



**Executive Directive 08-04**  
**Emergency Medical Dispatch Quality Improvement**

April 14, 2008

By virtue of the power and authority vested in me by Section 3.100 of the San Francisco Charter to provide administration and oversight of all departments and governmental units in the executive branch of the City and County of San Francisco, I do hereby issue this Executive Directive to become effective immediately:

The Department of Emergency Management (DEM) ensures compliance with established emergency dispatch standards. In our continuing effort to provide combined emergency dispatch response to the people living and visiting San Francisco, I am directing DEM, the San Francisco Fire Department and the Department of Public Health to implement the following efforts:

**Targeted review of response times:** Within 60 days of the issuance of this order, the Health Director, Fire Chief and Executive Director of DEM will submit a report outlining recommended strategies for the improvement of medical dispatch and response. In addition the Health Director, Fire Chief and Executive Director of DEM will hold quarterly meetings to review all medical cases with delayed responses.

**Increase multi-language access to 9-1-1 services:** Involved departments with the assistance of the Office of the City Administrator will improve response to San Francisco's multi-lingual population through a review of current language access services as well as enhanced recruitment of multi-lingual staff.

**Recruitment and retention:** The Department of Human Resources (DHR) will work closely with DEM to develop and implement additional strategies to improve recruitment and retention of emergency dispatchers.

**Implementation of computer-directed Emergency Management Service (EMS) response protocols:** DEM shall implement 100% use of computer-directed EMS protocol in place of current manual card set program within the next 60 days.

**Full implementation of Automatic Vehicle Locator (AVL) project:** The Committee on Information Technology (COIT) should prioritize its funding recommendations to include requested technology systems that will aid in a decrease in medical response times.

**SFFD will ensure completion of dynamically deployed EMS resources within the next sixty (60) days.**

We anticipate commitment to these improvements will reinforce already realized trends of improved performance as it relates to emergency medical dispatch and a continued commitment to excellence.

A handwritten signature in black ink, appearing to read "Gavin Newsom".

Gavin Newsom  
Mayor