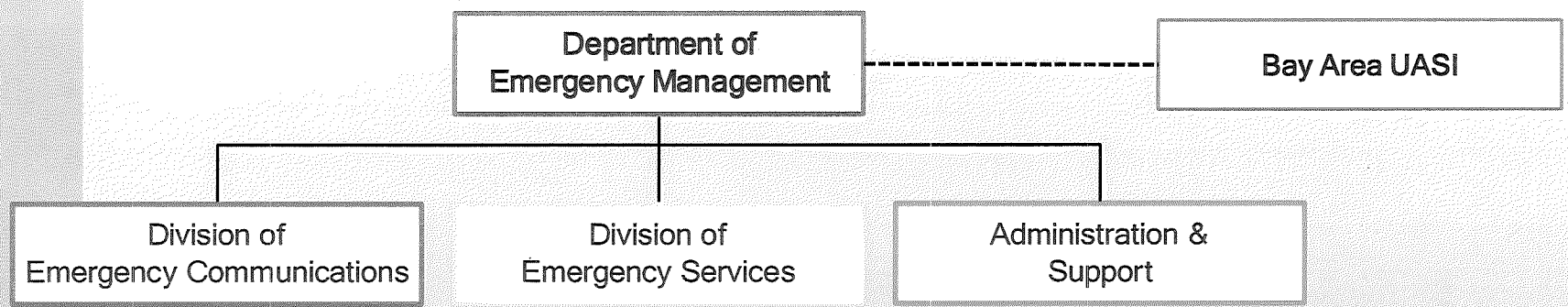


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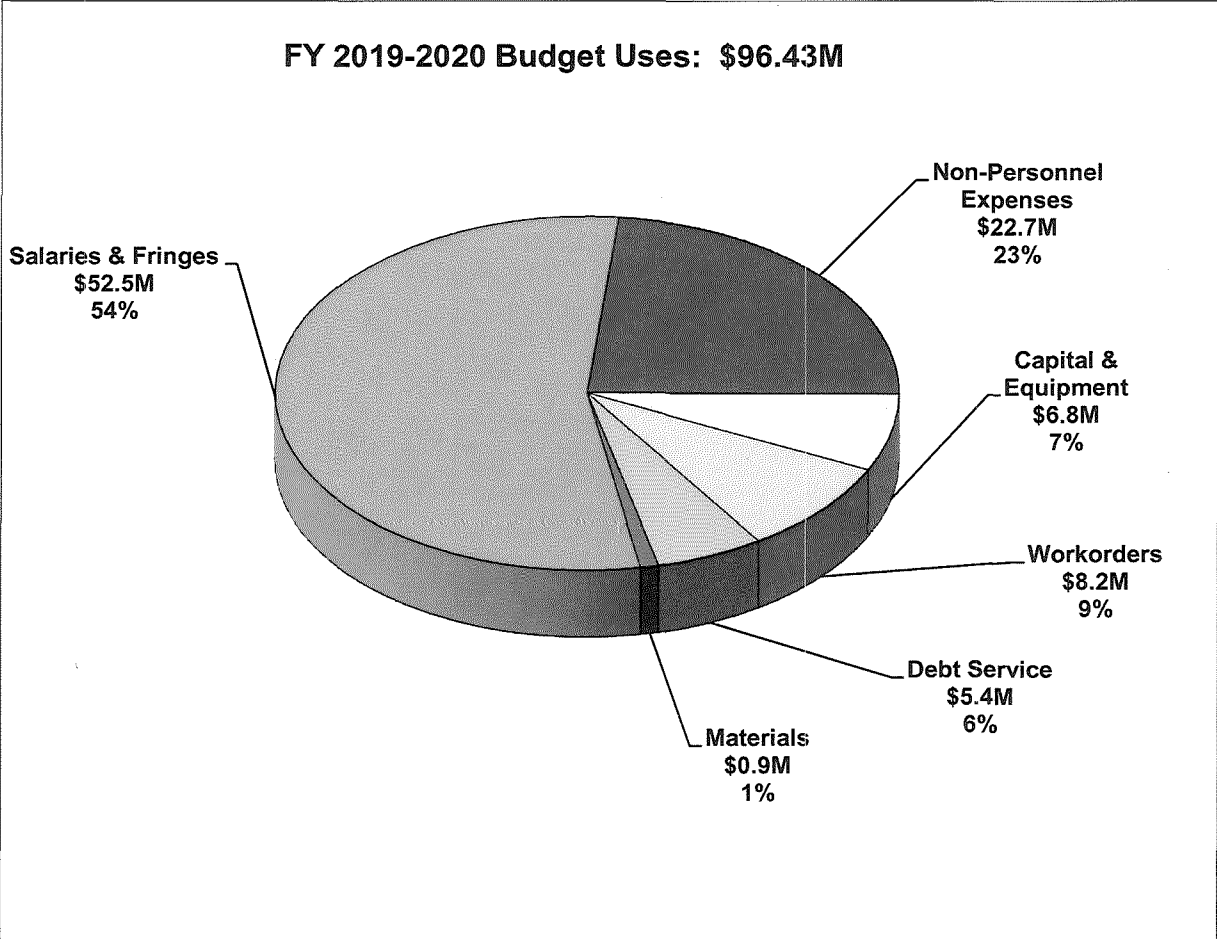
OVERVIEW OF DEM'S DIVISIONS



Department of Emergency Management

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EXPENDITURE OVERVIEW



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STRATEGIC GOALS

DEM's Strategic Goal Objectives

- ❖ **Invest in the 911 Call Center**
- ❖ **Ensure a Prepared and Resilient City**
- ❖ **Educate & Engage Community**
- ❖ **Strengthen Regional Relationships**

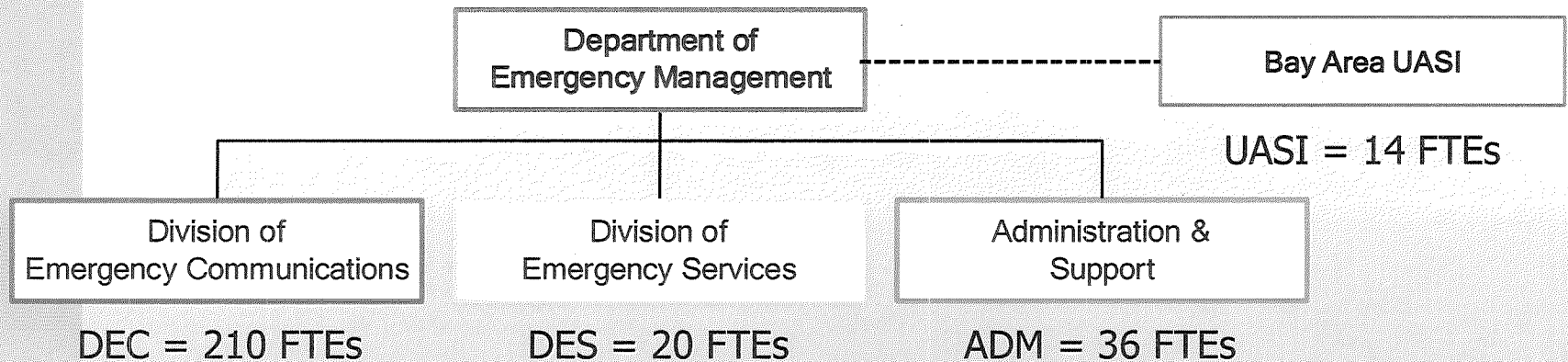


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DEM'S POSITIONS BY DIVISION

FY 2019-20 = 280 Budgeted Positions



New Positions Budgeted for FY 2019-20

- ❖ 1 – 0931 Manager III to function as HSOC Manager
- ❖ 2 – 8239 Public Safety Communications Supervisors to support HSOC



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PERFORMANCE MEASURES

Emergency Communications

- ❖ **9-1-1 Workforce Metrics**
 - **New Dispatchers Hired**
 - **Continuing Ed Requirements**

- ❖ **Response Time Metrics**
 - **Average Emergency Volume**
 - **% of Emergency Calls Ans Within 10 Seconds**
 - **Response to Code 3 Medical Calls in the 90th Percentile**

Emergency Services

- ❖ **Ensure A Prepared & Resilient City**
 - **Number of Exercises Conducted**
 - **Number of Training Courses Led**
 - **New Plans Developed or Revised**

- ❖ **Educate & Engage Communities**
 - **Number of Presentations Made**
 - **% Increase of AlertSF Registrants**
 - **Social Media Engagement**

- ❖ **Promote Strategic City Initiatives**
 - **Number of Outstanding DEM Tasks in the City's Master Plan**



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