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San Francisco Office of Emergency Services and Homeland Security:

Major Accomplishments

Leading the development of a new Regional Emergency Coordination Plan. San Francisco recognized the need to plan for a catastrophic event on a regional basis. The RECP, which includes the Governor's Office of Emergency Services, the 10 Bay Area Counties, and the cities of Oakland, San Jose, and San Francisco, represents the first time this region has come together to engage in a comprehensive emergency planning process. While the RECP had been in the planning stages for months prior to Hurricane Katrina, it has become even more significant with the increased national focus on the need for a regional approach to emergency preparedness.

Highlights of the RECP include:

- Inventory of resources – federal, state, and local – and mechanisms for deployment
- Coordination of emergency medical resources and transportation
- Coordination of fire, hazardous materials, and search and rescue resources
- Regional planning for care and shelter services

90 Day Recovery Plan

Created a new Emergency Operations Plan for the first time in a decade. The EOP Part 1 serves as the foundation for emergency response in San Francisco. For the first time since 1996, this document was updated – and it took less than a year to do it. The new plan lays out how to respond to all hazards in or affecting the CCSF, such as natural disasters and national security emergencies.

In addition, OES/HS has drafted Part 2 of the Emergency Operations Plan – a document that never existed before. EOP Part 2 is the nuts-and-bolts guide to the functioning of the Emergency Operations Center, which will become partially or fully active in any large-scale emergency. It outlines roles and responsibilities of the various branches of the EOC, including planning and intelligence, operations and logistics.

We have also created new annexes to the EOP that never existed before. The topics of these annexes include Care and Shelter, Terrorism, Severe Weather, Tsunami and Animal Care and Shelter.

In January 2004, Mayor Newsom asked city departments to update their emergency plans and file them at OES/HS. Since that time, 30 of 46 departmental emergency plans have been updated. Given the varied nature of the responsibilities and size of city departments, OES/HS developed, and introduced in January 2006, a departmental emergency plan template to increase their uniformity and comprehensiveness. In an ongoing process, we have also offered assistance to departments in updating their plans.

Convened Disaster Council and Disaster Forum on a regular basis. OES/HS has delivered regular updates on disaster preparedness efforts to policymakers, elected officials, and the public through televised Disaster Council meetings. In addition, we have held monthly Disaster Forums, at which city department representatives discuss disaster planning and participate in a tabletop exercise. Since August 2004, there have been 6 Disaster Councils and 19 Disaster Forum meetings.

Using Homeland Security grants to fund planning, training, equipment and exercises. The grants are helping improve our ability to respond to disasters both man-made and natural. For example, major improvements have been made to the City's emergency radio communications system. Funding has been provided for protective equipment for first responders for CBRNE (Chemical, Biological, Radiological, Nuclear, Explosive) types of events. We've invested in security improvements for critical infrastructure. We've also funded extensive training, including: terrorism awareness training for 4,000 public safety personnel; structural collapse training for Fire Department personnel; incident command training for public safety and health command staff; and CBRNE-related training for Police Department personnel.

Conducted regular exercises for first responders and policymakers. We conduct monthly exercises at our Emergency Operations Center and larger-scale exercises on a regular basis. A tabletop exercise based on the London and Madrid transit bombings was attended by 120

emergency personnel from the region including the Mayor, key department heads, FBI, federal and state Homeland Security personnel, and the National Guard. We also held a field exercise based on the transit bombing scenario last October and participated in the statewide Golden Guardian exercise last November. Other exercise scenarios include an anthrax outbreak, shelter operations in response to a major earthquake, a terror attack on a ferry (which was held at the Port of San Francisco) and a gas main leak with explosion resulting in evacuations and mass casualties.

Led the Application Process for 2006 Bay Area UASI funding. San Francisco served as chair of the Bay Area group that submitted a \$332.2 million application for federal homeland security funding in February 2006. In January, the federal Department of Homeland Security announced that for the 2006 grant year, the three previously separate Urban Area Security Initiative (UASI) areas of San Francisco, Oakland and San Jose were being consolidated into one Bay Area Super UASI, which also included the 10 Bay Area counties. The grant application process involved 208 representatives from 134 different federal, state, regional, local and non-governmental agencies who met over a one-month period.

Created the City's First Community Disaster Plan. OES/HS has begun a pilot program to help San Francisco communities develop their own disaster plans. Beginning in Supervisorial District 5, and in conjunction with the Office of Supervisor Ross Mirkarimi, the Mayor's Office of Neighborhood Services and SF 5 Together, the program is designed to empower communities to work with city agencies to develop emergency response plans that are tailored to their unique needs. The Community Disaster Plan suggests forming an Emergency Preparedness Committee to coordinate neighborhood disaster preparedness efforts. Other key elements include identifying resources such as recreation centers, congregations, and neighborhood associations that can help support implementation of the plan, and outlining how residents can work together to improve their capacity to shelter safely in place for at least 72-hours post disaster. This project will be applicable to entire districts, neighborhoods, or residential communities such as condominium and apartment complexes. The pilot program is expected to expand to other districts later this year.

Created an innovative and interactive new website – www.72hours.org.

72hours.org helps San Franciscans plan for emergencies such as earthquake, fire, severe storms, power outages, and acts of terrorism. The website is available in English, Spanish and Chinese. We've launched public education campaigns using bus and shelter ads and street banners to encourage people to visit the website and get prepared. We've designed new multilingual brochures with the same content as the website. *Since last September, the site has had more than 228,000 unique visitors. And the site has just been nominated for a Webby Award.*

Developed a Community Outreach Program and Ad Campaign. OES/HS regularly presents preparedness information at venues including street fairs, town halls and community meetings. Each year during Fleet Week, we hold an earthquake preparedness fair at Marina Green that attracts thousands of people.

In the fall of 2005, we launched a unique ad campaign that encouraged San Franciscans to think about what items they need in order to be prepared for an emergency. The theme of the ads, which appeared on MUNI buses and bus shelters, was "Nice to Have"/"Need to Have," juxtaposing items such as water and wine; sushi and a can of tuna; a battery-operated toy monkey and a flashlight with batteries. Our next ad campaign, which revolves around the centennial of the 1906 earthquake, is set to begin in mid-April.

Partnered with Walgreens to Promote 72hours.org and Disaster Preparedness. As part of the events commemorating the 1906 earthquake and fire, OES/HS has partnered with Walgreens drugstore on a major initiative to promote personal preparedness and encourage San Franciscans to log on to 72hours.org. Walgreens is prominently placing a 72hours.org display in its 180 Bay Area stores, which will include a checklist and items to put in a disaster supply kit. The displays are set to go up on April 1. In addition, in its April 16 advertising circular in the *San Francisco Chronicle*, Walgreens is placing a special ad featuring 72hours.org.

Created a New Care and Shelter Plan and Database. For the first time, the City's new Care and Shelter Plan addresses how to accommodate up to 50,000 people who may become displaced by a disaster. As a key part of this process, we created an online database of possible shelter sites in all SF neighborhoods. We're conducting a comprehensive survey of sites such as schools, recreation centers, congregations, neighborhood centers and convention or large meeting facilities. The information contained in the searchable database includes floor plans and accessibility for the disabled. This important planning tool will help to identify how and where we can provide shelter to San Franciscans in advance of a disaster. The database is expected to be completed in early May 2006.

Established San Francisco as a StormReady Community. OES/HS applied for and received recognition from the National Weather Service as a StormReady community. San Francisco was one of the first major cities in the nation to receive this designation. The program is designed to help communities better prepare for and mitigate effects of extreme weather-related events, focusing on the communication and safety skills needed to save lives and property. It provides a close partnership with, and direct assistance from, the National Weather Service before and during an event. The National Weather Service has approved our new Severe Weather annex.

Developed the Disaster Service Worker Training Program and Identification System. Under state and local law, all 26,000 City employees are disaster service workers – meaning they can be called upon to assist in any way during a major disaster. Last year, in conjunction with the Department of Human Resources, OES/HS began to develop a training program and new Disaster Service Worker identification system for all city workers – both of which had never existed before. Over the last six months, more than 400 City employees have received this training. In addition, DHR and OES/HS are developing a "skills-tracking" computer program – which will identify language skills, medical skills, and special training – to help strategically and effectively deploy employees during an emergency event. We expect to expand the program to train hundreds of employees over the coming year (pending funding and personnel).

Created the City's Departmental Operations Center Program. OES/HS has assisted the various City departments that have a role in disaster response in establishing, equipping and maintaining

Departmental Operations Centers. The DOCs serve as the department's response headquarters during a major emergency. Some of the departments and agencies OES/HS has assisted include: Public Health, Fire, Police, Treasure Island Development Authority, SF Unified School District, Recreation and Park Department, Port of SF, Medical Examiner, and MUNI.

Attracted Top Emergency Management Staff. For the first time in the history of the Office of Emergency Services, the major emergency departments are all under one roof – Police, Fire, Public Health, Sheriff and Transit. In the past year and a half, we have attracted top people from numerous disciplines including hazardous materials and explosives, heavy rescue, emergency medical services, care and shelter, tactical operations, and disaster response. This group of trained experts comes from organizations as varied as the American Red Cross and the U.S. military.