

Annual Report 2024-2025



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Director, Office of Emergency Services
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Office of Emergency Services

AY 2024-2025 HIGHLIGHTS

Emergency Operations Center (EOC)

One of the major purviews of OES is ensuring SFSU's Emergency Operations Center (EOC) is staffed and prepared for emergency response. Consequently, OES has a continual focus on process improvement, recruitment and retention of EOC staff, and the development of EOC resources.

Physical EOC. This academic year saw an exciting development for the EOC: securing a physical location for activation. Following numerous site visits and discussions with campus partners, advocacy of OES in combination with leadership support resulted in the finalization and signing of a Memorandum of Understanding (MOU) with Housing, Dining & Conference Services (HDCS) to use the Sunset Room in Towers Conference Center during an EOC activation. This room will serve as a shared space in which OES will be allowed to store EOC equipment and supplies, and to which EOC personnel will be allowed access during a physical activation of the EOC. OES Coordinator Sherry Yoshioka closed out AY 24-25 by welcoming EOC members into the space for the first time as a preview to the EOC's official opening in AY 25-26.



On June 11, 2025, OES/EOC Coordinator Sherry Yoshioka welcomed EOC members to the conference room that will serve as the new SFSU Emergency Operations Center and began previewing her plans for the space.

Training and Exercises. EOC membership requirements in AY 24-25 included a Kick-Off Meeting, online completion of required FEMA independent study courses (role-dependent) and attendance at some or all the other seven scheduled meetings (role-dependent). Additionally, EOC members were invited to participate in a two-part Tabletop Exercise (TTX) on November 13, 2024. Part One was an in-person, two-hour exercise with the EOC focusing on an active threat (active shooter) that was facilitated by OES Director Hope Kaye. Part Two was an in-person, one-hour exercise with the Policy Group that included a time jump from the November 13th exercise and focused on community recovery following the incident.

Integrated into both Tabletop Exercises was explanatory information about the City and County of San Francisco's (CCSF) Family Assistance Center (FAC) planning process and how that might impact SFSU following an incident on campus.

EOC Activations. The SF State EOC activated three times during AY 24-25:

November 2, 2024: Power outage

December 5, 2024: Tsunami warning

December 19, 2024: Credible active threat and bomb threat

In addition to the above activations, OES personnel were on standby for the following incidents:

Fall 2024: Protest activities

December 14, 2024: Tornado warning

May 24, 2025: Commencement

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 & Encampment in Spring 2024 (AY 23-24), an After-Action Meeting was conducted with Cabinet during AY 24-25 to debrief the incident and plan for the Fall 2025 semester.

Other Trainings

OES personnel participated in an Emergency Routes & First Responder Transport Tabletop Exercise conducted by San Francisco Department of Emergency Management (SFDEM) at their EOC location on July 25, 2024.

OES also hosted a two-day training session facilitated by the California Specialized Training Institute (CSTI), G205: Recovery from Disasters: The Local Community Role. G205 was hosted on campus in the J. Paul Leonard Library, room 121 and included participants from a wide range of Bay Area institutions, agencies and community organizations.

Community Preparedness

OES is always looking for ways to increase our outreach efforts. In August 2024, OES staff shared resources with students at the Welcome Gators Student Resources Fair (*see picture below*). In October, OES partnered with Risk Operations Coordinator, Joanna Le, to present emergency preparedness information and highlight 2024 Campus Safety Week to all Residential Life Community Desk Leaders.



Sherry Yoshioka and Javier Garcia tabling at the Student Resource Fair on August 23, 2024.

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Additionally, OES Director Hope Kaye conducted in-person training for graduate Fine Arts students in the about After-Hours Preparedness and Safety. This is a new requirement of the College of Liberal & Creative Arts (LCA) for graduate students to receive keycard access to studio buildings for after-hours work.

As a component of Campus Safety Week in October 2024, OES co-presented a training session about Emergency Preparedness with FEMA and the Red Cross, which included activities and exercises to help participants take concrete steps toward their personal preparedness.

Finally, along with Environment, Health & Safety (EH&S), OES Coordinator, Sherry Yoshioka, coordinated a site visit to the Sierra Nevada Field Campus (SNFC) in May 2025 to conduct emergency preparedness and Stop the Bleed training sessions for SNFC staff.

California Emergency Response Corps (CERC). Through a partnership between the Chancellor's Office and AmeriCorps, OES participated in a pilot year placement program with California Emergency Response Corps (CERC). AY 24-25 saw the end of our first CERC member's service year and we said goodbye to Javier Valdes Garcia in August 2024. In September 2024, Lauren Levitt began her service year with OES as a new CERC member, taking the title of Emergency Preparedness Outreach Lead. Due to federal funding changes, Lauren's service year ended abruptly in April 2024. In her time with OES, however, Lauren was a huge asset and completely integrated into our team. She took the lead on a number of initiatives, such as coordinating our Spring 2025 NERT training with San Francisco Fire Department and developing a brand-new OES Newsletter.

Additionally, Lauren was deployed to the Westwood Disaster Recovery Center from January 10 – March 30, 2025, to support with the Palisades wildfire recovery. She supervised a daily team of 12 volunteers, supported logistics and navigation for approximately 500 survivor intakes each day across 80 agencies, and served as the on-site liaison for external partners. As a result, she and her team at the Disaster Recovery Center were recognized by the City of Los Angeles Mayor's Office with a formal commendation (*pictured right*).



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Stop The Bleed. OES continued our popular Stop the Bleed program in FY 24-25, onboarding Lauren Levitt as an additional Stop the Bleed trainer. Between September 2024 and March 2025, OES conducted six Stop the Bleed training sessions for a total of 47 participants, including faculty, staff, students and other community members. For the first time, OES integrated Stop the Bleed into UPD's Citizen's Academy, training 17 SFSU students as a part of their academy curriculum.

Pictured left: Senior Director for the Center of Equity and Excellence in Teaching and Learning Anoshua Chaudhuri practices self-application of a tourniquet at a Stop the Bleed training.

Additional community preparedness outreach initiatives included the OES newsletter developed by Emergency Preparedness Outreach Lead Lauren Levitt; a robust Instagram posting schedule managed by Student Ambassador, Ryan Gardner; and the annual campuswide test of our Emergency Notification System (ENS) during the Great ShakeOut on October 17, 2024.

Plans and Consultation

In July 2024, the new Emergency Operations Plan (EOP) was signed and promulgated by President Mahoney. OES personnel also reviewed the individual emergency plan for Student Health Services (SHS) and provided input about best practices and how to align with the University-wide EOP. Additionally, OES served on the project implementation team of a joint initiative of Residential Life and Housing to update their emergency response plans with the support of consultants from Brailsford & Dunlavey.

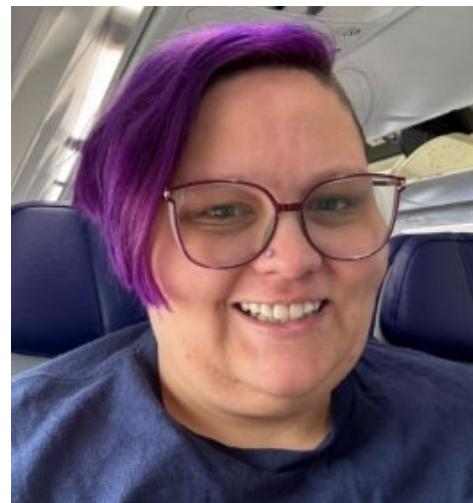
OES also collaborated with the Office of the President to conduct a site assessment of the areas dedicated to storage of cultural artifacts under NAGPRA (the Native American Graves Protection and Repatriation Act). OES Director Hope Kaye met with the NAGPRA Coordinating

Committee to discuss hazards and make recommendations about protection of crucial assets in case of a large-scale disaster or building emergency.

Continuity

In AY 2024-2025, Continuity moved from Enterprise Risk Management (ERM) into the Office of Emergency Services. The addition of a Continuity & Compliance Coordinator into OES will help ensure that the continuity work is completed in close collaboration with emergency planning and will allow us to integrate these plans into our EOC structure and operations.

JLP Prince was hired in December 2024 as SFSU's first Continuity & Compliance Coordinator, to oversee the expansion and execution of the campus' continuity program and to assist OES Director / Clery Director Hope Kaye with Clery compliance on campus. JLP's extensive background in higher education – paired with their academic achievements in emergency management – allowed them to hit the ground running and quickly develop an initial Program Charter. They began their tenure by driving the transition of SFSU from the Fusion platform over to Kualu Ready as our new continuity software, a change which not only provided cost savings but will allow for greater ease of continuity planning in a platform designed specifically with higher education in mind. JLP finished out AY 24-25 by establishing membership of a Continuity Committee and scheduling the initial meeting for September 2025. In this time, JLP also achieved their Associate Business Continuity Professional (ABCP) certification through the industry benchmark Disaster Recovery Institute (DRI) International.



JLP Prince (they/them), Continuity & Compliance Coordinator starting December 2024, hails from North Carolina. They bring to SFSU their experience at Cornell University, Agnes Scott College and Appalachian State University, doing work across multiple departments including residence life, leadership development, diversity programs and community engagement.

Evacuation Program

In AY 24-25, several improvements were made to the campus Building Evacuation Program under the oversight of OES Coordinator, Sherry Yoshioka. The goal of this program has been to develop more resources and processes to support the Building Emergency Response Coordinators (BERCs) and Floor Wardens in the execution of their duties. In AY 23-24, OES staff asked BERCs for feedback about what would help them and decrease the burden of the BERC assignment.

To that end, AY 24-25 was the first time that OES centrally scheduled the bulk of the evacuation drills for academic buildings, as the scheduling of drills was identified as a pain point for many BERCs. Additionally, OES reviewed code requirements with the CSU Office of Fire Safety to confirm SFSU building occupancies and drill requirements. The result was that most administrative and academic buildings on campus were transitioned to an annual drill schedule (down from biannual).

OES Coordinator Sherry Yoshioka also developed a variety of new resources to support the BERCs and other evacuation team members, such as a BERC Handbook; Floor Warden Handbook; a dedicated Box folder with access to helpful documents; and an overhaul of the Building Evacuation Program website to centralize all these resources. Additionally, Sherry designed a Building Emergency Action Plan (EAP) template (renamed Building Emergency Procedures Guide in AY 25-26) to aid BERCs in easily developing and updating a building-specific guide that they could share with building occupants. This is a resource that has likewise been requested by BERCs and building occupants for several years. Finally, OES now hosts a quarterly meeting with BERCs to provide resources and guidance, discuss best practices, and answer questions or address concerns.

Supplies and Equipment

At the end of AY 24-25, OES purchased large water tanks in various sizes as a first step toward installing emergency water caches across campus. These include five 260-gallon tanks, 20 55-gallon tanks, and 40 5-gallon collapsible water carriers. One of our big initiatives in AY 25-26 will be to work with Building Coordinators to identify strategic locations for these water

tanks, as well as to work with Facilities and CPDC to ensure they can be installed, filled and maintained safely and securely.

Additionally, OES received a donation from the City and County of San Francisco (CCSF) of an Emergency Shelter Supply Bin for the SFSU community, which includes 200 blankets, ponchos and hand warmers; 20 wool blankets; 15 plastic tarps; and duct tape, cord and utility knives. This bin is on wheels and can be deployed quickly in an emergency.

Clery Compliance

Each year, the Clery Compliance Team makes strides toward program improvement. The new Continuity & Compliance Coordinator JLP Prince began to assume some Clery responsibilities in AY 24-25, such as Campus Security Authority (CSA) tracking and notification. Additionally, the ever-expanding Clery Handbook was updated to outline policies and processes, provide communication templates, and highlight important annual timelines. Finally, the Stop Campus Hazing Act was passed which required the integration of some additional compliance requirements by the Clery Compliance Team.

Clery Compliance Team meetings were held monthly through AY 24-25, and the Executive Director of Risk and Safety Services, Michael Beatty, served as the Clery Delegate during the Clery Director's leave (December 2024 – April 2025).

Campus Safety Week 2024

Campus Safety Week is an annual joint initiative coordinated by OES, Environment Health and Safety (EH&S), UPD, Health Promotion & Wellness and ERM. Campus Safety Week 2024 included Associated Students as an additional sponsor. The week featured six informational training sessions (47 attendees) as well as hand-on fire extinguisher trainings (69 trainees), Stop the Bleed trainings (3 certifications), and First Aid/CPR/AED Certification training (23 certifications). *(See picture on page 10).*

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SFSU mascot Alli Gator poses with personnel from SFSU UPD, SF Sheriff's Office, SF Police Department, SF District Attorney's Office and the US Consumer Protection Safety Commission during Campus Safety Week Tabling Fair on October 16, 2024

LOOKING AHEAD

Physical Emergency Operations Center

Following the soft opening of the EOC in a shared location in Towers Conference Center, AY 25-26 will see its development into a fully equipped space. Cabinets purchased at the end of FY 24-25 allow for an EOC state of readiness that has long been a goal for SFSU. OES/EOC Coordinator Sherry Yoshioka has started developing role binders and other resources for EOC members to be housed in the physical EOC. We look forward to testing it as a hybrid activation space for a CSU Systemwide functional exercise in December 2025.

Training Exercises

SFSU's EOC will be participating in the planning of the annual exercise conducted by CSU Systemwide Risk Management to test their Systemwide Emergency Support Team. AY 25-26's exercise will be a functional exercise focused on a Tsunami event in Northern California with ripple effects across several regions. OES Coordinator Sherry Yoshioka is a part of the planning team for this exercise, which will take place on December 4, 2025. The SFSU EOC will be participating in a partial capacity focusing on communications. For the CSU functional exercise, JLP Prince will serve as EOC Coordinator and EOC Director Hope Kaye and Operations Section Chief David Rourke will swap EOC roles to understand each other's roles better and build redundancy.

Continuity

OES plans to expand our emergency planning and readiness by utilizing the newly formed Continuity Committee to establish campus essential functions and align on continuity program priorities. JLP Prince will use AY 25-26 to begin departmental continuity plans using Kualu Ready and continue to work toward the multi-year goal of the development of a Continuity of Operations Plan (COOP). They will also work to develop campus resources to aid departments in working independently on continuity planning.

Emergency Supplies

A major goal of AY 25-26 is to install and fill our emergency water tanks and begin to assess possible vendors and locations for emergency food caches. Additionally, we are aiming to inventory our existing stock of emergency supplies on campus, including developing a plan for the deployment of 14 high-capacity air filters received through a Memorandum of Understanding (MOU) with the City and County of San Francisco (CCSF).

Accessibility

SFSU OES is committed to improving the accessibility of all departmental training and outreach materials. One of our major initiatives for AY 25-26 is to work with SFSU Accessibility Technology Initiative, student groups, and other campus and off-campus partners to ensure

that all our documents are accessible. Integrative planning is key to ensuring SFSU community members with Access and Functional Needs have access to the information and resources they need to feel prepared, so OES will be dedicating significant time and resources this year to establishing a baseline of accessibility.

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

(Starting December 2024) JLP Prince, Continuity & Compliance Coordinator

(October 2023 – August 2024) Javier Valdes Garcia, CERC Member / Outreach Support Coordinator

(September 2024 – April 2025) Lauren Levitt, CERC Member / Emergency Preparedness Outreach Lead

(For Spring 2025) Ryan Gardner, Student Ambassador / Social Media Manager