

# FY 2022/2023 Annual Report



## Office of Emergency Services

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## OFFICE of EMERGENCY SERVICES

### OVERVIEW

The Office of Emergency Services was created as an independent department in early 2020 following a CSU Audit of Executive Order 1056. Emergency preparedness and response capability development were moved from the University Police Department (in Student Affairs and Enrollment Management) into Business Operations (in Administration and Finance). Very shortly thereafter, the Covid-19 pandemic swept the globe and OES was staffed with an Interim Director and by necessity focused its primary operations on pandemic mitigation and response. The hiring of a full-time Director of the department in February 2022 provided the opportunity for OES to shift more of its focus and programs to broader campus preparedness and emergency response goals. Additionally, the creation of the Director role integrated Clery Compliance into the Office of Emergency Services' oversight, complying with the CSU mandate to move Clery Compliance under the purview of an MPP outside of UPD.

Consequently, FY 22-23 was the first full Academic Year in which the Office of Emergency Services operated in its new and intended capacity. Given a large number of audit findings from the 2019-2020 CSU audit, the Office had great opportunities for program development, process improvement, and strategic goal setting.

Highlights were strengthening the Emergency Operations Center roster, training requirements and meeting schedule; organizing multiple EOC trainings and exercises; expanding community trainings on emergency procedures and personal preparedness; and increased relationship building on- and off-campus.

### Emergency Operations Center

One of the major focuses for the Office of Emergency Services during FY 22-23 was updating San Francisco State's Emergency Operations Center (EOC). Consequently, OES developed updated resources for onboarding new members, such as an EOC Appointment Letter (sent through DocuSign), EOC Basic Information Guide, EOC Staffing Fundamentals Guide and updated EOC Organizational Chart. This was the first year that OES published an annual calendar for all EOC meetings and trainings for the upcoming year (AY 22-23) and established a regular cadence for monthly meetings.

EOC membership requirements this year included a Kick-Off Meeting, online completion of required FEMA independent study courses (role-dependent) and attendance of some or all of the other 8 scheduled meetings (role-dependent). Additionally, EOC members were required to attend an in-person SEMS EOC Training facilitated by West Coast Consulting Group.

The Policy Group attended a 3-hour workshop conducted by the Director of Emergency Services and a City partner (the Director of the Neighborhood Empowerment Network, a part of the San Francisco Department of Emergency Management). This workshop reviewed fundamentals of



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emergency response on campus, delineated lines of communication between the EOC and the Policy Group and outlined campus priorities during an emergency.



*Figure 1. The EOC Logistics Section works together during a March 2023 Exercise.*

Subsequently, the Policy Group and the EOC participated in a joint exercise (hybrid Tabletop/Functional Exercise) in March 2023, also facilitated by West Coast Consulting Group, which focused on the scenario of a crane collapse due to high winds. In June 2023, SF State EOC played in a systemwide hybrid Functional Exercise facilitated by the Chancellor's Office, which simulated an atmospheric river event.

The EOC activated 5 times during FY 22-23:

- August 27, 2022: Power outage
- October 19, 2022: Power outage
- December 2, 2022: Electrical hazard and power outage
- February 14, 2023: Power outage
- March 14, 2023: High winds

Following each activation, a debrief was conducted and an After Action Report (AAR) was compiled and shared with relevant stakeholders. A Box folder was created to house AARs, playbooks and other EOC materials as they are updated and developed.





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### Community Preparedness

Another major initiative of the Office of Emergency Services during FY 22-23 was outreach to the broader campus community. The goal was to increase awareness of the office's role (especially as it moved away from pandemic response and PPE distribution) and provide community emergency preparedness training.

OES presented on "What is OES and What is the EOC?" to the Residential Life Leadership Team, to the ITS Department, and during Leadership and Faculty/Staff Forums. Additional presentations on "Basic Emergency Procedures" were delivered to the FINA Department, HR Department, and CPaGE faculty and staff during two separate trainings. Two presentations / meetings were held with the Campus Communicators Group focusing not just on OES and EOC's role during an emergency, but specifically on communications and the activation of a JIC (Joint Information Center). OES also led a preparedness-focused activity during the Academic Affairs Council Retreat on January 26, 2023.

Trainings that were made available to the whole community (students, faculty and staff) at no cost were Personal Preparedness (during Campus Safety Week in October 2022), Stop the Bleed (two sessions conducted by Rescor Group on Sept 7 & 13, 2022), Active Threat (two sessions conducted by Rescor Group on Sept 7 & 13, 2022) and NERT (Neighborhood Emergency Response Team, training conducted by San Francisco Fire Department on April 4 & 5, 2022).



*Figure 2. Graduates of SFFD's Neighborhood Emergency Response Team Training, April 4-5, 2022.*



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Additional community preparedness outreach initiatives include overhaul of the [OES website](#) to include updated emergency procedures information, development and posting of new Emergency Procedures posters across all three campuses, and campuswide test of our Emergency Notification System during the Great ShakeOut on October 20, 2022.

### Evacuation Program

The Office of Emergency Services took over management of the BERC (Building Emergency Response Coordinator) Program. As part of this transition, OES updated the evacuation evaluation form, developed a new BERC Handbook and conducted a BERC Overview Training to review handbook content and train on specific emergency procedures. OES staff has made a practice of observing evacuation drills as much as possible to provide additional guidance and support for BERCs during drills and debriefs. In May 2023, the Children's Campus ran their first off-site evacuation and reunification drill with their students and families; SF State OES supported them in the planning, execution and debriefing of this big undertaking.

Additionally, OES purchased 54 red emergency evacuation backpacks to be issued to BERCs (2-4 backpacks per building, depending on building size), along with hard hats and vests, to support their incident response and evacuation needs. OES also facilitated the inspection and repair of 27 evacuation chairs across campus.

### Relationship Building

Another major focus of OES during the 22-23 FY was fostering and strengthening relationships off-campus. OES regularly participated in Bay Area Higher Education Collaboration calls with UCSF, City College of SF, UC College of Law and sometimes Stanford University. SF State OES also joined SF Department of Emergency Management's Training, Exercise, Credentialing Planning Committee (TEC-P) to meet bimonthly with City agencies. Participation in this committee has led to a great number of valuable relationships with City partners.

SF State OES is also represented on the SF Bay Area Red Cross Leadership Council.

In June 2023, OES launched Resilient Southwest San Francisco in partnership with SF Department of Emergency Management. This is a neighborhood disaster resilience hub with SF State acting as the anchor institution. This launch meeting brought together members of Southwest San Francisco businesses, agencies and neighborhood associations to discuss our needs and concerns for large-scale disaster response in our corner of the City.

### Covid-19

While transitioning out of being the primary PPE distribution entity for the campus, OES still spent a good deal of time in FY 22-23 obtaining, distributing and tracking PPE for the campus. This included hand sanitizer, masks and gloves, and it also required the maintenance of our contract with Cintas for the stocking of the 6 PPE storage cabinets across campus.



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### Clery Compliance

The Clery Director (OES Director) took over leadership of the Clery Compliance Team and ensured publication of the Annual Security Report and Annual Fire Safety Report for 2021 (published September 2022), as well as the Campus Safety Plan for 2022 (published December 2022). Clery Compliance Team meetings were held monthly through FY 22-23 and resulted in clarified procedures for Timely Warning Assessments and for referring cases to UPD for inclusion in the Crime Log.

### OTHER ACHIEVEMENTS

#### Campus Safety Week 2022

SF State resumed its annual Campus Safety Week after a two-year hiatus brought on by the pandemic. Campus Safety Week featured ten informational training sessions (209 attendees) as well as hand-on fire extinguisher training (90 trainees) and First Aid/CPR/AED Certification training (40 certifications).

#### CSU Learn Emergency Procedures Training

The OES Director at SF State chaired a systemwide committee of the CSU Emergency Manager's Council that was established to develop an online emergency procedures training that could be rolled out through CSU Learn across the system. The committee began its work in September 2022 and continued throughout the rest of the Fiscal Year and beyond. (Final publication on CSU Learn happened just after the FY ended in October 2023).



### LOOKING AHEAD

#### Emergency Operations Plan Update

The Office of Emergency Services engaged Witt O'Brien's to lead a project to update our campus Emergency Operations Plan. This project will also include Stakeholder Interviews, Integrated Preparedness Planning Workshops and Functional Annex development. A draft of the updated EOP is slated to be published in Fall 2024.



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### Rave Mobile Safety

Under a contract through California Governor's Office of Emergency Services, SF State Office of Emergency Services intends to implement Rave as a new emergency notification system in place of Blackboard Connect. To assess if Rave will meet our needs, it will be onboarded (at no cost) for us to test and would likely supplant Blackboard Connect starting in FY 24-25.

### On Campus Exercises

SF State OES is participating in the planning of two City & County of SF Exercises to be hosted on our campus in Spring 2024. In March 2024, a consultant contracted by SFPD will be facilitating an Active Attacker Tabletop Exercise at SF State campus. In April 2024, SF State OES will be hosting a multi-agency Full-Scale Exercise organized by the San Francisco Department of Public Health to assess their Multi Casualty Incident response capabilities. SF State's Public Information Officers will play as a part of the exercise Press Conference. Both of these exercises have incorporated SF State's OES onto their planning teams and have provided excellent opportunities for City collaboration and partnership as well as for SF State community outreach and responder preparedness.

### Community Trainings and Outreach

SF State OES aims to expand its training and outreach capabilities in FY 23-24, particularly with the addition of a new team membership through partnership with AmeriCorps CERC (California Emergency Response Corps). This CERC member is on the OES team until Fall 2024 and will be focusing on outreach and training.

Consequently, SF State OES will be offering monthly Stop the Bleed trainings (in English and Spanish) through Spring 2024 Semester, training new Campus Recreation staff in January 2024, and aiming to expand emergency procedures training to Sierra Nevada Field Campus and other on-campus groups. SF State OES also has a goal of updating the campus Emergency Procedures Trainings in order to make them more accessible (more pictures, less text) and a student-driven design.

### Emergency Supplies

A major goal of FY 23-24 is to inventory our existing stock of emergency supplies on campus, develop a list of emergency supplies still needed and delegate spaces across campus for storage.

### Physical Emergency Operations Center

A longstanding goal of SF State has been the establishment of a physical 'warm' Emergency Operations Center (EOC) for quick and efficient setup. The goal is to have a physical EOC operable by the end of FY 23-24.





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