

# Emergency Management in San Francisco





## What Does the Department of Emergency Management (DEM) Do?

We manage everyday and not-so-every day emergencies in San Francisco.

### Emergency Communications (9-1-1)

When people in San Francisco have a police, fire, or medical emergency our dispatchers are there to answer the call.

### Emergency Services

We help San Francisco prepared for any emergency and we coordinate response and recovery.

# Emergency Communications



[SF72.org](http://SF72.org)

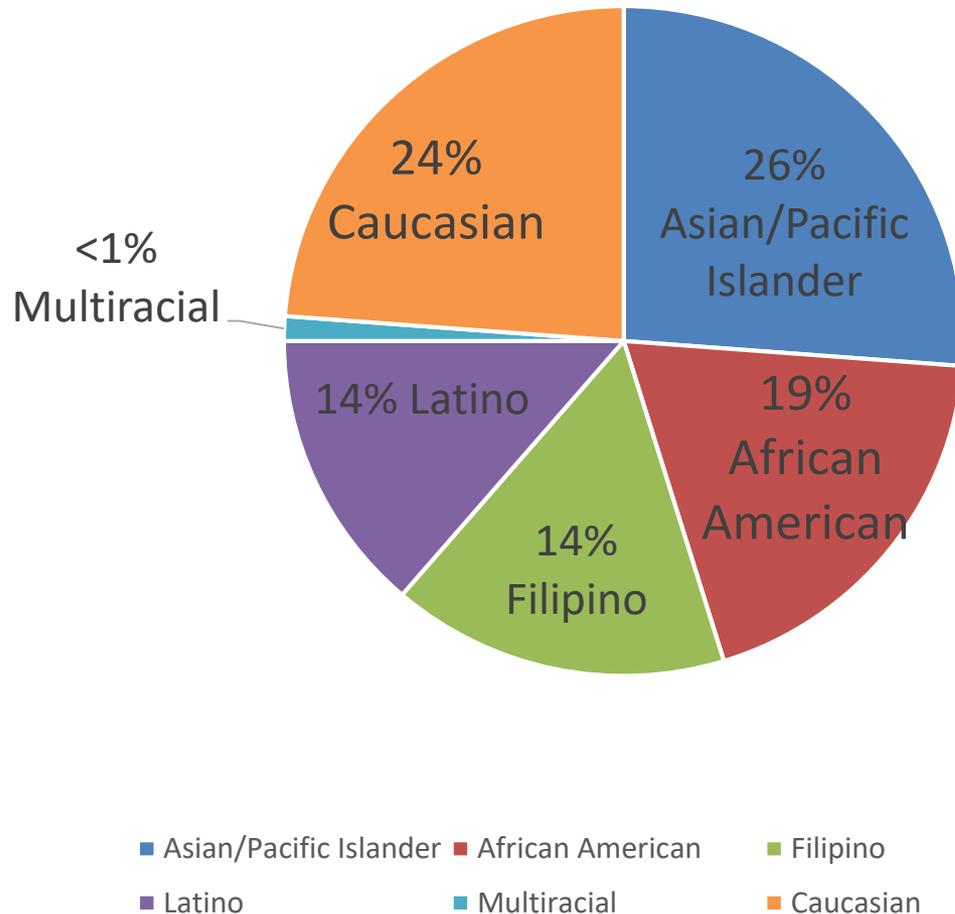
# Emergency Communications (9-1-1 Dispatch)



- Combined dispatch for police, fire, and medical emergencies.
- Receives more than 1.4 million emergency and non-emergency calls annually or more than 3,800 calls per day.
  - 55% Emergency Calls (911)
  - 45% Non Emergency Calls (415-553-0123)
- Emergency Call Breakdown
  - 80% Law Enforcement Related
  - 16% Emergency Medical Related
  - 4% Fire Related

# Emergency Communications (9-1-1 Dispatch)

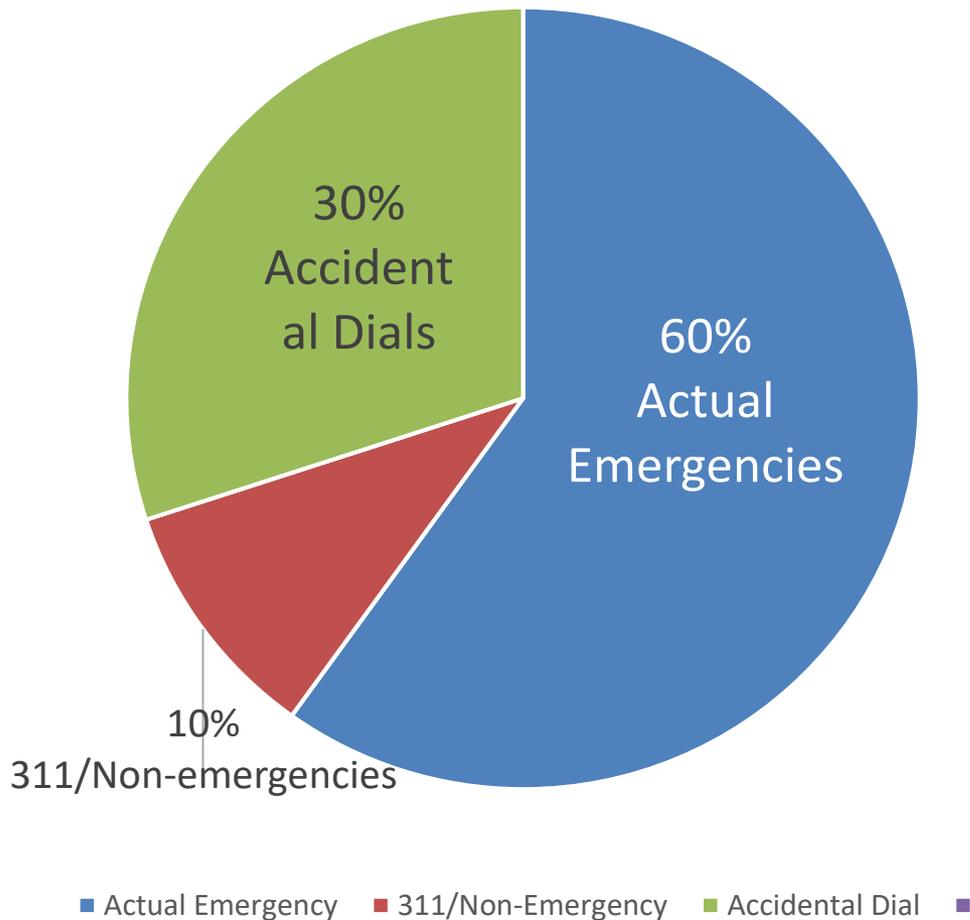
## Demographics



- 168 Public Safety Communications Dispatchers
- 1 in 4 Certified Bi-Lingual
- 24/7 Access Language Translation/ Interpretation Services provided by State of California
- More than 170 different languages translated last year

# Emergency Communications (9-1-1 Dispatch)

911 Calls



- In San Francisco, only 60% of 911 calls are actual emergencies.
- 30% of 911 calls are accidental dials.
- 10% of 911 calls should be going to 311 or police non-emergency.

# Emergency Services

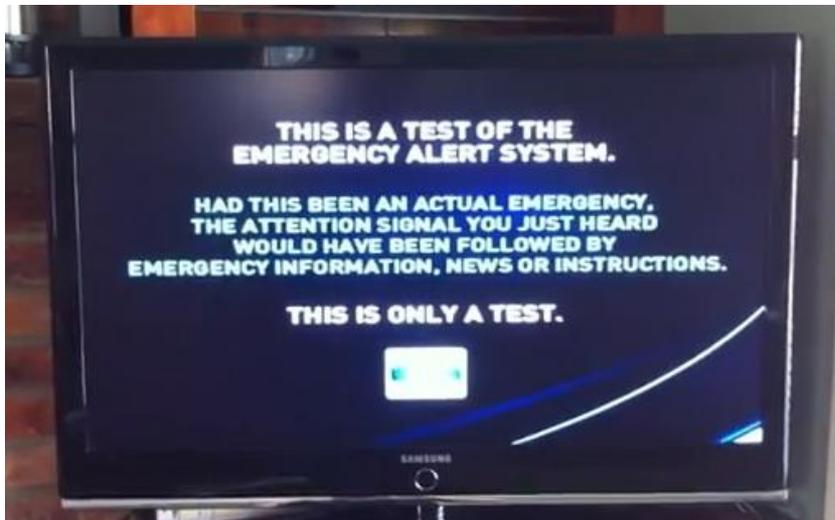
# Emergency Services



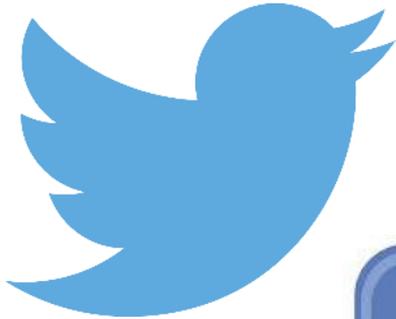
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- Emergency Operations Center (EOC)
  - Watch Center Program
  - Training and Exercises
  - Emergency Plans
  - Mutual Aid Coordination

# Emergency Public Information

# San Francisco's Alert and Warning Systems



# Social Media



The screenshot shows the Twitter profile for San Francisco DEM (@SF\_emergency). The profile header includes the SFDEM logo, the name "San Francisco DEM" with a verified checkmark, and the handle "@SF\_emergency". Below the header, the bio states: "The official profile for the San Francisco Department of Emergency Management. Text your zip code to 888-777 to receive emergency alerts." The location is "San Francisco", the website is "sfdem.org", and it was joined in "April 2009". There are "254 Photos and videos" in the gallery, which includes images of emergency alerts and a sign that says "TEXT 94130 TO 888-777". The tweet feed shows a pinned tweet from October 30, 2018, with the text: "Did you hear that? Sirens are one way we keep people informed about emergencies. AlertSF is another. Simply, text your #SF zipcode to 888-777 to sign up for emergency text alerts in your neighborhood." The tweet includes a large image with the text "Get Connected. Text your ZIP CODE to 888-777 to receive real time emergency alerts." and a call to action to visit www.alertsf.org. The tweet has 1 reply, 7 retweets, and 20 likes.

DEM utilizes social media to support emergency public information efforts.

## SF CityNow

In an emergency, this page will be your real-time information hub.

You'll find official updates, crowdsourced reports, and a crisis map to navigate city resources. Tour this Emergency Mode to better understand how to use it in the event of an emergency.

Text your zip code to 888-777 to sign up for emergency text alerts from AlertSF.

? Map Guide

🗨️ Expand Map



The SF72 CityNow Map is real time information hub during a special event or emergency.

# Community Preparedness & Education



# Community Preparedness & Education

## Get Connected.

Text your **ZIP CODE** to **888-777** to receive real time emergency alerts.

AlertSF is a service managed by the City and County of San Francisco Department of Emergency Management.



For more info, visit  
[www.alertsf.org](http://www.alertsf.org)





# Community Preparedness & Education

You're more  
prepared than  
you think.



# Community Preparedness & Education



30% of 9-1-1 calls are accidental dials



Prevent accidental dials.  
Lock your phone.  
[maketherightcallsf.org](http://maketherightcallsf.org)

 <b>MAKE THE RIGHT CALL</b> <small>KEEP 9-1-1 AVAILABLE FOR EMERGENCIES</small>	<b>3-1-1</b> CITY SERVICES & INFORMATION AVAILABLE 24/7	<b>415-553-0123</b> POLICE NON-EMERGENCY ASSISTANCE AVAILABLE 24/7
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More than 5,000 hours a year spent on 9-1-1 misdials



Misdials happen.  
Stay on the line.  
[maketherightcallsf.org](http://maketherightcallsf.org)

 <b>MAKE THE RIGHT CALL</b> <small>KEEP 9-1-1 AVAILABLE FOR EMERGENCIES</small>	<b>3-1-1</b> CITY SERVICES & INFORMATION AVAILABLE 24/7	<b>415-553-0123</b> POLICE NON-EMERGENCY ASSISTANCE AVAILABLE 24/7
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Nearly half of 9-1-1 calls are not emergencies



Life threatening? No.  
Now what?  
Call 3-1-1 to report auto-burglaries  
[maketherightcallsf.org](http://maketherightcallsf.org)

 <b>MAKE THE RIGHT CALL</b> <small>KEEP 9-1-1 AVAILABLE FOR EMERGENCIES</small>	<b>3-1-1</b> CITY SERVICES & INFORMATION AVAILABLE 24/7	<b>415-553-0123</b> POLICE NON-EMERGENCY ASSISTANCE AVAILABLE 24/7
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**Spanish? Tagalog?  
Mandarin? Cantonese?**

**Tell a 9-1-1 dispatcher  
what language or dialect  
you speak when you call.**

[maketherightcallsf.org](http://maketherightcallsf.org)



Questions?

