

City and County of San Francisco Department of Emergency Management 2017 Annual Report



Dedicated to the safety, preparedness,
& resilience of San Francisco.



ABOUT DEM

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.

BUDGET AMOUNT
F/Y 2016-2017:

**\$93.6
MILLION**

**32 DEM BILINGUAL
STAFF:**

SPANISH	CANTONESE	MANDARIN
16	7	2
TAGALOG	FRENCH	
4	1	

OF UNIQUE VISITORS
WHO CAME
TO SF72.ORG:

40,544

OF DIGITAL IMPRESSIONS EDUCATING THE
PUBLIC WHEN TO CALL 9-1-1 & 3-1-1:

25 MILLION +

MAKE THE
RIGHT CALL
KEEP 9-1-1 AVAILABLE FOR EMERGENCIES

OF NEW
DISPATCHERS:

37

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

23,179

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

1,308,064
(3,584 A DAY)

OF DISPATCHER
ASSISTED BIRTHS:

81

OF TOTAL DEM
EMPLOYEES:

241

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

10,541

ALERTSF
REGISTRATIONS:

83,432

LANGUAGES TRANSLATED FOR 9-1-1:

**49 TOTAL LANGUAGES,
TOP THREE ARE:**

SPANISH	CANTONESE	MANDARIN
55.9%	25%	8.8%

SPECIAL ASSISTANCE
CALLS (ANIMAL
RESCUE, ACCIDENTAL
LOCK-OUTS):

3,122¹⁻¹

EXECUTIVE DIRECTOR

ANNE KRONENBERG



Dear Friends and Colleagues:

It is with great pride that I present the City and County of San Francisco Department of Emergency Management's (DEM) 2017 Annual Report. 2017 marked an incredibly active year for DEM and this report highlights many notable achievements made by DEM's dedicated staff that directly contributed to San Francisco's ability to prepare for, respond, to and recover from emergencies, which included:

Continued 9-1-1 Dispatch Center Investments:

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 than ever before. We also began an expansion of the 9-1-1 Dispatch Center from 42 to 50 terminals. The MAVIS computer program which helps dispatchers send the closest medics to emergencies also came online. With the support of the San Francisco Board of Supervisors and the Mayor's Office, DEM launched the Make the Right Call campaign which teaches the public to call 9-1-1 for emergencies and 3-1-1 for City services. Thanks to these combined efforts, by the end of 2017 DEM met the national service standard to answer 90 percent of emergency calls within 10 seconds for the first time in five years.

Strengthened Regional Relationships

The Urban Areas Security Initiative (UASI) continued its stewardship of the Bay Area's homeland security grant program by managing and disseminating nearly \$24 million in expenditures to support the region's ability to prevent, protect against, respond to, and recover from terrorist incidents and other catastrophic events. In addition to grant management, UASI also sent resources throughout the region to assist in large-scale emergency response to mass flooding disasters and the devastating North Bay Fire storms.

Trained and Exercised for a Prepared & Resilient San Francisco:

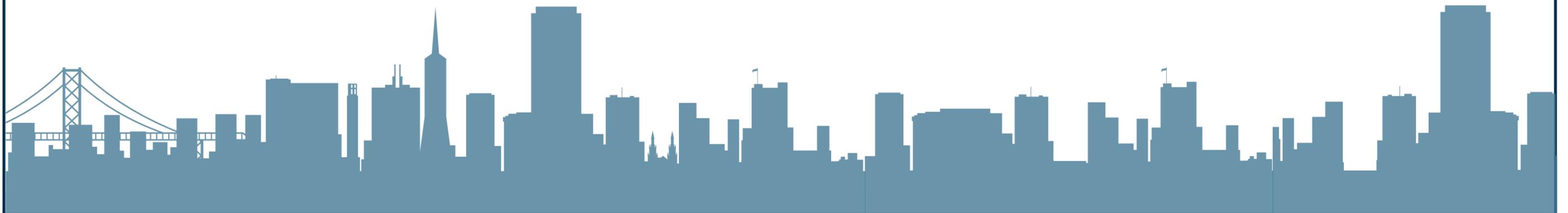
We conducted numerous exercises designed to improve the City's ability to recover from an emergency event or natural disaster. Our efforts ranged from tabletop and discussion based exercises, to full-scale functional exercises all of which engaged city, regional, state, federal, and community-based organization partners. The Epicenter Summit, the San Francisco Bay Area's annual earthquake exercise that includes TED-format talks, tabletop exercises, panels, and emergency support function discussions forged relationships among departments and addressed planning gaps. The Defense Support of Civil Authorities Exercise (as part of Fleet Week) deployed and staged field medical treatment facilities and assets from the Department of Public Health, California Emergency Medical Services Authority, and the U.S. Marine Corps adjacent to San Francisco Zuckerberg General Hospital. Along with the many emergency management exercises we conducted in 2017, we made great strides educating San Francisco's communities and youth to be prepared for emergencies within DEM's SF72 emergency preparedness programs while conducting nearly 30 community and youth emergency preparedness trainings.

These accomplishments are credited to DEM's dedicated staff, and the contributions of our partners. I am immensely grateful to these individuals and partners whose energy and support sustain us. I also want to acknowledge our late Mayor Lee for his vision and commitment to San Francisco's preparedness and resilience. Mayor Lee was an inspiring advocate for the underserved and a powerful voice for safer communities. DEM looks forward to honoring his legacy as we work to ensure a prepared and resilient San Francisco.

Thank you,



Executive Director



DEPARTMENT HIGHLIGHTS



POST 53, 54 and 55 Dispatch Academy Graduations

Meeting the national standard to answer 90 percent of 9-1-1 calls within 10 seconds demands a fully staffed dispatch center. DEM has made hiring, training, and retaining dispatchers one of its top priorities to meet the national standard in the face of the increasing call volume experienced over the past several years. In 2017 DEM conducted its highest number of Police Officer Standards and Training (POST) Dispatcher Academies ever: POST Academies 53, 54 and 55. Thanks to these academies, DEM has 37 additional dispatchers.

DEM is committed to its mission to hiring and retaining outstanding public safety dispatchers. One factor supporting the ability for increased POST Academies was adding additional training capacity, so two POST Academies could take place concurrently. However, the process is rigorous to ensure our City's dispatchers are the best in the field.

Dispatcher training begins with eight weeks of the Police Officer Standards and Training Academy where candidates learn San Francisco Police Department radio codes, review phonetics, learn how to navigate through the CAD (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, candidates 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. From start to finish Dispatcher training takes up to nine months.

800 MHz Radio Replacement Project: First Year Update



The City operates and maintains an emergency radio system for first responders to be able to communicate remotely. This system supports 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 unreliable. To address this public safety vulnerability, last year DEM began the 800 MHz Radio Replacement project, a 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. The project continues to make progress including the distribution of new portable radios to 18 City Departments and Division; and upgrades to the Veterans Administration (VA) Hospital radio site; and upgrades to the various radio sites throughout the City are underway with anticipated completion by end of 2018.

Make the Right Call:

San Francisco's 9-1-1, 3-1-1, and Police Non-Emergency Public Education Campaign

Only 60 percent of 9-1-1 calls are for actual emergencies. The remaining 40 percent are accidental dials, or calls that should be directed to 3-1-1. With every call to 9-1-1 for non emergency situations, someone experiencing a fire, medical, or police emergency may have to wait for assistance. Recognizing the need for public education and awareness about when to call 9-1-1, 3-1-1, or Police Non-Emergency, the San Francisco Board of Supervisors allocated \$250,000 in FY 17-18 for a 9-1-1 public education campaign. Last fall Make the Right Call launched in digital, print, and radio formats. The call to action is simple: Keep 9-1-1 available for emergencies. Use police non-emergency and 3-1-1 to access city resources and information.

The Make the Right Call campaign rolled out into phased themes beginning with accidental dials awareness (also known as pocket dials). Because 9-1-1 receives a lot of calls reporting car break-ins (these calls should be directed to 3-1-1 or Police Non-Emergency) Make the Right Call focused on how to prevent car break-ins by keeping valuables out of sight during the holidays as the next theme.

Since the campaign launch, Make the Right Call has made 25 million impressions digitally, is displayed within every Muni Bus, and is advertised on numerous San Francisco Bay Area radio stations. The campaign will continue throughout 2018 via print and digital formats, and in-person during community events.



Supervisor Aaron Peskin presented the DEM External Affairs Team, led by Francis Zamora, with a Board of Supervisors Commendation for the Make the Right Call 9-1-1 public education campaign.

Nearly half of 9-1-1 calls are not emergencies.

Prevent accidental dials.
Lock your phone.

MAKETHERIGHTCALLSF.ORG



3-1-1

CITY SERVICES & INFORMATION
AVAILABLE 24/7

415-553-0123

POLICE NON-EMERGENCY ASSISTANCE
AVAILABLE 24/7



MAKE THE
RIGHT CALL

KEEP 9-1-1 AVAILABLE FOR EMERGENCIES

DEPARTMENT HIGHLIGHTS

SF72 Community Preparedness

The SF72 community preparedness program provides emergency preparedness education to San Franciscans in a manner that is inspiring, empowering, and simple. The goals of the program are to ensure all who live in, work in, and visit San Francisco know what to do before, during, and after an emergency; to take simple steps to get connected to emergency resources; and, to share SF72 emergency preparedness information with friends and loved ones so San Francisco can be prepared and resilient. The program is available digitally on www.sf72.org; scholastically through SF72 Youth, which targets San Francisco children through school curriculum and after school programming; and, interactively through SF72 Community, which engages San Franciscans through community gatherings and specials events.

SF72 Youth

The SF72 Youth program celebrates youth as the next generation of emergency preparedness champions and engages students to adopt and share emergency preparedness knowledge within San Francisco youth's social and family networks. The SF72 Youth 2017 key accomplishments include partnering with the San Francisco Unified School District to integrate emergency preparedness education within subject-matter relevant curriculum for our middle school students. Additionally, SF72 Youth broadcast tsunami and earthquake preparedness education through special events that garnered the attention and coverage on traditional and social media. These events included:

ShakeOut with Glen Park Elementary School



Every third Thursday of October is the Great ShakeOut, California's drop, cover, and hold-on drill that promotes earthquake preparedness. While many organizations (including members of the general public) participate in the annual ShakeOut, DEM partners with the San Francisco Unified School District to ensure the drill is practiced in all SFUSD schools, and highlights one school in which the Mayor joins the students in the drill. This year Glen Park Elementary School's T-1 kindergarten class was joined by Mayor Lee, District 8 Supervisor Jeff Sheehy, DEM Executive Director Anne Kronenberg, SFFD Chief Hayes-White, and SFPD Deputy Chief Mikail Ali to experience an

interactive SF72 Youth emergency preparedness lesson before practicing the life-saving drop, cover, and hold-on earthquake safety move. The Great Shakeout marked another example of how SF72 Youth is contributing to a prepared and resilient San Francisco.



Marina Middle School Tsunami Walk and Earthquake and Tsunami Preparedness Education Fair

During National Tsunami Preparedness Week, DEM joined hundreds of Marina Middle School students

for the annual San Francisco Tsunami Walk. The walk began at the Marina Green at Fillmore Street and Marina Boulevard and involved more than 120 students alongside city, school district, and emergency officials. As they would in a real event, the students demonstrated how the public should move inland and to higher ground when a tsunami is on the way. The walk concluded at the area's designated Tsunami Evacuation Site: Marina Middle School. The day also integrated an emergency preparedness expo for the entire student body that featured DEM's SF72 Youth program, the San Francisco Department of Emergency Management, San Francisco Fire Department, San Francisco Police Department, the San Francisco Neighborhood Emergency Response Team (NERT), Earthquake Country Alliance Bay Area, and the Salvation Army.

SF72 Community

SF72 Community is DEM's grassroots emergency preparedness outreach in San Francisco's neighborhoods. With every opportunity to engage and share emergency preparedness information and to promote opting into AlertSF, the City's emergency notification system, San Francisco becomes more prepared and resilient. This year SF72 Community participated in many community events and celebrations including:

- OMI Community Action Organization Preparedness Presentation
- 9-1-1 Community Sit-alongs that took place throughout Dispatcher Week
- Mercy Terrace Senior Center Preparedness Presentation
- Willie "Woo Woo" Wong Preparedness Fair, Chinatown
- Neighborhood Emergency Response Team (NERT) Drill
- Richmond Community Health Fair
- Cayuga Community Connectors Preparedness Presentation
- Bayview Neighborfest
- OMI Neighborfest
- Marina Middle School Tsunami Walk and Preparedness Fair
- San Francisco Humanitarian Assistance Disaster Response Village
- AT&T Giant's Public Safety Day and Fair at AT&T Ball Park
- DBI Earthquake & Safety Fair at Bill Graham Auditorium
- Federal Reserve Public Safety Fair
- National Civic Day of Hacking at Code for America
- Miraloma Park Neighborfest
- SFPD's National Night Out
- Diamond Heights Neighborfest
- Bark at the Park Duboce Park
- Carnaval San Francisco

DEPARTMENT HIGHLIGHTS

North Bay Fires Emergency Management Mutual Aid Deployments



The October 2017 Northern California wildfires burned at least 245,000 acres, forced 90,000 people to evacuate, destroyed almost 9,000 structures and killed at least 43 people, making it the most destructive wildfire California has ever experienced. San Francisco sent more than 200 individuals to help in the response and recovery from these fires. Contributing departments include: Fire Department, Police Department, Sheriff's Department, Emergency Management, Public Health, Human Services Agency, Department of Technology, Controller's Office, Port, Public Works, and Animal Care and Control.



Bay Areas Urban Areas Security Initiative Joins Regional Response to North Bay Fires



The devastating North Bay fires required a regional response to support our overwhelmed North Bay communities and the Bay Area Urban Areas Security Initiative (UASI), a Division within DEM, joined the region's effort to help. Thanks to the development of numerous strategic initiatives funded and led by the Bay Area UASI, the response and recovery was benefited by the following:



- The Bay Area Joint Information System (JIS) Framework plan was activated to facilitate regional JIC-JIS coordination and operations to share public information, Public Information Officer talking points, press releases, monitor social media, facilitate media analysis and rumor control.

- Guidance developed from the 2017 Shelter Capabilities Building region-wide workshops and Yellow Command Table Top were actively used by the City of Santa Rosa, Sonoma, Solano, Napa, Marin and Contra Costa counties to plan and execute effective sheltering operations.



- The C-POD operation's guides were executed and C-POD Type III equipment deployed to facilitate registration and distribute commodities such as water, face masks, and gloves to populations re-entering evacuated areas in Sonoma County.

- The Emergency Management Mutual Aid (EMMA) plan was used to provide Emergency Manager mutual aid to the North Bay affected areas. The EMMA plan was developed with a combination of Bay Area UASI and Los Angeles UASI funds.

DEPARTMENT HIGHLIGHTS

Epicenter Summit 2017

The annual Epicenter Summit focuses on earthquake disaster response and recovery. Co-hosted by DEM and the Salvation Army, this inaugural summit took place April 4, 5 and 6, 2017 at Fort Mason Center. Epicenter brought together regional partners with the goal of renewing partnerships and exploring local and regional planning strategies for disaster response and recovery. The HayWired scenario was used to guide Epicenter Summit breakout groups organized by discipline to discuss the potential response and recovery efforts. Break out groups included: Transportation, Mass Care, Fire and Urban Search and Rescue and Infrastructure.



Disabilities Access and Functional Needs Coordination Workgroup



To support integration of Access and Functional Needs into our emergency planning and response, DEM established the Disabilities, Access, and Functional Needs (DAFN) Coordination Workgroup in March 2017. Partnering with the Mayor's Office of Disability (MOD) and other local disability stakeholders, DAFN will take the lead on implementing AB2311, a state law that requires each county and city to integrate access and functional needs within its emergency response plan; and will facilitate conversations around how to better serve CCSF's DAFN population regarding the following topics:

- Development and participation in emergency exercises by DAFN communities
- Identification of roles and responsibilities (post-disaster) for stakeholders that serve and support DAFN populations
- Accessible public messaging
- Continued learning and training opportunities

The DAFN Coordination Workgroup core members include DEM, the Human Services Agency, Department of Public Health, MOD, Mayor's Disability Disaster Planning Committee, and the San Francisco Municipal Transit Authority; with other entities joining as needed. The workgroup meets every other month.

San Francisco Fleet Week 2017



Fleet Week is an annual celebration of San Francisco's rich naval history that attracts more than a million visitors to the City's waterfront over the course of three days of public activities. In recent years Fleet Week has expanded to include several days of education, training, exercises and community events that showcase the humanitarian capabilities of the United States Navy, United States Army, United States Marine Corps, United States Coast Guard, the California National Guard. This year, the Fleet Week exercises included:

Resource Request Drill {September 28, 2017} This year, DEM conducted a Resource Request Drill to test the process by which the City and County of San Francisco will request external support in meeting critical medical response needs. The drill focused on identifying and submitting requests, from the local to state level, for resources needed within the first 96 hours to support medical surge capabilities and included testing how San Francisco can receive and check-in military medical assets, which were set-up adjacent to Zuckerberg General Hospital.

Asset Load-In and Set-up Drill {October 1, 2017} this drill notionally began at 96-hours post-earthquake and tested the ability of the Port of San Francisco and the Department of Emergency Management to collaboratively receive and check-in military assets arriving at Pier 50 in the Port of San Francisco as well as state assets that arrived directly at Zuckerberg San Francisco General Hospital.

Medical Surge Display of Capabilities and Integration Discussion {October 2, 2017} demonstrated deployed field medical treatment facilities and assets from the San Francisco Department of Public Health, California Emergency Medical Services Authority, and U.S. Marine Corps at Zuckerberg San Francisco General Hospital. The demonstration highlighted the co-location and integration of medical assets at the local level. The program emphasizes the methods in which logistical needs are identified, communicated, and managed among these entities with the goal of better understanding how state and federal partners integrate into the public health and medical incident management structure.

Senior Leaders Seminar (SLS) {October 4-5, 2017} focuses on military and civilian cooperation in humanitarian assistance and disaster response missions. DEM conducted a Fuel discussion-based exercise during the SLS with participation from local, regional, state, federal, non-governmental and private sector partners.

Peer-to-Peer Medical Exchange {October 1-4, 2017} unites the San Francisco Bay Area's medical and responder community with the U.S. Navy and Marine Corps and key private sector partners in exercises to execute patient treatment and movement in a large scale disaster setting.



DIVISIONAL ACCOMPLISHMENTS

ADMINISTRATION

DEM Administration

As the DEM division that manages the Department's administrative, accounting, facility, technology, and human resources needs, the DEM Administration and Support Division focuses on ensuring DEM is equipped with the resources needed to meet its mission.

Capital Projects

DEM began short-term as well as long-term capital projects ranging from renovating spaces for the 9-1-1 Dispatch Operations to increased hiring of dispatchers to planning for a significant expansion of the DEM 1011 Turk Street headquarters building.

Human Resources

•Health and Wellness Program: DEM continues to promote City Wellness Initiatives including making health and wellness resources available onsite including a flu shot clinic every fall, a treadmill, stationary bicycle on the dispatch floor, a 24/7 fitness room equipped



with cardio, strength training machines, free weights, and yoga classes offered three times a week. DEM was also awarded a massage chair via a wellness grant.

•Dispatcher Hiring: DEM conducted two dispatcher exam processes and hired three Academy classes of 15 trainees each.

Information Technology

The DEM Administration and Support Division also oversees the Department's technology programs and services. In 2017 the following technology projects and upgrades were executed:

•Completed the 9-1-1 telephone system replacement project.

•Upgraded the critical system that records the 9-1-1 telephone calls and radio traffic.

•Assisted with the design/implementation of the DEC Operations Floor, Dispatch Expansion, and Reconfiguration project (including the movement of all of the technology systems that support 9-1-1 call taking and dispatch operations).

•Improved the ambulance dispatch/posting systems to support closest unit routing (MARVLIS Upgrade).

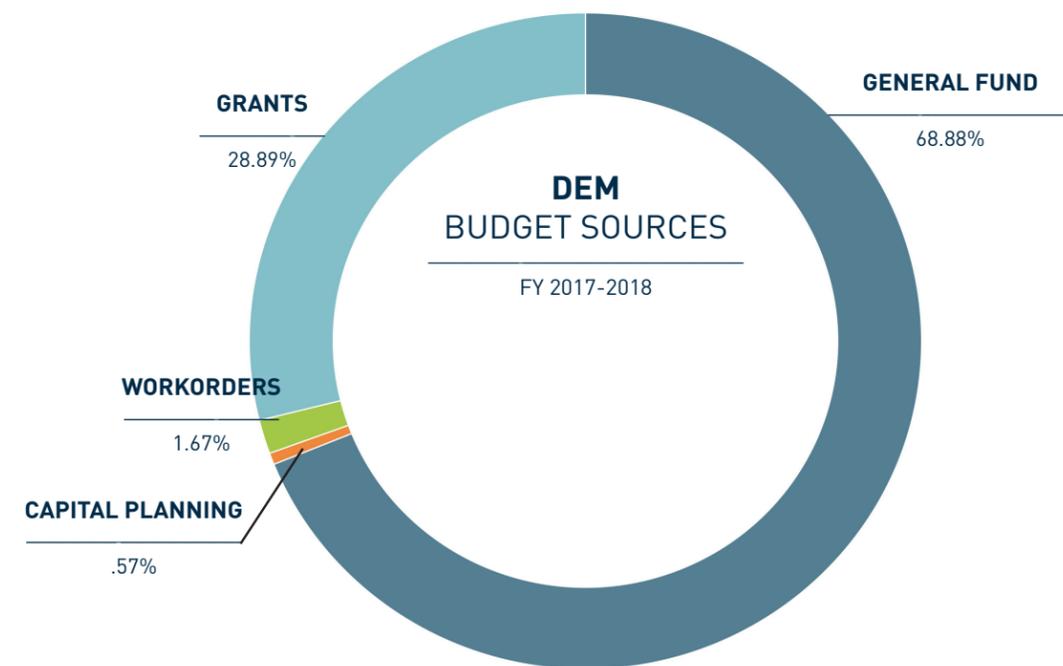
•Progressed the expansion and reconfiguration of the Data Center and Telecom Room to support the City mainframe and critical servers.

Finance

DEM's finance team worked with the Controller's Office to replace the City's accounting system, FAMIS with a new Enterprise Resource Planning (ERP) financial system. ERP is an integrated system that provides improved functionality for purchasing, supply chain management, contracts management, inventory, fixed assets, and more.

Budget

DEM manages an annual budget of nearly \$90,000,000 with one-third consisting of grant funds that San Francisco manages for the Bay Area Region. DEM's budget is funded primarily from the General Fund as well as other sources.



Employee Spotlight: Patty Wong

I'm a human resources professional for the Department of Emergency Management and I make sure our talented staff's HR needs are met.

DIVISIONAL ACCOMPLISHMENTS

EMERGENCY COMMUNICATIONS

Public Safety Communications 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.

Since 2011 San Francisco's 9-1-1 Dispatch Center has experienced a 43 percent increase in call volume in the face of a decreasing dispatcher workforce. The challenge of fewer dispatchers answering 1000 more calls a day than they did seven years ago, while ensuring vital services remain available to the public, has fallen on the shoulders of our hardworking dispatchers. To address this significant increase in call volume, in 2017 DEM hired and trained more public safety dispatchers than ever before and began an expansion of the Operations Floor to go from 42 9-1-1 terminals to 50. DEM also implemented a new computer program to help dispatchers send the closest medics to emergencies. With the support of the San Francisco Board of Supervisors and the Mayor's Office, DEM launched a digital, radio, and print public education campaign about when (and when not) to call 9-1-1 as opposed to 3-1-1 entitled: Make the Right Call. Thanks to these combined efforts, by the end of 2017 DEM met the national service standard to answer 90 percent of emergency calls within 10 seconds for the first time in five years.



Employee Spotlight: Katherine Buhagiar

I'm public safety dispatcher for the Department of Emergency Management Division of Emergency Communications and treat every call with precision and compassion.

Going Beyond the Phone Line: La Casa de Las Madres Comfort Care Packages



As part of the national public safety dispatcher's week, DEM dispatchers challenged the entire department to make a difference in the lives of women escaping from domestic abuse. Our dispatchers have been a lifeline to women calling 9-1-1 to escape domestic violence and chaos experienced by women as they plan to leave their attackers. That is why they were determined to raise funds to create care packages for 100 women through our partnership with La Casa de Las Madres. The care package included toiletries, feminine products, socks, treats, and other emergency supplies.



DIVISIONAL ACCOMPLISHMENTS

EMERGENCY COMMUNICATIONS

Public Safety Dispatcher Week 2017

National Public Safety Telecommunicators Week is an opportunity to highlight our Dispatchers outstanding work. Although every dispatcher is honored during this week, DEM takes this opportunity to recognize stellar performance through the following awards.

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. The 2017 9-1-1 Heroes awards went to 12 year old Adrian Lopez who called 9-1-1 for his uncle suffering a medical emergency related to his diabetes, and Public Safety Dispatcher Corie Portlock who answered Adrian's 9-1-1 call. Corie provided pre-arrival medical instruction, along with words of comfort and encouragement, to Adrian before paramedics arrived. Because of Adrian's call to 9-1-1 paramedics arrived and were able to stabilize Adrian's uncle and take him to the hospital where he recovered. Public Safety Dispatcher Portlock and Adrian were recognized on Wednesday April 19, 2017 at Adrian's school, James Denman Middle School. It was an inspiring event that celebrated Adrian while educating the entire student body about calling 9-1-1 for an emergency.

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." This year the Toni Hardley Award went to Josu Garmendia for his outstanding commitment to leadership, guidance, and support to his staff.



Dispatcher of the Year: Janet Atchan



Janet Atchan was recognized as the 2017 Dispatcher of the Year for her coordination of the emergency response to the shooting of SFPD Officer Kevin Downs. The Dispatcher of the Year is elected by their fellow dispatchers for extraordinary performance while answering 9-1-1 calls or dispatching emergency services. Janet shares this honor with her fellow dispatchers who provide vital ongoing support, which is indispensable to the entire San Francisco dispatcher's team during crucial calls. In addition to the award, Janet received a commendation from the San Francisco Board of Supervisors.

Dispatchers of the Month

January 2017: Faith McClure for consistent outstanding performance and positive contributions to the DEM work environment. Faith's "peer support" emails and dedication to well-being create a kind and supportive work atmosphere.

February 2017: Carlos Soto for exemplary professionalism while coordinating public safety personnel responding to a shooting. Carlos remained calm while effectively managing an intense situation.

March 2017: Lea Acosta-Chea for her support during an officer-involved shooting. Her effective response to radio transmission kept all informed and provided reassurance to those on-scene that they were in good hands.

April 2017: Denise Baylor for persistence while helping a caller involved in an active domestic violence dispute. Denise's tenacious research kept the units actively searching until they found and helped the caller.

May 2017: Kimberly Tuyay and Juanita Ragler for swift and organized handling of a call from a person who had experienced a seizure. Kim and Juanita demonstrated the essence of teamwork resulting in medical assistance arriving within 20 minutes of initial contact.

June 2017: Katherine Buhagiar for outstanding communications support to police responding to an active shooter incident.

July 2017: Samantha Hernandez for her assistance to a father whose son was experiencing a psychotic breakdown and possibly attempting "suicide by cop". Samantha made certain responding units knew this vital information and police officers were able to take the person safely into custody.

August 2017: Corie Portlock for supporting police responding to a mass of skateboarders creating a public hazard in and around the area of Dolores Park. Corie's efficient management of all radio traffic ensured pertinent information, including a safe avenue of approach, was received and all necessary resources were dispatched.

September 2017: Dawn Shaw for providing labor and delivery medical instructions resulting in a healthy birth, and for continuing to instruct post-delivery medical instructions leading to the baby and mother's healthy transport to the hospital.

October 2017: Ema Sasaki for providing clear and accurate communications during a response to a parked vehicle with two injured people, one with a gun. She assisted first responders while making sure all were informed.

November 2017: Joseph Salcedo for providing excellent communications and radio support to a police unit in pursuit of a vehicle involved in an armed robbery.

December 2017: Belinda Robinson for her coordination and determination to connect a critically ill visitor to his family, who were about to depart San Francisco on a cruise ship. Thanks to Belinda's follow-through, the family was notified and were reunited with the patient.

DIVISIONAL ACCOMPLISHMENTS

EMERGENCY SERVICES



Emergency managers and planners help residents, businesses, non-profits, visitors, and numerous City departments plan for, respond to and recover from disasters.

This is why we work closely with various people and organizations to help San Francisco become a more prepared and resilient city. DEM's Emergency Services Division includes designing and implementing emergency management trainings and exercises; issuing real-time emergency public notification, alerts, and warnings; and managing the City's Emergency Operations Center.



Employee Spotlight: Anna Sop

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.



2017 Emergency Operations Center Activations

Presidential Inauguration

{January 20, 2017} for the planned protests and student walk-outs for Inauguration Day, along with earlier planned events, that were expected to bring heightened activity to the streets of San Francisco.

Tehama Crane Incident

{February 15, 2017} supported the San Francisco Fire Department's response to a structurally compromised crane impacting downtown/financial district during the evening rush-hour.

Barge Vengeance Sinking

{April 7, 2017} focused on the barge VENGEANCE that sank south of the Bay Bridge and settled in a partially inverted position on the sea floor 25-30 feet above the subterranean BART Trans-bay Tube.

Treasure Island Water Outage & Richmond District Fire

{April 7, 2017} a combined activation for a 3-Alarm fire in the Richmond District closely followed by a water outage on Treasure Island.

Tax Day Protests

{April 15, 2017} for the planned march and rally focused on demanding the release of President Trump's tax returns. The rally was set to include live music, guest speakers and a march running from Market street to Justin Herman Plaza.

PG&E Power Outage

{April 21, 2017} for the PG&E power outage impacting the northern and central parts of the City leaving an estimated 88,000 customers without power over the course of a full business day.

Bay to Breakers

{May 21, 2017}: for the annual 12 Kilometer footrace that begins a few blocks from The Embarcadero which moves west through the City, and finishes at the Great Highway along Ocean Beach.

UPS Active Shooter

{June 14, 2017} to support police and emergency medical services responding to the deadly active shooter incident at the UPS building; and to provide emergency public alerts and notifications.

Bayview 4 Alarm Warehouse Fire

{June 16, 2017} for a 4-Alarm fire that occurred in a warehouse in San Francisco.

PRIDE

{June 24, 2017} supported the San Francisco Pride Celebration and Parade, one of the largest gatherings of the lesbian, gay, bisexual, transgender, queer, and intersexed (LGBTQI) community in the United States.

SF Marathon

{July 23, 2017} supported the 40th running of The San Francisco Marathon, which included more than 27,000 runners plus thousands of observers and fans.

Outside Lands

{August 11-13, 2017} for numerous major events that took place throughout the City, on different days with many overlapping timeframes.

Patriot Prayer First Amendment Public Demonstrations

{August 26, 2017} for the numerous and various first amendment public demonstration activities that took place throughout the City, and to support San Francisco public safety agencies in their efforts to safeguard the public while allowing for first amendment demonstrations.

Labor Day Weekend Heat Surge

{September 1-3, 2017} provided public information, resource coordination, and support for the response activities related to the Labor Day weekend's high temperatures.

Terrence Smerdel Memorial

{September 19, 2017} for the memorial service and other remembrance activities held for San Francisco Fire Department Battalion Chief Terrence Smerdel who passed away after returning to his station from a fire call.

Late September Multiple Day Heat Wave

{September 22-25, 2017} for high temperatures and to provide coordination and support to lead agencies including the San Francisco Human Services Agency, Department of Public Health, Fire Department, General Services Agency and Volunteer Organizations Active in a Disaster.

Fleet Week

{October 1-8, 2017} for the annual Fleet Week celebration that attracts more than a million visitors to the city's waterfront over the course of three days that showcase the humanitarian capabilities of the United States Navy, United States Army, United States Marine Corps, United States Coast Guard, and the California National Guard.

North Bay Fires

{October 9-14, 2017} for the North Bay firestorms causing diminished air quality in San Francisco. The EOC identified Clean Air Centers, conducted a census of hospital capacity, and developed contingencies for a possible spike in 9-1-1 EMS calls. The EOC also prepared and disseminated air quality public alerts and notifications while supporting numerous city agencies and partners assisting vulnerable population advocacy groups.

New Year's Eve

{December 31, 2017} supported the City's numerous New Year's Eve celebrations, both city and privately sponsored, which occur throughout the City and the potential for surge on the emergency medical system.

DIVISIONAL ACCOMPLISHMENTS

EMERGENCY SERVICES

2017 EMERGENCY OPERATIONS CENTER EXERCISES

CCSF Earthquake Plan Seminar & Workshop

{February 14, 2017} brought together various City departments to identify planning gaps and to develop a common understanding of an earthquake response coordination strategy.

San Francisco Giants Tabletop Exercise

{March 7, 2017} led by the San Francisco Giants, this exercise was designed to integrate internal command structure during a non-baseball entertainment event and to hone the coordination and communication processes among internal stakeholders and external public safety agencies.

2017 Epicenter Earthquake Conference

{April 4-6, 2017} a workshop and speaker intensive event that included TED-format talks, tabletop exercises, panels, and emergency support function discussions. Subject matter experts from across the United States participated in Epicenter to share metropolitan lessons from a range of large, impactful events.



Department Operations Center Communications Drill

{April 18, 2016} is a bi-annual Department Operations Center (DOC) Communications Drill conducted in conjunction with the 1906 Earthquake Commemoration (April) and the Great California ShakeOut (October) and tests communication between the EOC and DOCs.

San Francisco Sheltering Tabletop Exercise

{July 13, 2017} focused on the care and shelter requirements stemming from a catastrophic earthquake. Participants discussed shelter locations, staffing requirements, mutual aid requests, and access and functional needs support within shelters. The outcomes will be incorporated into the CCSF's ESF #6: Mass Care and Shelter Annex 2018 update.

Outside Lands Tabletop Exercise

{July 26, 2017} focused on coordination and communications within the first 15 minutes of a critical incident at a large scale public event.



San Francisco Fleet Week 2017 Exercise Program

{Summer 2017} tested the logistical requirements for local, regional, state, and federal entities to support medical surge operations following a catastrophic earthquake. This annual program takes place in the months leading up to the San Francisco Fleet Week functional and full scale exercises taking place throughout the annual San Francisco Fleet Week (late September through early October). The program

emphasizes the methods in which logistical needs are identified, communicated, and managed among these entities with the goal of better understanding how state and federal partners integrate into the public health and medical incident management structure.

Department Operations Center Communications Drill

{October 19, 2017} is a bi-annual Department Operations Center (DOC) Communications Drill conducted in conjunction with the 1906 Earthquake Commemoration (April) and the Great California ShakeOut (October) and tests communication between the EOC and DOCs.

Vigilant Guardian Full Scale Exercise

{October 23-28, 2017} engaged local, state, and federal law enforcement, fire, emergency medical services, and public health personnel responding to a radiological/nuclear weapon detonation and tested the region's Preventative Radiological/Nuclear Detection (PRND) concept of operations, standard operating procedures, and equipment in the first 100 minutes following the detonation of a radiation dispersal device in San Francisco.

Volunteer Organizations Active in Disaster (VOAD) Tabletop Exercise

{November 9, 2017} tested a Duty Officer activation procedure between the EOC and SFVOAD; determined communications protocols and potential message/information needs during a protracted event; and practiced the "un-met needs council model" by working together to identify and meet our community's needs.

Evacuation and "Operation Return" Workshop

{December 5, 2017} tested how San Francisco will recall and transport the City's Disaster Service Workers (DSW) and emergency responders arriving to San Francisco from other Bay Area locations. The goal of the workshop was to discuss gaps within the Operation Return Plan, and develop a common understanding of a coordinated DSW movement strategy.

DIVISIONAL ACCOMPLISHMENTS

URBAN AREAS SECURITY INITIATIVE



Urban Areas Security Initiative (UASI)

The Urban Areas Security Initiative's (UASI) mission is to sustain and improve regional capacity to prevent, protect against, respond to, and recover from terrorist incidents and catastrophic events. In 2017 not only did the UASI manage nearly 24 million dollars in homeland security grants, but also the San Francisco Bay Area region's first responders and public information officers used Bay Area UASI tools, training, and equipment to effectively disseminate messages and participate in rescue operations during disasters, including regional flooding emergencies and the North Bay fires.

Additional 2017 UASI contributions throughout the region include:

- The Bay Area Joint Information System (JIS) Framework plan was activated to facilitate regional JIS coordination and operations to share public information, PIO talking points, press releases, social media monitoring, facilitate media analysis and handle rumor control.
- Developed regional sheltering guidance resulting from the 2017 Shelter Capabilities Building region-wide workshops and Yellow Command Table Top exercise. This guidance was directly applied by the City of Santa Rosa, Sonoma, Solano, Napa, Marin and Contra Costa counties to plan and execute effective sheltering operations during the North Bay Fires response.
- C-POD operation guides were executed and C-POD Type III equipment deployed to facilitate registration and distribute commodities such as water, face masks, and gloves to populations re-entering evacuated areas in Sonoma County due the North Bay Fires.
- The Emergency Management Mutual Aid (EMMA) plan was used for Emergency Manager mutual aid to the North Bay affected areas. The EMMA plan was developed with a combination of Bay Area UASI and Los Angeles UASI funds.

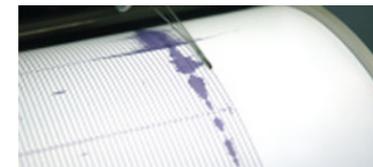


Employee Spotlight: Anthony Perez

I'm the Emergency Services Coordinator for the Bay Area Urban Areas Security Initiative and I enhance the regions ability to prevent, protect against, respond to, and recover from terrorist incidents and catastrophic events.

UASI Regional Programs

Designed to enhance public safety and security throughout the Bay Area, the UASI's multi-disciplinary programs are comprised of local, state, and federal subject matter experts working to achieve Homeland Security Goals & Objectives.



CATASTROPHIC PLANNING



PREVENTIVE RADIOLOGICAL NUCLEAR DETECTION



CBRNE INCIDENT PREVENTION & RESPONSE



CYBERSECURITY



EMERGENCY MEDICAL & PUBLIC HEALTH



COMMUNITY RESILIENCE & RECOVERY



INTEROPERABLE COMMUNICATIONS



PUBLIC INFORMATION & WARNING



INFORMATION SHARING



REGIONAL TRAINING & EXERCISE PROGRAM



TECHNICAL ASSISTANCE PROGRAM



RISK MANAGEMENT & INFRASTRUCTURE PROTECTION

ADVISORY GROUPS

STRATEGIC PARTNERSHIPS

DEM regularly assembles a variety of advisory groups and strategic partnerships, each with a particular role in San Francisco's preparedness.

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.

California Earthquake Early Warning Advisory Board

The Earthquake Early Warning System is a series of sensors in the ground that detect shaking and can send warnings before the shaking occurs. Even a few seconds of warning before shaking occurs can have many lifesaving benefits including time for residents to drop and cover, trains halting, and for doctors to pause delicate surgeries. Earthquake Early Warning is becoming more and more of a reality for California and the Governor's Office of Emergency Services (CalOES) is tasked to develop a comprehensive statewide earthquake early warning system.

To support implementation of this critical system, DEM Executive Director, Anne Kronenberg was named as the Northern California Representative to the California Earthquake Early Warning System Advisory Board by the California State Senate Committee on Rules to represent county government. The position switches between Northern and Southern California. As one of seven voting members, Director Kronenberg provides advice on four functional areas: system operations, research and development, finance and investment, and training and education. As the representative for local government, she is in an ideal position to champion an effective system for local municipalities that provides residents, businesses, and emergency responders with warning to take proactive action ahead of an earthquake.

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.

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





activates

the Emergency
Operations Center

conducts exercises on disaster
response and recovery

educates and prepares
our community
for emergencies
trains public
safety agencies

**DEM answers
calls to 9-1-1**

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

DEM

RESPONSIBILITIES

supports

first responders

**dispatches police
fire &
emergency medical services**

dispatches

convenes

the Disaster Council
maintains public warning systems

**DEM answers
calls to 9-1-1**

partners

partners with innovative
organizations

activates

manages

homeland security grant funds

the Emergency
Operations Center