



City of Santa Clara Fire Department Annual Report 2023

Message from the Fire Chief



The Santa Clara Fire Department's 2023 Annual Report highlights some of the significant work accomplished by the personnel of the Fire Department. The department's call volume for emergency services decreased slightly in 2023 from what was reported in 2022.

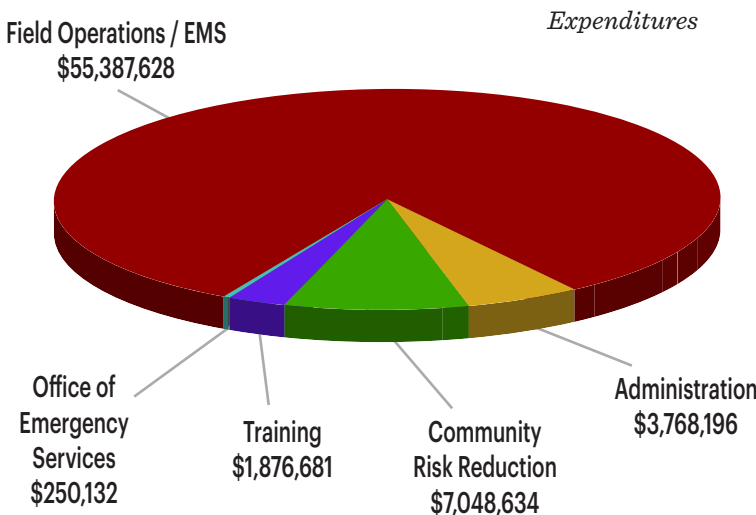
Although the report includes several major accomplishments and statistical data on overall performance achieved in 2023, the key to our continued success is the dedication to service by every member of the Santa Clara Fire Department. The personnel of the Fire Department are members of the community 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 and will continue to meet the needs of our community.

We want to acknowledge the communities' continued support, and if you have any questions or need additional information, we are here to serve. Please visit our website at SantaClaraCA.gov/Fire

Ruben Torres

Fire Department Actual Total Budget*

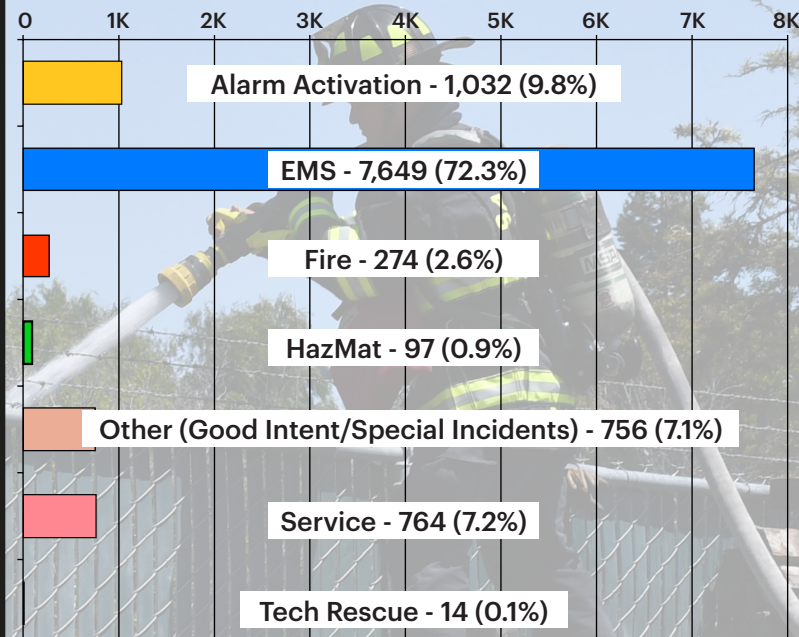
\$68,331,271
Fiscal Year Ending June 30, 2023



*City of Santa Clara Finance Department

Call Volume At a Glance

10,586 Total Calls During 2023



Significant Statistics

- **Fire Stations** (Sta. 10 currently in design phase) **10**
- **Engines** **8**
- **Aerial Ladder Trucks** **2**
- **Full Time Personnel** **169**
- **Estimated population** **129,185**
- **Response Area** **19.3 square miles**
- **Reserve Firefighters** **3**

Fire Department Transports Patients

In March 2023, the Santa Clara Fire Department (SCFD) placed in operation an Advanced Life Support (ALS) ambulance staffed by firefighters to provide hospital transport services if necessary. 1,257 patient transports were completed to nearby hospitals throughout the year. The SCFD is extremely pleased to provide this level of service to the citizens.



Customer Approval

Customer Feedback Surveys

0 10 20 30 40 50 60 70 80 90 100

Overall Fire Department Service Satisfaction

99%

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 4 minutes and 44 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 5 minutes and 42 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’s full effective response force arrived in 9 minutes and 14 seconds, 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 55 seconds or less, 90% of the time.

New Firefighters

The Santa Clara Fire Department (SCFD) graduated 20 new firefighters in 2023 in the largest fire academy throughout the history of the SCFD. The 20-week academy was concluded with a swearing in ceremony, and now these probationary firefighters are ready to begin their new assignments.



New Engine

The SCFD added a Spartan Metro Star Type I Engine to its emergency response fleet in December 2023. This new engine features some new gray color stripes and accents and will be stationed at Fire Station 1.



Sassafras

In September 2023, Driver/Engineer Phil Kleinheinz was paired with a two-year-old, black Lab named Sassy (short for Sassafras) by the National Disaster Search Dog Foundation. Sassy is a Search and Rescue K9 training with D/E Kleinheinz to pass certifications to deploy with California Task Force 3. Sassy is training to be able to find live victims under rubble piles and collapsed structures.



Mission

The Santa Clara Fire Department enhances the quality of life for the people we serve by providing caring, community-oriented service to protect life, property, and the environment.

Values

Professional: We provide kind, courteous, and respectful service to all members of our community

Integrity: We are accountable to the public by conducting ourselves with honesty, transparency, and strong moral principles

Excellence: We maintain a highly skilled, diverse, and progressive workforce prepared to respond

SantaClaraCA.gov/Fire

@SantaClaraFD

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Santa Clara Fire Department

777 Benton Street

Santa Clara, California 95050

Phone: 408-615-4900

Email: fire@santaclaraca.gov

