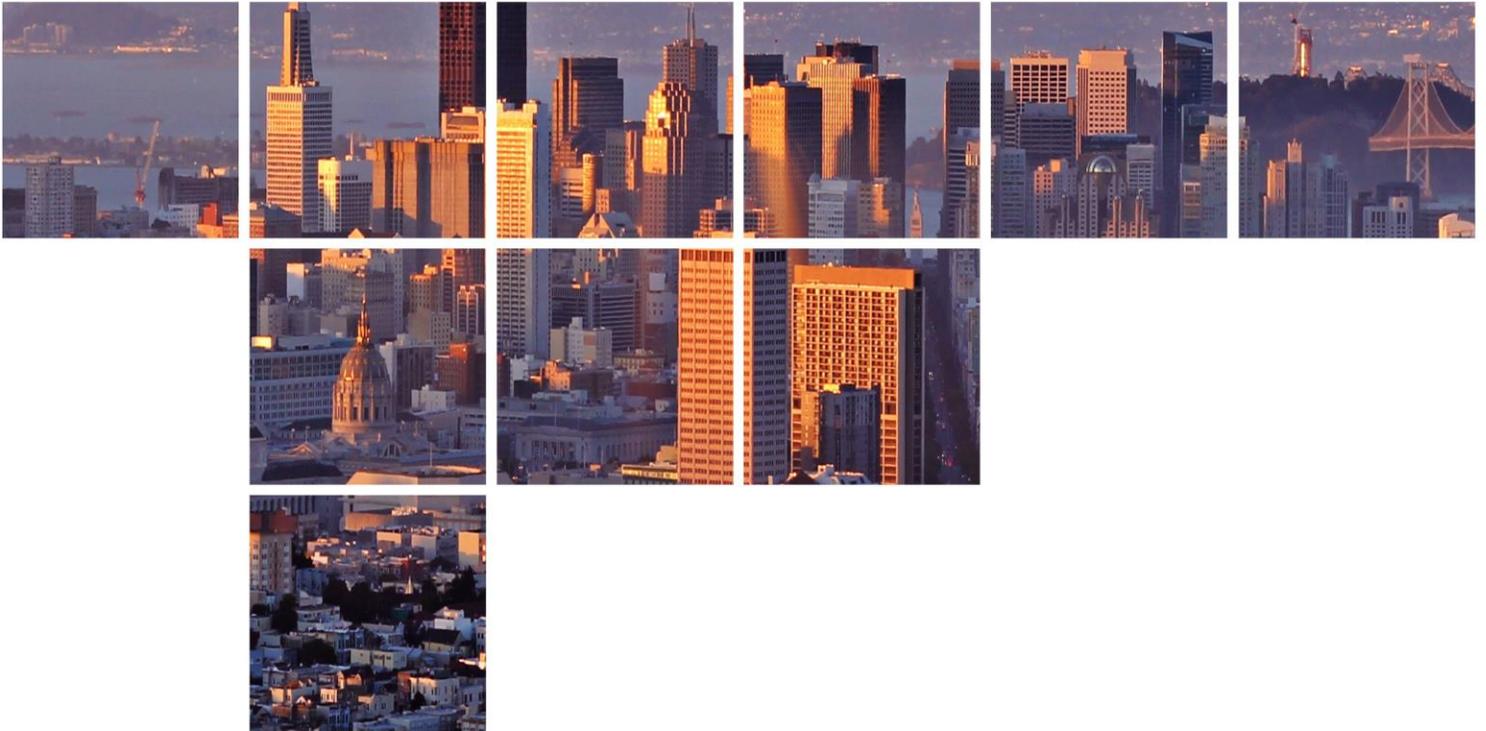




S a n F r a n c i s c o
Department of Emergency Management

2015 Annual Report





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.

Responsibilities

DEM answers calls to 9-1-1; dispatches police, fire, and emergency medical services; activates the Emergency Operations Center; coordinates information and resources during a disaster and large city special events; supports first responders; writes emergency plans; trains public safety agencies; conducts exercises on disaster response and recovery; directs complex citywide information technology projects; convenes the Disaster Council; partners with innovative organizations; maintains public warning systems; credentials paramedics; manages homeland security grant funds; and educates and prepares our community for emergencies.



Executive Director



I am pleased to present the San Francisco Department of Emergency Management's (DEM) Annual Report for 2015. Our dispatchers, planners, information technology, finance, external affairs, and facilities professionals are dedicated to the safety of our City. Together they lead the way by coordinating San Francisco's planning, response, and recovery to everyday and not-so-everyday emergencies.

This year we continued to strengthen San Francisco's 9-1-1 call center, which has experienced significant increases in call volume. From the last five hiring academies, we added 24 dispatchers. Over the next two fiscal years, we plan to hold six new academy classes and project to add 80 additional dispatchers.

Hiring and training more dispatchers is one way for us to meet our service goals; upgrading our technology is another. DEM is currently modernizing our 9-1-1 phone system, replacing technology near the end of its service life. Our new system will give us the ability to integrate Next Generation 9-1-1 features that include text messaging, photos, and video.

Our Urban Area Security Initiative (UASI) staff continued their regional leadership through the annual Urban Shield Exercise. Specifically, UASI staff has made strides in improving how Bay Area jurisdictions coordinate and share public information during an emergency. Through the Yellow Command component of Urban Shield, UASI gathered public information officers from Sonoma to Monterey Counties and conducted an intense regional joint information system exercise.

DEM's emergency managers and planners demonstrated their ability to coordinate numerous stakeholders during Fleet Week; El Niño preparations; and, planning for Super Bowl 50. During Fleet Week, DEM tested the ability of the United States Navy to deliver relief supplies and equipment to San Francisco first responders following a simulated catastrophic earthquake. For El Niño, emergency services staff led storm incident management calls in the days before a potential storm to ensure the City and our partners were ready to respond.

Finally, DEM organized a series of exercises that tested our City's emergency plans and our ability to work with our community, local, regional, state, and federal partners for Super Bowl 50. As a result of our collective efforts, relationships are stronger, plans are more practical, and protocols are familiar — which makes us better prepared for a disaster situation.

San Francisco is better prepared today to respond and recover from any type of emergency because of the dedication and leadership of the people who make up the Department of Emergency Management. It is my honor to present their hard work to the public.

Anne Kronenberg





Departmental Highlights





Getting Ready for the Super Bowl of Super Bowls

It is an exciting occasion for a city to host a Super Bowl, and for San Francisco it was a distinction to be selected to host the 50th Super Bowl (*the “Super Bowl” of Super Bowls*). DEM was honored to lead the City’s Super Bowl 50 (SB50) planning and preparations, which began early last year when DEM dispatched several members of DEM management, the San Francisco Fire Department, and the San Francisco Police Department to Arizona to observe Super Bowl 49’s planning and execution of safety and security protocols.

Throughout the rest of 2015, DEM regularly convened City and regional Super Bowl planning meetings and implemented a SB50 exercise series to improve coordination and identify gaps in City agency response plans. The series began with a **Super Bowl 50 Plan Review Workshop** where key City agencies and departments presented and discussed their individual SB50 plans. The series also included two public safety discussion-based tabletop exercises to put City plans into practice. The first was the **Super Bowl 50 “Regular Day” Table Top** that tested the response plans of multiple local, regional, and federal agencies. The challenge was to maintain normal day-to-day operations while at the same time managing the surge of visitors attending events, and street closures throughout San Francisco. The final exercise was the **Super Bowl 50 “Bad Day” Table Top** that focused on the ability of local, regional, and federal agencies to quickly respond to a natural or man-made incident occurring in San Francisco.



City Departments joined by regional, state, and federal partners to prepare for potential emergencies during SB50 events in San Francisco.

The collective findings of the exercise series and overall coordination meetings were integrated into a comprehensive **Super Bowl 50 Concept of Operations Plan**. The plan served as a guide for the City’s overall operations and response activities during the nine days of SB50 activities that took place in San Francisco leading up to the big game.



San Francisco Fleet Week

San Francisco Fleet Week brings together the armed services and the San Francisco community. Along with the spectacular air shows 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.

Representing the City, DEM worked in partnership with the San Francisco Fleet Week Center for Humanitarian Assistance Disaster Response (HADR) to conduct a series of trainings, exercises, and events during the 2015 San Francisco Fleet Week. This collaboration brought together San Francisco emergency management and first responders; and leaders of federal, state, and local government disaster response agencies to develop relationships and plans in advance of a need for mutual assistance. DEM led the *Defense Support of Civilian Authorities (DSCA) Rehearsal of Concept Exercise* that practiced FEMA's new Bay Area Earthquake Plan. DEM also conducted the *K9 Heroes Bark at the Park* community event where dogs trained in urban search and rescue, bomb and drug detection, and treating veterans with posttraumatic stress did a live public demonstration in Duboce Park. In addition, DEM coordinated the San Francisco Fleet Week Humanitarian Assistance Village, a public event on the Marina Green where the military and other disaster response organizations displayed actual disaster response installations.



Defense Support of Civilian Authorities Rehearsal of Concept Exercise practiced deploying military resources during Fleet Week.

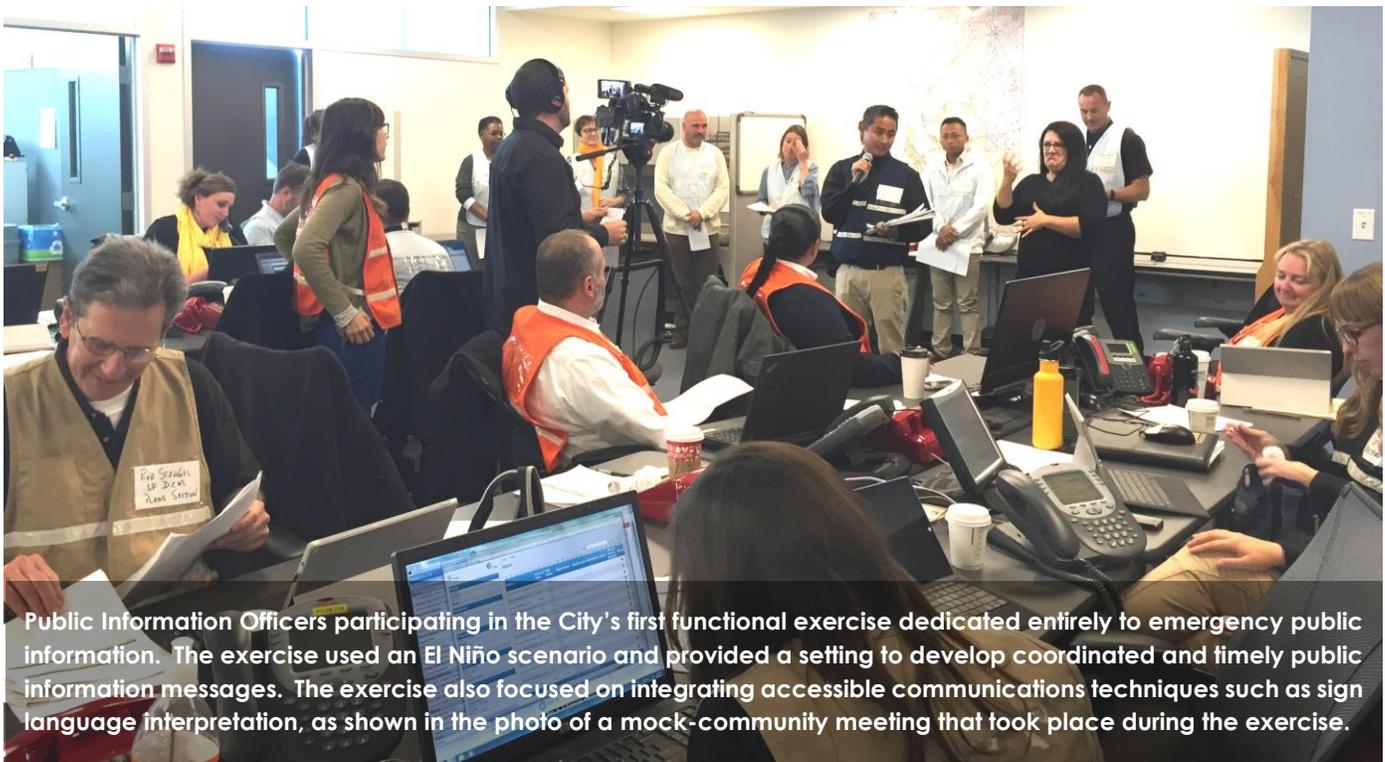




Preparing for El Niño

As the Bay Area braced for what meteorologists called the most severe El Niño on record, DEM planned and prepared for the impacts of long-term severe winter weather. Building upon our existing severe weather plan, DEM worked with City agencies and local utility companies to develop a comprehensive El Niño Concept of Operations plan to sustain long-term, storm-related response and recovery efforts. DEM also worked with our faith-based partners to ensure the City's homeless community would have shelter from severe weather.

Another priority for DEM's El Niño planning efforts was to ensure City residents and businesses knew how to prepare for the winter's El Niño, and receive storm emergency warnings, alerts, and notifications. To support this goal, last November DEM conducted the City's first-ever public information-focused functional exercise, in which an El Niño scenario was explored. The exercise provided an opportunity for the City's public information officers to practice how information is collected, verified, and disseminated to residents and businesses in the event of large and ongoing storms.



Public Information Officers participating in the City's first functional exercise dedicated entirely to emergency public information. The exercise used an El Niño scenario and provided a setting to develop coordinated and timely public information messages. The exercise also focused on integrating accessible communications techniques such as sign language interpretation, as shown in the photo of a mock-community meeting that took place during the exercise.



Urban Area Security Initiative (UASI) Urban Shield/Yellow Command Exercise

Urban Shield has grown into a comprehensive, full-scale regional preparedness exercise assessing the overall Bay Area UASI Region's response capabilities related to multi-discipline planning, policies, procedures, organization, equipment, and training. Urban Shield continues to test regional integrated systems for prevention, protection, response and recovery in our high-threat, high-density urban area. The exercise evaluated our existing level of preparedness and capabilities, identified not only what we do well, but also areas in need of improvement.

Beginning in 2013, the Bay Area Regional Catastrophic Planning Team collaborated to establish an annual "Yellow Command" full-scale exercise within Urban Shield to test the regional capabilities. Continuing the charge in 2014, the 2015 Yellow Command Functional Exercise engaged Emergency Operations Centers throughout the Bay Area Region to promote coordination across agencies and jurisdictions responding to a complex coordinated terrorist attack.

Progressive Community Preparedness

SF72 emergency preparedness is all about connection, so DEM identified innovative opportunities to engage with San Franciscans in unique community settings to promote emergency preparedness. Of particular note are the following special events DEM organized to spread the SF72 emergency preparedness message, while connecting with the community.



City officials and the community spent a lively Friday evening together while watching the San Andreas film at the Presidio Theater.

San Andreas Movie Premiere

DEM in partnership with Film SF (also known as the San Francisco Film Commission) joined to host a special viewing of *San Andreas* at the Presidio Theater on the opening night of the major motion picture. A panel of subject matter experts followed the movie. The panel separated fact from fiction, answered questions from the audience, and empowered us to know what to do before, during, and after an emergency.

Outside Lands Music Festival

DEM participated in Outside Lands' Eco Lands: the festival's area dedicated to non-profits and public messaging. During the festival DEM staff demonstrated earthquake safety education through drop, cover, and hold-on exercises and provided SF72 emergency preparedness information.



Mass Feeding Tabletop Exercise

Community and faith-based organizations provide food to thousands of San Francisco residents daily. What would happen if San Francisco experienced a 20-day mega-storm that prevented access to every day resources for an extended period? This was the scenario DEM and more than 50 non-profit, public, private, and non-governmental stakeholders tackled during the 2015 San Francisco Disaster Feeding Tabletop Exercise. Throughout the discussion participants considered how some of our most vulnerable residents, such as the elderly, people with disabilities, and the homeless community would access food sources.



SF72 SF72org
@SF72org



It's Day 2: Power is out & streets r closed. #disasterfeedsf players r asked who r u working with & what r ur needs?

11:06 AM - 12 Mar 2015

Finalized CCSF Hazard Mitigation Plan



Amy Ramirez (left) and Edie Shafer (right) were the primary authors of the Hazard Mitigation Plan.

The Federal Emergency Management Agency (FEMA) requires states, Indian tribes, and local governments to develop hazard mitigation plans as a condition for receiving pre- and post-disaster mitigation grant funding. In 2014 DEM began updates to the City's Hazard Mitigation Plan (HMP) to ensure we are positioned to receive funds, should we need them. The Plan includes San Francisco's natural hazards, and human-caused hazards including hazardous materials, energy shortages, terrorist events, and cyber terrorism. In addition, the HMP covers climate change, sea level rise, temperature rise, and precipitation changes. The HMP received national accolades and requests from other cities

for guidance to integrate such considerations into their hazard mitigation planning efforts. The HMP was approved by FEMA November 2014 and adopted by San Francisco Mayor Ed Lee and the Board of Supervisors early 2015.



Divisional Highlights





DEM Divisions

DEM is organized into four divisions:

- **Administration** handles the Department's finance, budget, and accounting activities; 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 the CCSF Emergency Operations Center.
- **Urban Area Security Initiative (UASI)** manages the federal homeland security grant funds to analyze regional risks, identify capability gaps, and build a secure, prepared, and resilient region.

Administration

DEM is dedicated to providing its employees the tools and infrastructure needed to do our jobs well. Led by DEM Deputy Director of Administration and Support, William Lee, the following teams provide the Department with a variety of critical business and operational services that keep this Department running:

Accounting Team

Grace Chan; Fermi Chau; Tristan Levardo; Lovely Lindsley; Mikyung Kim-Molina; Yoshimi Saito; Emily Wang; Miriam Wong

Executive Team

David Ebarle; Pamela Tyson

External Affairs Team

Daniella Cohen; Kristin Hogan; Megan Stephenson; Francis Zamora

Facilities Team

Rachel Bi; John Buck; Josue Dominguez; Primo Enriquez; Danilo Go; Meier Ling; Shu Yin Ling; Vivina Santos; Saul Urbina

Human Resources Team

Dolores Blanding; Sandy Chan; Becky Van; Patty Wong

Information Technology Team

Teresa Burns; Chris Chamberlain; Jun Chen; Joel Del Rosario; Michelle Geddes; Willie Griffin; Kianga Howard; Kivu Howard; Jay Horrisberger; Adrienne Leifer; Naomi Lewis; Mimi Lim; Jose Machuca; Anthony Martin; Desmond Onuoha; Michael Ramsey; Roman Shubov; Mitch Sutton; Jean To; Alan Tse; Ron Veloria; Phillip Wong

Payroll Team

Corazon Tuason-Miranda; Bianca Nelson

Secretarial Team

Ryann Richardson

The Information Technology team provides the tools DEM employees need to do their jobs efficiently and effectively.





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. This DEM division focused on the following initiatives in 2015:

5-year hiring plan

In October 2015, DEM launched a continuous testing program for employee class 8238 Public Safety Communications Dispatcher. This change is intended to recruit, hire, and train candidates as expeditiously as possible, because Dispatcher recruitments involve a lengthy process including extensive background checks. The Department goal is to conduct three dispatch academy classes per fiscal year to fulfill performance standards.



DEM hired 24 new dispatchers in 2015 and projects adding 80 more over the next two years.

800 MHz Radio Replacement

DEM, in conjunction with several other departments, has made significant progress with the 800MHz Radio Replacement Project. Design and construction work began on the various radio communications sites throughout the City, new portable radios were trialed, tested, and procured for the San Francisco Police Department, San Francisco Fire Department, and San Francisco Sheriff's Department, and a Request for Proposal (RFP) for the system replacement was developed and advertised. The Department has selected a vendor and is currently in negotiations, with contract award anticipated in late 2016.



San Francisco's 9-1-1 Dispatch Center runs 24 hours a day, seven days a week and is a professional home to more than 120 public safety dispatchers.

9-1-1 Phone Replacement Program

MCP (Mission Critical Partners, Inc.) was selected via RFP process as the consultant of DEM's Next Generation 9-1-1 Phone Replacement Project in late 2014 and the project was kicked off in March 2015. Both DEM's Operations and IT teams were actively involved in the entire product selection process including system requirement collection, vendor interviews, product demos, and site visits. AT&T with Intrado's systems were selected and DEM started the implementation in early 2016 and is expected to go live late summer 2016.



Division of Emergency Services

Emergency managers and planners help residents, businesses, non-profits, visitors, and other 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.

Emergency Medical Services

The Emergency Medical Services Agency (EMSA) regulates the City's Emergency Medical Service (EMS), including paramedics, emergency medical technicians (EMTs), and ambulances operated by both the San Francisco Fire Department and private companies. Through 2015, EMSA conducted and met the following regulatory activities and milestones:

- Inspected 174 ambulances and permitted 143
- Approved 276 medical plans
- Began evaluating medical plans for water-based events, and requiring medical staffing for events that had previously had no coverage
- Conducted final stages of beta testing of a platform for online/nearly-automated medical planning

Emergency Medical Services Career Fair and Open House

During the nationally observed annual Emergency Medical Services Week, DEM organized an Emergency Medical Services Career Fair and Open House at San Francisco City College. The event was held in conjunction with the EMSA Awards Ceremony, an annual awards program that recognizes San Francisco's finest emergency medical services providers.

EMS STRONG

Featuring:

- EMS Capability Demonstrations
- Certification Workshops
- Information from Employers and Educators

**San Francisco
Emergency Medical Services Agency
OPEN HOUSE and AWARDS**

Wednesday May 20, 2015
Noon – 4:00 p.m.

City College San Francisco
Multi-Use Building, Ocean Campus, 50 Phelan Avenue

For more information, visit: www.sfdem.org/EMSAwards



Emergency Operations

In an emergency or a planned special event, DEM activates the San Francisco Emergency Operations Center (EOC). Emergency managers, planners, and disaster preparedness coordinators in the EOC are responsible for monitoring events, supporting field operations, coordinating citywide resources and providing public information. The EOC was activated five times in 2015 for the following events:

- New Year's Eve
- Warriors NBA Finals
- Bay to Breakers
- City Hall Centennial
- Pride Celebration

Transition to Everbridge Mass Notification System

DEM manages the City's mass notification, alert, and warning systems which include the Outdoor Public Warning Sirens, Wireless Emergency Alerts, and AlertSF — the City's email and text message emergency alerting system. In 2015 DEM transitioned AlertSF to Everbridge, the nationally acclaimed mass notification system. The system provides increased functionality and reliability. AlertSF registrants can customize their emergency alerts to receive specific location notifications (for example, home, work, and a child's school). For ease of registration, one can send a text message to 888-777 with the wording "AlertSF" in the message to start receiving AlertSF messages immediately.

Preparing through Practice: CCSF Emergency Management Exercises

DEM regularly designs and conducts a variety of table top and functional exercises involving key City departments and agencies with a role in emergency response and recovery. Exercises allow participants to practice plans and refine procedures so the City can succeed when confronted with a real-life situation.

During 2015, DEM conducted the following exercises:

- Mass Feeding Table Top [March 12, 2015]
- Fleet Week Logistics Table Top Exercise [September 10, 2015]
- Fleet Week Rehearsal of Concept (ROC) Drill [October 5, 2015]
- El Niño Public Information Functional Exercise [November 10, 2015]
- SB50 Exercise Series [August through December 2015]

Valley Fire Response

The 2015 Lake, Napa, and Sonoma Counties wild fires devastated its community and exhausted emergency management resources, including staffing. Through the California Emergency Management Mutual Aid system, DEM deployed a team to Lake County Emergency Management to augment staffing of the emergency operations center.

SF72org @SF72org - 18 Sep 2015
SF72 We thank our deployed employees, helping to assist in the #LakeCounty #EOC #ValleyFire!! @LakeCountyOES





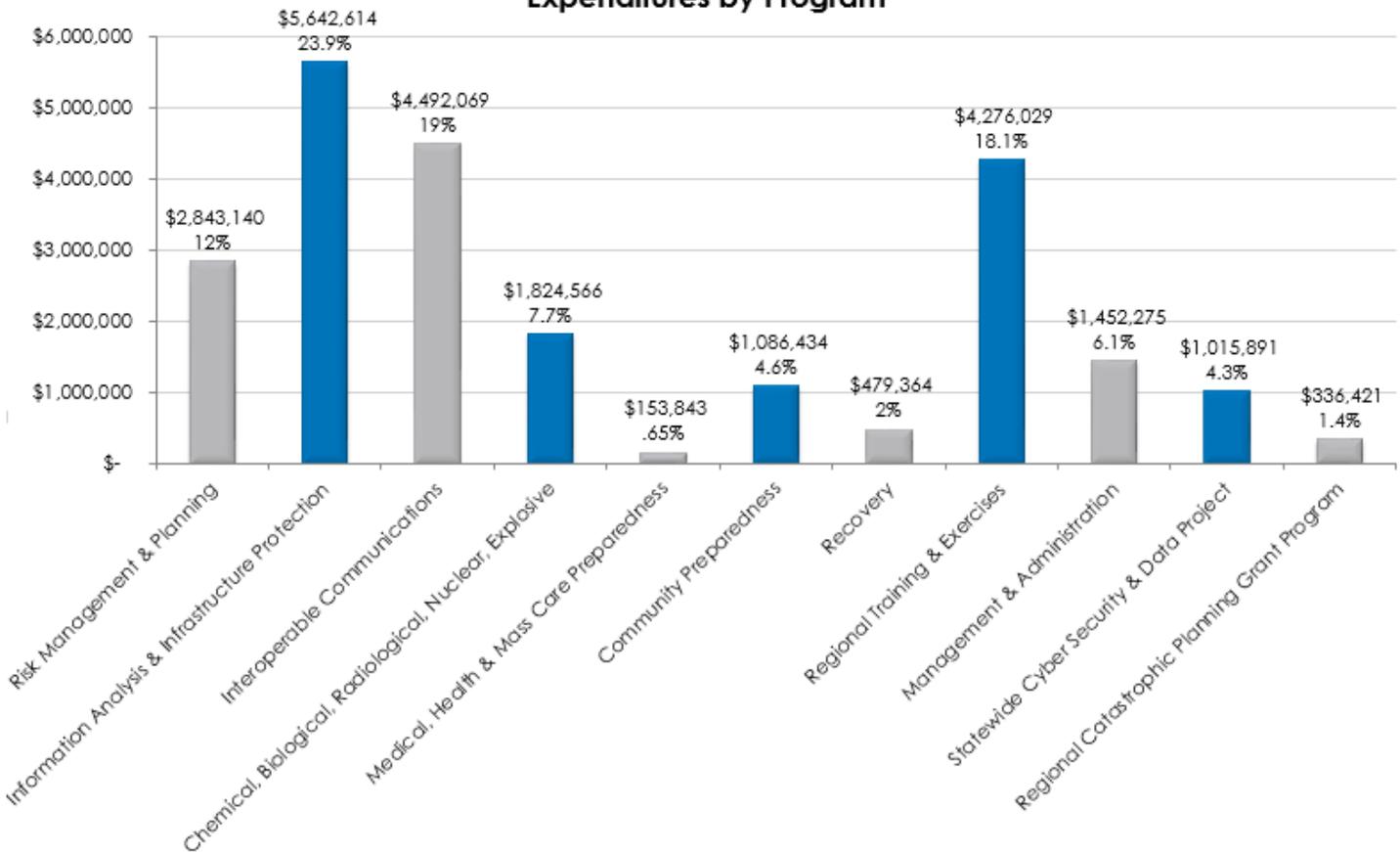
Urban Area Security Initiative

Every year, UASI manages millions of dollars in state and federal homeland security grants that are awarded to the San Francisco Bay Area for disaster planning, response, and recovery. The grants fund emergency response and recovery planning, equipment, training, and exercises. In 2015 UASI managed the expenditure of more than \$27 million dollars throughout the San Francisco Bay Area region.

Other UASI highlights include:

- Developed a Preventative Radiation Nuclear (PRND) Program
- Created Recovery & Resiliency Projects (COOP/COG toolkits)
- Tested patient tracking (Mass Casualty Exercise)
- Enhanced cyber security capabilities
- Provided trainings and exercises to the region throughout the year
- Managed the ongoing Urban Shield exercise

Expenditures by Program





Employee Spotlight





DEM's Employee Programs

The health, well-being, and morale of DEM employees is something DEM takes to heart (both literally and figuratively) and all employees are encouraged to participate in a variety of programs that promote healthy living and employee recognition. Throughout 2015 DEM instituted several employee programs designed to make wellness even more accessible, including an onsite, twice-weekly yoga class, a treadmill and a stationary bicycle on the dispatch floor, and launched the DEM Employee Recognition program.

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. In July 2015, the Department began offering yoga to all employees once a week. The program has increased to two classes a week. The classes are regularly attended by employees from all DEM divisions.

In collaboration with the City's Wellness partners, DEM held its first Wellness Fair in August 2015 and hosted a variety of events throughout the week such as biometric screenings, and health and financial wellness seminars. DEM plans to continue hosting these events on a biennial cycle occurring in odd numbered years.



As part of the Wellness Program, a group of dedicated DEM employees have formed the DEM Wellness Team. Throughout 2015, this team organized a variety of fun and morale-boosting activities including potlucks, toy drives, and bake sales. The Wellness Team also successfully advocated for an onsite BMI machine, a treadmill workstation, and stationary bicycle on the Dispatch floor.

Additional initiatives that support DEM employee health and wellness include an onsite 24/7 gym with treadmills, elliptical, stair climber, free weights, and weight-training equipment; and

ShapeUp, a City-wide program that encourages regular exercise through healthy competition among Departments. The DEM 2015 ShapeUp Team, *The Walking DEM*, walked a total of 4,720 miles. The top *Walking DEM* participants were:

- Mimi Lim: 589.8 miles
- Crystal Wright: 534.5 miles
- Alan Tse: 386.3 miles
- Jean To: 336.0 miles



Awards and Commendations

Recognizing the talent and dedication of DEM staff is one way to celebrate the entire department's cultural value of outstanding public service. Throughout the year, DEM honors those who have gone above and beyond. These annual awards honor our public safety dispatchers, emergency medical service professionals (both who work at DEM and beyond), and our general employees. The 2015 recipients of these various awards are as follows:

Dispatcher of the Year: Kayleigh Hillcoat

Usually Dispatcher of the Year is recognized for one incident however, Public Safety Dispatcher Kaliegh Hillcoat was awarded DEM 2015 Dispatcher of the Year for commanding three high-profile incidents: assisting the San Francisco Police Department during an incident that involved a potential officer down; supporting public safety officers who responded to disruptions the night the San Francisco Giants won the World Series; and during public demonstrations in Union Square related to the Ferguson, Missouri protests.



Dispatcher Hillcoat with fellow DEM colleagues received a formal Recognition of Commendation from Board of Supervisor Eric Mar.

Dispatchers of the Month

January 2015: Megan Wu for her conscientiousness, thoroughness, and reliability; and for her commitment to developing cohesive solutions that benefit the entire Department.

February 2015: Lisa Lee for swiftly dispatching emergency medical services to assist a woman experiencing heart attack symptoms. Although Dispatcher Lee had limited information, she dispatched medical services while providing calming and comforting words of encouragement to the caller until help arrived.



March 2015: Daneshia Adamson for helping an elderly woman who called 9-1-1 to report her vehicle stolen. After checking the vehicle's license plate and information, she discovered that the vehicle had already been reported. Daneshia was concerned that the caller had no recollection of the previous report or phone call, Dispatcher Adamson stayed on the phone with the elderly woman and arranged a well-being check.

April 2015: Shannon Bond for management of a fire control channel during a call involving a seizing patient. While monitoring the channel, Dispatcher Bond heard commotion over the air waves. Concerned for the responders, he requested a status check from the dispatched units. After no response, Dispatcher Bond grew increasingly concerned and dispatched police to assess the situation, which proved to be good judgment because police arrived to find the patient attempting to assault the medical responders with a knife.

May 2015: Janet Atchan who helped a couple after a home birth when the mother was experiencing excessive blood loss. Dispatcher Atchan was able to ascertain that the baby was stable, but the mother was in peril so she instructed the caller to take life measures until medical responders arrived.

June 2015: Dana Granby for helping a woman stranded on a cliff after chasing her dog. Dispatcher Granby was able to determine the caller's exact location, while providing reassuring updates and words of comfort to the distraught woman until help arrived.

July 2015: Janelle Meyer for managing a call from a frantic mother reporting her newborn was not breathing. Dispatcher Meyer immediately obtained all pertinent details and attempted to give CPR instructions. Although the phone was passed around many times, increasing the panic and emotion felt from the callers, she was committed and focused to deliver CPR instructions.

August 2015: Dawn Mahoney for providing CPR instructions to a non-English speaking young boy who called 9-1-1 to report a member of his household had fallen and was unconscious. Despite the language barrier, Dispatcher Mahoney was able to convey CPR instructions that the caller was able to understand and follow, while keeping the child calm and focused.

September 2015: Rosemary O'Leary for management of a multi-jurisdictional shooting incident in which Dispatcher O'Leary provided crucial details to Emeryville and Oakland law enforcement resulting in the timely apprehension of one of the suspects.

October 2015: The Wellness Team — Shauna Leal-Markham, Jamie DiSangro, Susan Leach, Jamie Sears for their efforts to create and promote a culture of wellness within the DEM dispatcher community.

November 2015: Katie Torres for quickly notifying all units to respond to radio code 406, which means OFFICER NEEDS EMERGENCY HELP. As the details came in, she calmly and accurately disseminated crucial information to assist on scene and en-route units.

December 2015: Natalie Elicetche for managing 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.



DEM Employee Awards

Tony Hardley Award

Teodros Deresseigne received the Tony Hardley Award for his outstanding contributions to his team both as a dispatcher and a supervisor. Teodros was recognized particularly for the time he spent directing a young boy out of his home during the Mission Street fire. The boy was the last person still left in the building and Teodros helped him to find his way out of the fire.

Professional Achievement Award

Facilities Manager Vivina Santos was awarded the Professional Achievement Award, which is presented to an employee who demonstrates special achievement in an area related to the mission of DEM. Vivina not only ensures 1011 Turk Street operates and functions 24/7, she is committed, passionate, and always cheerful.

Community Service Award

Lisa Marie Gerard, Cathy Osorio, Shauna Leal-Markham, Frances Rohwer, and Dawn Shaw were presented with the Community Service Award, which recognizes employee/employees that volunteer or make a contribution to the community. This group of Dispatchers helped coordinate toy donations to the Police Department's Operation Dream Toy Drive. In year's past, the majority of toys for the drive were accumulated at 49er football games. With the relocation of the stadium to Santa Clara, the Toy Drive was challenged, but thanks to this team of dispatchers 11 overflowing bags of toys were collected—and many young people around the City had gifts under their tree during the holidays.

ShapeUp Awards

The City & County of San Francisco introduced ShapeUp as a health initiative with the aim of encouraging city employees to exercise more often. The entire Department participates in this fun and competitive opportunity. DEM's Mimi Lim won 2015 ShapeUp Awards by walking an impressive 589.8 miles.





Emergency Medical Services Awards

In conjunction with EMS Career Day, DEM honored San Francisco's emergency medical services first responders for their dedication saving lives and outstanding performance within the emergency medical services profession. The 2015 EMS Awardees were:

EMS Community Service Award: University of San Francisco Emergency Medical Response Service

This award was given to the University of San Francisco's Emergency Medical Response Service, the University's first on-campus EMS response service is run by students and provides CPR, first aid, and disaster response training.

EMS Hospital Provider Award: UCSF Medical Center and UCSF Benioff Children's Hospital Operation Move Team

The UCSF Medical Center and UCSF Benioff Children's Hospital Operations Move Team received this honor for its successful transport of 30 patients from UCSF's Parnassus and Mount Zion campuses to the new Benioff Children's Hospital campus with minimal impact on EMS services.

EMS Dispatcher Award: Chancellor Mateo, EMD

DEM Public Safety Dispatcher Chancellor Mateo received this honor for 12 years of outstanding performance as a dispatcher and dispatch trainer, and for consistently performing above and beyond the normal duties of a dispatcher.

EMS Field Provider Award: Anthony Dumont, EMT-P

San Francisco Fire Department's Anthony Dumont, EMT-P received this honor for outstanding performance as a public safety provider in law enforcement, firefighting, and emergency medical care.

Raymond Lim Excellence to EMS Award: Megan Corry, San Francisco City College

True to the spirit of Raymond Lim, a pioneer in establishing quality care in California EMS, Megan Corry received this award for her 20-year career dedicated to emergency medical services — both in the field and in the classroom. Megan is the Program Director of City College of San Francisco's nationally accredited paramedic training program.



EMS Awardees from left to right: Octavia Struve (pictured with two of her students); Anthony Dumont; Chancellor Mateo; Megan Corry; Michelle Cathcart; and Brian Smith.



Time in Service Recognition

50 Years of Public Service: DEM Public Safety Dispatcher, Judy Hogan

DEM is proud to honor Judy Hogan, our longest-serving employee, for her 50 years of public service with the City. Judy began at the Main Library on November 12, 1964 and became a Public Safety Dispatcher in 1977. She has since served as a supervisor, training officer, administrative manager, and operations watch coordinator. Judy played an important role in creating the unified 9-1-1 Center, working to ensure the public receives the help they need when faced with an emergency.



Judy Hogan (center) joined by her colleagues to celebrate her 50 years of public service.

DEM Personnel Anniversaries

15 Years or More of Service

Teresa Burns, Jun Chen, Glen DeCastro, Joel Del Rosario, Naomi Lewis, Mimi Lim, Oren Rae, Cecile Soto, Mitchell Sutton, Alan Tse, Suzanne Borg, Florian Taylor, Kirstin Walker, William Lee, Anna Sop, David Sullivan, Heather Grives, Joseph San Juan, Jose Cuevas, Evora Heard, Edward Simpo, Jason Sylvester, Corlina Abantao, Daneshia Adamson, Janet Atchan, Janice Baldocchi, Leane Bybee, Bennett Chan, Catherine Chin, Teodros Deresseigne, Chris Domerofski, Joanne Donohue, Kim Dougherty, Sharon Dowdell, Lisa Farfan, Lynn Feeney, Susan Frazier, Vanessa Francis, Annette Goley, Dora Gonzalez, Staycee Gordon, Audrey Hillman, Judith Hogan, Theresa Huddleston, Thomas Jones, Monica Juarez, Lisa Lee, Therese Young-Leonard, Ulysses Levy, Maria Luna, Dawn Mahoney, Marissa Manalo, Maria Neilson, Karen O'Malley, Laura O'Reilly-Jackson, Diane Paulsen, Corie Portlock-Criss, Belinda Robinson, Janet Selinger-Noa, Lorrie Serna, Rachelle Shannon, William Silas, Catherine Torres, Alysa Trujillo, Kimberley Tuyay, Madonna Valdez, Carolyn Yee, Carol Buffington, Lesli Young



10 Years of Service

Amy Ramirez, Robert Stengel, Dolores Blanding, Terisa Falani, Kayleigh Hillcoat, Dorian Lok, Michael Pons, Linda Roberts, Denise Arevalo, Cathy Osorio, Frances Rohwer, Matthew Roybal, Debora Zambrano, Fatima Cruz, Chantilly Garvey, Dana Granby, Joan Vallarino, Marie Gerard, Katherine Buhagiar, Melissa Carter, Jamilia Cuevas, Susan Leach, Raquel Mosley, Daryl Semien, Megan Wu, Mary Irwin, William Hackethal, Nadia Green, Binta Jannah, Chancellor Mateo, Dawn Shaw, Mark Terris, Lea Acosta-Chea, Eileen Davis, Natalie Elicetche, Lynette Galarza, Fiatamalii Mackiewicz, Maura Moylan, Stephen Samuelson, Kellie Crumbliss, Jamie Di Sangro, Lisa Elekwachi, Peter Ma, Marlene Osorio-Agard, Juanita Ragler, Edgar Velasco, Patrick Mulcahey, Antoinette Acoff, Howard Coe, Amber Curran, Ron Davis, Nancy Porfirio, Lonarice Williams

5 Years of Service

Jill Raycroft, David Ebarle, Michelle Geddes, Kianga Howard, Jose Machuca, Michael Ramsey, Vivina Santos, Kristin Hogan Schildwatcher, Roman Shubov, Jean To, Ronald Veloria, Dwight Williams, Phillip Wong, Anne Kronenberg, Camilla Arcia, Chi Chau, Babe Franey, Mary Magocsy, Makulata Acevez, Sean Dryden, Jamie Sears, Ryan Won, Jeffrey Mosbaugh, Christine Butler, Ema Sasaki, Carlos Soto, Joseph Salcedo, Katherine Tursi, Burt Wilson, Raina Hollins, Jeffrey Lee, Helena Picazo, Josu Garmendia Irastorza, Kenneth Hart, Monica Martinez, Fatiisha Razo, Gabriella Sanders, David Solis, Jolynn Darnauer, Margarita Evangelista, Zoila Lechuga, Faith McClure, Justin Wong, Charlie Caparas, Karen Colindres, Patrizia Marcucci, Jasmine Pomeroy, Anne Raskin, Elanie Aniana, Angela Bonaparte-Andrews, Anastacia Byrne, Estela Morna

Retirements

Demetrece Maxwell, Carolyn Page, Wayne Propalis, Sharon Wong, Mona Gray, Sean Patrick Monette-Shaw, Andrea Ng, Lori Ross, Lynn Feeney



Every DEM retiree receives a plaque of recognition for their many years of service to the residents and visitors of San Francisco.



DEM Advisory Groups





DEM's Strategic Partnerships

DEM regularly convenes a variety of Advisory Groups, each with a particular role in San Francisco's preparedness. These Advisory Groups are as follows;

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, 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
- 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

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

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.





Data Snapshot





1011 Turk Street | San Francisco, CA 94102