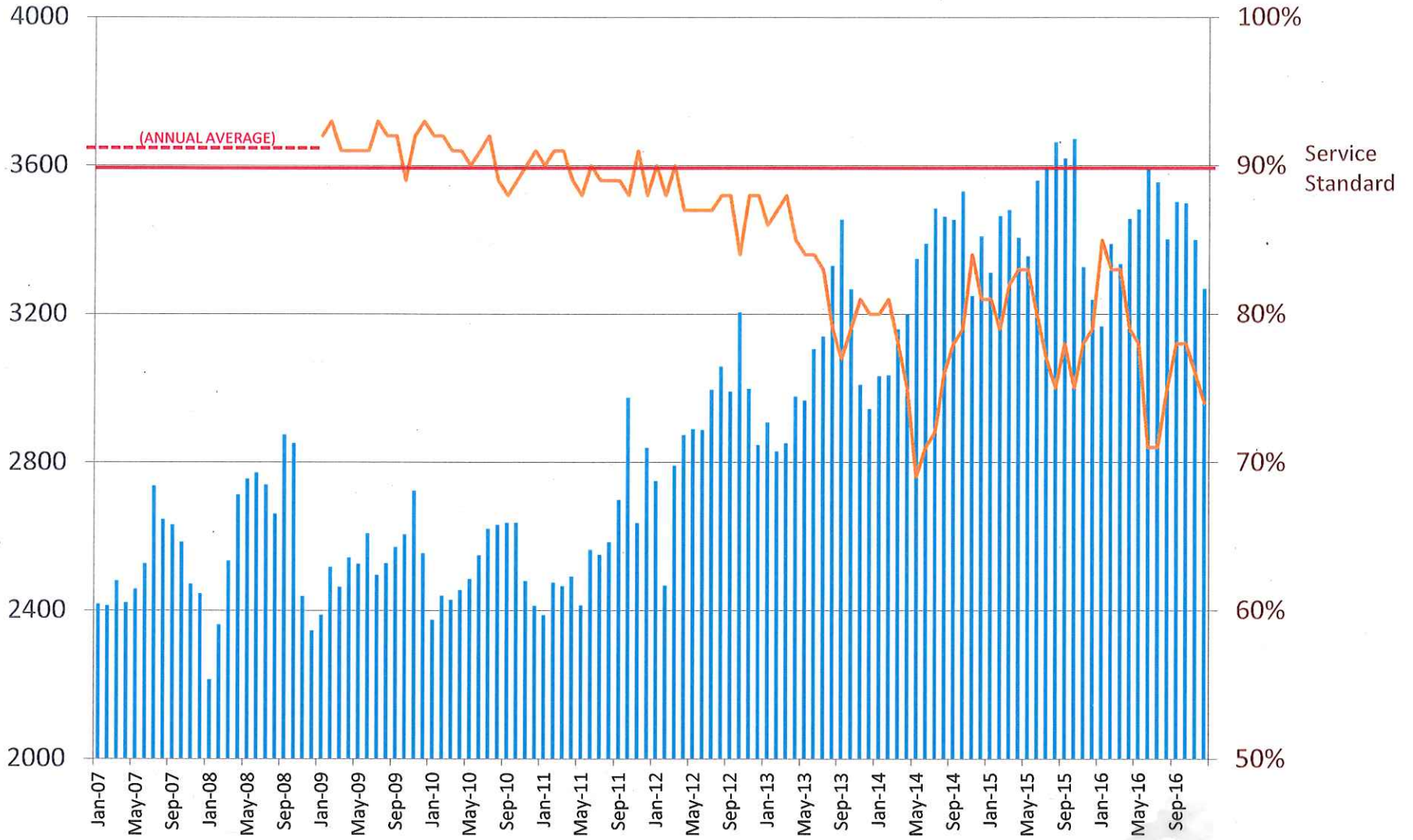


# Service Standard v. Average Daily Call Volume



## Work Components of 911 Incident

1. Call Answer Time
2. Call Process Time
3. Incident Dispatch Time
4. First Unit Arrival Time
5. ALS Arrival Time
6. Transport Unit Arrival Time

DEM-DEC (“Radio” to the SFFD and “911” to the public) plays a role in all of these components, and has primary responsibility for the first three. We measure each component, and look for ways to improve each of them.

The average time for the first three components together:

### C3 medical calls

May 2014 2:18

Current 1:51

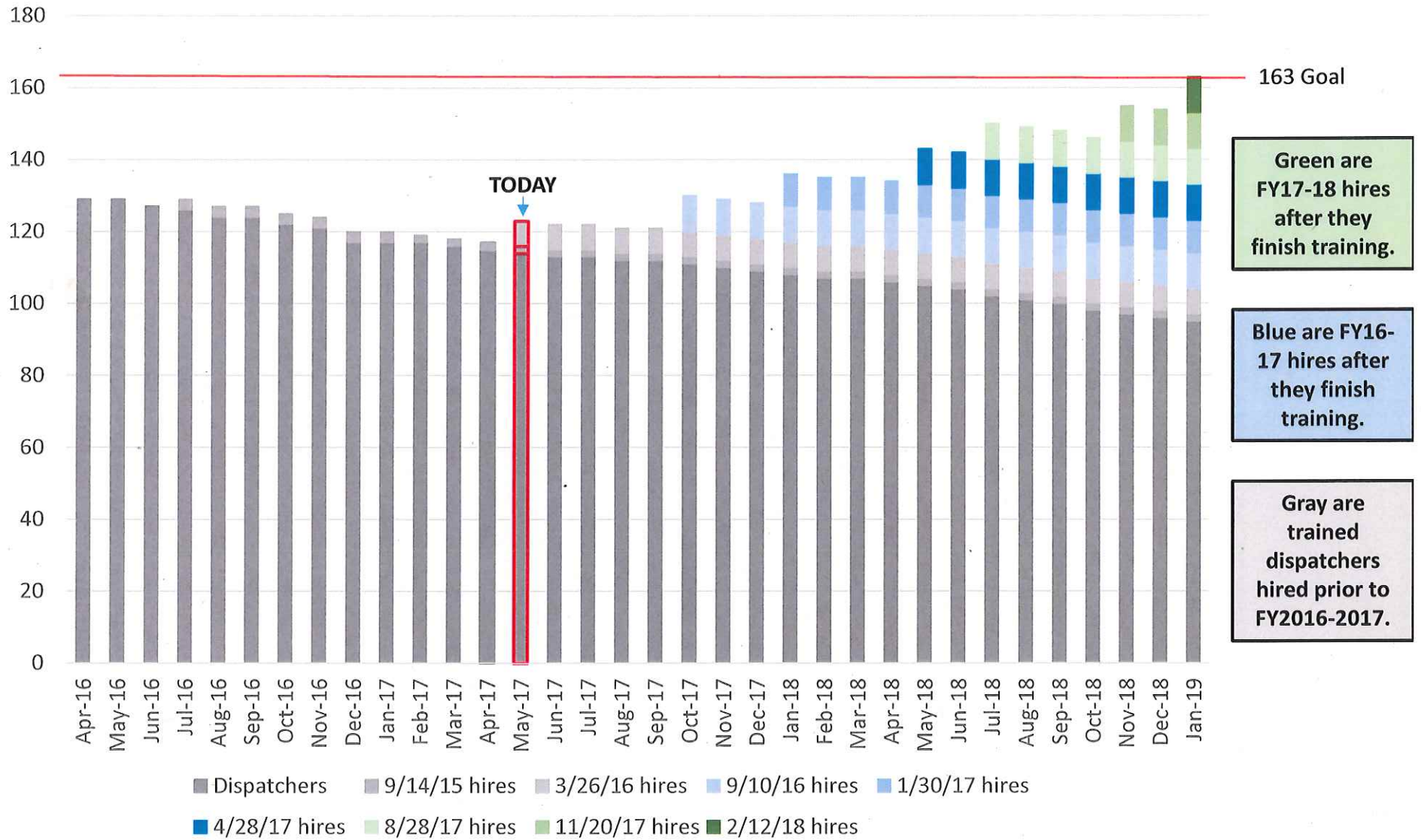
### C2 medical calls

May 2014 4:37

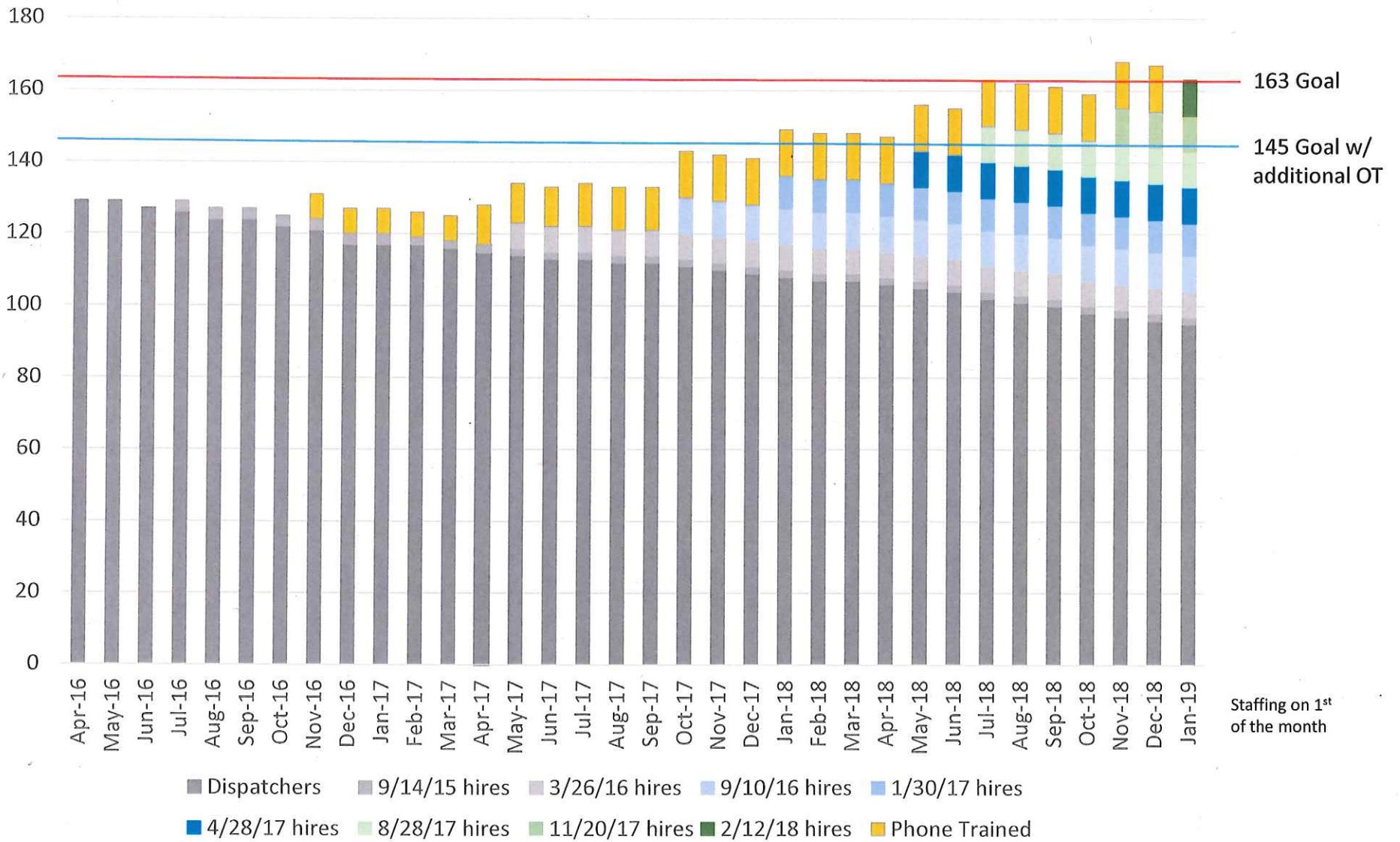
Current 2:46

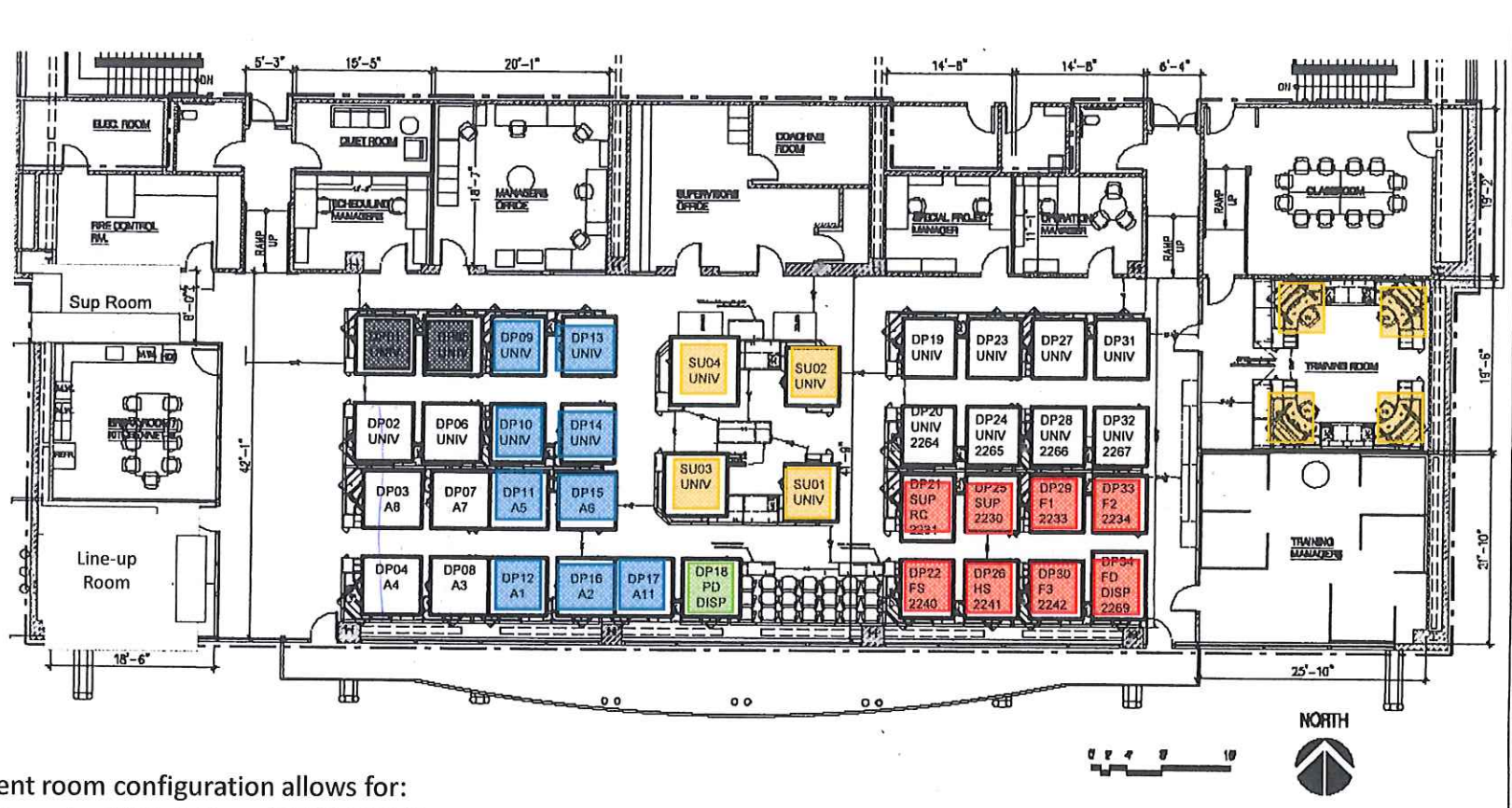
**How do we get the appropriate assistance to people in need, as quickly as possible.**

# Projection of Fully Trained Dispatchers



## Projection of Fully Trained Dispatchers And Dedicated Phone-Trained Trainees



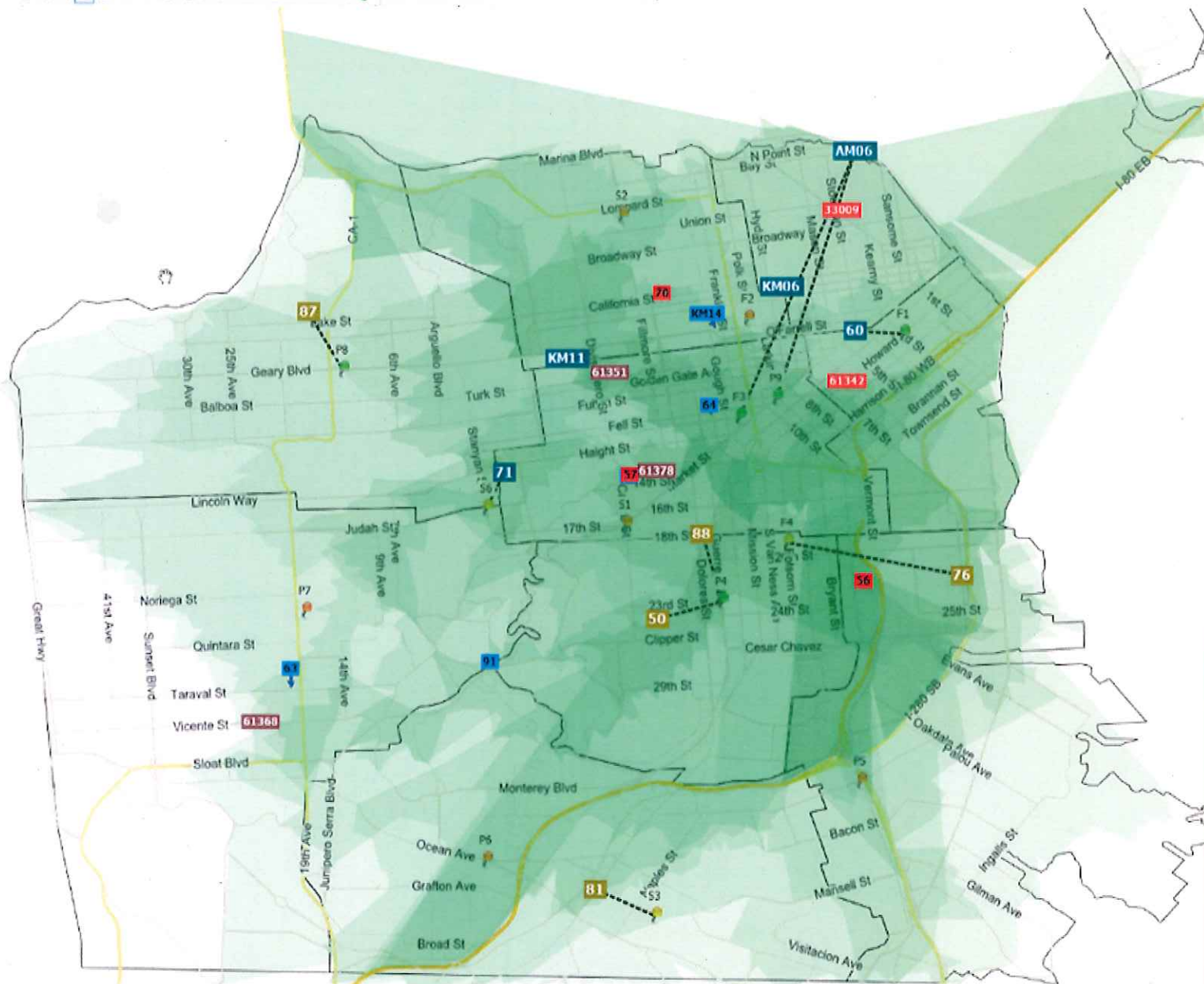


Current room configuration allows for:

- 34 regular CAD stations (DP01-DP34)
- 4 supervisor positions (SU01-SU04)
- 4 training/overflow CAD stations immediately off the floor ("Training Room")

	9 – Police radio channels		4 – Supervisor positions
	8 – Fire radio channels		4 – Training/overflow positions
	1 – Sheriff radio channel		2 – Back-up positions (not fixed location)

...Leaving 14 phone positions



61378		
A	74	1:06
1	88	4:24
2	KM11	5:12
3	60	5:30
4	71	6:12
5	KM06	7:06

61368		
A	63	2:06
1	50	8:54
2	87	9:00
3	71	9:30
4	81	9:54
5	88	11:24

61351		
0	KM11	2:06
A	KM14	3:24
2	60	5:00
3	KM06	5:24
4	71	6:36
5	88	8:24

61342		
A	KM10	1:06
1	60	1:42
2	KM06	4:30
3	76	5:18
4	AM06	6:12
5	AM12	6:12

33009		
0	AM12	2:24
1	AM06	2:24
2	KM06	5:18
3	60	5:42
4	76	12:06