

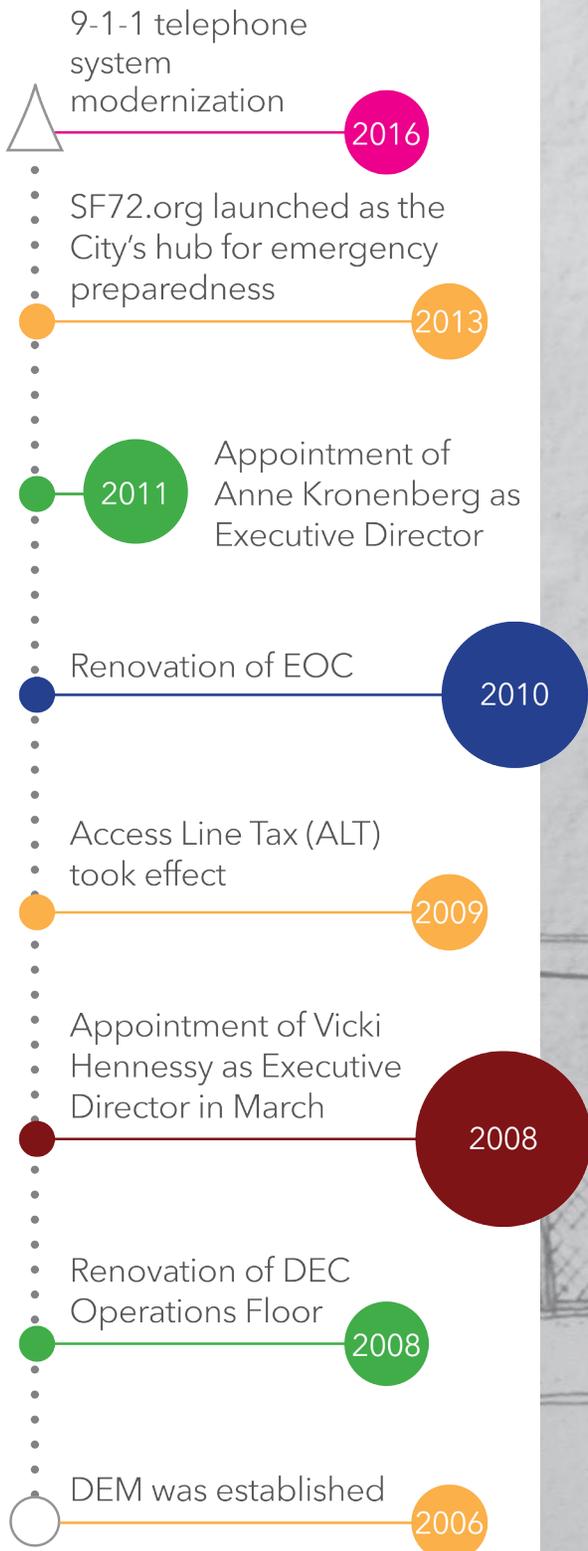
SAN FRANCISCO DEPARTMENT OF EMERGENCY MANAGEMENT



2016 ANNUAL REPORT



SAN FRANCISCO DEPARTMENT
OF EMERGENCY MANAGEMENT



About DEM

Mission

The Department of Emergency Management (DEM) leads the City in planning, preparedness, communication, response, and recovery for daily emergencies, large-scale citywide events, and major disasters. DEM is the vital link in emergency communication between the public and first responders, providing key coordination and leadership to City Departments, stakeholders, residents, and visitors.

conducts exercises on disaster response and recovery

educates and prepares our community for emergencies
trains public safety agencies

credentials paramedics

writes emergency plans
directs complex citywide information technology projects

educates trains directs

coordinates information

coordinates information and resources during a disaster and large city special events

dispatches police fire &

emergency medical services

dispatches

DEM

RESPONSIBILITIES

supports

first responders

activates manages

homeland security grant funds

the Emergency Operations Center

partners

partners with innovative organizations

convenes the Disaster Council

maintains public warning systems

DEM answers calls to 9-1-1

E Executive Director's Message: Committed to Strengthening Public Safety

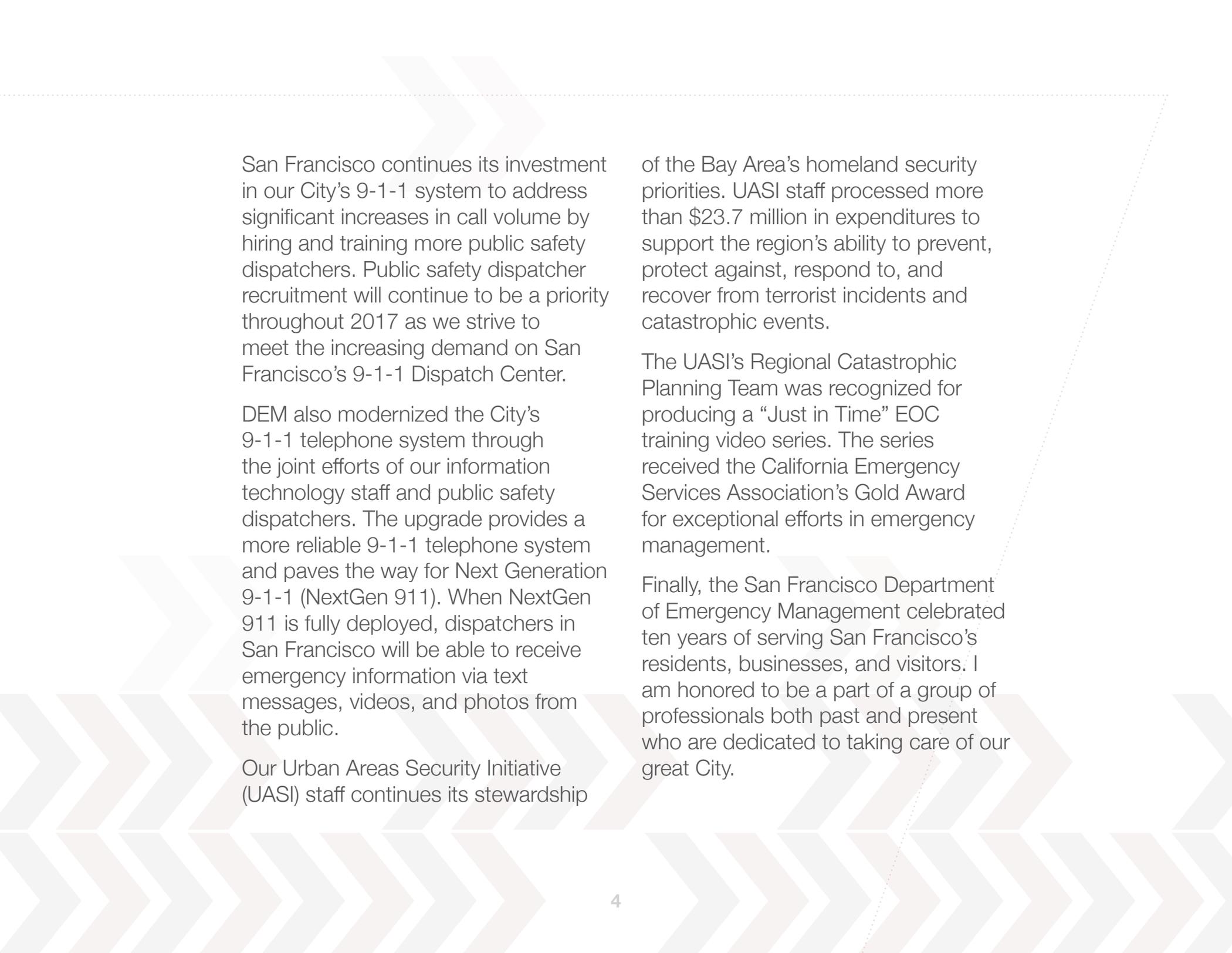
Strengthening San Francisco's ability to prepare for, respond to, and recover from every day — and not-so-everyday — emergencies is the mission of the women and men of the San Francisco Department of Emergency Management. Our emergency managers, dispatchers, finance, technology, administrative, and facilities professionals work as one team dedicated to the safety of our City.

San Francisco's resilience was strengthened this year through a series of events and exercises which tested our emergency assumptions, endurance, and ability to work together. Super Bowl 50 resulted in a continuous ten-day activation of San Francisco's



Emergency Operations Center (EOC). The extended activation stress-tested our staffing models, mutual aid resources, and our relationships with agencies at all levels of government beyond what any of our previous exercises could achieve.

As a part of the 2016 San Francisco Fleet Week, we exercised our ability to deliver and distribute emergency supplies to the public following a catastrophic earthquake by staging a Community Points of Distribution (C-POD) site at the Presidio. C-PODs are where the public would go for basic supplies following a disaster which allows people to remain at home while the City recovers. During this exercise, more than 100 disaster service workers and community volunteers staffed the C-POD and practiced distributing food, water, and other life-sustaining materials.



San Francisco continues its investment in our City's 9-1-1 system to address significant increases in call volume by hiring and training more public safety dispatchers. Public safety dispatcher recruitment will continue to be a priority throughout 2017 as we strive to meet the increasing demand on San Francisco's 9-1-1 Dispatch Center.

DEM also modernized the City's 9-1-1 telephone system through the joint efforts of our information technology staff and public safety dispatchers. The upgrade provides a more reliable 9-1-1 telephone system and paves the way for Next Generation 9-1-1 (NextGen 911). When NextGen 911 is fully deployed, dispatchers in San Francisco will be able to receive emergency information via text messages, videos, and photos from the public.

Our Urban Areas Security Initiative (UASI) staff continues its stewardship

of the Bay Area's homeland security priorities. UASI staff processed more than \$23.7 million in expenditures to support the region's ability to prevent, protect against, respond to, and recover from terrorist incidents and catastrophic events.

The UASI's Regional Catastrophic Planning Team was recognized for producing a "Just in Time" EOC training video series. The series received the California Emergency Services Association's Gold Award for exceptional efforts in emergency management.

Finally, the San Francisco Department of Emergency Management celebrated ten years of serving San Francisco's residents, businesses, and visitors. I am honored to be a part of a group of professionals both past and present who are dedicated to taking care of our great City.



2016 Departmental Highlights

S

SF72 Youth

The Department of Emergency Management under the umbrella of SF72—San Francisco’s hub for emergency preparedness—launched the first phase of the SF72 Youth Preparedness Program. During this first phase of implementation, the SF72 Youth program is targeting a middle-school aged audience via partnerships with youth serving organizations such as after-school programs, camps, and other youth-facing organizations including the YMCA, Boy Scouts, and the Chinatown Community Development Center. Subsequent phases will include integration of SF72 Youth into the school system as a supplement to the already existing federal and state requirements to conduct monthly emergency drills with the ultimate goal to integrate SF72 Youth emergency preparedness education within standard curriculum.

Super Bowl 50

Preparing the City for Super Bowl 50 was the result of a multi-year planning effort among many stakeholders

and required intense execution from the entire Department. All planning efforts led to an extended Emergency Operations Center activation that began on January 30th and ended February 8th. Joined by fellow City departments, and our regional, state, and federal partners, DEM led the City’s coordination and resource management for the exciting events, along with the City’s day-to-day activities, taking place in the nine days leading up to the big game.

San Francisco was successful in ensuring the safety of our residents and of our visitors who traveled from around the globe to enjoy Super Bowl 50. Even with many events taking place throughout the community and the influx of visitors into our City, 9-1-1 call response times were met thanks to our dedicated dispatchers who worked extra hours to keep up with increased call volumes. The Emergency Operations Center activated daily 12 hour shifts to coordinate resources, share information, and quickly respond to developing situations.





Fleet Week

Along with the spectacular airshows and the impressive parade of ships, San Francisco Fleet Week also integrates sophisticated exercises and planning seminars for organizations with a role in emergency management. This year's highlights included staging, staffing, and stocking a Community Points of Distribution (C-POD) site which tested our ability to help San Francisco recover from a catastrophic earthquake. C-PODs are temporary locations where the public can go to get basic necessities, such as food and water, when everyday resources are not available due to a major emergency or disaster. Another San Francisco Fleet Week highlight was the third annual Bark at the Park. This unique community event brought dogs trained in urban search and rescue, bomb and drug detection, and treating veterans with post-traumatic stress to Duboce

Park for a live public demonstration. The event was emceed by the quintessentially-San Francisco Donna Sachet and highlighted 15 canines that showed San Francisco their life-saving and heart-warming skills.

800 MHz Radio Replacement Project Launch

The City operates and maintains an emergency radio system that provides support to more than 20 departments and outside agencies. The current system is outdated and most radios used by San Francisco Police and Fire personnel are breaking and are unreliable. After three years of planning, DEM launched the 800 MHz Radio Replacement project, a very complex initiative involving many stakeholders that will result in new and improved radios for first responders, enhanced coverage throughout the City, and long-term maintenance for the entire system.



C-POD LOCATIONS - MIRE WATER

FOOT ACCESSIBLE:

- UN PLAZA
- FORT MASON CENTER (UPPER)

CAR ACCESSIBLE

- BRENT HART ELEMENTARY



Yellow Command Regional Emergency Management Functional Exercise

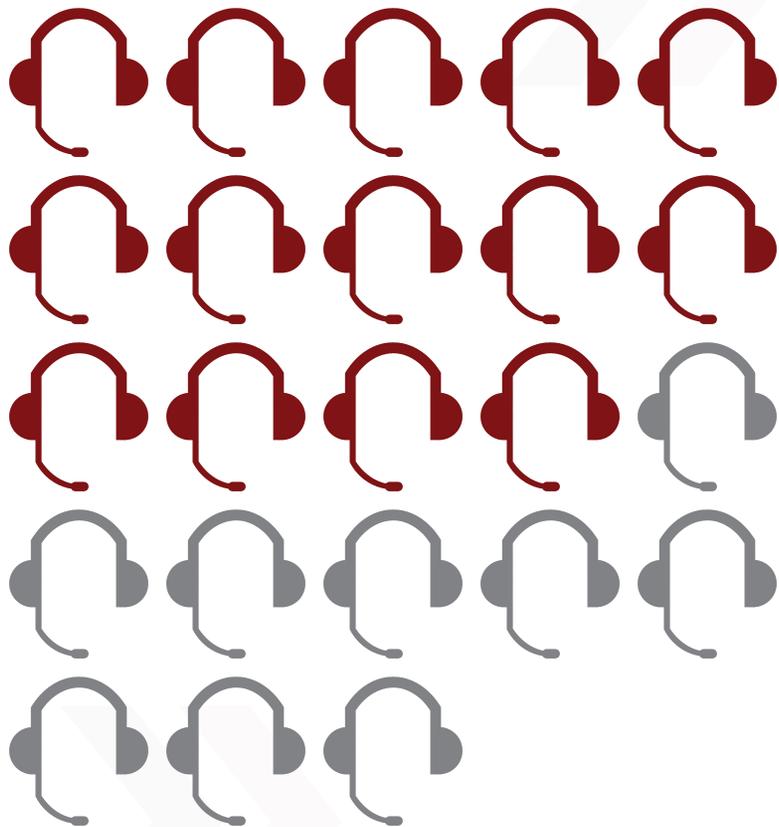
Yellow Command is an annual exercise designed to assess the Bay Area emergency management community's ability to coordinate response activities locally while working together as a region. The 2016 Yellow Command exercise focused on staging Community Points of Distribution (CPOD) sites and how to best disburse emergency supplies throughout the Bay Area. The scenario also added the challenge of a cyberattack resulting in the loss of technological communication to stress the system and test regional emergency operations centers.

Emergency Management Mutual Aide Deployments

The 2016 California Wildfire season included more than 6,700 fires that burned 560,000 acres in Monterey and Lake Counties and pushed local emergency managers to their limits. When a city or county has exhausted all of their resources (staff and assets) to respond to an emergency, they turn to the State with an Emergency Management Mutual Aide (EMMA) request, which formally enlists the aide of the closest neighboring cities and counties. These fires generated an EMMA request that DEM responded to with staff deployments. The DEM staff deployed were: Lisa Starliper, Emergency Planning Manager and Tom Chin, Response Coordinator who supported Monterey County; and Daniella Cohen, External Affairs Associate who assisted in Lake County.

13:54⁰⁹





POST 51 and 52 Dispatch Academy Graduations

DEM conducted two Police Officer Standards and Training (POST) Dispatcher Academies (POST Academies 51 and 52) producing 23 newly trained dispatchers. DEM is committed to hiring and retaining outstanding public safety dispatchers; however, the process is rigorous to ensure our City's dispatchers are the best in the field. This includes extensive training beginning with eight weeks of POST classroom time where students learn San Francisco Police Department radio codes, review phonetics, learn how to navigate through the Computer Aided Dispatch system, and complete the Public Safety Dispatchers' Basic Course Curriculum. They also must achieve mastery of the City's geography, radio dispatching, and the Medical and Fire Standards of the International Academy of Emergency Dispatch. Following the classroom setting, dispatcher trainees engage in scenario-based training and observe on-duty DEM dispatchers. The final stage includes three months of monitored call processing, after which the dispatcher is ready to be a DEM public safety dispatcher. In its entirety, the process takes up to nine months.





Public Safety Dispatcher Week 2016

DEM's public safety dispatchers are San Francisco's first, first responders and National Public Safety Telecommunicators Week is an opportunity to highlight their outstanding work. Although every dispatcher is honored during this week, DEM takes this opportunity to recognize stellar performance through the following awards.

Dispatcher of the Year

Natalie Elicetche was recognized as Dispatcher of the Year for fielding a call from a San Francisco resident who reported the possibility of multiple murders in Tennessee. Natalie contacted local authorities in Tennessee which led to the arrest of the murder suspect. This was an incredibly complex situation, yet through it all Natalie exhibited compassion, strength, and initiative that led to justice for the victims of this horrendous crime.

Toni Hardley Award

The Toni Hardley Award for Excellence in Supervision honors the memory of Toni Hardley who is remembered for her calm, cool, and collected nature. As one DEM

supervisor remembers her, "She was the supervisor everyone aspired to be." Janice Baldocchi received the 2016 Toni Hardley Award for her outstanding leadership and guidance to her staff. Janice is revered on the 9-1-1 dispatch floor and demonstrates unwavering commitment to her fellow dispatchers.

9-1-1 Heroes Awards

The 9-1-1 Heroes Award gives us the opportunity to honor children who called 9-1-1 to help a family member—and the dispatchers who answered their calls. This year's 9-1-1 Heroes Awards recognized Public Safety Dispatcher Celia Velasquez who instructed a child calling 9-1-1 on behalf of her non-English speaking parents because her baby brother was not breathing. Cecilia directed the child to conduct CPR on her brother until the baby's cries were audible. San Francisco Public Safety Dispatcher Burt Wilson also received the 9-1-1 Heroes Award for his assistance to a child who called 9-1-1 for her grandmother who was having a heart attack. Burt gave instructions and words of support to the child until medical services arrived.



Scott Wierner
Mark B. ...
...
...

USS HARVEY MILLER (AO 206)

USNS Harvey Milk Naming Ceremony

On August 16, 2016 DEM had a unique and historic opportunity to host the naming ceremony of the USNS Harvey Milk, the first US Navy ship named for an LGBTQ rights leader and Navy veteran. This is the second ship of the next generation of fleet replenishment oilers all of which will be named after civil and human rights leaders. DEM is joyful and proud the legacy of Harvey Milk and our San Francisco cultural values will be carried throughout the world on the USNS Harvey Milk.

Joint Counter Terrorism Awareness Workshop

The all-too-many recent terrorist attacks internationally, nationally, and close to home in San Bernardino underscore that we must continuously train, practice, and prepare for acts of terrorism. These horrific events also remind us that we must be vigilant and knowledgeable when it comes to addressing terrorism. Lessons learned from terrorist attacks carried

out in cities overseas demonstrate the need for enhanced awareness and training for our first responder and medical communities. On June 12-13, 2016 DEM hosted the San Francisco Joint Counterterrorism Awareness Workshop, a national workshop series sponsored by the National Counterterrorism Center, the U.S. Department of Homeland Security, and the Federal Bureau of Investigation. The workshop provided a forum for discussion and analysis of the City and County, State, and Federal capabilities that would be deployed or activated to respond to a complex, coordinated terrorist assault against multiple targets in San Francisco. Throughout the two-day workshop, participants were engaged in discussion-based scenarios and presentations designed to improve situational awareness, recognize best practices, and encourage information sharing among all stakeholders so we can better diffuse and respond to terrorism.



National Emergency Medical Services Week 2016

On May 18, 2016 City Hall shone bright in blue and white with a flashing red dome to represent the winding red of an ambulance in appreciation of San Francisco's emergency medical services providers. With this simple acknowledgment, San Francisco joined the ranks of other major cities like Boston and New York that light iconic city structures in the Emergency Medical Services (EMS) colors during National EMS Week. EMS Week also included a show of EMS force by public and private ambulance providers on Civic Center Plaza for San Francisco EMS Day. Emergency vehicles were displayed in front of San Francisco City Hall, while providers proudly stood by their rigs and spoke to the public about their roles as EMS professionals. The day culminated with the annual EMS Awards ceremony, which recognized outstanding emergency medical services professionals, including the awardee for EMS Dispatcher of the Year, DEM Public Safety Dispatcher Dawn Mahoney.

Emergency Medical Services (EMS) Awards

In conjunction with the San Francisco EMS Day, DEM honored San Francisco's emergency medical services first responders for their outstanding performance within the emergency medical services profession. The 2016 EMS Awardees were:

EMS Dispatcher Award: Dawn Mahoney, Public Safety Dispatcher, Department of Emergency Management

For 22 years of outstanding performance as a dispatcher and dispatcher trainer.

EMS Field Provider Award: Jared Cooper, EMT-P and Marc Santos, EMT-P, San Francisco Fire Department

For continuing effective response to the 2015 Union Square Tour Bus Multi-Casualty Incident, as well as leadership in EMS responder training to active shooter incidents.

EMS Hospital Provider Award: Claude Hemphill MD, MAS, University of California San Francisco

For outstanding support to EMS providers in the enhancement of care for patients with neurologic emergencies, including leadership in the development of the San Francisco Stroke Center system, the RAMPART treatment of seizures study, and prehospital education on neuro critical care.

EMS Community Services Award: Jason Mitchell, 24-Hour Fitness

For an outstanding level of care provided to two individuals with life threatening emergencies in a single day at the awardees place of business. Jason's attention to the victims' situation helped to ensure successful treatment by on-scene emergency medical personnel.

Raymond Lim Excellence in EMS Award: Sharon Kennedy, RN, EMT-P, Zuckerberg San Francisco General Hospital (ZSFG)

For a distinguished career spanning two decades as the Base Hospital Coordinator for ZSFG, leading prehospital provider education, and acting as a passionate advocate to providers in policy development and integration of new communications technology within the San Francisco EMS system.



9-1-1

9-1-1 Telephone System Replacement

The San Francisco Department of Emergency Management coordinates the response to everyday and not-so-everyday emergencies. Our 9-1-1 public safety dispatchers answer the phone and send help when there is a police, fire, or medical emergency. The 9-1-1 system is the critical lifeline between the public and City's first responders and it is vital this system always functions, which is why the system was replaced in November 2016. The previous system was antiquated and replacement parts for the system were no longer available. The upgrade provides a more reliable 9-1-1 telephone system that is capable of supporting Next Generation 9-1-1 technology, which will allow dispatchers to receive enhanced data such as text messages, videos, and photos from the public which can be provided to those responding to the incident.

1011 Turk Street Facility Infrastructure Improvement Projects

The Department of Emergency Management headquarters, located at 1011 Turk Street, is considered one of the City's most vital structures due to the numerous life-safety and security services this department provides San Francisco: 9-1-1 Dispatch and Emergency Operations. Because of these critical services, it is imperative this facility be maintained with precision and regularity. In 2016, the 1011 Turk Street building underwent numerous technological and physical upgrades to keep DEM working at its best including:

- Replaced and rerouted all cables into a new conduit system
- Upgraded Emergency Operations Center audio and visual equipment
- Improved DEM wireless infrastructure by adding new Wi-Fi devices with more dedicated bandwidth
- Built a fire department mobility network to support the Fire Department's remote access to electronic 9-1-1 resources
- Replaced the 9-1-1 phone system
- Installed a new DEM Core Network and added Cisco Firewalls for redundancy and failover protection
- Added electrical circuit capacity to the DEM Data Center for more power redundancy
- Removed old unused cable and cleaned the conduits and pathway within the telecommunications room
- Added additional cameras, lights, and data storage to the building's security system
- Replaced water-based fire suppression system with an oxygen-removing fire suppression system within the telecommunications room
- Replaced existing bullet proof door with improved bullet resistant door and darkened the front lobby windows tint.
- Upgraded paging/intercom system
- Replaced the facility's original gutters



2016 Divisional Updates

DEM

DEM Divisions

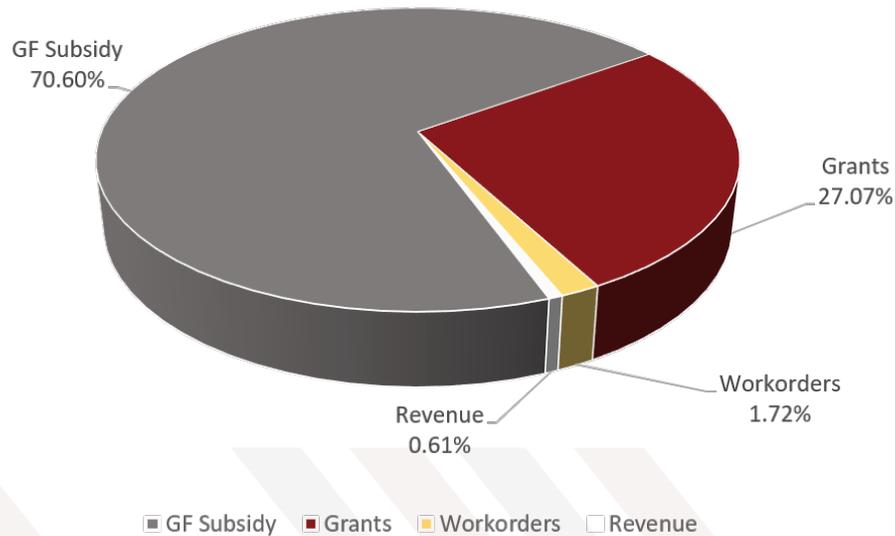
DEM is organized into four divisions:

- **Administration and Support** handles the Department's finance, budget, and accounting activities; information technology (IT) systems planning and management; facility management; recruitment and selection; labor relations and leave management; and general personnel administration and payroll.
- **Division of Emergency Communications (DEC)** oversees the City's 9-1-1 call and dispatch center.
- **Division of Emergency Services (DES)** conducts the City's emergency planning, training, and preparation efforts; and manages emergency response and recovery operations conducted with San Francisco's Emergency Operations Center.
- **Urban Area Security Initiative (UASI)** manages federal homeland security grant funds to analyze regional risks, identify capability gaps, and build a secure, prepared, and resilient region.

A

Administration and Support

DEM manages an annual budget of nearly \$94,000,000 with one-third consisting of grant funds that San Francisco administers for the Bay Area Region. DEM's budget is overseen by the Administration and Support Division. DEM's budget is funded primarily from the General Fund as well as other sources shown in the following chart.



“ I’m an IT service professional for the Department of Emergency Management and I make sure the entire Department works efficiently and without interruption of the technology we all need to get our jobs done—well! ”

— Jose Machuca

D

Division of Emergency Communications

The Department of Emergency Management Public Safety Dispatchers are San Francisco's first, first responders. They are the people who answer calls made to 9-1-1 for emergency assistance. These professionals dispatch Police, Fire, and medical services to the scene of accidents, crimes, fires, and other emergency and non-emergency situations. Dispatchers act as the communications hub for emergency services and must quickly assess situations and send appropriate help.

Division of Emergency Communications' major 2016 milestones include replacing the 9-1-1 Telephone System; and conducting two POST Dispatch Training Academies netting 23 new dispatchers.



“ I’m a public safety dispatcher for the Department of Emergency Management Division of Emergency Communications and treat every call with precision and compassion. ”
— Janet Atchan

D **Division of Emergency Services**

Emergency managers and planners help residents, businesses, non-profits, visitors, and numerous City departments plan for, respond to, and recover from disasters. DEM believes that actual emergencies look more like people coming together than cities falling apart. This is why we work closely with various people and organizations to help San Francisco become a more resilient city. DEM's Emergency Services Division includes the Emergency Medical Services Agency and the City's Emergency Operations Center.

Exercises

SF Unified School District Plan Review Workshop {January 14, 2016} brought together public and private school and university personnel, and public safety agencies to discuss communication protocols and response coordination during an emergency.

San Francisco Community Point of Distribution (C-POD) Seminar & Workshop {April 19, 2016} focused on current planning and expected processes among local, regional, state, and federal entities during the activation of C-PODs following a catastrophe.



“I’m an emergency operations coordinator for the Department of Emergency Management Division of Emergency Services and I make sure our emergency operations are poised and at the ready to respond to any emergency situation needing our support.”

— Tom Chin

2016 San Francisco Fleet Week Academic Session {May 24, 2016}, baselined stakeholders' understanding of C-PODs while local, state and federal agencies discussed logistics, resource requesting and C-POD management.

Joint Counter Terrorism Awareness Workshop {June 12-13, 2016} provided a forum for discussion and analysis of local, state, and federal capabilities that would be deployed and/or activated to respond to a complex, coordinated terrorist assault against multiple targets in San Francisco.

Local, State & Federal Resource Request & Coordination Paths Drill {July 26, 2016} convened partners with a possible role in activating a C-POD in a table top exercise to discuss the resource request process from a local to state to federal perspective.

Yellow Command {September 8, 2016} assessed our ability to coordinate response activities locally while working together as a region. The 2016 Yellow Command scenario included a catastrophic earthquake impacting water systems that necessitated the activation of C-PODs.

Finalized Emergency Response Plans and Annexes

As part of its comprehensive emergency management program, DEM maintains a number of City-wide emergency plans to ensure that the City is ready to respond to a variety of threats and hazards. To ensure

that plans are actionable during an emergency, key stakeholders from City agencies and non-governmental groups are engaged in the development of these plans. This year DEM worked with numerous City representatives and stakeholders to develop and/or update the following formally approved and adopted City emergency plans.

Emergency Support Function 8 Public Health Annex directs response to incidents that have either a public health or medical impact.

Emergency Support Function 15 Joint Information System Annex maximizes the resources available for effectively developing and disseminating information.

Tsunami Annex sets forth the critical operational steps needed to adequately prepare for, respond to, and recover from a tsunami.

Winter Storm & Flood Annex focuses on winter weather including both storms and extreme cold temperatures; and response to localized flooding triggered by severe storms.

2016 EOC Activations

- Super Bowl 50: January 30 through February 8, 2016
- Bay to Breakers: May 22, 2016
- Pride Celebration: June 24-26, 2016
- Fleet Week: October 9-11, 2016
- New Year's Eve: December 31, 2016

Urban Areas Security Initiative (UASI)

Every year, the Bay Area UASI administers millions of dollars of the federal homeland security UASI grant that is awarded to the region for disaster planning, response, and recovery. The grant funds emergency

response and recovery planning, equipment, organization, training, and exercises. San Francisco is the fiscal agent for the grant. In 2016, the Bay Area UASI managed nearly \$24 million dollars throughout the San Francisco Bay Area region.



UASI 2016 Strategic Initiative of Bay Area Significance: C-POD Planning, Training, and Exercises

Community Points of Distribution (C-PODs) are temporary locations where the public can go to get basic necessities. Local government is responsible for setting up and supporting C-POD operations, and local law enforcement is responsible for C-POD security. From site identification to resource estimation, to security needs to staffing patterns, planning for C-PODs is complex. Recognizing an opportunity to deconstruct this complexity, the UASI team spearheaded a year-long effort resulting in 14 Bay Area local government jurisdictions identifying C-POD sites and developing standardized plans to operate them. Training sessions were developed, numerous workshops were conducted, and a basic C-POD equipment kit was procured for each jurisdiction. These collective efforts were evaluated during the Yellow Command regional exercise, which also tested the state Emergency Manager Mutual Aid (EMMA) plan with Los Angeles City and County staff.



“ *I’m a grants finance and accounting professional for the Department of Emergency Management Urban Area Security Initiative and I help to disperse millions of dollars throughout the Bay Area for regional preparedness and resilience projects.* ”

— Yoshimi Saito



TELEVISION
TODAY'S
LIVE

HOPE
Strength
FOR G...

DEAR
GIRL



DEM
IN PUBLIC SERVICE
SINCE 1856

HERE IS...

E

Employee Spotlight

Employee Programs

The Department of Emergency Management is dedicated to the health, well-being, and morale of its employees and offers a variety of ongoing programs that promote healthy living and employee recognition.

Health and Wellness Program

DEM strives to promote a culture of wellness and provides a variety of programs designed to make being healthy fun and accessible. Throughout 2016 DEM continued to make health and wellness resources available through twice-weekly yoga classes, a treadmill and a stationary bicycle on the dispatch floor, and a 24/7 fitness room equipped with cardio and strength training machines and free weights. DEM also conducted seminars on tai chi, creating healthy habits, and how to do yoga at your desk.

Awards and Commendations

The DEM Employee Recognition program honors stellar employee performance and celebrates DEM's cultural value of excellent public service. The 2016 recipients of the various DEM employee recognition awards are

as follows.

Dispatchers of the Month

January 2016: Jeffrey Lee

For command of the police service radio channel after an armed suspect led police on a foot chase that took a turn for the worse when the suspect stole a police vehicle.

February 2016: Monica Martinez

For command of the police service radio channel during a pursuit with an armed suspect that lasted an hour and spanned several districts within the City. Her decisive voice and confidence radiated the airwaves as she assisted officers to safety.

March 2016: Kayleigh Hillcoat

For her command of the police service radio channel while working two different emergencies simultaneously.

April 2016: Edwina Hardaway

For focused instruction during a call involving a toddler who had suffered a seizure and was unresponsive. Edwina not only held the caller's attention during an extremely distressing situation, she was able to direct the caller to perform CPR on the child until medical personnel arrived on scene.



May 2016: Janet Atchan

For handling a complex incident requiring specialized units and equipment to assist the Homeless Outreach Team being threatened by a man with a knife.

June 2016: Deborah Zambrano

For impressive management of an incident involving a bomb threat to George Washington High School. Deborah worked several different radio channels and assisted setting up the perimeter around the school.

July 2016: Nadia Green

For impeccable attention to detail and professionalism while commanding a call during a five-alarm fire that spread to eight buildings.

August 2016: Binta Jannah

For strength under pressure while handling a call when shots were fired and a possible explosive was detonated at San Francisco Zuckerberg General Hospital.

September 2016: Susan Leach

For unwavering leadership during a call in which an eight month old was unresponsive. Susan not only held the callers attention during an extremely troubling call, she assisted in describing how to perform CPR on an infant until medical personnel arrived on scene.

October 2016: Iris Cipriano

For exemplary professionalism during a domestic violence call. Iris remained focused and dedicated to the safety and security of the caller.

November 2016: Janet Atchan & David Solis

For impressive teamwork while handling an active shooter incident during which a police officer suffered a gunshot wound. Their combined efforts kept all responders informed which supported reaching the ultimate goal: securing safety for all.

December 2016: Fia Mackiewicz

For assisting police in pursuit of a 'car jacked' vehicle while keeping all responding units aware of the details including the current location, direction of travel, and speed.



2016 DEM Employee Recognition Awards
DEM Professional Development Award
 Presented to
Michelle Geddes
 For her commitment to San Francisco public safety at large
 through her management and execution of the 400 Mets project.
 October 13, 2016




2016 DEM Employee Recognition Awards
DEM Community Service Award
 Presented to
Andrea Jorgensen
 For advocacy and volunteerism to help those living in
 poverty; and her ongoing commitment to community
 preparedness, safety, and resilience as a volunteer for the
 San Francisco Neighborhood Response Team program and
 the Safety Awareness for Everyone Program.
 October 13, 2016






DEM Annual Employee Recognition Awards

The DEM Employee Recognition Awards are an annual opportunity for DEM employees to be recognized by their peers for excellence in professional achievement and community service.

Professional Achievement Award

The DEM Professional Achievement Award is given to an employee who has demonstrated special achievement in an area related to the mission of the Department of Emergency Management. Michelle Geddes was selected for her commitment to San Francisco public safety at large through her management and execution of the 800 MHz project, a very complex initiative involving many stakeholders that will result in new and improved radios for first responders, enhanced coverage throughout the City, and long-term maintenance for the entire system.

Community Service Award

The Community Service Award is presented to an employee who volunteers or makes a contribution to the community outside of their professional duties. Andrea Jorgenson was selected for her advocacy and volunteerism to help those living in poverty; and her ongoing commitment to community preparedness, safety, and resilience as a volunteer for the San Francisco Neighborhood Response Team program and the Safety Awareness for Everyone Program.

Congratulations to Division of Emergency Communications Deputy Director, Robert Smuts who received a 2016 SPUR San Francisco Good Governance Award for his innovative approach to assess the 38 percent spike in call volume to the 9-1-1 call center since 2011, as well as his efforts to improve the 9-1-1 call center response times.

Y

Years of City and County of San Francisco Public Service Recognition

Five to Ten Years:

*Marianne Gaviola (5) *Eric Gornitsky (5)
*Delanie Groll (5) *Alicia Johnson (5)
*Bijan Karimi (5) *Anthony Martin (5)
*Nubia Mendoza (5) *Doris Padilla (5)
*Marisa Peralta (5) *Edith Schaffer (5)
*Becky Van (5) *Celia Velasquez (5)
*Liane Yamamoto-Orlando (5)
*Makulata Acevez (6) *Sean Dryden (6)
*Kristin Hogan (6) *Jaime Sears (6)
*Ryan Won (6) *Masood Altaf (7)
*Ethan Baker (7) *Michelle Geddes (8)
*Timmy Ku (8) *Edwin Lee (8)
*Jeffrey Mosbaugh (8) *Joseph Salcedo (8)
*Vivina Santos (8) *Ema Sasaki (8)
*Carlos Soto, Jr. (8) *Burt Wilson (8) *Jennifer Wong (8) *Corazon Tuason-Miranda (9)
*Jolynn Darnauer (9) *David Ebarle (9)
*Margarita Evangelista (9) *Josu Garmendia Irastorza (9) *Kenneth Hart (9) *Raina Hollins (9) *Zoila Lechuga (9) *Jeffrey Lee (9) *Faith McClure (9) *Florina Picazo (9) *Fatiisha Razo (9) *Gabriella Sanders (9) *Bush Shen (9)
*David Solis (9) *Justin Wong (9)

*Elaine Aniana (10) *Angela Bonaparte-Andrews (10) *Anastacia Byrne (10)
*Charlie Caparas (10) *Karen Colindres (10)
*Anthony Lim (10) *Jose Machuca (10) *Patrizia Marcucci-Morris (10) *Estela Moran (10)
*Jasmine Pomeroy (10) *Anne Raskin (10)
*Miriam Wong (10)

Eleven to Fifteen Years:

*Denise Arevalo (11) *Kayleigh Hillcoat (11)
*Dorian Lok (11) *Michael Pons (11)
*Jill Raycroft (11) *Linda Roberts (11)
*Frances Rohwer (11) *Matthew Roybal (11)
*Catherine Spaulding (11) *Robert Stengel (11) *David Sullivan (11) *Veronica Vidrio (11)
*Debora Zambrano (11) *Katherine Buhagiar (12) *Corinina Cruz (12) *Jamilia Cuevas (12)
*Raquel Dawson (12) *Terisa Falani (12)
*Lisa Marie Gerard (12) *Dana Granby (12)
*Susan Leach (12) *Michael Ramsey (12)
*Amy Ramirez (12) *Daryl Semien (12) *Joan Vallarino (12) *Megan Wu (12) *Craig Dziejdzic (13) *Nadia Green (13) *William Hackethal (13)
*Binta Jannah (13) *Dawn Shaw (13)
*Eileen David (14) *Jim Di Modica (14)
*Jamie Di Sangro (14) *Lisa Elekwachi (14)
*Natalie Elicetche (14) *Fiatamalii Mackiewicz (14) *Monica Martinez (14) *Maura Moylan (14)
*Marlene Osorio-Agard (14)

*Juanita Ragler (14) *Stephen Samuelson (14)
*Edgar Velasco (14) *Antionette Acoff (15)
*Howard Coe (15) *Ron Davis (15)
*Chantilly Garvey (15) *Susan Quock (15)
*Roman Shubov (15) *Lonarice Williams (15)

Sixteen to Twenty Years:

*Lea Acosta-Chea (16) *Jose Cuevas (16)
*Heather Grives (16) *Edwina Hardaway (16)
*Mary Irwin (16) *Joseph San Juan (16)
*Ronald Veloria (16) *Phillip Wong (16)
*Chi Chau (17) *Jun Chen (17) *Joel Del
Rosario (17) *Lynette Galarza (17)
*Evora Heard (17) *Edward Simpo (17)
*Jason Sylvester (17) *Daneshia Adamson (18)
*Sandy Chan (18) *Yoshimi Saito (18)
*Kirstin Walker (18) *Patty Wong (18)
*Suzanne Borg (19) *Monica Juarez (19)
*William Lee (19) *Tristan Levardo (19)
*Laura O'Reilly-Jackson (19)
*Cathy Osorio (19) *Jean To (20)

Twenty One to Twenty Five Years:

*Teresa Burns (21) *Christine Butler (21)
*Grace Chan (21) *Catherine Chin (21)
*Dora Gonzales (21) *Mikyung Kim (21)
*Therese Leonard-Young (21)
*Karen O'Malley (21) *Oren Rae (21)
*Carol Buffington (22) *Kim Dougherty (22)

*Staycee Gordon (22) *Theresa Huddleston (22)
*Ulysses Levy (22) *Naomi Lewis (22) *Dawn
Mahoney (22) *Bianca Nelson (22) *Corie
Portlock-Criss (22) *Belinda Robinson (22)
*Lorrie Serna (22) *Florian Taylor (22)
*Vanessa Francis (23) *Lisa Lee (23)
*Anna Sop (23) *Rachelle Shannon (24)
*Teodros Deresseigne (25)
*Joanne Donohue (25)

Twenty Six to Thirty Years:

*Peter Ma (26) *Marissa Manalo (26)
*Alan Tse (26) *Corlina Abantao (27)
*Janet Atchan (27) *Mimi Lim (27)
*Maria Neilson (27) *Janet Selinger-Noa (27)
*Cecile Soto (27) *Audrey Hillman (28)
*Mary Magocsy (28) *Kimberly Tuyay (28)
*Camilla Arcia (29) *Janice Baldocchi (29)

Thirty One to Thirty Five Years:

*Alysa Trujillo (31) *Lynn Feeney (31)
*Mitchell Sutton (32) *Kimberley Tuyay (32)
*Catherine Torres (33) *Bennett Chan (34)
*William Silas (34) *Anne Kronenberg (35)
*Madonna Valdez (35)

Thirty Six to Forty+ Years:

*Sharon Dowdell (36) *Maria Luna (36)
*Lesli Young (37) *Chris Domerofski (41)



San Francisco Shore County
Treasure Island Development Authority
Bob Beck

Kevin Cochary

Tom Parris

Advisory Groups and Strategic Partnerships

DEM regularly assembles a variety of advisory groups and strategic partnerships, each with a particular role in San Francisco's preparedness. The organizations with which we most frequently engage are as follows.

Disaster Preparedness Coordinators

Disaster Preparedness Coordinators coordinate City-wide emergency planning across multiple agencies. DEM convenes more than a dozen public safety departments every other month to share information on major events, and training opportunities. Each of the following City departments have a Disaster Preparedness Coordinator:

- Arts Commission
- Asian Art Museum
- Building Inspection
- Children, Youth, and Families
- City Administrator
- City Planning
- Controller
- Environment
- Fine Arts Museum
- Fire
- Human Resources
- Human Services
- Library
- Office of the Mayor

- Mayor's Office on Disability
- Medical Examiner
- Municipal Transportation
- Police
- Port
- Probation
- Public Health
- Public Utilities Commission
- Public Works
- Recreation and Park
- Risk Management
- Sheriff
- Technology
- Treasure Island
- Unified School District

Homeland Security Executive Committee

The Homeland Security Executive Committee is chaired by DEM and includes department heads from City public safety agencies to provide executive-level support and input into the City's homeland security and emergency management program.

Disaster Council

The Disaster Council is chaired by the Mayor and is managed by DEM. The Council provides a public forum for City departments and stakeholders to review high-level information on the state of disaster planning in San Francisco.

FEMA National Advisory Council

The Federal Emergency Management Agency (FEMA) National Advisory Council (NAC) is an advisory committee established by federal law to ensure effective and ongoing coordination of federal emergency management activities. Members include representatives from a wide array of backgrounds and communities involved in or affected by the emergency management profession, including DEM Executive Director, Anne Kronenberg. The NAC provides recommendations to the FEMA Administrator on a variety of issues within emergency management and plays a pivotal role to ensure effective and ongoing coordination of federal preparedness, protection, response, recovery, and mitigation for natural disasters and man-made disasters.

Big Cities Emergency Managers

The Big City Emergency Managers, Inc. (BCEM) is an independent, non-profit organization dedicated to fostering development and growth of robust and nimble emergency management operations in the nation's largest, most at-risk metropolitan jurisdictions. Represented by DEM Executive Director Anne Kronenberg, San Francisco is an active member of BCEM and regularly leverages the BCEM network to access best practices related to the prevention, protection, preparedness, response, recovery, and mitigation in the areas of homeland security and emergency management.

CALLS TO 9-1-1
& NON-EMERGENCY:

1,240,257
(3,398 A DAY) 

OF DISPATCHER
ASSISTED BIRTHS:

161 

BUDGET AMOUNT
F/Y 2015-2016:

\$93.7
MILLION 

OF UNIQUE VISITORS
WHO CAME
TO SF72.ORG:

45,153 

OF NEW
DISPATCHERS:

23 

OF EMPLOYEES:

261 

LANGUAGES TRANSLATED FOR 9-1-1
F/Y 2015-2016:

49 TOTAL LANGUAGES,
TOP THREE ARE: 

SPANISH
62%

CANTONESE
21%

MANDARIN
7%

OF PEOPLE WHO LEARNED ABOUT
EMERGENCY SUPPLIES ON SF72.ORG:

21,791 

DESK EXERCISE
EQUIPMENT:

1 BIKE
DESK
TREADMILL 

OF PEOPLE WHO
DOWNLOADED AN
EMERGENCY PLAN
ON SF72.ORG:

10,011 

