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9-1-1 Call Center

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

The 9-1-1 Call Center is operated and managed by the [Department of Emergency Management](#). It is located at the City's Emergency Operations Center (EOC) at 1011 Turk Street in the Western Addition neighborhood and houses public safety dispatchers who answer all calls made to 9-1-1. These dispatchers are the initial point of contact for all of San Francisco's first responders, 24 hours a day. They serve the communications hub that dispatches first responders to the scene of accidents, crimes, fires and other emergency and non-emergency situations.

San Francisco's 9-1-1 Call Center is one of the top 25 busiest 9-1-1 call centers in the United States and receives an average of 3,700 calls each day. Since 2011, we have experienced a 43 percent increase in the 9-1-1 call volume. It is critical that our Dispatch Center can answer all calls for emergency and non-emergency service quickly.

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. The renovation of the 9-1-1 Call Center will increase the number of dispatcher workstations and reconfigure the supervisor bridge for better visual oversight of all the dispatchers.

This project is funded through an [Earthquake Safety and Emergency Response \(ESER\) bond](#), approved by voters during the March 2020 election. Learn more about ESER 2020 [here](#).

What they're saying

"As we continue to grow as a City, so do the demands for emergency services to assist our residents during their greatest time of need. Improving and expanding our 9-1-1 capabilities, upgrading critical technology systems, and investing in disaster response facilities will help us become a more prepared and resilient city."

-Mary Ellen Carroll, Executive Director, San Francisco Department of Emergency Management

Explore the other ESER 2020 Bond Components

- [Emergency Firefighting Water System](#)
- [Fire Stations and Support Facilities](#)
- [District Police Stations and Support Facilities](#)
- [Disaster Response Facilities](#)

What is the ESER bond program?

Earthquake Safety and Emergency Response (ESER) is San Francisco's bond program to strategically address critical public safety needs in the City. The program identifies seismic improvements and upgrades to City-owned facilities that are needed to help safeguard San Francisco. Learn more [here](#).

Approved bond amount

\$9 million

Public Safety

STATUS

In Progress

LOCATION

1011 Turk Street

DISTRICT

District 5

START

Summer, 2021

COMPLETION

Winter, 2023

BUDGET

\$9 million

CLIENT

Department of Emergency Management

PROJECT MANAGER

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PROJECT TEAM

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DOWNLOAD PROJECT FILES

[ESER 2020 9-1-1 Call Center Factsheet](#)

35 reads

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