

San José Fire Department

The San José Fire Department's core mission is to serve the community by protecting life, property and the environment through prevention and response.



Fire Communications Status Report

Public Safety, Finance and Strategic Support Committee

April 17, 2025

Item (d)2.

Presented by:

Robert Sapien, Jr., Fire Chief, Fire Department

Michael Wodnick, Division Manager, Fire Communications

Fire Communications Dispatch Services



Protocol	SJFD	Average of all Accredited Centers of Excellence worldwide
Fire Priority Dispatch System	95%	87.67%
Medical Priority Dispatch System	95%	88.43%

- Secondary Public Safety Answering Point (PSAP)
- Fire Priority Dispatch System (FPDS)
- Medical Priority Dispatch System (MPDS)
- Emergency Medical Dispatch Accredited Center of Excellence (ACE)

9-1-1 Call Answer Time Compliance Rate



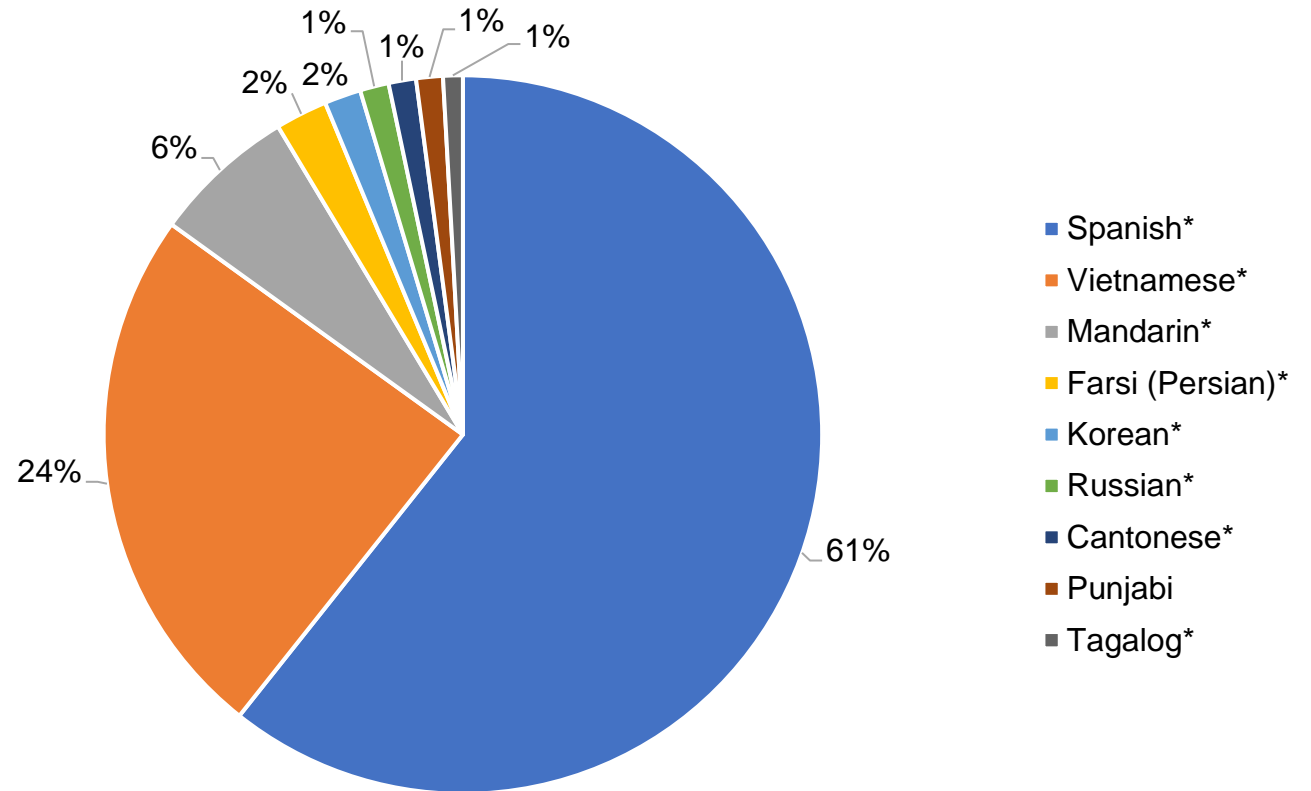
Fiscal Year	9-1-1 Lines Answered Within 20 Seconds (95% Compliance)	9-1-1 Lines Answered Within 15 Seconds (90% Compliance)	9-1-1 Lines Call Volume	9-1-1 Lines Answered Within 20 Seconds	9-1-1 Lines Answered Within 15 Seconds
2019-2020	89.61%	88.10%	69,798	62,548	61,492
2020-2021	88.28%	87.28%	75,276	66,456	65,699
2021-2022	86.36%	85.30%	83,521	72,125	71,245
2022-2023	79.12%	78.13%	94,864	75,055	74,117
2023-2024	81.11%	80.11%	91,827	74,480	73,561

- California Governor’s Office of Emergency Services (Cal OES) 9-1-1 call answer time standard is “Ninety (90%) percent of all 9-1-1 calls arriving at the Public Safety Answering Point SHALL be answered within Fifteen (15) seconds. Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within twenty (20) seconds.”

Language Access & Bilingual Capabilities



- Fire Communications utilizes third-party interpreter services CyraCom and Language Line Solutions
- 40 languages accessed through these services in FY 2023-2024
 - 3,125 uses for calls on emergency phone lines
 - 137 uses for calls on non-emergency phone lines or use by field personnel
- Fire Communications has personnel certified by the City as proficient in:
 - Spanish (1.0 FTE)
 - Vietnamese (1.0 FTE)



*Languages recognized for bilingual certification

9-1-1 and 10-Digit Emergency Line Call Volume



Fiscal Year (FY)	% Change	Total Call Volume	9-1-1 Call Volume	10-Digit Call Volume
2019-2020	0.92%	93,698	69,798	23,900
2020-2021	4.21%	97,641	75,276	22,365
2021-2022	10.70%	108,085	83,521	24,564
2022-2023	11.29%	120,291	94,864	25,427
2023-2024	-2.14%	117,715	91,827	25,888

- Differences between 9-1-1 and 10-digit emergency line
- 25.63% increase in 9-1-1 and 10-digit emergency line call volume from FY 2019-2020 to FY 2023-2024
- 56.52% increase in 9-1-1 and 10-digit emergency line call volume from FY 2011-2012 to FY 2023-2024

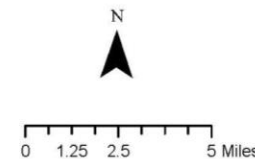
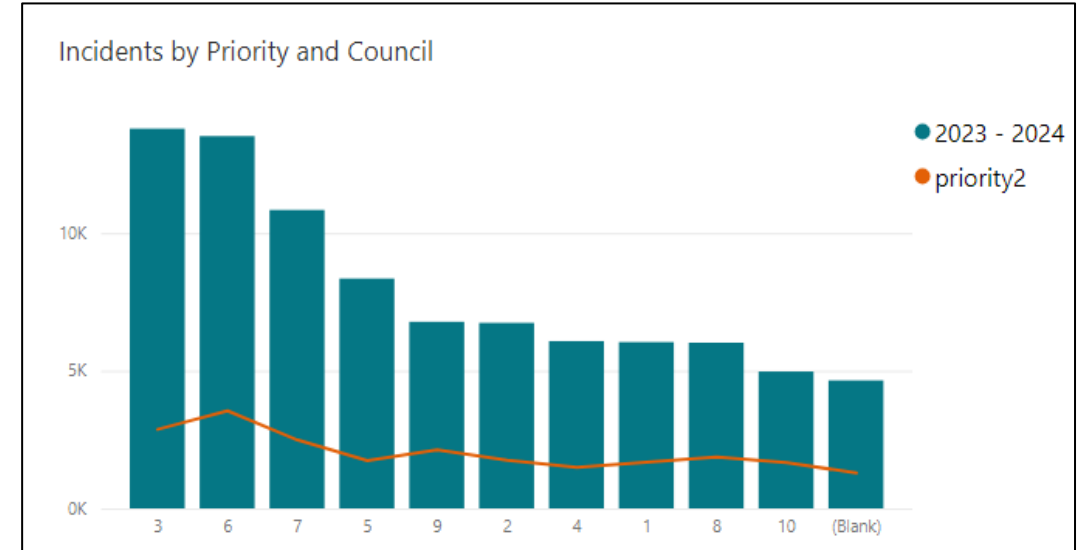
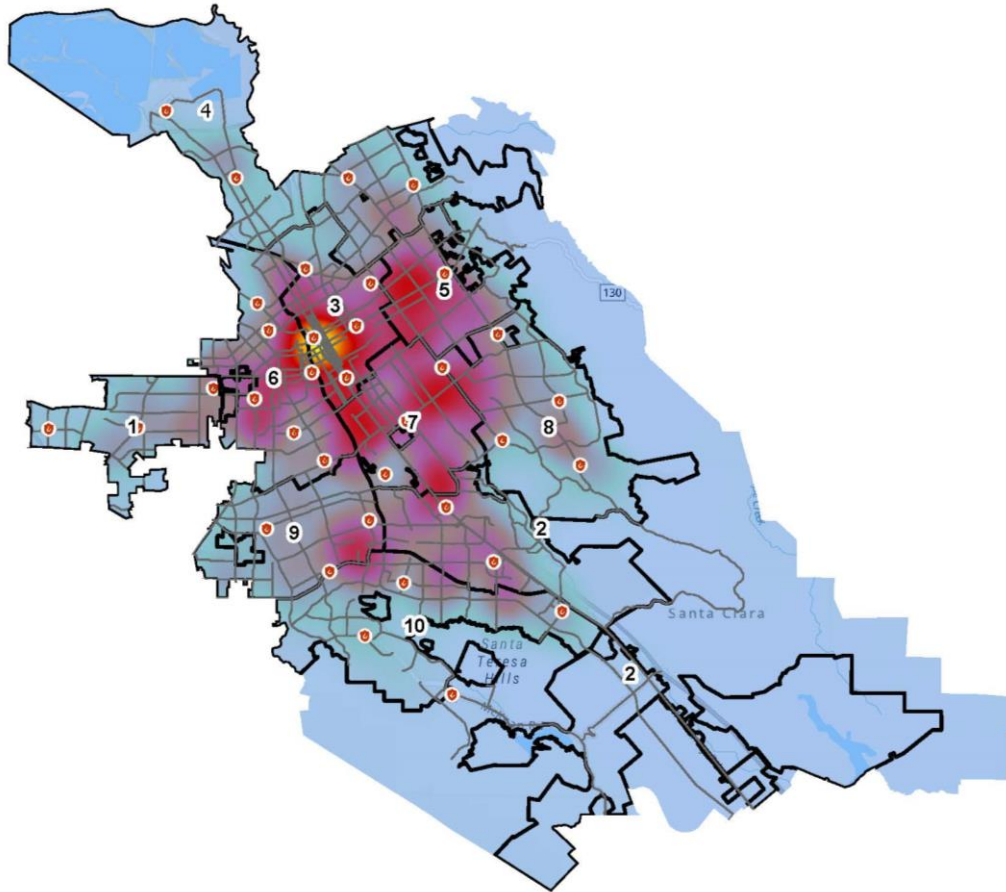
9-1-1 Call Volume and Abandoned Call Rate



Fiscal Year (FY)	9-1-1 Call Volume	9-1-1 Abandoned Call Volume	9-1-1 Abandoned Call Rate
2019-2020	69,798	4,995	7.16%
2020-2021	75,276	5,840	7.76%
2021-2022	83,521	9,691	11.60%
2022-2023	94,864	18,382	19.38%
2023-2024	91,827	14,689	16.00%

- 31.56% increase in 9-1-1 call volume between FY 2019-2020 & FY 2023-2024
- Overall increase in abandoned call volume in the last 5 fiscal years
 - As of March 31, 2025, FY 2024-2025 Year-To-Date data shows a decrease in the abandoned call rate to 9.88%
- Call Transfer Process
- Call Circumstances

9-1-1 Abandoned Cellular Calls Location

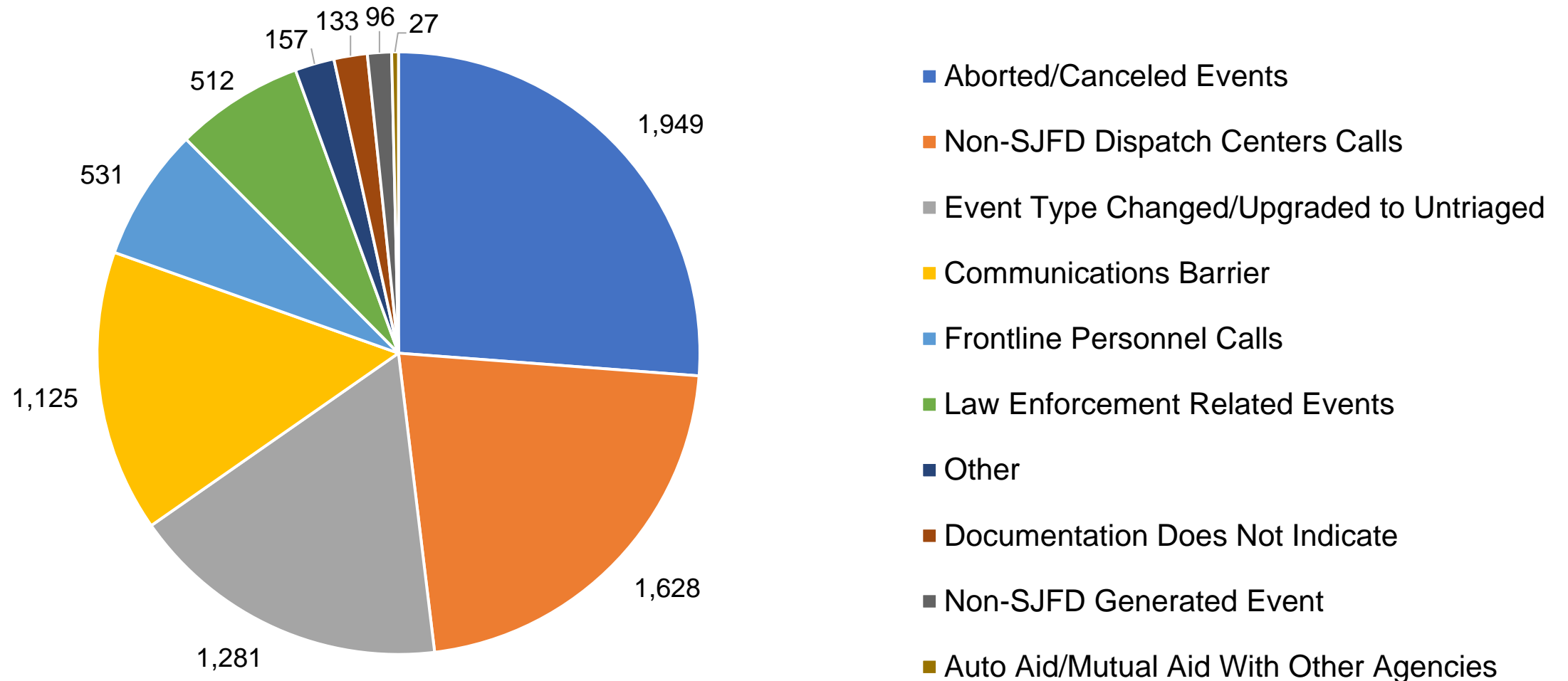


- Highest volume of 9-1-1 abandoned cellular calls found within portions of Council Districts 3, 6, & 7
- Aligns with Council Districts where the highest volume of cellular 9-1-1 calls originate

Emergency Medical Event Triage



Fire Communications Untriaged Medical Events FY 2023-2024



Fire Communications Staffing



Authorized Budgeted Dispatcher Staffing Levels

Classification	Public Safety Radio Dispatcher	Senior Public Safety Dispatcher	Supervising Public Safety Dispatcher
Authorized FTEs*	30.48	11	3

* Full-Time Equivalents

Standard Staffing Levels by Shift

Classification	Public Safety Radio Dispatcher	Senior Public Safety Dispatcher
Day Shift 6:30am – 2:30pm	5	1
Swing Shift 2:30pm – 10:30pm	5	1
Midnight Shift 10:30pm – 6:30am	4	1

Fire Communications Staffing



Vacancies Per Classification

Fiscal Year	Public Safety Radio Dispatcher	Senior Public Safety Dispatcher	Supervising Public Safety Dispatcher
2019-2020	6.48	2	0
2020-2021	5.48	2	0
2021-2022	5.48	3	1
2022-2023	11	3	0
2023-2024	5	2	0

- Fire Communications Staffing Initiatives:
 - Increase authorized telecommunicator Full-Time Equivalent (FTE) positions
 - Augment workforce with Public Safety Communication Specialist positions (call-takers)
 - Focused intent on vacancy reduction through a robust recruitment plan
- Progress:
 - 93.25% increase in Public Safety Radio Dispatcher Trainee (PSRD-T) applications
 - 2.0 FTE approved overstrength PSRD-T positions

Questions?

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Fire Department

Michael Wodnick, Division Manager
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