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Mayor

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Mary Ellen Carroll  
Executive Director

# **DISASTER COUNCIL AGENDA AND MINUTES**

Room 201  
City Hall, 1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4689

Tuesday, February 4, 2020  
11:00 AM

**Special Meeting**

## **ORDER OF BUSINESS**

### **1. Call to Order**

Meeting called to order at 11:01 a.m. by Mary Ellen Carroll, Executive Director of the Department of Emergency Management (DEM).

Present are representatives from each DEM Division:

- William Lee, Deputy Director for Administration
- Robert Smuts, Deputy Director for Emergency Communications
- Bijan Karimi, Acting Deputy Director for Emergency Services
- Craig Dziedzic, Bay Area UASI General Manager

Also present are various representatives from Disaster Council agencies, including the Mayor's Budget Office.

Ms. Carroll reads the following:

*Recent changes in the City's Administrative Code require all departments to host one public meeting regarding their budget priorities before February 14. This special meeting of the Disaster Council serves as the Department of Emergency Management's public meeting that will inform the public of DEM's budgetary priorities and seeks public comment on these priorities. Today's presentation will be available on DEM's public website, [sfdem.org](http://sfdem.org), and public comment will also be accepted in writing by emailing our CFO at [William.Lee@sfgov.org](mailto:William.Lee@sfgov.org).*

### **2. Report: Budget**

- Presentation of Department of Emergency Management's proposed budget request for Fiscal Years 2020-2021 & 2021-2022.

Presentation given by William Lee, Deputy Director for Administration.

### **Overview of DEM's Divisions**

The Department of Emergency Management's mission is to lead 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, and provides key coordination and leadership to City departments, stakeholders, residents, and visitors.

DEM provides the delivery of our core services through 3 Operating Divisions:

1. The Division of Emergency Communications (DEC), represented by Deputy Director Robert Smuts
2. The Division of Emergency Services (DES), represented by Acting Deputy Director, Bijan Karimi.
3. The Administration & Support Division, represented by Deputy Director, Will Lee.

In addition, DEM serves as the fiscal agent for all Homeland Security Grant Funds awarded to the 12 Bay Area Counties and then manages these grants with staff from the Bay Area UASI, represented by Craig Dziedzic.

### **Strategic Goals**

With DEM's proposed budget, our funding requests have a direct link to our Strategic Plan, which focuses on the delivery of our core services.

- Investing in the 911 Call Center – The support of our dispatcher hiring is the primary investment in our 911 Operations to continue our progress of answering 90% of all emergency calls within 10 seconds. Outside of hiring more dispatchers, our budget also funds two Major IT initiatives for the Radio Replacement and CAD Projects, which are key projects for our public safety partners. We also include capital funding to replace our aging dispatcher workstations.
- Ensuring a Prepared & Resilient City – For FY 20-21, we continue to pilot a Watch Center Program, which provides situational awareness of evolving incidents to address immediate needs of the community and to quickly coordinate support activities among response and support organizations. Beyond the Watch Center, staff within our Division of Emergency Services continue their core services to prepare the City for both man-made and natural disasters through planned exercises and training.

- Educate and Engage the Community – Through a number of initiatives, we strive to engage the public through preparedness presentations, community events, and workshops and to increase the number of AlertSF registrants, which is the opt-in emergency alert system that DEM manages.
- Strengthening Regional Relationships – San Francisco currently receives \$24 million in annual federal homeland security grant dollars and DEM’s staff within the Bay Area UASI continue to serve as the fiscal agent for the City. Through these federal funds, the Bay Area UASI designs programs to improve regional capacity to prevent, protect against, mitigate, respond to, and recover from terrorist attacks and catastrophic disasters.

Note: DEM is currently in the process of refining and redefining our strategic plan to ensure alignment with the Mayor’s priorities and key initiatives.

### **Performance Measures**

DEM tracks 17 total metrics for our Emergency Communications and Emergency Services divisions. These metrics are provided annually to provide data to the Controller’s Office for the City’s Performance Measurement and Management Program. Some highlights include:

- 9-1-1 workforce metrics – the number of new dispatchers that have successfully completed our academy program and the percentage of fully qualified staff that have maintained their continuing education requirements.
- Response time metrics for emergency communications – the average daily emergency call volume, the percentage of emergency calls answered within 10 seconds, and the response (in minutes) to code 3 medical calls in the 90<sup>th</sup> percentile.
- Prepared and resilient City – number of exercises conducted, number of training courses led, number of new emergency plans developed or existing emergency plans revised in the last 3 years.
- Educate and engage communities –number of preparedness presentations made; percent increase in the number of AlertSF registrants; social media engagement, hits, and impressions as provided through various social media platforms.
- Strategic City Initiatives – number of completed DEM tasks in the overall master improvement plan that we compile from our citywide after action reporting process.

### **Funding Sources By Division**

(See slide)

- Left graph indicates funding that has already been approved as part of last year's budget cycle, totaling \$97 million.
- Right graph indicates our projected baseline budget for fiscal year 2021-2022, reflecting \$93.8 million. The variance is due to project funds for capital and IT projects that are given one-time funding, and must go through the process from the city's Committee On Information Technology (COIT) to receive allocations for the next year.
- The blue indicates general fund as the source. The primary source of funding is general fund dollars for 3 of our 4 Divisions. UASI is the exception because that division is 100% funded through Homeland Security Grants.
- DEM continues to work with the Mayor's Budget Office to implement reduction scenarios that do not impact our core services.

### **DEM's Positions By Division**

(See slide)

- Left graph indicates the 282 FTEs (full-time equivalent) that have already been approved as part of last year's budget cycle. For FY 2021-2022, we project 280 FTEs. The variance is due to project funding for project-based staff that must be re-approved each year, as mentioned in the funding slide.
- The primary source of funding for DEM positions is tied general fund dollars for 3 of our 4 Divisions. As mentioned previously, federal grant funding accounts for UASI FTEs.
- The breakdown of positions reflects that our highest concentration is within DEC for our dispatch personnel. Key emphasis on 911 is ensuring that we have enough staff to meet current standard. The 209 FTEs accounts for over 70% of our total workforce and continues the progress we've made on answering 90% of all emergency calls within 10 seconds.
- For the remaining roughly 70 positions, slightly more than half are part of our Administration Division that performs IT, HR, and fiscal functions.
- Then DES & UASI account for 33 FTEs that manage local planning and preparedness programs as well as regional Homeland Security initiatives.

### **Projected Salary Savings**

In the current year, DEM has a surplus of about \$539,000, as part of the Controller's 6-month report. This is mostly due to two reasons:

1. Higher rates of separation from dispatcher academies.

- a. We are reallocating savings to offset overtime expenses required for continuing 9-1-1 operations and our required minimum staffing model.
2. Unanticipated vacancies
  - a. Since these were unanticipated, we do not anticipate these salary savings to roll into next fiscal year — these are one-time.

### **Questions from the Disaster Council**

None

### **3. General Public Comment**

Ms. Carroll reads the following:

*The public may now address the Disaster Council for up to two minutes on items presented at today's meeting. Public comment is not allowed when an item has previously been subject to public comment. Public comment should be address to the Council as a whole and not to individual speakers. Speakers using interpretation assistance will be given twice the amount time.*

No public comment is provided.

### **4. Adjournment**

Ms. Carroll thanks the Disaster Council for their participation in the meeting. Meeting is adjourned at 11:24 a.m.

## **Disability Access**

The Disaster Council will hold this meeting at City Hall Room 201. This facility is accessible to persons using wheelchairs and others with disabilities. Agendas are available in large print. Materials in alternative formats and/or American Sign Language interpreters will be made available upon request. Please make your request for alternative format or other accommodations to the Mayor's Office on Disability: (415) 554-6789 (V), (415) 554-6799 (TTY) **at least 72 hours** prior to the meeting to help ensure availability.

The nearest accessible BART and Muni station is Civic Center. For more information about Muni accessible services, call 311.

In order to assist the City's efforts to accommodate persons with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based scented products. Please help the City to accommodate these individuals.

## **Department of Emergency Management Website**

The Department of Emergency Management provides information through a website at [www.sfdem.org](http://www.sfdem.org). The Department of Emergency Management also has a preparedness website [www.sf72.org](http://www.sf72.org) devoted to helping residents prepare for a disaster.

## **Speaking before the Disaster Council**

The Disaster Council will take public comment on all items appearing on the agenda at the time the item is heard and, if applicable, prior to the Council taking any action on an item. The Council will take public comment on matters not on the Agenda, but within the jurisdiction of the Council during the "General Public Comment" portion of the regular meeting. Maximum time will be three (3) minutes per person.

## **Know Your Rights under the Sunshine Ordinance**

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. The Sunshine Ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review.

For more information on your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force at (415) 554-7724 or by e-mail at [soft@sfgov.org](mailto:soft@sfgov.org).

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the internet at [www.sfgov.org/sunshine](http://www.sfgov.org/sunshine)

### **Fiscal year 2019 to 2020 Disaster Council Meetings**

The schedule for Disaster Council meetings in Fiscal Year 2019-2020 is as follows:

- Disaster Council Meeting #1: Friday, September 20, 2019, 11:00 a.m. - 12:00 p.m. in City Hall, Room 201
- Disaster Council Meeting #2: Friday, December 20, 2019, 11:00 a.m. - 12:00 p.m. in City, Hall Room 201
- Disaster Council Meeting #3: Friday, March 20, 2020, 11:00 a.m. in City Hall, Room 201
- Disaster Council Meeting #4: Friday, June 19, 2020 11:00 a.m. in City Hall, Room 201

### **About the Disaster Council**

The Disaster Council is chaired by the Mayor and composed of key department heads and City officials, three members of the Board of Supervisors, and representatives of private organizations appointed by the Mayor. The Council meets at the call of the Mayor to share information and ensure full participation by member agencies in the emergency planning activities of the City. Meetings are open to the public.