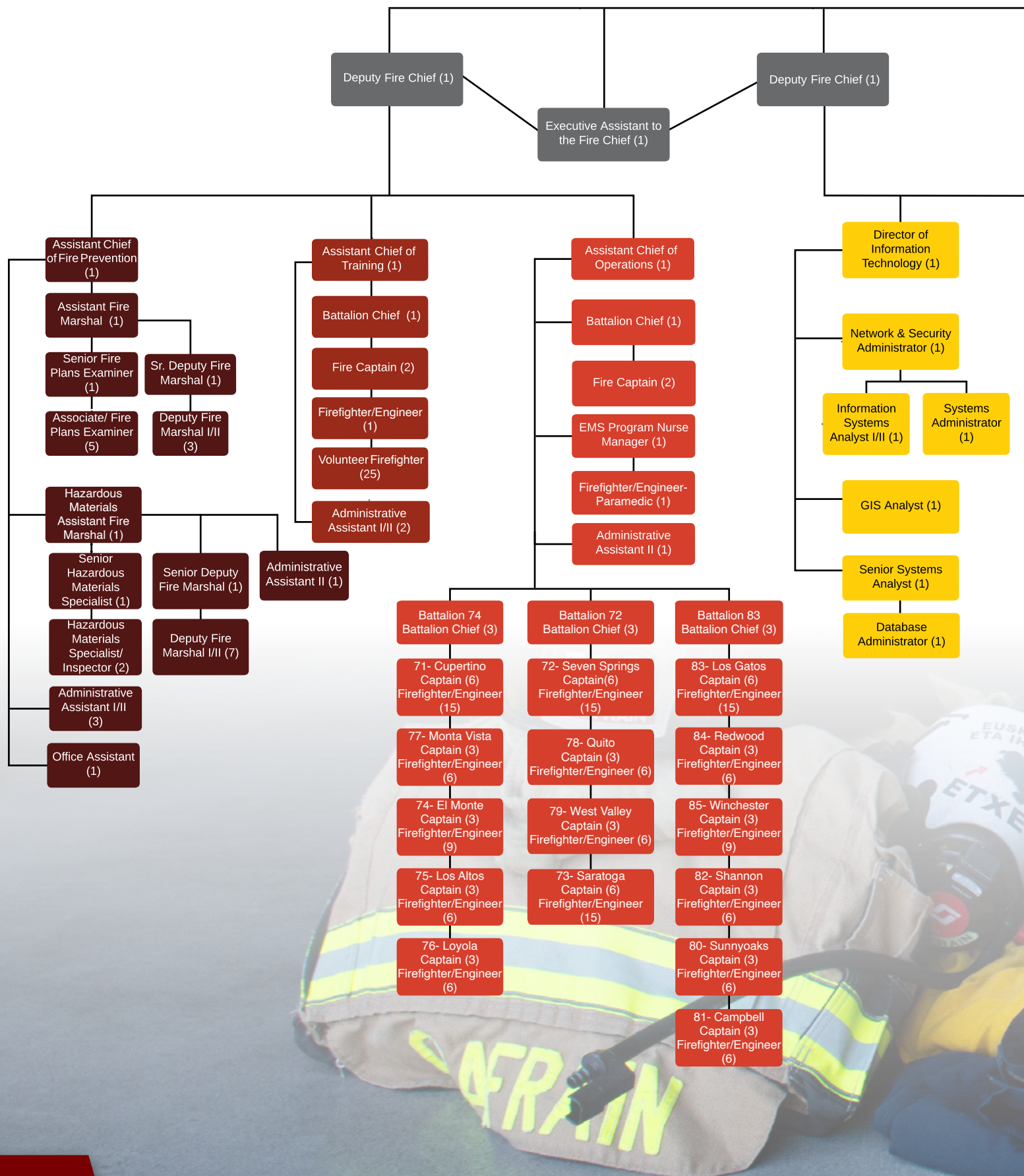
Provide outstanding customer service.

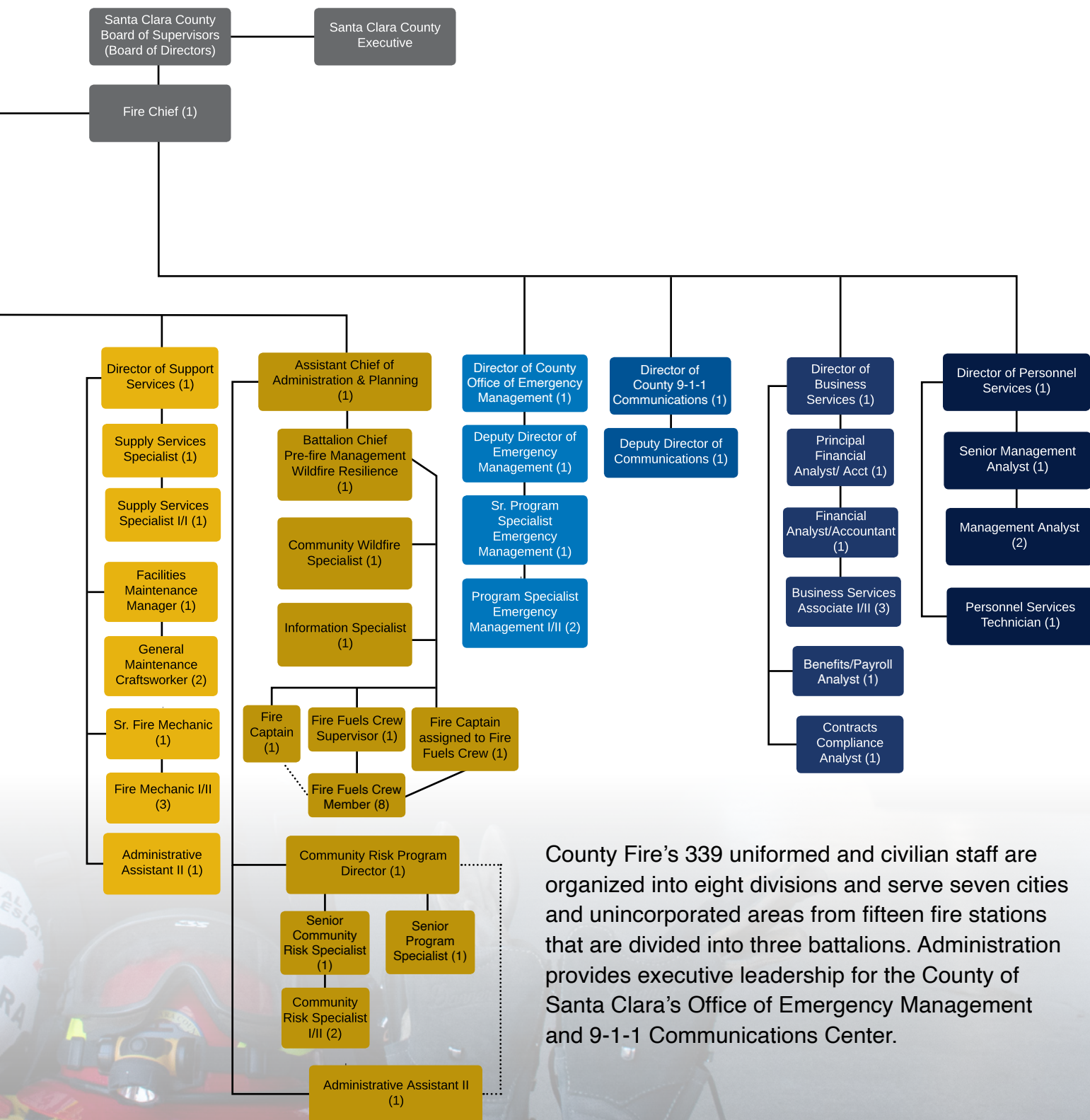
Execute timely service delivery.

Promote professional development and innovation.



DEPARTMENT STRUCTURE





County Fire's 339 uniformed and civilian staff are organized into eight divisions and serve seven cities and unincorporated areas from fifteen fire stations that are divided into three battalions. Administration provides executive leadership for the County of Santa Clara's Office of Emergency Management and 9-1-1 Communications Center.

COUNTY FIRE OVERVIEW



Santa Clara County Fire Department (County Fire) is a California special district that provides the cities and towns of Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Redwood Estates, Saratoga, and surrounding unincorporated communities with community education and fire prevention, response, and investigation services.

County Fire is governed by the Santa Clara County Board of Supervisors, which serves as the department's Board of Directors. Through contracts with the County, County Fire staffs the County Fire Marshal's Office, with the Fire Chief serving as the Fire Marshal, and provides executive leadership in the County's Office of Emergency Management and 9-1-1 Communications Center.

County Fire is an all-hazard fire department capable of responding to fires, medical emergencies, hazardous materials incidents, and technical rescues. The department responds with 19 frontline apparatus from 15 fire stations. In addition to typical fire engines, firefighters can deploy a number of specialty vehicles including nine wildland fire engines, three aerial trucks, three rescue vehicles, three command vehicles, one 2,500-gallon water tender, one Type 1 Hazardous Materials Response Team, and one Type 1 Urban Search and Rescue company.

Our seasonally staffed Vasona Fire Fuels Crew completes wildfire mitigation projects and responds to vegetation fires, weather-related incidents, and other emergency incidents within the County.


FINANCIAL EXCELLENCE

The Department was awarded the Government Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting for its Annual Comprehensive Financial Report for the fiscal year ending June 30, 2023. This is the 10th consecutive year County Fire has earned the award, which represents the highest honor for state and local government financial reporting. Recent and historical financial reports including the department's annual operating budget are available at sccfd.org.




COUNTY FIRE AT A GLANCE


SERVICE AREA




15
Fire Stations




84,513
Acres




223,043
Population



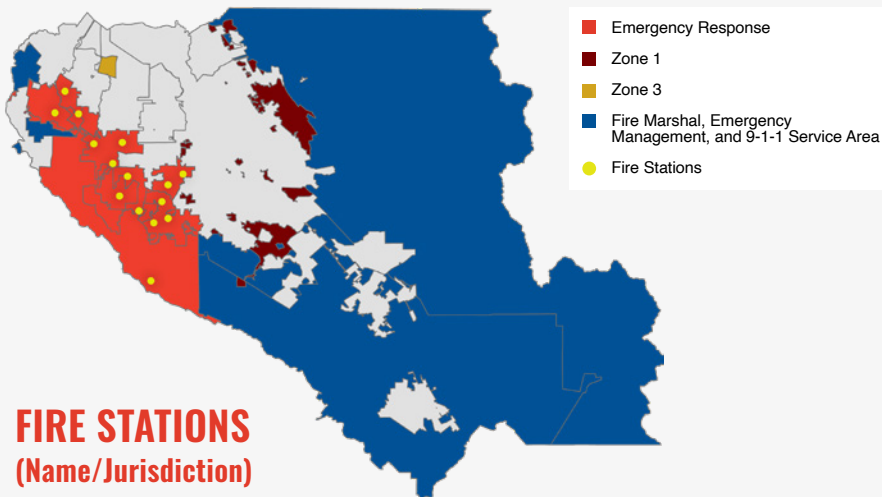
132
Square Miles



83,762
Residences



1,155
Miles of Roads



FIRE STATIONS (Name/Jurisdiction)

Cupertino:	Cupertino	West Valley:	Saratoga
Seven Springs:	Cupertino	Sunnyoaks:	Campbell
Saratoga:	Saratoga	Campbell:	Campbell
El Monte:	Los Altos Hills	Shannon:	Los Gatos
Los Altos:	Los Altos	Los Gatos:	Los Gatos
Loyola:	Los Altos	Redwood:	Redwood Estates
Monta Vista:	Cupertino	Winchester:	Los Gatos
Quito:	Monte Sereno		



County Fire was pleased to welcome the community to a Grand Opening celebration of the new Redwood Fire Station located at 21452 Madrone Drive in Redwood Estates on October 30, 2024.



PERFORMANCE MEASURES

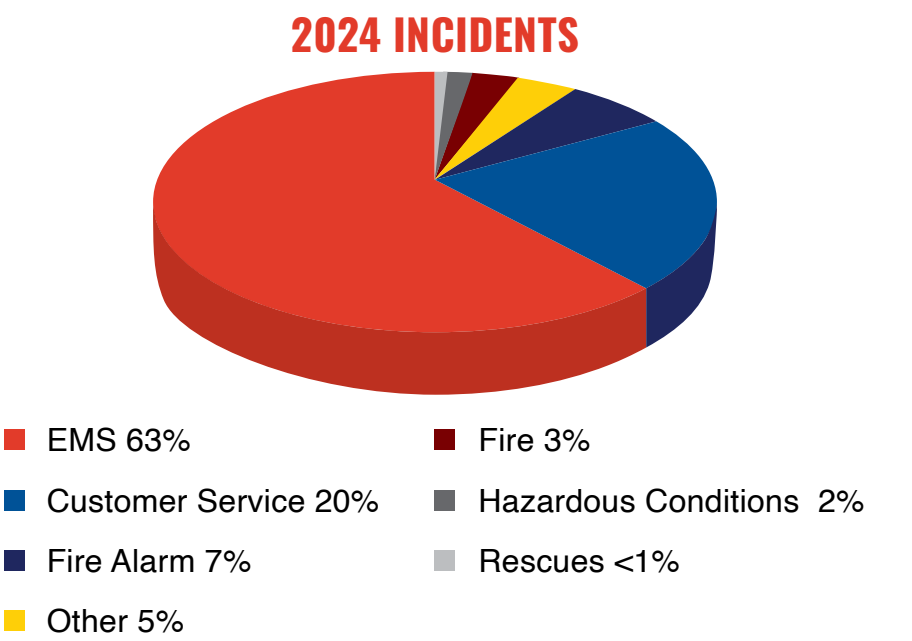
County Fire has been a Commission on Fire Accreditation International (CFAI) accredited organization for over 20 years. This distinguished designation exemplifies our commitment to continually self-assess, seek opportunities for improvement, and remain transparent and accountable through the accreditation process’s third-party verification and validation.

As we strive for continuous improvement, we measure our efforts by establishing and reviewing organizational performance indicators. Performance measures and statistics for 2024 are as follows:

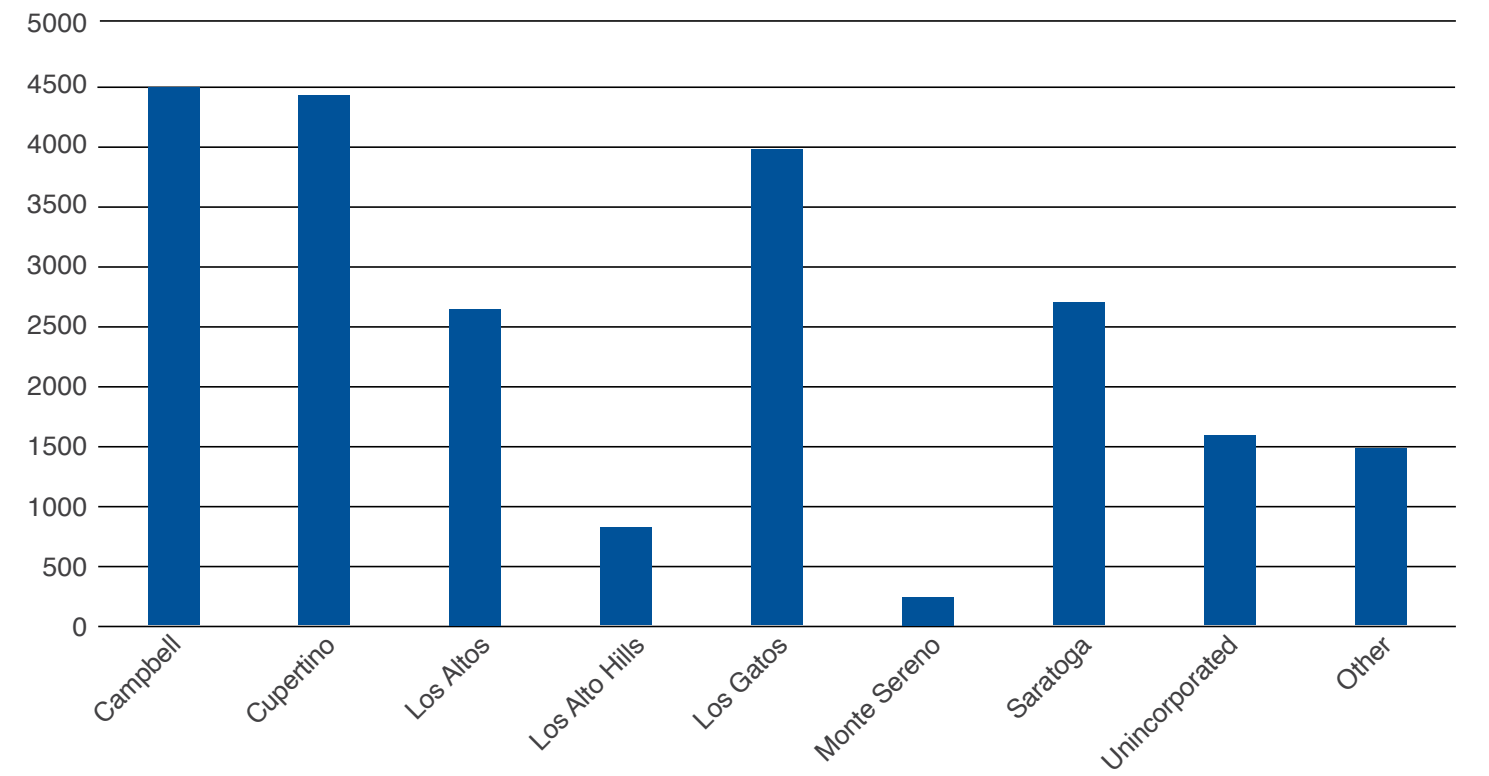
BASELINE PERFORMANCE	
Average time for a unit to arrive at a moderate risk emergency medical services (EMS) incident (urban/rural)	4:39/6:20
Average time for the first unit to arrive at a moderate risk fire incident: 7:40/10:40 (urban/rural)	4:59/7:55
Average turnout time for an urgent emergency medical services (EMS) incident	1:16
Average turnout time for an urgent fire incident	1:27
Contain fire to room of origin: 50% of the time	63%
Maintain a fund reserve balance: 10-15%	29%
STRATEGIC INITIATIVE GOALS AND RESULTS	
Keep vegetation fires to 3 acres or less 90% of the time	100%
Maintain a Citizen satisfaction rating at or above 95%	98%
Community education: Make contact with 29% or more of the population served	27%
Maintain annual employee injury rate below 20% of all employees	24%

2024 BY THE NUMBERS

22,437	Total Calls
14,136	Emergency Medical Services (EMS)
4,460	Customer Service Calls
1,594	Fire Alarm Calls
1,096	Other
608	Fires
469	Hazardous Conditions
74	Rescues ¹
<small>¹An incident classified as a rescue indicates a victim was extricated or otherwise removed from an entrapped position or location.</small>	



2024 INCIDENTS BY CITY/TOWN JURISDICTION



The Operations Division provides around-the-clock emergency services. No matter the emergency, we work closely with partner agencies to protect our communities with purpose and professionalism.



FIRE PREVENTION



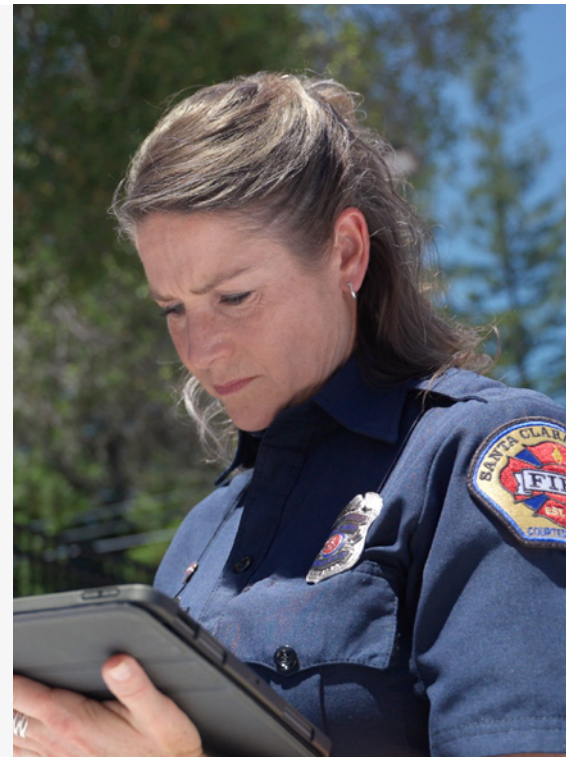
Our Fire Prevention team helps ensure our built environment is as safe as possible by monitoring compliance with Building and Fire Code standards set by the State and County Fire Marshal. Plans are reviewed and inspections are completed during the development process, with various inspections conducted annually and throughout the life of buildings.

BY THE NUMBERS

-  **4,334** Construction plan reviews
-  **2,016** Construction field inspections
-  **2,617** Field inspections
-  **2,744** Wildfire Urban Interface inspections
-  **561** Hazardous Materials inspections
-  **359** Urban Runoff Program inspections
-  **65** Underground storage tank inspections
-  **266** Fire investigations
-  **13** Arson arrests*
-  **2,228** Unincorporated Construction Plan Reviews**
-  **1,323** Unincorporated Construction Inspections**
-  **668** Unincorporated Field Inspections**

*County Fire contracts with the City of Campbell Police Department for fire-related criminal investigations and prosecution.

**Through a contract with the County of Santa Clara, County Fire provides Fire Marshal services covering unincorporated Santa Clara County.



In 2024, 100% of field inspections were completed on mobile devices, resulting in increased staff efficiency and quicker response times to requests through real-time data reporting.

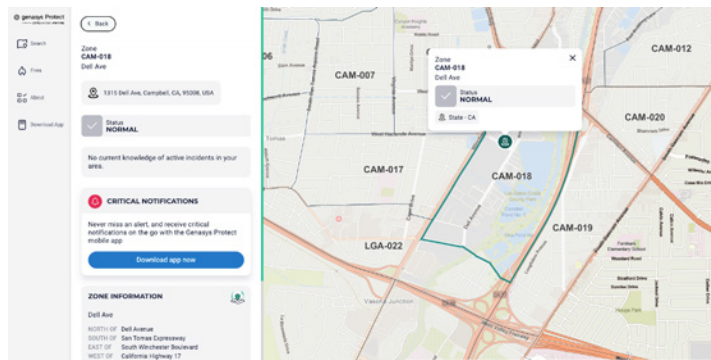
COMMUNITY EMERGENCY PREPAREDNESS

The County of Santa Clara Office of Emergency Management (OEM) works year-round to strengthen preparedness, prevention, response, and risk-reduction capabilities across the County. Under County Fire leadership, OEM also supports fire, law enforcement, and emergency medical services during emergencies and disasters and facilitates training opportunities for public agency personnel responsible for assisting during real-time emergencies.



HELP US HELP YOU - REGISTER FOR EMERGENCY ALERTS

When disaster strikes, we need to be able to reach you to share important safety information so you can make an informed decision on what actions to take. AlertSCC is used in Santa Clara County to provide emergency notifications delivered via phone, text and/or email. Register now at AlertSCC.org.



RECORD YOUR EVACUATION ZONE

Genasys Protect is used to provide timely geo-targeted safety information including evacuation details. Visit protect.genasys.com today to record your evacuation zone and return anytime to view evacuation orders, warnings, or other safety advisories in your area.

COUNTYWIDE DISASTER PLANNING

In 2024, OEM completed and received FEMA approval on the Multi-Jurisdictional Hazard Mitigation Plan (MJHMP). The MJHMP seeks to reduce long-term risks associated with natural disasters by identifying vulnerabilities and prioritizing mitigation efforts. MJHMP adoption allows public agencies to apply for federal grants for risk-reduction projects to effectively strengthen the community's ability to withstand and recover from disasters.



A fallen tree blocked the roadway and took down electrical wires on Highway 9 near Sanborn Road in Saratoga following a storm in November 2024.

COMMUNITY EDUCATION

Community Education and Risk Reduction Services helps build safer communities by expanding fire-safety knowledge, emergency preparedness, and CPR trained individuals. View our robust free and low-cost course offerings at sccfd.org.



COMMUNITY MEMBERS SERVED


764	Community Emergency Response Team (CERT) Training
26,791	Community Events
480	CPR Training
5,076	Fire & Life Safety
2,092	Fire Station Tours
22	Home Safety Services (CO/Smoke Alarm)
339	Safety Information & Resident Resource Assistance
24,335	School Fire Drills
363	Wildfire/Disaster Preparedness
60,262	Participants


PREPARING FOR WILDFIRE


Community members living in and near the wildland urban interface are encouraged to take steps to prepare for wildfire and consider attending one of our wildfire preparedness workshops. Hear from the experts how to protect your home and family and connect with local resources.



2025 COMMUNITY WILDFIRE WORKSHOPS

 **April 22 • 6-8 PM**
Redwood Estates Pavilion
21450 Madrone Dr, Los Gatos, CA 95033

 **May 3 • 10 AM-12 PM**
Redwood Estates Pavilion
21450 Madrone Dr, Los Gatos, CA 95033

 **June 26 • 6-8 PM**
Webinar hosted in partnership with Santa Clara County FireSafe Council

More Wildfire Workshops to be announced:

- July - City of Cupertino
- August - City of Los Altos

Learn more: sccfd.org/wildfire

WILDFIRE RESILIENCE

SEASON SNAPSHOT

15

Fire Fuels reduction projects completed

4

Control Burns with Partner Agencies

425

Fuel Piles Prepped/Burned

21.3
ACRES

Shaded Fuel Break & Fuel Reduction (Los Gatos Creek Trail)

10

Hazardous Dead Trees Removed from County Parks

7

Responses to Emergency Incidents (Fires & Fallen Trees)

4

Hosted Trainings for County Parks Personnel



County Fire remains steadfast in its efforts to reduce wildfire risk throughout the district while simultaneously ensuring firefighters are trained and ready to respond to wildfires. During three Red Flag events in 2024, firefighters including the Vasona Fire Fuels Crew joined Countywide Task Forces that received approval for prepositioning by the California Office of Emergency Services (CalOES). Prepositioning is a tactic used to augment staffing with additional resources that remain at the ready to respond to emergencies on high-fire hazard days.



Our seasonally staffed Vasona Fire Fuels Crew continues to grow, with a second full-time Supervisor and a third seasonally staffed Supervisor added in 2024. The crew completed several trainings and fuel reduction projects during the season, many with partners including Santa Clara County Parks, Mid-Peninsula Open Space District, and Contra Costa County and Alameda County Fire Departments, as well as CAL Fire and Central Coast Prescribed Burn Association.

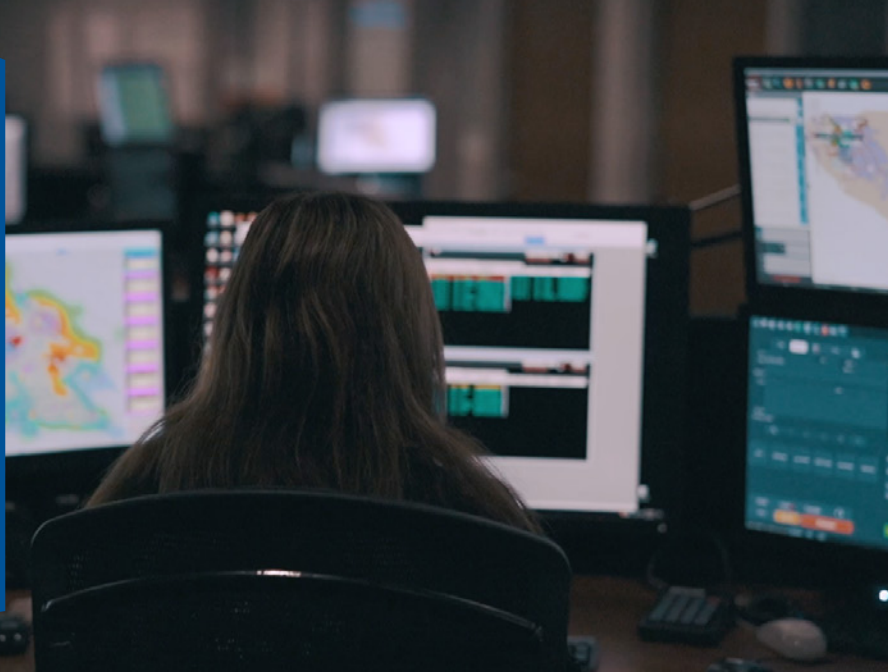
The Vasona Fire Fuels Crew assisted County Parks with a pile burn in Sanborn County Park in March 2024. Pile burns are a component of a healthy forest ecosystem. As part of this mitigation effort, crews gathered downed material from the forest floor and from ladder fuel removal. Pile burns are an option in addition to chipping organic material; a benefit to burning is prevention of spreading invasive plant species and removal of the materials from the site.

EMERGENCY 9-1-1 & MUTUAL AID SYSTEMS

Santa Clara County 9-1-1 Communications Center is the vital connection between the community and emergency responders, dispatching for County Fire as well as the County's Sheriff, Ambulance, and Parks and Recreation departments. It also coordinates with other public safety agencies in the County and beyond.

BY THE NUMBERS

374,662	Total inbound calls
139,783	Total outbound calls
74,968	Total 9-1-1 calls inclusive of wireless, wireline, VOIP, text and TTY

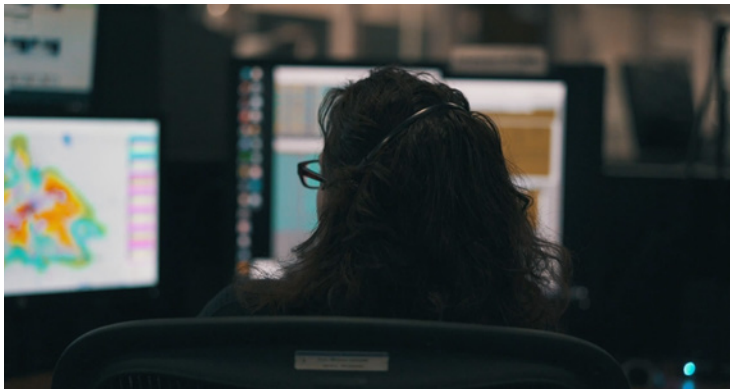


ACE ACCREDITATION

County 9-1-1 Communications is an Emergency Fire Dispatch Accredited Center of Excellence (ACE), reflecting the quality of the dispatch center. ACE Accreditation establishes quality standards for dispatching and helps standardize dispatcher training while also improving employee retention.

RESPONSE TIME IMPROVEMENTS

Phase two of the newly implemented Computer Aided Dispatch (CAD) system was completed in 2024, allowing for the rollout of Automatic Vehicle Location (AVL) dispatching. Dispatchers use AVL technology to track and assign the closest unit to respond to emergencies, speeding up dispatch time and the arrival of first responders to emergencies in the community.





NURSE NAVIGATOR

Santa Clara County Emergency Medical Services (EMS), with support from Santa Clara County 9-1-1 Communications and other partner agencies, launched a Nurse Navigator Program in 2024. The program connects 9-1-1 callers experiencing non-emergency medical issues with a Nurse Navigator who helps patients determine an appropriate path for medical treatment and assists in coordinating care. This newly added service helps divert non-emergency medical calls out of the EMS system to an alternative and appropriate provider, while simultaneously freeing up emergency resources to respond to more urgent emergencies.

MUTUAL AID SYSTEM

Mutual aid is a formal system that allows different agencies, jurisdictions, or states to share resources including personnel, equipment, and supplies during large-scale emergencies when local responders and resources are stretched beyond their means. County Fire has been the Operational Area Coordinator for Santa Clara County for 30 years, tracking available resources from fire agencies across the County, and coordinating the fulfillment of mutual aid requests in collaboration with Alameda County Fire Department, serving as the Region II Fire and Rescue Coordinator.

In 2024, the Department was approached to begin serving as the Region II Fire and Rescue Coordinator to CalOES. In this new role, County Fire, with the support of Santa Clara County 9-1-1 Communications, continues to function as the Operational Area Coordinator for the County, and is additionally responsible for the coordination and dispatch of regional mutual aid resources in Region II which includes the counties of Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, and Sonoma.



In July, XSC Strike Team 2311C consisting of crews from County Fire, Scotts Valley Fire, and Santa Clara City Fire was deployed to the Thompson Fire in Butte County. While completing their 2-week assignment, the Task Force also responded to the Pay, Bogus, and Shelly fires across Northern California.

NEW HEADQUARTERS



In August 2024, County Fire administrative personnel moved into new Headquarters located at 1315 Dell Avenue in Campbell. The new space has successfully brought all personnel under one roof. The move has enhanced opportunities for collaboration and simplified visits for community members doing business with the department, all while saving money through release of rental property previously leased to house our Fire Prevention division.



In 2024, Personnel Services conducted 14 recruitments, welcoming 15 new employees, nine of which were firefighters. Nine personnel were promoted during the year, with family, friends and colleagues welcomed to celebrate their achievement at two Promotion Ceremonies hosted during the year.

FLEET AND FACILITIES

As the Department manages fleet and facility needs, concerted effort is being placed into pursuing sustainable options. In 2024, the Department acquired seven new hybrid electric utility trucks and continues to explore opportunities to acquire more carbon-friendly vehicles. The new Department Headquarters located in Campbell has eight electric vehicle (EV) chargers installed that are available to employees and the public to encourage EV adoption.



SUSTAINABILITY COMMITTEE

The Department's Sustainability Committee provides recommendations for adopting eco-friendly products and practices. In 2024, the Committee led efforts to eliminate cleaning agents and other products harmful to the environment, while also recommending alternative station supplies to minimize packaging waste sent to landfills.

FLEET ADDITIONS

Additional apparatus acquired in 2024 include three new fire engines, a utility vehicle for the Vasona Fire Fuels Crew, a new trailer to support countywide Community Emergency Response Team training, four light-duty pickup trucks and two DRAFTS mobile units described below.



DIRECT RECIRCULATING APPARATUS FIREFIGHTING TRAINING SUSTAINABILITY

DRAFTS mobile units are used during firefighting training exercises to allow firefighters to practice pumping operations while significantly reducing water usage by recirculating water from a contained tank back to the fire engine.



SANTA CLARA COUNTY FIRE DEPARTMENT

1315 Dell Avenue, Campbell, CA 95008 | (408) 378-4010 | [SCCFD.ORG](https://www.sccfd.org)

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