

Member, Board of Supervisors
District 3



City and County of San Francisco

AARON PESKIN

September 12, 2017

Anne Kronenberg, Director
Department of Emergency Management
City and County of San Francisco
1011 Turk Street
San Francisco, CA 94102

Dear Director Kronenberg:

Supervisors Peskin and Kim have called for a hearing on San Francisco's coordinated preparation and response to the record-breaking September 1 - 3, 2017 heat wave (File no. 170962), and ask that the Department of Emergency Management present at the Government Audit and Oversight committee hearing scheduled for September 20. Please be advised of the following questions:

- It has been widely known within SFFD and DEM that the highest calls for service come on Friday evenings, a fact later confirmed at our recent June 12, 2017 hearing. What staffing changes have happened since that hearing to increase line staffing on Friday evenings?
- How many calls for service happened over the weekend of the heat wave that were assigned a CAD # for heat distress or exhaustion? Where were the surges in calls (e.g. specific time periods over the course of the three days)? What was the average response time?
- For the "fire operations" side of the EOC, what is the process for coordinating calls? (This is important because an anonymous dispatcher had complaints about how the Fire Supervisor coordinated the response that day.) If there are two pods of four each, does the Supervisor rotate between them, and communicate directly with the Fire Rescue Captain? Who has final call over where resources will be deployed?
- Who makes the decision to call in Mutual Aid? Is there a threshold or criteria that has to be met to consider this action?
- What was the coordination with the hospitals? Were additional resources allocated to hospitals to prepare them for the influx of people?
- How much did the Mutual Aid cost, who did we pay, and where does that money come from?
- How many ambulances were eventually called in and at what times? At what point was the decision made to do so? How many private ambulances were deployed and where and when?

- The National Weather Service predicted that San Francisco would be experiencing “severe” levels of heat as of August 29. What steps did DEM take to draft a contingency plan and increase staffing? What is the temperature threshold for the City to have cause for concern and take emergency action based on a warning like this? (Does the City and the National Weather Service similarly define “severe”?) What are the criteria to warrant an emergency plan?
- Are there protocols in developing an emergency plan that are dependent on advance timing? That is, are there levels/types of planning that happen when there is a 3-day warning versus a 1-day or several hour warning?
- Which City department takes the lead in developing an emergency plan and what is the role that DEM plays? Does this vary given the nature of the emergency (weather, earthquake, terrorism)?
- What is the standard procedure for noticing public safety information for the general public? Which City department is responsible for this, and how is it coordinated? What is the standard procedure for translating safety information? Why did it take until mid-day Saturday for the existing hours of operation of our libraries and pools to be disseminated to the Board of Supervisors? And why wasn’t Tagalog included?
- How does DEM use the press to disseminate vital information? What was the press plan to get out cooling station information on radio and TV, including ethnic media, in advance of the heat wave? What about public service announcements on our SFMTA vehicles? What about using the noon citywide emergency system loudspeaker alert? When is this system used? Were any of these options considered to notify constituents of the dangers of the heat wave and potential reprieves? Are there protocols about how and when to use media methods for information dissemination? Is there a plan to reach particular vulnerable populations (because of disabilities, age, language, or isolation)?
- What kind of feedback loop and reflection is there after a disaster happens? How does DEM (with other City departments) assess response and coordination so as to improve on it next time? Is there a performance matrix that is used to measure response?

Thank you for your response to these inquiries. I respectfully request to have DEM’s response submitted to the Clerk, as well as members of the GAO committee, by Tuesday morning, September 19. I look forward to the September 20 hearing. If you have any questions, please contact my office and my legislative aide, Beth Rubenstein at 415-554-7453 or beth.rubenstein@sfgov.org

Aaron Peskin