



Emergency Management in SF: Creating Resilient Communities

Jim Turner

Private Sector Liaison

San Francisco Department of Emergency Management

Division of Emergency Services

MPINCC Professional Education Program

19 May 2011



What Could Go Wrong...

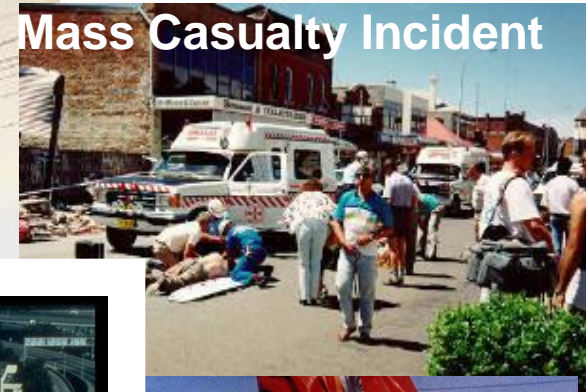
2



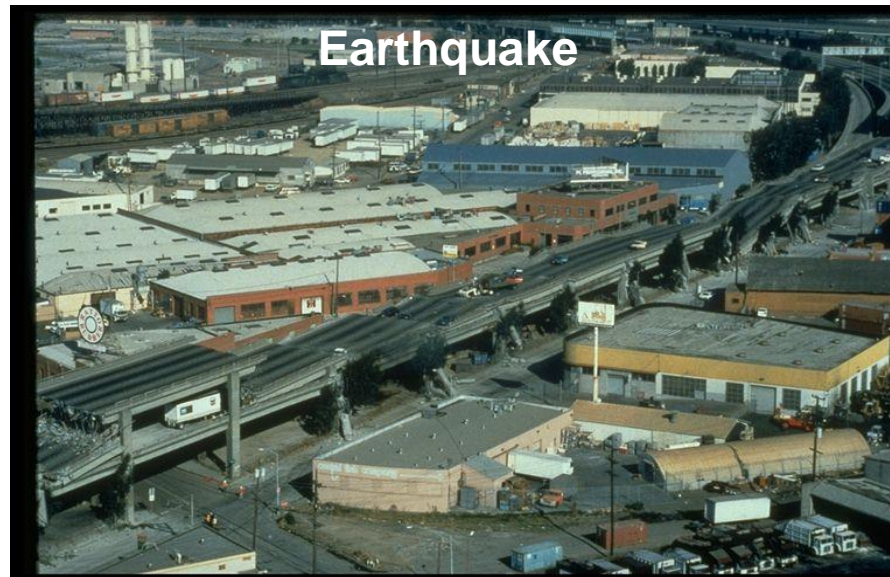
Flood



Fire



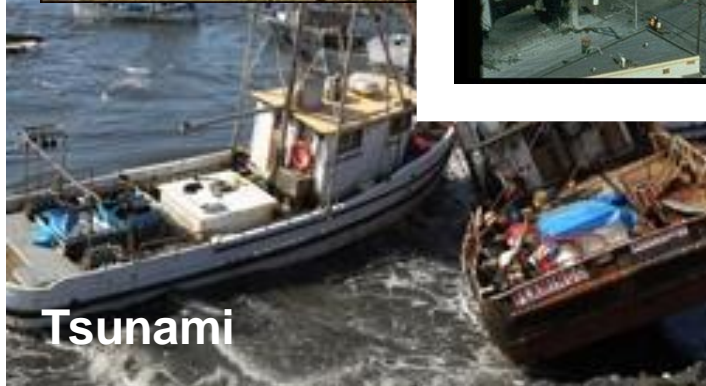
Mass Casualty Incident



Earthquake



Landslide



Tsunami



Terrorism



Haz Mat



Civil Disorder

Overview

3

- What is Emergency Management
- About DEM
- Who we work with
- How we coordinate
- Primary responsibilities
- Hazards & unique challenges
- Recent activations
- Resilient SF & Current Initiatives
- Connecting to SF Business
- Questions

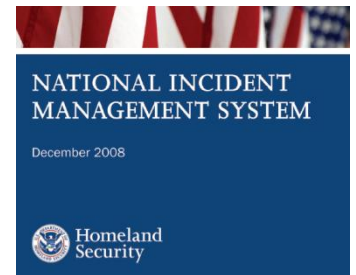


What is Emergency Management?

4

Over the last several years, Emergency Management has undergone a significant shift.

- Increased visibility
- New challenges
- New regulations
- New responsibilities
- Expanded expectations



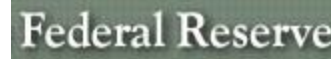
About DEM

5



Who We Work With

6

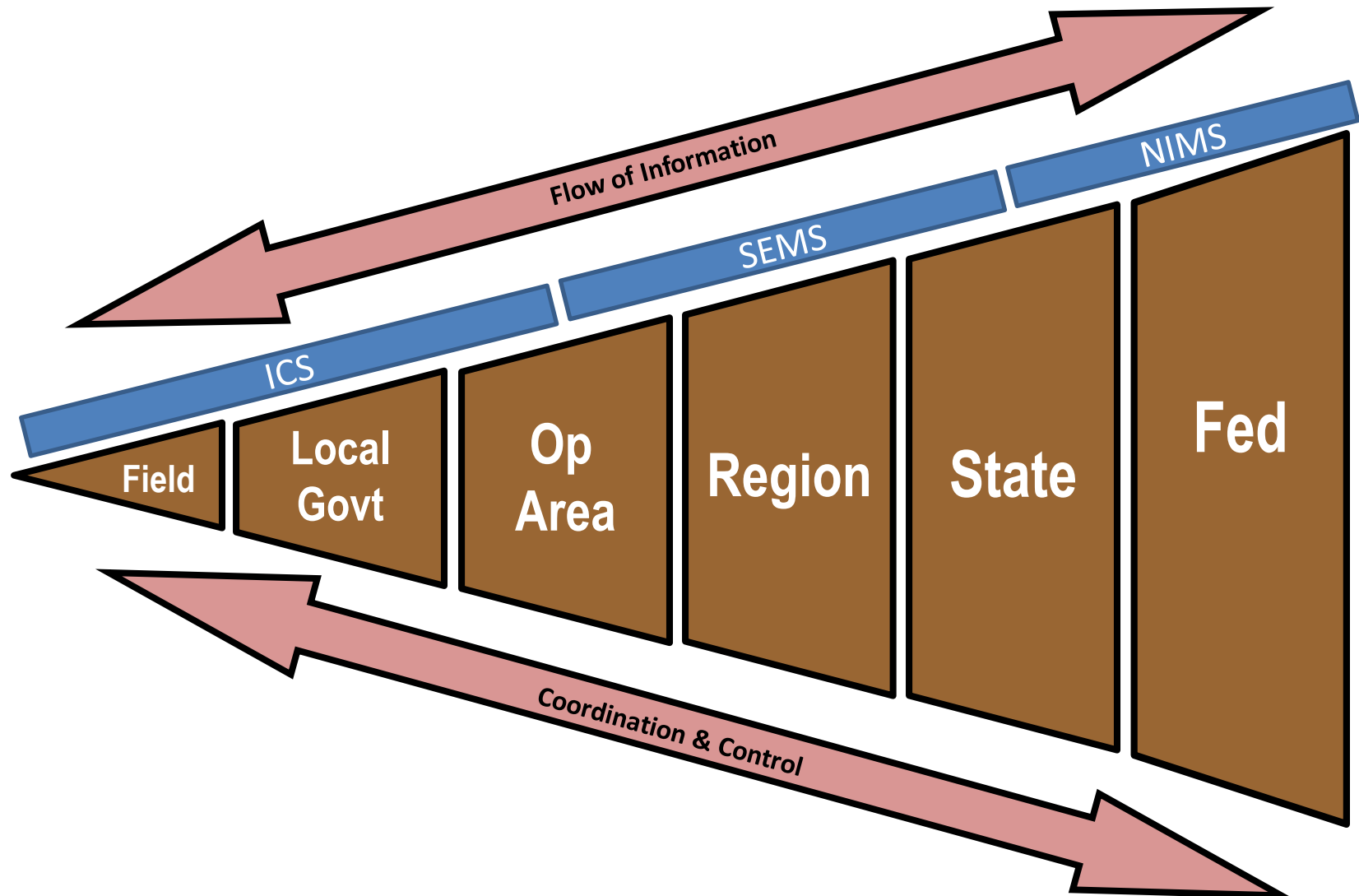


SAN FRANCISCO Public Utilities Commission



How We Coordinate

7



Primary Responsibilities

Daily Operations

- Communications and warning
- Planning
- Training & exercises
- Facilities & equipment
- Public information / outreach
- Emergency medical services
- Monitor local, state and federal laws
- Grants management

Disaster Operations

- Provide direction & coordination of resources
- Manage Emergency Operations Center operations
- Facilitate transition from response to recovery
- Public information and notifications
- **Do NOT direct tactical operations**

Hazards

San Francisco sits adjacent to two seismically active faults, contains nationally recognized landmarks, is partially built on fill, maintains zero-lot lines for many homes and still relies on some infrastructure that was last rebuilt early in the last century.

Primary

- Earthquake
- Fire
- Terrorism
- Flood
- Tsunami
- Mass casualty
- Communicable disease
- Oil spill
- Public Events

Secondary

- Peak oil
- Climate change
- Cyber attack
- Extreme temperature
- Civil disorder
- Radiological release
- Hazmat

$$\text{RISK} = \text{Frequency} \times \text{Severity} \times \text{Affected Population}$$

Unique Challenges

- Housing stock is oldest in western US
- Aging infrastructure
- ~63% of residents are renters
- Only 6-8% of residents have earthquake insurance
- Multiple languages and many non-native English speakers
- Very high population density
- Peninsula with few routes of ingress/egress
- Est. 88K people will be displaced after an earthquake

Recent Activations

11

| | |
|---------|------------------------------|
| Apr '09 | H1N1 Outbreak |
| May '10 | Golden Guardian exercise |
| Jul '10 | Mehserle Verdict |
| Nov '10 | World Series Celebration |
| Dec '10 | New Year's Eve |
| Feb '11 | Dark Zephyr Anthrax exercise |
| Mar '11 | Japan Tsunami |
| May '11 | Bay to Breakers |

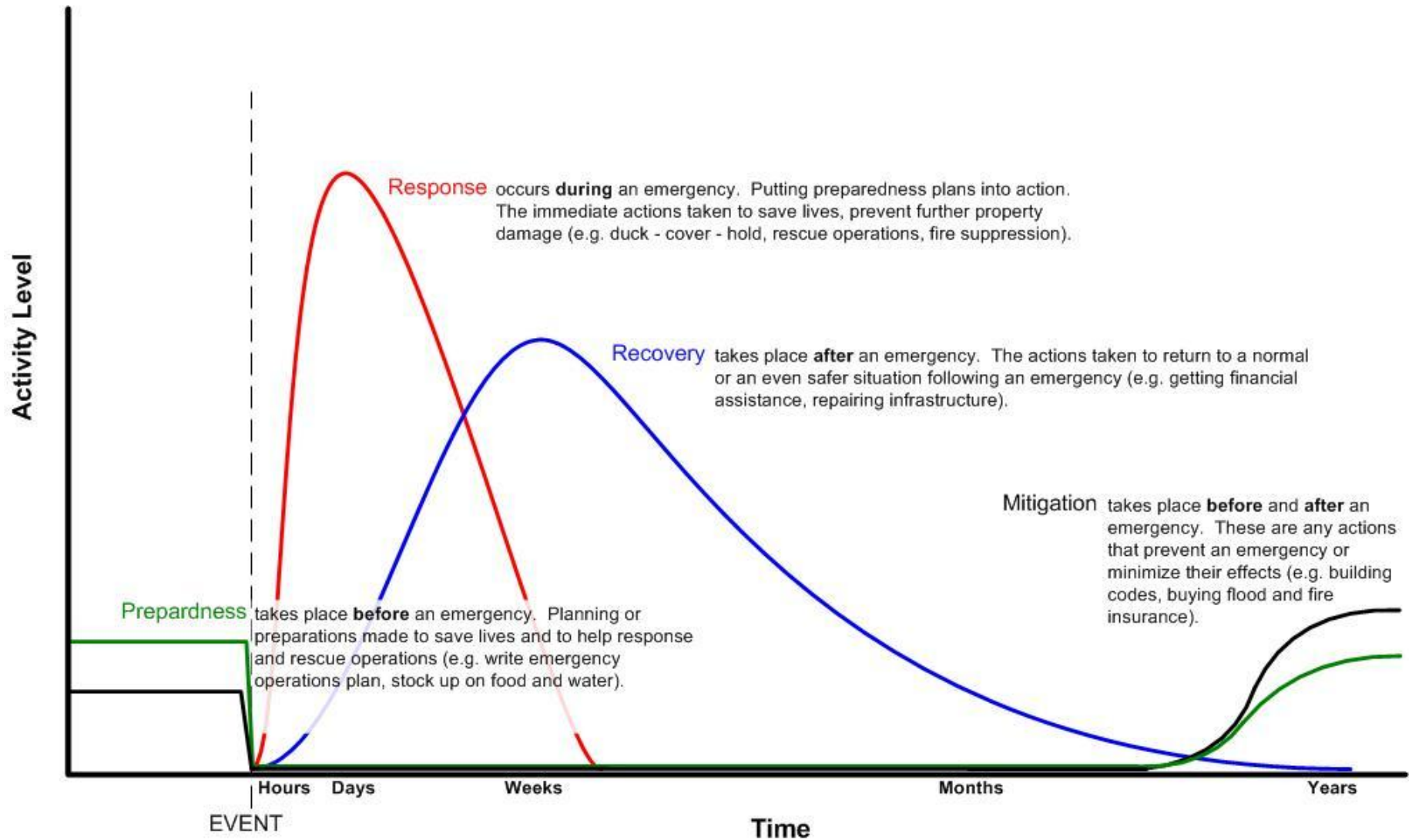


Other Events:



Disaster Lifecycle

12

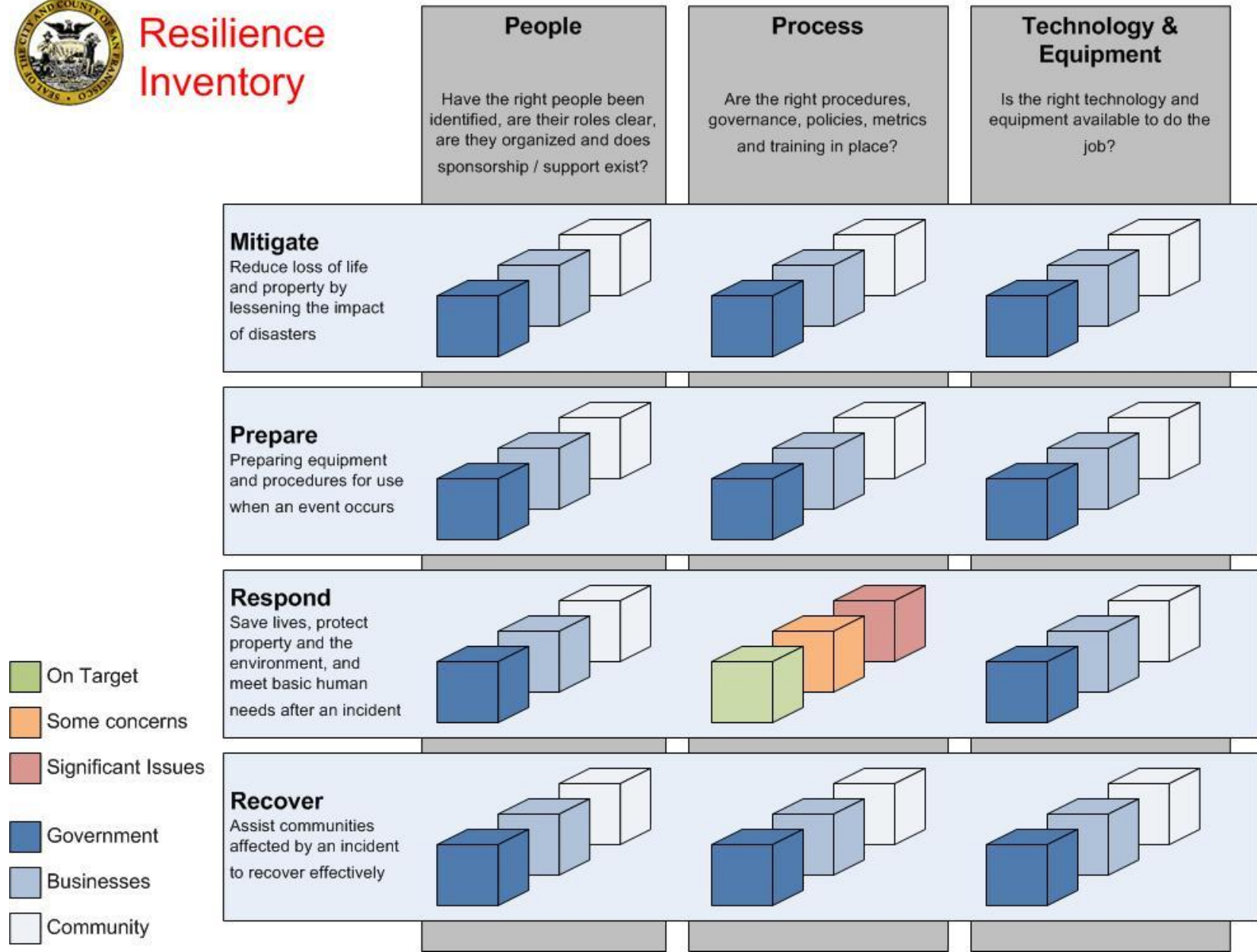


Resilient SF

13



Resilience Inventory



Examples of Current Initiatives

14

Hundreds of activities are going on throughout SF that individually contribute to improving our overall resilience. The lists below show some initiatives currently underway:

Government

- LT Housing
- Intelligence Gathering/Processing
- Communications Interoperability
- Lifelines Council
- Risk Assessment
- Improved building standards

Business

- Ready rating
- Business continuity workgroups
- Public-private partnerships
- Information sharing

Community

- Neighborhood Empowerment Network
- Map Your block
- Technical workgroups
- NERT

The Tourism and Meeting Industry in SF:

- Tourism is the #1 generator of outside dollars into SF
- Out-of-town visitors spent \$8.3 billion, about \$22 Million / day
- 15.9 million visitors in 2010
- SF regularly ranks among the top 10 North American destinations for conventions and conferences.

Shared Concerns:

- Safety of event attendees, visitors, and commuters
- Assisting local and out-of-town visitors to get home
 - about 43,600 new out-of-town visitors / day on top of 522,229 regular daily commuters
- Rapid physical and economic recovery – getting the people back

Resilience and Recovery - a Two-Way Street

16

Visitor / Attendee Communication:

- Leverage Your Management / Coordination skills
- Attendee records for accurate counts / tracking / travel
- Conduit to visitors in a changing and evolving situation
- Assist in group management and travel facilitation
- Communicate attendee evacuation / emergency procedures

Physical Resources:

- Hotel accommodations – Visitors out, DSWs in
- What Else?
 - Transportation
 - Warehousing and Multi-Purpose Spaces
 - Skills / Professional Services
 - Food



Questions

Thank You

Jim Turner

Private Sector Liaison

San Francisco Department of Emergency Management

30 Van Ness, Suite 3300

San Francisco, CA 94102

415.487.5008

jim.turner@sfgov.org