



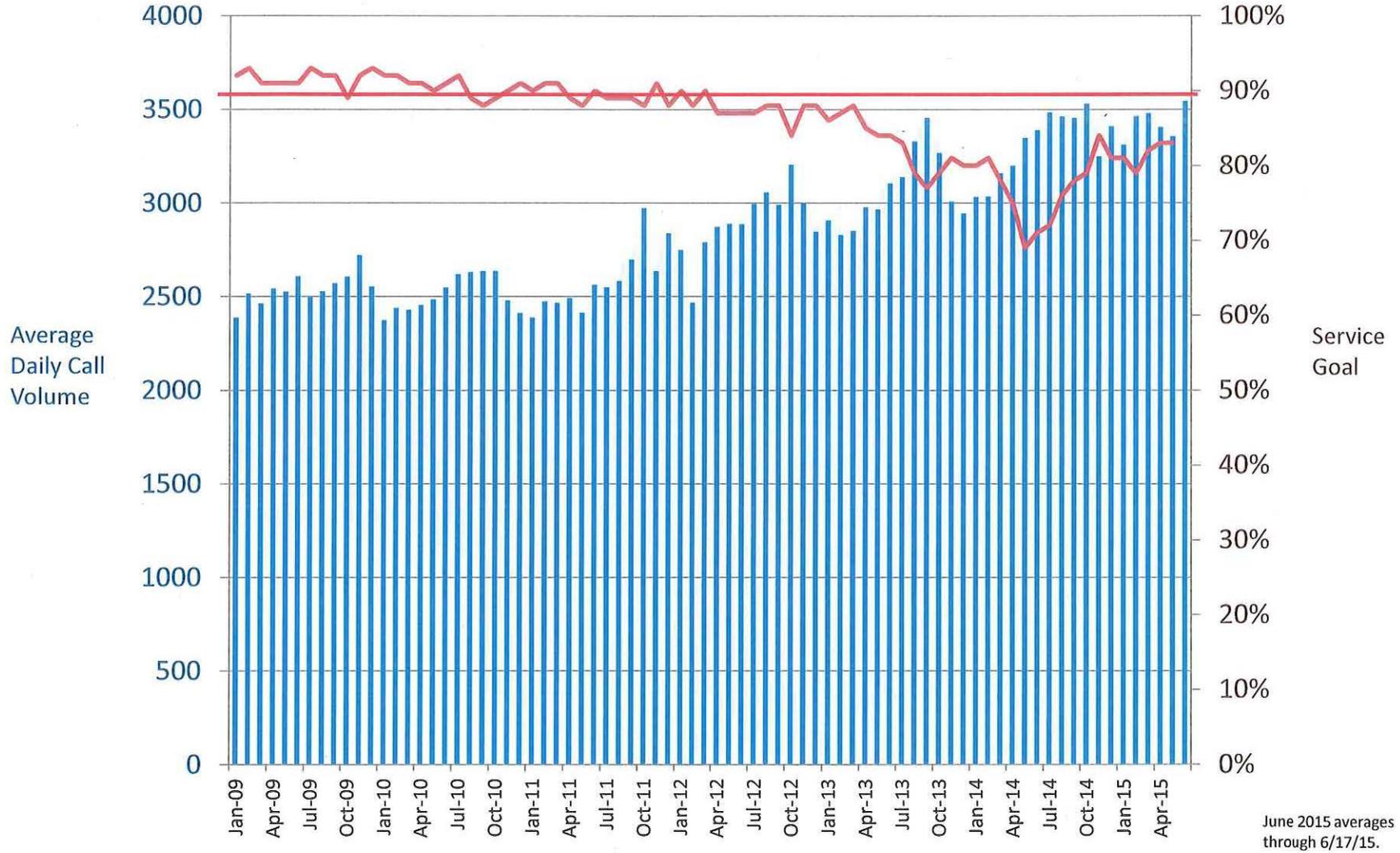
SAN FRANCISCO DEPARTMENT OF EMERGENCY MANAGEMENT

AVERAGE DAILY CALL VOLUME

AND

9-1-1 CALLS ANSWERED WITHIN 10 SECONDS (90% GOAL)

*Received in Committee
File # 150610
6/22/15
J.W.*





Emergency Call Answering Times

Month	2009		2010		2011		2012		2013		2014		2015	
	911 Emergency (Avg Ans - seconds)	% Emer. Calls Answered Within 10 secs.	911 Emergency (Avg Ans - seconds)	% Emer. Calls Answered Within 10 secs.										
January	3.0	92%	2.6	92%	3.4	90%	3.0	90%	4.5	86%	6.3	80%	6.4	81%
February	3.0	93%	2.8	92%	2.8	91%	4.0	88%	4.2	87%	6.1	81%	6.8	79%
March	3.0	91%	2.9	91%	3.0	91%	3.0	90%	4.0	88%	7.2	78%	5.8	82%
April	3.0	91%	2.8	91%	4.0	89%	4.0	87%	4.9	85%	8.2	75%	5.5	83%
May	3.0	91%	3.1	90%	4.0	88%	4.0	87%	5.0	84%	11.2	69%	5.4	83%
June	3.0	91%	2.9	91%	3.0	90%	4.0	87%	5.0	84%	9.8	71%		
July	2.0	93%	2.5	92%	4.0	89%	4.0	87%	6.0	83%	9.9	72%		
August	3.0	92%	3.2	89%	4.0	89%	4.0	88%	7.0	79%	7.9	76%		
September	3.0	92%	3.4	88%	4.0	89%	4.0	88%	7.0	77%	7.0	78%		
October	3.0	89%	3.4	89%	4.0	88%	5.0	84%	7.0	79%	7.0	79%		
November	3.0	92%	3.2	90%	3.0	91%	4.0	88%	6.0	81%	5.4	84%		
December	2.0	93%	2.9	91%	4.0	88%	4.0	88%	6.0	80%	6.4	81%		
YTD TOTAL	3.0	92%	3.0	91%	3.6	89%	3.9	88%	5.6	83%	7.7	77%		

90%+ answering w/in 10 seconds or less
 85-89% answering w/in 10 seconds or less
 80-84% answering w/in 10 seconds or less
 75-79% answering w/in 10 seconds or less
 Below 75% answering calls w/in 10 seconds

Increased overtime spending (along with some improvements in efficiency and leave usage) have improved answering times significantly since last summer, though they are still below goal.



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FY14-15 Overtime spending	\$2,583,310 (estimate)
FY15-16 Overtime request	\$2,196,069

The FY15-16 budget also includes authorization to hire 24 new dispatchers, but the first 12 dispatchers will not complete their training until **June 2016**, which will be too late to impact on FY15-16 overtime (though does support the reduction shown in FY16-17 overtime).

A further reduction in overtime has a direct impact on service delivery.

The proposed attrition cut of 0.77 FTE will require a reduction of the March 2016 class from 12 to 9 under DEM attrition projections.