

City of Santa Clara Fire Department

Annual Report 2019



Message from the Fire Chief



The Santa Clara Fire Department's 2019 Annual Report highlights some of the remarkable work accomplished by the men and women of the Fire Department. The department's call volume for emergency services increased in 2019 from what was reported in 2018.

Although the report highlights several major accomplishments and statistical data on overall performance achieved in 2019, the key to our continued success is the dedication to service by every member of the Santa Clara Fire Department. The men and women of the Fire Department are members of the community whose mission is to protect and enhance the quality of life for everyone they serve. As first responders we protect life, property, and the environment, with a customer service oriented mindset. We are an all-risk department that is committed to the highest level of service possible.

We want to acknowledge the communities' continued support and thank you for helping the Santa Clara Fire Department become an Internationally Accredited Department. The Santa Clara Fire Department is one of only a few Bay Area Fire Departments accredited by the Center for Public Safety Excellence. If you have any questions or need additional information, we are here to serve. Please visit our website at fire.santaclaraca.gov



Ruben Torres

Expanded ALS Coverage

In 2019, Santa Clara Fire expanded its Advanced Life Support (ALS) coverage. All ten Santa Clara Fire Stations are now staffed with paramedics who provide the highest level of medical care possible to the community. The final two apparatus that were transitioned to ALS were Engine 99 serving the area around Santa Clara Square and Engine 90 serving the area around Levi's Stadium.



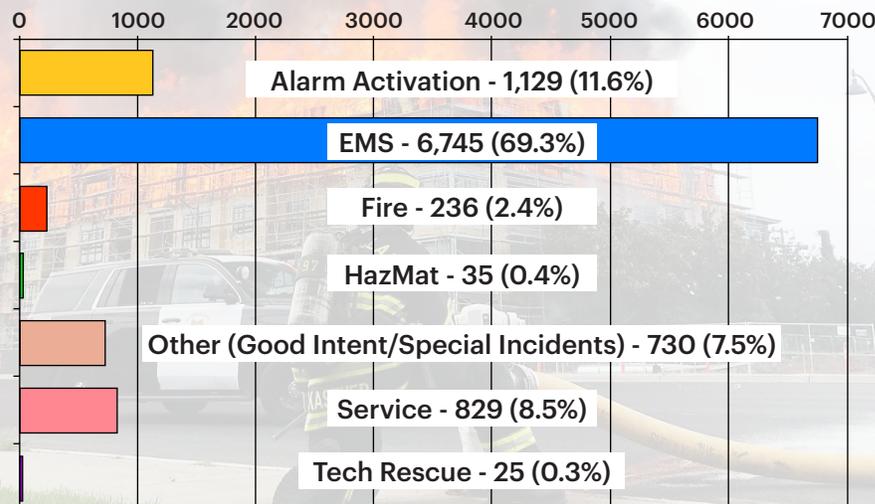
City of Santa Clara Fire - Significant Statistics

- 18.4 square miles
- Estimated population 129,604
- 10 fire stations
- 8 engines
- 2 aerial ladder trucks
- 1 rescue/light unit
- 2 ambulances
- 1 hazardous materials unit
- 1 command vehicle
- 167 personnel
- 40 Reserve Firefighters when fully staffed



Call Volume At A Glance

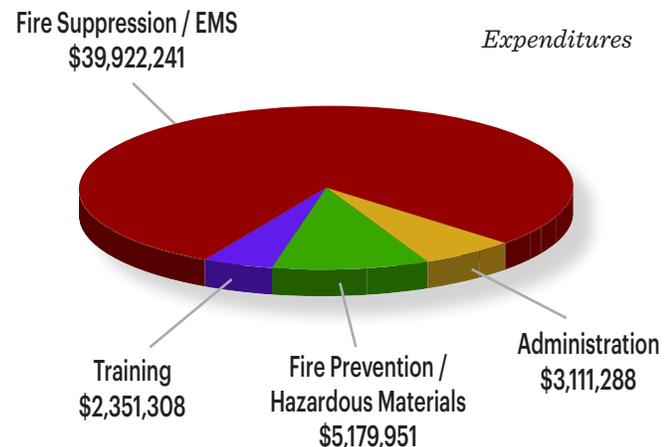
9,729 Total Calls During 2019



Fire Department Actual Total Budget:

\$50,564,788*

Fiscal Year Ending June 30, 2019



*City of Santa Clara Finance Department

Renovated Fire Station 8

In cooperation with the Related Company, Fire Station 8 located at 2400 Agnew was renovated to include a new north wing with eight individual bedrooms, an indoor fitness area, dedicated personnel protective equipment storage, four new all gender bathrooms and a conference / training room. This station will house both Engine 98 and Engine 90 while the new Fire Station 10 near Levi's Stadium is constructed.



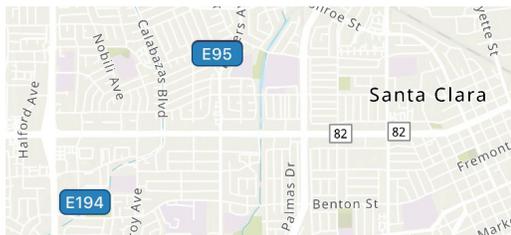
New Fire Engines

In 2019, Santa Clara Fire accepted the delivery of two new fire engines that were placed in-service at Fire Station 3 and Fire Station 8.



Automated Vehicle Location Dispatch

The Department transitioned to dispatching the closest available unit by GPS location to all emergencies. This technology was made capable by the new Computer Aided Dispatch (CAD) system that was upgraded. This ensures that the community gets the fastest possible emergency response from the Fire Department.



Customer Approval

Customer Feedback Surveys



Response Times

Structure Fire Calls

Standard: The first unit will arrive in under 6 minutes from dispatch of alarm, 90% of the time.

Outcome: Santa Clara Fire Department arrived in 5 minutes and 07 seconds or less, 90% of the time.

Standard: Establish OSHA firefighter safety standard "2-in/2-out" in less than 8 minutes from dispatch of alarm, 90% of the time.

Outcome: Santa Clara Fire Department met OSHA standard in 6 minutes and 02 seconds or less, 90% of the time.

Standard: Have an effective firefighting force (17 personnel) on-scene in less than 10 minutes from dispatch of alarm, 90% of the time.

Outcome: Santa Clara Fire Department met this standard in 9 minutes and 27 seconds or less, 90% of the time.

Emergency Medical Calls

Standard: An Advanced Life Support fire company (includes firefighter/paramedic) will arrive in under 8 minutes from dispatch of alarm, 90% of the time.

Outcome: Santa Clara Fire Department arrived in 5 minutes and 11 seconds or less, 90% of the time.

Inspection and Development Data

Operational Permit Inspections (includes Fire Prevention and Suppression)	7,575
Plan Reviews	2,484
Construction Inspections	3,350

Mission Statement

As compassionate members of the community, the Santa Clara Fire Department protects and enhances the quality of life for the people we serve. We provide caring, customer-oriented service to protect life, property, and the environment.

Core Values

Integrity Competence Professionalism Positive Attitude Accountability

