

Strategic Plan Goal #5

Deliver community services that support emergency response and build programs of outreach, communication, education and regional benefits





Website Revision Goals

1. Simplify

- Site in general
- Easier access to the most important information
- Media choices e.g. video v. text

2. Communicate

- To our audience in terminology they understand

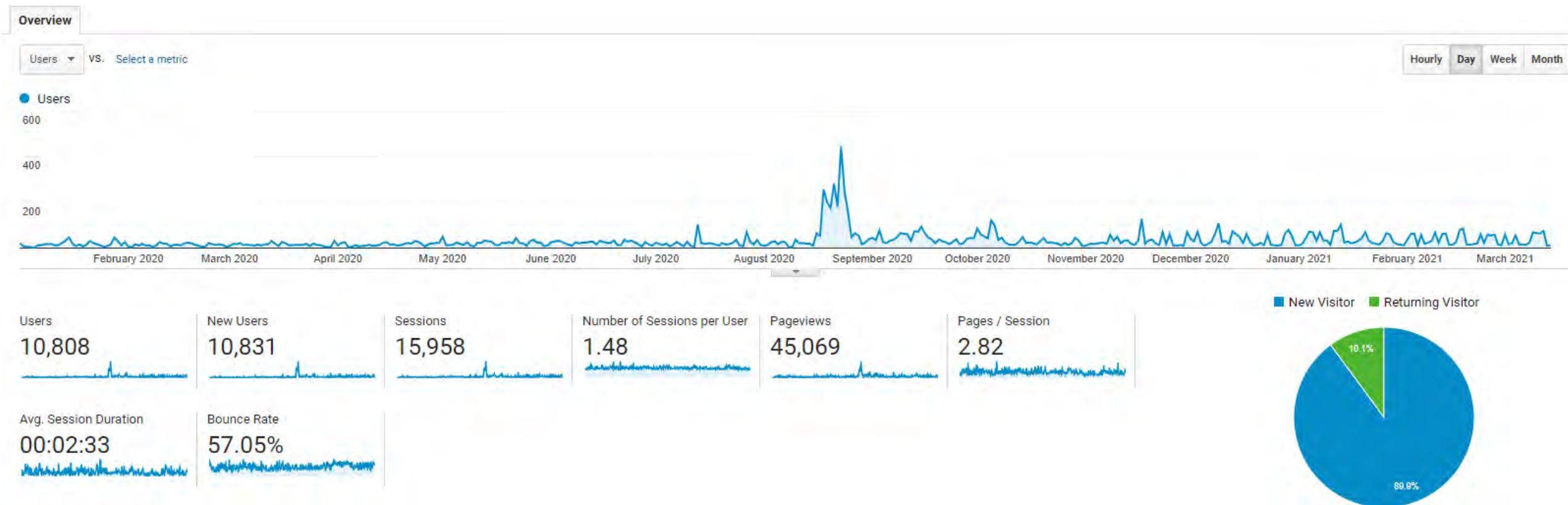
3. Deliver

- Direct access to most desired information

User Overview



(January 1, 2020 – March 14, 2021)

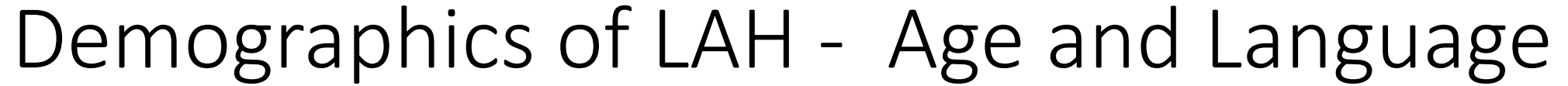
- Users – users who have initiated at least 1 session during date range
- New users – number of first-time users during selected date range
- Sessions – the period of time a user is actively engaged with website
- Pageviews – total number of pages viewed (repeated views of a single page are counted)
- Bounce Rate – the percentage of single-page sessions in which there was no interaction with the page. A bounce rate has a session duration of 0 seconds.





Top pages (January 1, 2020 – March 14, 2021)


2.	 /governance/commission-meetings/	2,836	6.29%
3.	 /brush-chipping-request-2020/	2,486	5.52%
4.	 /preparing-for-emergencies/public-safety-power-shutoff/	1,619	3.59%
5.	 /contact-us/	1,572	3.49%
6.	 /programs-for-residents/brush-chipping-program/	1,477	3.28%
7.	 /governance/	1,166	2.59%
8.	 /about-the-district/	1,035	2.30%
9.	 /programs-for-residents/	948	2.10%
10.	 /calendar/	767	1.70%



Median age 51.1 years

Language	Residents	
Speak only English	5226	63.2
Speak a language other than English	3040	36.8

Current Site



Los Altos Hills County Fire District Latest Updates:

*****Fire Updates, Red Flag Warnings, & Public Safety Power Shutoff Notices, Winter 2020/2021*****


- 2021 Resident Defensible Space Brush Chipping & Debris Removal Program Services: [Area 5 SIGN UP](#)
- NOTICE: Due to December 2020 / January 2021 COVID-19 restrictions, Santa Clara County FireSafe Council (FSC) personnel and contractors are not to interact or engage in conversation with residents for the safety of all. If you need to contact FireSafe Council personnel, please use email or phone.
 - Contact the FSC by phone at 408-975-9591
 - Contact the LAHCFD by phone at 650-949-1044
 - Contact either FSC or LAHCFD by [email](#).
 - Visit the LAHCFD [Defensible Space Brush Chipping & Debris Removal Program page](#).
- LAHCFD and FireSafe Council are working together to maintain the monthly Defensible Space Brush Chipping & Debris Removal Program and need your support to comply with these safety precautions during COVID-19 restrictions.
- LAH Resident makes home fire prevention his mission:
 - Article #1 – [published October 2, 2019](#)
 - Article #2 – [published September 30, 2020](#)
- For the latest updates on Novel Coronavirus (COVID-19) please go to the Town of Los Altos Hills [\[LINK HERE\]](#) or to the Santa Clara County Public Health website [\[LINK HERE\]](#).



Agendas & Minutes

Agendas for upcoming Commission meetings, and records from previous ones. [\[page to become a Commissioner\]](#)


[Agendas & Minutes](#)



LAH County Fire District

Our mission, our services, our resources, and our history.


[Learn About The District](#)



Programs For Residents

[Area 5 Defensible Space Brush Chipping & Debris Removal Program NOW OPEN](#)


[Explore The Programs](#)



Emergency Preparedness

We help you stay safe in a disaster, showing you how to be ready and well-informed.


[Get Prepared](#)



Community Classes

We provide classes for young and old, expert and beginner.

[Take A Class](#)



Become A CERT Member

Prepare for emergencies by joining an active community of ready-to-help volunteers.

[Learn About CERT](#)

Working Together With Santa Clara County Fire

Fire and rescue services for the District are contracted out to the [Santa Clara County Fire Department](#); this mutually beneficial relationship offers the District's residents local control and planning, while providing the operational advantages of a the County's significantly larger organization: direct access to a wider pool of expertise, equipment, and day-to-day management, along

EMERGENCY 911

Find Emergency Information

Search this website

Important Bulletins

Download your 2021 Year of Resilience Calendar!

Download your OK Card

County Audit Report Overview

PG&E Community Wildfire Safety Program

Santa Clara County FireSafe Council Shelter-In-Yard

News & Announcements

Goat Grazing in Los Altos Hills
Posted: April 2, 2021

LAH Resident makes home fire prevention his mission
Posted: April 2, 2021

Poor Air Quality - What You Can Do
Posted: April 2, 2021

Dead Tree Removal Program Retired
Posted: September 27, 2019

Meet the new District General Manager for LAHCFD, J. Logan
Posted: October 16, 2020

More News & Announcements

Upcoming Events

CERT Training Meeting
7:00 pm – 8:00 pm, 14th April, 2021

Principles of Managing Donations in a Disaster
7:30 pm – 9:00 pm, 15th April, 2021

Fire District Commission Meeting
7:00 pm – 11:59 pm, 20th April, 2021

Ready, Set, Go Webinar
6:30 pm – 8:00 pm, 21st April, 2021

Updated Site



Los Altos Hills County Fire District

Click here to see our latest video

Information/Emergency Notices (Intermittent)

About Resident Programs Emergency Preparedness Governance Calendar Contact

Most visited



Brush Chipping Program

Reduce the amount of flammable yard waste on your property – Area 5 Registration Now Open!


[Brush Chipping Program](#)



Agenda Materials

View agendas for upcoming Commission meetings and records from past meetings. [\[even how to become a Commissioner\]](#)

[Agenda Materials](#)



SIGN UP

Get information on local emergency events – Wildfires, weather events, PSPS events, and more.

[Emergency Alerts / Updates](#)

EMERGENCY 911

Video Gallery

Take Action Now!

- Classes to Prepare You for an Emergency
- Let us Know You Are OK
- Reduce Your Wildfire Risk
- Learn What PG&E is Doing to Keep You Safe
- Stay Safe When the Air Quality is Poor

Local News

- Goats to Graze in LAH
- LAH Resident Makes Home Fire Prevention his Mission
- Dead Tree Removal Program Retired
- County Audit Report

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Working Together With Santa Clara County Fire

The [Santa Clara County Fire Department](#) provides LAHCFD with fire and rescue services, giving LAHCFD residents local control and planning with the operational advantages of a much larger County organization.



Simplified Structure

About

- District overview
- Map of the District
- Fire, Emergency Medical Response
- Water main and fire hydrants
- Other District Services
- What's in the Firehouse?

(Defensible Space) Residential Programs

- Chipping and Debris Removal
- Weed Abatement
- Monthly brush drop-off
- Vegetation Management

Emergency Preparedness

- Emergency Alerts and Updates
 - Wildfires
 - Heat
 - Weather
 - Power Shutoffs
 - Electricity (flex alerts)
- Preparedness
 - Classes
 - CERT
 - OK Cards

Governance

- Commission Overview
- Meetings
- Finances
- Strategic Plan
- CWPP/ Annex 4 / Addendum
- Find Public Documents

Calendar

Contact Us

- Get help
- FAQ
- Contact Us



Thank you!