

# FY2023/2024 Annual Report



## Office of Emergency Services

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**Director, Office of Emergency Services & Clery**

**August 28, 2024**



## OFFICE of EMERGENCY SERVICES

### EXECUTIVE SUMMARY

**Background and Overview.** San Francisco State University's Office of Emergency Services (OES) was created as an independent department in early 2020 following a CSU Audit of Executive Order 1056. AY 23-24 was the second full Academic Year in which the Office of Emergency Services operated in its new and intended capacity. AY 22-23 was largely focused on addressing gaps and audit findings from the 2019 CSU Audit. AY 23-24 was much more about expanding, improving, and visioning medium- and long-term projects.

Highlights from AY 23-24 include the expansion of our relationships with the City and County of San Francisco (CCSF) and other partners; launching a Stop the Bleed training program on campus; establishing more formalized processes and procedures for our Emergency Operations Center (EOC); and adding an AmeriCorps CERC position to our team.

**Emergency Response and Improvement Plans.** The EOC activated 5 times during FY 23-24:

- September 19, 2023: Power Outage
- January 4, 2024: Water Outage
- January 16, 2024: Power Outage
- March 8, 2024: Water Outage
- April 29 – May 20, 2024: Protests & Encampment

Following each activation, a timely debrief was conducted resulting in an After-Action Report (AAR) to be shared with stakeholders. The goal is that each emergency result in process improvement; to that end, each AAR included an Improvement Plan with action items resulting in tangible improvements. Examples of these programmatic improvements include the creation of a Water Outage Playbook, update to the Emergency Operations Plan draft, and addition of [Incident Updates](#) to the OES website.

**Relationships.** Underlying all the work of OES is a commitment to developing and maintaining strong relationships with on-campus stakeholders, neighbors, and City and State partners. In addition to the relationships built in 2022-2023, this academic year saw an increase in our participation in City and community projects. OES has served on the City and County of San Francisco EOP Community Advisory Committee; participated in Family Assistance Center (FAC) Planning with SF Department of Emergency Management (SFDEM) and other City partners; and supported in the development of the City's Community Support Annex. These relationships have increased the mutual understanding of CCSF and SF State emergency plans and directly impact our campus's ability to respond and recover from emergencies.



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### AY 2023-2024 HIGHLIGHTS

#### Emergency Operations Center (EOC)

One of the major purviews of OES is ensuring SF State's EOC is well-staffed, trained and prepared for emergency response. Consequently, OES continued to improve resources for onboarding new members, such as developing a New Member Onboarding Letter and establishing a precedent for ensuring new members receive specific onboarding training.

**Tools.** As a result of activation challenges and feedback from EOC members, OES made the decision to transition entirely over to MS Teams as a virtual activation tool. OES Coordinator Sherry Yoshioka developed a robust structure for EOC activations via Teams, including pre-establishing a Teams workspace for each incident that can be built out with all requisite channels and files added in advance of any activation. Additionally, Sherry took the lead on formalizing the Incident Command System (ICS) forms utilized in the EOC and collaborating with SF State's Quality Assurance team to customize forms as appropriate for our institution. These processes make EOC activation much more efficient, access and understanding of forms much easier for EOC personnel, and documentation of an incident much improved overall.

**Trainings and Exercises.** 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 eight scheduled meetings (role-dependent). Additionally, EOC members were invited to participate in a Tabletop Exercise on October 12, 2023. This in-person, three-hour exercise was facilitated by the Cybersecurity and Infrastructure Security Agency (CISA) and was a joint Cybersecurity Tabletop Exercise that included the EOC, the Policy Group, and select members of Information Technology Services (ITS) and Academic Technology.

In addition to this exercise, OES participated in several other exercises throughout the year:

- On March 26, 2024, OES participated in a Heat and Air Quality Tabletop Exercise conducted by SFDEM.
- On March 27, OES and the SF State University Police Department (UPD) participated in an Active Threat Tabletop Exercise conducted by the Bay Area Urban Areas Security Initiative (UASI) on behalf of the San Francisco Police Department (SFPD), hosted at SF State's Annex I.
- On March 28, 2024, the OES Director and OES Coordinator traveled to Sonoma State to observe and help evaluate an Active Shooter Tabletop Exercise conducted with the Sonoma State EOC.
- Through Winter 2023 and Spring 2024, OES was heavily involved with the SF Department of Public Health's (SFDPH) planning of a Full-Scale Exercise, which took



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place at SF State. This Full-Scale Exercise occurred on April 25, 2024, at and around SF State's Annex I, and was designed to test the City's response capabilities for a Multi-Casualty Incident. SF State EOC Public Information Officers also participated in the exercise as a part of the Joint Information Center.



*SF State EOC Public Information Officers (Bobby King, Kent Bravo and Guisselle Nuñez) in the Joint Information Center alongside members of SFDPH, SFDEM and SFFD during the April 2024 exercise.*

**EOC Activations.** The SF State EOC activated 5 times during FY 23-24:

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Following each activation, a timely debrief was conducted and an After-Action Report (AAR) was compiled and shared with relevant stakeholders. Following the longer activation for Protests





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& Encampment in the Spring, an After-Action Meeting was conducted with Cabinet (during FY 24-25) to debrief the incident and plan for the Fall.

### Community Preparedness

Another major OES initiative during FY 23-24 was increasing our outreach to the broader campus community. The goal was to expand our reach across campus and develop more resources and opportunities for community emergency preparedness training.

On October 12, 2023, the California Governor's Office of Emergency Services (CalOES) brought a Shake Simulator to campus as one stop on a statewide education tour. There were 310 Shake Simulator Riders in 110 Shake Simulator Experiences. The event was covered by local San Francisco television media: KGO (ABC), KNTV (NBC), KPIX (CBS), KTVU (FOX), KRON, KDTV (Univision 14), and KSTS (Telemundo 14). CBS Radio and the [Golden Gate Express](#) also covered the event.



*CalOES Shake Simulator getting set up on Centennial Way early morning on October 12, 2023.*

Further, OES presented on campus about emergency preparedness and response best practices to various groups, including the University Chairs Council, the Student Health Center, and Campus Recreation. As a component of Campus Safety Week in October 2023, OES co-presented with FEMA a training entitled "You Are The Help Until Help Arrives". Additionally, on May 9, 2024, OES presented on the topic of "Summer Safety" along with Health Promotion & Wellness and Campus Recreation as a part of the *Ready, Set, Safety!* Series.



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Along with Enterprise Risk Management (ERM), the OES team traveled to the Sierra Nevada Field Campus (SNFC) in May 2024 to conduct a site assessment and lead emergency preparedness and Stop the Bleed trainings for SNFC staff.



*Office of Emergency Services and Enterprise Risk Management Team members on site with Sierra Nevada Field Campus Director Darrow Feldstein in May 2024.*

**California Emergency Response Corps (CERC).** Through a partnership developed between the Chancellor's Office and AmeriCorps, SF State Office of Emergency Services participated in a pilot year placement program with California Emergency Response Corps. Through this program, OES created a new full-time role on its team – Outreach Support Coordinator – entirely funded by AmeriCorps. The appointment lasts approximately 10 months per placement and allows the CERC member to gain valuable experience related to disaster preparedness, emergency response, and awareness outreach. Javier Valdes Garcia began as our first CERC member in late October 2023 and became an active, engaged and valuable member of the OES team throughout the rest of FY 23-24 and beyond.

**Stop The Bleed.** OES launched a Stop the Bleed program in FY 23-24, registering a total of four Stop The Bleed trainers on campus to support a monthly training program. Between October 2023 and July 2024, OES conducted nine Stop the Bleed trainings for a total of 62 participants. Participants included faculty, staff, students and other community members. One of these trainings was conducted in Spanish to SNFC campus by CERC member Javier Valdes Garcia.



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Additional community preparedness outreach initiatives included a refresh of the [OES website](#), a monthly Instagram post developed by OES Student Assistant Ximena Nieves, and campuswide test of our Emergency Notification System during the Great ShakeOut on October 19, 2023.

### Emergency Operations Plan and Integrated Preparedness Plan

In June 2023, OES engaged consultants Witt O'Brien's to lead an Emergency Operations Plan (EOP) update project. This project was conducted over the course of FY 23-24 and included community workshops on Emergency Communications and Community Inclusion; stakeholder interviews; existing plan and program review; and draft development.

A final draft of the EOP was delivered to OES in June 2024 and is currently under the review and approval process. The new EOP should be promulgated in early FY 24-25.

As a part of this contract, Witt O'Brien's also facilitated a series of Integrated Preparedness Plan Workshops with SF State stakeholders. In collaboration with OES, the consultants then developed SF State's first Integrated Preparedness Plan, finalized in April 2024.

### Relationship Building

In addition to the relationships built in 2022-2023, this academic year saw an increase in our participation in City and community projects. OES has served on the City and County of San Francisco (CCSF) EOP Community Advisory Committee; participated in Family Assistance Center Planning with SFDEM and other City partners; and supported in the development of the City's Community Support Annex. These relationships have increased the mutual understanding of CCSF and SF State emergency plans and directly impact our campus's ability to respond and recover from emergencies.

In June 2023, OES launched Resilient Southwest San Francisco (RSWSF) in partnership with SFDEM. RSWSF acts a neighborhood disaster resilience hub with SF State acting as the anchor institution. The launch meeting at the end of FY 22-23 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. Moving into FY 23-24, OES hosted a second meeting of the RSWSF hub in order to participate in a Strategic Planning Workshop. This workshop, on October 31, 2023, resulted in the development of hub objectives, an outline of capabilities and needs, and a plan for next steps with City partners.





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*Neighborhood and City partners gathered at SF State for a Strategic Planning Meeting of Resilient Southwest San Francisco in October 2023.*

### Cost Recovery

OES worked closely with ERM and the Chancellor's Office on several cost recovery efforts during FY 23-24. In addition to supporting the closeout of a FEMA claim related to Covid-19 PPE, OES also worked with the Chancellor's Office and CalOES to claim Disaster Response Emergency Operations Account (DREOA) funding to support costs related to damage from the winter storms of February-March 2023. In addition, the claims were filed with FEMA and several storm-related projects were obligated in FY 23-24.

### Clery Compliance

Clery was included in a Training Compliance Audit conducted by the Chancellor's Office in FY 22-23. As a result, the Clery Compliance Team developed a new process for identification, notification, and training of Campus Security Authorities (CSAs). Additionally, the Clery



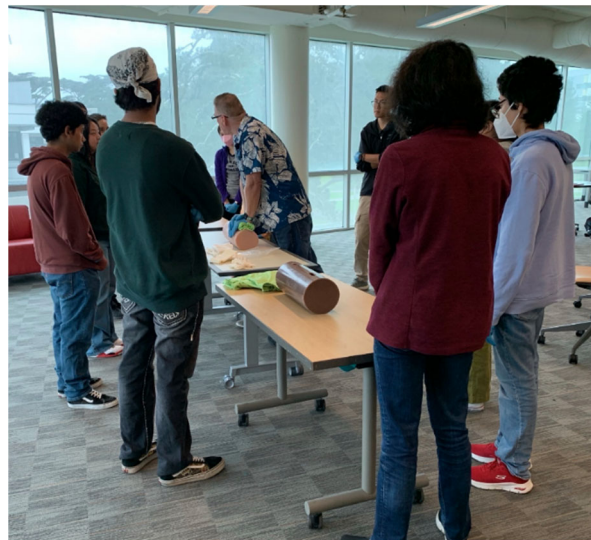


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Director (OES Director) and UPD Records Supervisor created updated Clery Geography Maps and developed the first draft of a Clery Compliance Handbook to outline all of SF State's Clery-related policies and procedures. New members were added to the Clery Compliance Team to ensure representation from International Programs, SAFE Place, and the Dean of Students Office. Clery Compliance Team meetings were held monthly through FY 23-24.

### OTHER ACHIEVEMENTS

#### Campus Safety Week 2023



*Stop the Bleed students learn hemorrhage control techniques during Campus Safety Week.*

Campus Safety Week is an annual joint initiative coordinated by OES, Environment Health and Safety (EHS), UPD, Health Promotion & Wellness, and ERM. Campus Safety Week 2023 featured eight informational training sessions (50 attendees) as well as a Campus Safety Walk, Evacuation Chair Training (3 attendees), hand-on fire extinguisher training (133 trainees), Stop the Bleed (21 certifications), and First Aid/CPR/AED Certification training (24 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 in FY 22-24 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 but was finally published in October 2023. This training is now available to all employees in CSU Learn.



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### LOOKING AHEAD

#### Physical Emergency Operations Center

A longstanding goal of SF State has been the establishment of a physical ‘warm’ EOC for quick and efficient setup. This project has proceeded slower than expected due to the difficulty of designating a space on campus for this purpose, but University leadership and other stakeholders recognize its importance and are committed to the furtherance of this project. The goal is to have a physical EOC identified by the end of FY 24-25.

#### Training Exercises

SF State OES will be participating in the planning of an Active Attacker Functional Exercise, in conjunction with Bay Area UASI and SFPD. This will be a follow-up to the Active Attacker Tabletop Exercise held on campus last year. OES will also be participating in an Community Branch Tabletop Exercise with SFDEM during Fall 2024.

Our EOC exercises this year will also be focused on an Active Threat scenario, with the EOC and Policy Group participating on different days but working through the same scenario. An alternate EOC Director will play in this exercise in preparation for OES/EOC Director Hope Kaye’s parental leave in Spring 2025.

#### Continuity

OES plans to expand our emergency planning and readiness by supporting the development of a Continuity of Operations Plan (COOP) and continuing to work with units across campus to develop departmental continuity plans. The addition of a Continuity & Compliance Coordinator into the OES team will help ensure that the continuity-focused work is completed in close collaboration with emergency planning and will allow us to integrate these plans into our EOC structure and operations.

#### Emergency Supplies

A major goal of FY 24-25 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.

#### Rave Mobile Safety

Under a contract through CalOES, SF State OES intends to implement Rave Alert 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 in FY 24-25 and will operate in parallel to



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Blackboard Connect to determine if it meets our emergency notification needs. Adding Rave Alert to our capabilities will also create a redundant system for emergency notifications which is critical in the event of technological issues that could arise with either system.

### **San Francisco State University Office of Emergency Services Team**

Hope Kaye, Director, Office of Emergency Services / Clery Director

Sherry Yoshioka, Coordinator, Office of Emergency Services

Javier Valdes Garcia, CERC Member / Outreach Support Coordinator

*(Through May 2024)* Ximena Nieves, Student Ambassador / Social Media Manager