



City & County
of San Francisco

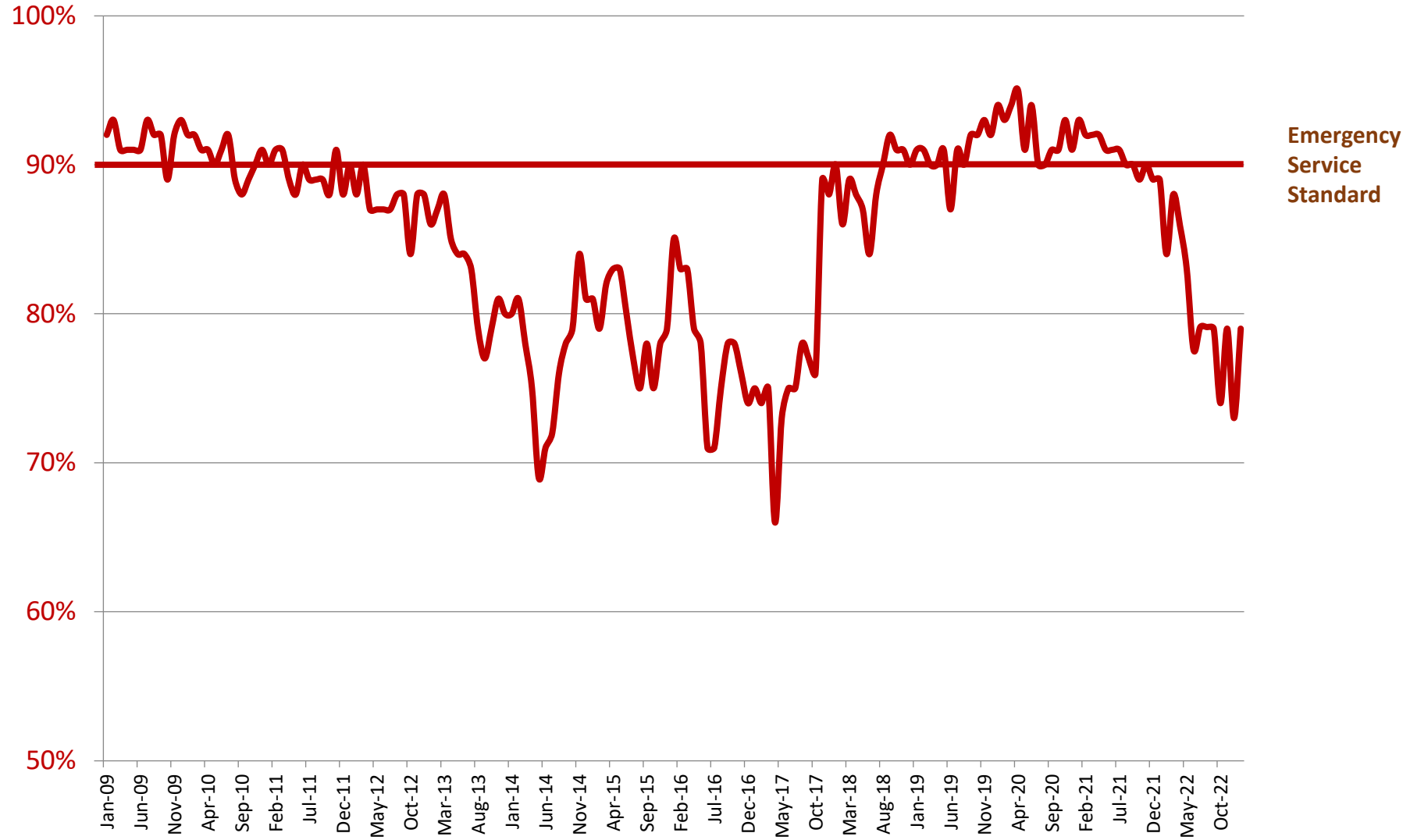
Department of Emergency Management

March 1, 2023 Finance Committee Hearing

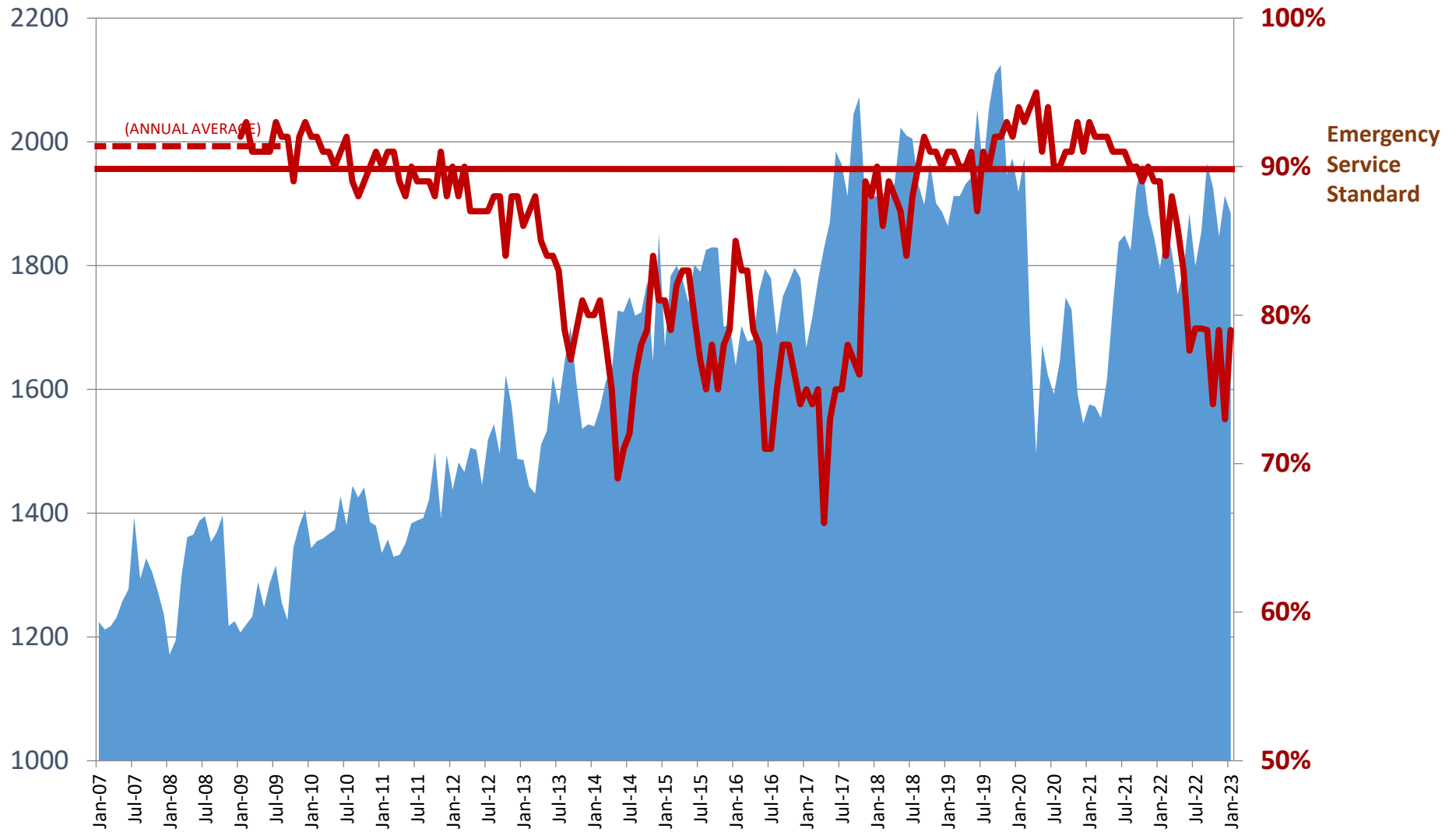


Service Standard

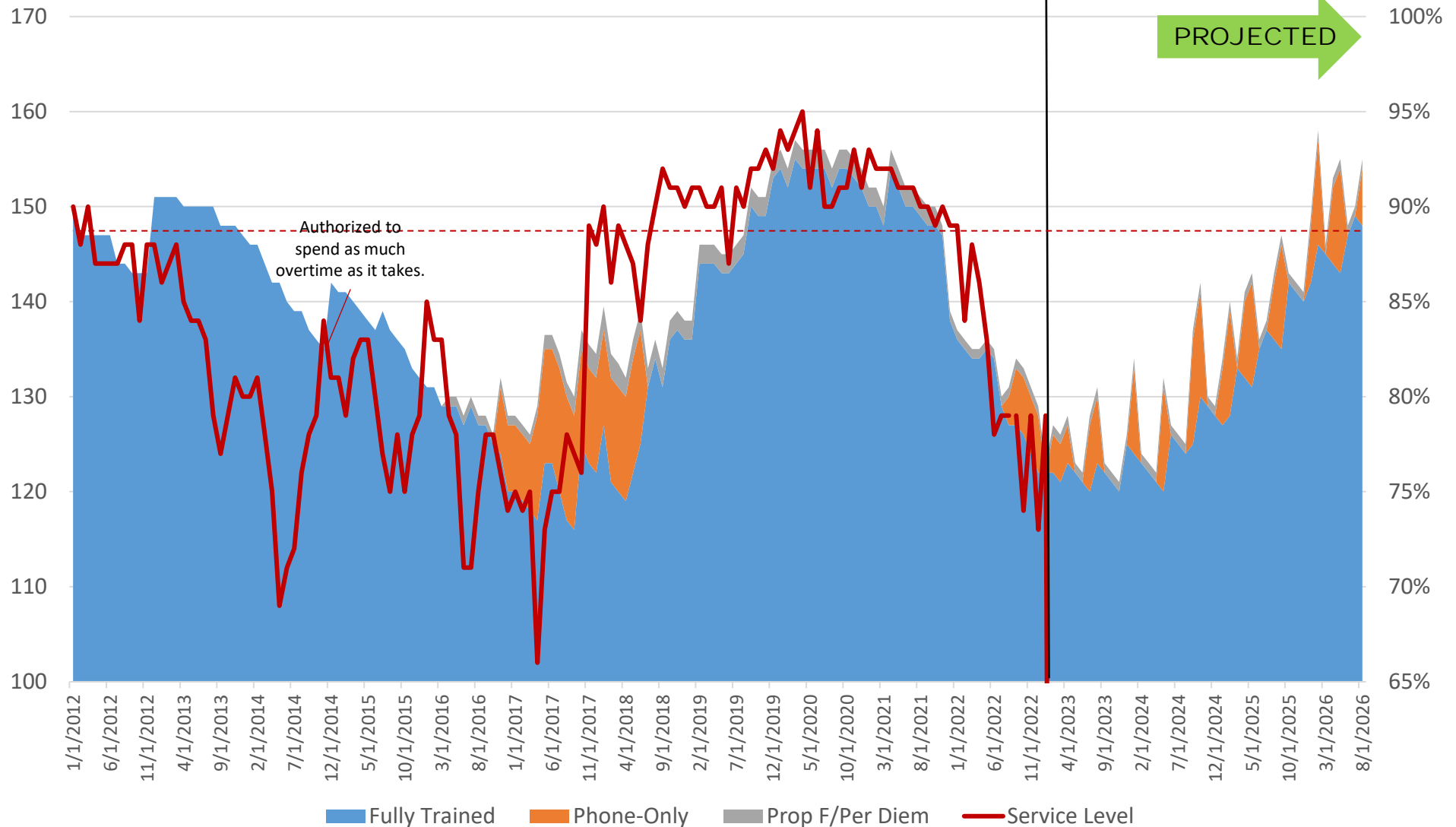
Goal: Answer 90% of emergency calls in 10 seconds or less



Service Standard v. Average Daily Emergency Call Volume



Service Standard v. Effective Staffing Level



“Phone-Only” is pausing training midway through to answer phones. This can be for: 1) consolidating this skill, 2) sequencing overlapping training classes, 3) gain a little staff help in busier months while pushing training into slower months.

Responding to Staffing Shortage

Improved Recruitment

- Hired recruiter in October. The two 2-month application periods prior to her start saw 188 and 281 applicants. The one 2-month period after her start just closed with 724 applicants.
- City and SEIU discussing concepts to address recruitment.

Reviewed and Revised Testing & Background

- It takes 10 months from application to date of hire. Most is due to state requirements, so not subject to DHR's hiring improvements.
- Reviewed and made changes to the two hurdles with the biggest wash-out rates.

Retention

- City and SEIU discussing concepts to address retention.

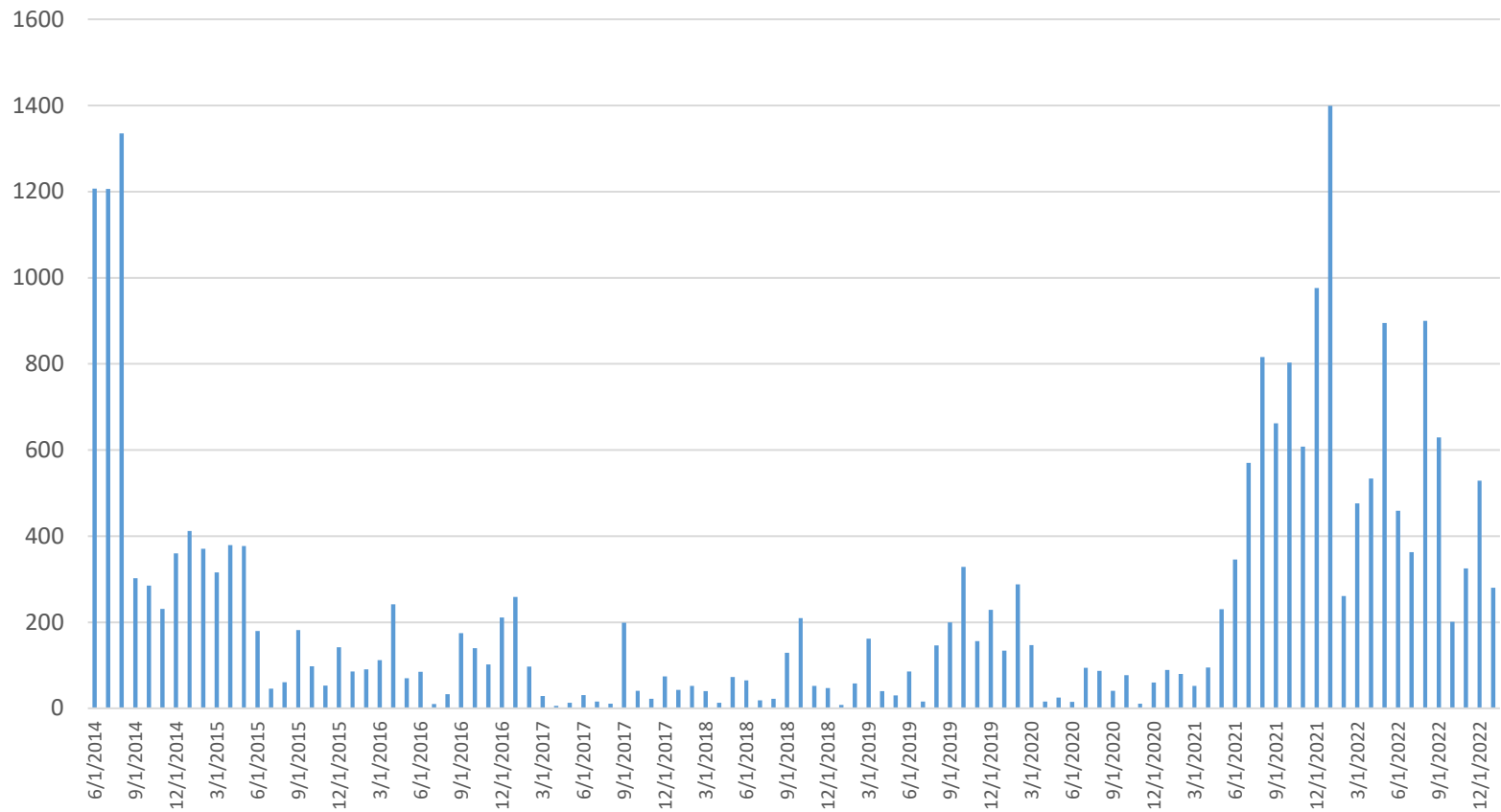
Working Conditions

- Difficult job under normal circumstance. Staffing shortages has led to Mandatory Overtime and higher workload. Center is currently under construction and we're relocating to a different (more cramped) space.
- Worked with SEIU on schedule changes (more 4-10 shifts), increased ability to get time off (without impacting staffing), and other measures.



XXMs by Month

Additional Information Pertaining to Ambulance Response Times

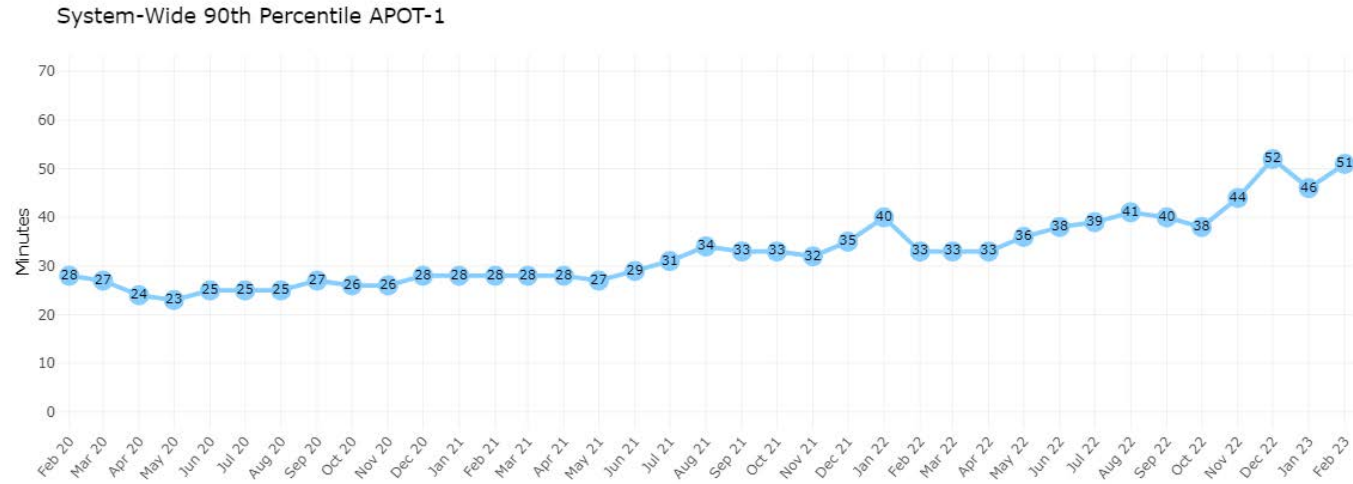


XXM is code for a medical dispatch in which an ambulance was not immediately available. We look at XXMs together with ambulance response times to help better understand what is going on.



APOT-1 90th Percentile Times

Additional Information Pertaining to Ambulance Response Times
APOT-1 measures Ambulance Arrival to Transfer of Care



90th Percentile APOT-1 By Hospital

Hospital	22-Jan	22-Feb	22-Mar	22-Apr	22-May	22-Jun	22-Jul	22-Aug	22-Sep	22-Oct	22-Nov	22-Dec	23-Jan	Avg
Chinese	21	21	22	18	19	21	29	26	20	20	23	23	22	21.9
CPMC-Bernal	54	35	32	36	40	43	47	64	51	42	48	55	50	45.9
CPMC-Davies	52	35	30	31	32	34	39	56	45	40	48	50	43	41.2
CPMC-Van Ness	52	40	40	47	50	58	63	57	46	50	61	63	53	52.3
Kaiser SF	31	29	27	28	33	31	31	29	33	33	41	40	44	33.1
St. Francis	24	25	24	24	26	26	27	33	33	32	33	34	35	28.9
St. Marys	42	32	42	34	39	50	36	34	40	37	46	65	40	41.3
UCSF-Parnassus	49	40	38	36	39	45	47	41	44	44	46	63	63	45.8
VA	21	20	18	20	19	19	18	21	20	19	23	20	21	19.9
ZSFG	31	30	30	30	31	30	33	32	32	32	38	53	44	34.3



Hospital Diversion by Month

Additional Information Pertaining to Ambulance Response Times

ZSFG Diversion

