

# ESER 2020

## 9-1-1 Call Center & Disaster Response Facilities

#safeguardingSF

### A San Francisco Bond Program

ESER is San Francisco's bond program to strategically address critical needs for San Francisco's public safety. Voters overwhelmingly approved the first ESER bond in 2010, and a second one in 2014. The proposed 2020 ESER bond will allow the City to continue to bolster resiliency and safeguard San Francisco for years to come.

### 9-1-1 Call Center

The City and County of San Francisco's 9-1-1 Dispatch Center is one of the nation's busiest 9-1-1 centers. It is critical that our Dispatch Center can answer all calls for emergency service quickly. This only can happen with more dispatchers and modern technology, which requires an expansion of San Francisco's 9-1-1 Call Center to keep pace with our rapidly growing city.

## Are we prepared?

**ONESF**  
Building Our Future

The City and County of San Francisco is proposing a \$628.5 million **Earthquake Safety and Emergency Response (ESER)** bond for the March 2020 ballot. Funding in this proposed bond will expand the City's 9-1-1 Call Center and make seismic improvements to capital infrastructure that will allow San Francisco to quickly respond to injuries to people and damage to property.



## Why do we need to renovate the 9-1-1 Call Center?

Since 2011, we have experienced a 43 percent increase in the 9-1-1 call volume. We must continue to hire dispatchers to meet answer-time standards. Based on projected growth in 9-1-1 call volume, a 20 percent increase in 9-1-1 work stations is needed to keep pace and to meet national standards. An expansion in the existing facility also allows for more training space for the City's Dispatch Academy. With more prospective dispatchers trained and at the ready, we will strengthen our capability to meet the City's growing demand for emergency assistance.

The renovation of San Francisco's 9-1-1 Dispatch will provide the resources to grow and add infrastructure and state-of-the-art technology that will allow us to implement Next Generation 9-1-1, an improved system of new and innovative technologies that will allow for more efficient and coordinated call intake and emergency services dispatch.

# Disaster Response Facilities

San Francisco has established a Seismic Evaluation Methodology system that evaluates hazards from earthquakes and defines performance levels after a significant event. Buildings that are of high seismic risk will likely suffer extensive structural and nonstructural damage, potentially collapse and result in damage where repairs will not be feasible.

The City's list of facilities that could be used for functions such as shelter, mass care and mutual aid includes buildings with major seismic vulnerabilities and life-safety risks.

This funding category will allow the City to make seismic improvements to these buildings, ensuring that residents can be safely protected during, and receive services after, a major disaster. Buildings will be prioritized based on their capacity to be used as an emergency response facility, anticipated damage and potential loss of life after an earthquake.

## Why do we need to strengthen post-earthquake facilities?

After a major earthquake or disaster, the City and County of San Francisco will rely on select public buildings to deploy aid, provide shelter and coordinate emergency response and recovery. It is essential that these facilities be viable for these purposes and remain operational. This only can happen with strategic investments in critical facilities.

## What are the accountability standards for the project?

- Ongoing needs assessment to determine top priorities
- Reports on a regular basis in regard to budget, schedule and scope aspects, posted to the ESER website: [sfearthquakesafety.org](http://sfearthquakesafety.org)
- Transparency through annual reviews, audits and reports to the Citizens General Obligation Oversight Committee and Capital Planning Committee; and additional transparency through other City reviews, audits and reports

## ESER 2020: What's Proposed

| Projects  | Budget*                |
|---|------------------------|
| Neighborhood Fire Stations and Support Facilities | \$275 million          |
| District Police Stations and Support Facilities   | \$121 million          |
| Emergency Firefighting Water System               | \$153.5 million        |
| 9-1-1 Call Center Renovation                      | \$9 million            |
| Disaster Response Facilities                      | \$70 million           |
| <b>Total</b>                                      | <b>\$628.5 million</b> |

## Why now?

### Protecting lives.

The longer we delay making these improvements, the more at risk our public safety facilities – and the first responders and San Franciscans who depend on them – will be during a major earthquake or fire.

### Using tax dollars wisely.

Each year that we delay renovations and needed upgrades to our public safety facilities, the cost escalates. These facilities inevitably must be fixed; by acting now, we can improve safety and save local taxpayer dollars.

## Are we prepared?

When people are gravely injured, we count on our first responders to arrive promptly and get people into immediate care to save their lives. This bond will make investments to ensure that first responders can respond to emergencies quickly during and after a disaster.

It is important that we seek to install new technologies and efficiencies that will remain operational after a major earthquake. These upgrades cannot be delayed. This measure would make investments to ensure that police and first responders can respond to emergencies quickly during and after a disaster.



For more information, visit [sfearthquakesafety.org](http://sfearthquakesafety.org)