



**San Francisco
Department of Public Health**

DHRPSC0006057 : PERSONAL DURESS DEVICES

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DPH Division – Section: Information Technology

Civil Service Commission

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PERSONAL DURESS ALARM SOLUTION

- **Scope** - DPH is enhancing safety for 400+ field-based workers by implementing a personal duress alarm solution that will connect staff to emergency services without having to initiate a phone call
- **Need** – Existing staff safety protocols do not provide the field-based worker with a direct capability to summon aid when experiencing an unsafe situation
- **Where** – The solution will be used in multiple settings across the City, including but not limited to street health encounters, environmental health inspections, health at home visits, shelter health encounters, and community outreach events
- **Timeline** – Duress alarm services will begin as soon as possible following the conclusion of the request for proposal. This will likely be in the May/June 2026 timeframe.
- **Population served** – The solution is a safety solution for DPH staff, however there could be situations where the activation of a duress alarm would also support a safer environment for patients, clients, and businesses that DPH serves.

WHY THIS PSC SUPPORTS DPH'S MISSION

- **Background** – Existing staff safety countermeasures include the use of radios, check-ins with staff in the office, and having staff perform the work using a buddy system.
- **Why contracting?** The City and DPH lack the internal capacity, infrastructure, and expertise to develop and operate a comprehensive personal duress solution. Available market solutions provide integrated, end-to-end systems that combine mobile technology, real-time location tracking, and 24/7 alarm monitoring to ensure timely response for staff in diverse field settings.
- **How This Supports DPH Programs:** Safety is a True North tenet in DPH. The personal duress alarm solution will extend existing site-based duress systems with a solution specifically tailored to the lone worker. Any time an unsafe situation can be de-escalated makes the environment safer for the field-based worker as well as the people in the surrounding area.
- **PSC Amount:** The PSC amount has been estimated at \$1M over a five-year contract period. The source is be the general fund.
- **PSC Duration:** The personal duress alarm solution is a long-term program. The initial contract term will be up to five years.



THANK YOU

