



Edwin M. Lee
Mayor

Department of Emergency Management
1011 Turk Street, San Francisco, CA 94102

Division of Emergency Communications
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Anne Kronenberg
Executive Director

September 19, 2017

Supervisor Jane Kim
Board of Supervisors
City Hall
1 Dr. Carlton B Goodlett Place
San Francisco, CA 94102-4687

Honorable Jane Kim,

In response to the unprecedented high temperatures in San Francisco over the Labor Day weekend, San Francisco activated its emergency response structure to manage the effects of the heat wave. City partners followed emergency response protocols, and through coordinated communication prioritized the health and safety of San Francisco residents and visitors during the unprecedented heat wave.

Years of preparation were put to use, and citywide emergency plans worked as they were intended during this rapidly evolving event. As you are aware, the Department of Emergency Management's (DEM) Emergency Operations Center (EOC) is activated at Level 1 on weekdays. On September 1, 2017 activation was raised to a Level 2 activation to support the Department of Public Health's response to the heat event. Through coordination at the EOC, city agencies including: DPH, SFFD, DAAS, DSHS and RPD made additional resources, such as cooling centers and extended pool hours, available to the public over the weekend. Emergency medical professionals in the EOC monitored the situation closely and reacted quickly to a surge in 911 call volume, by taking steps to increase local capacity and initiating a request for mutual aid. Mutual aid plans, a best practice emergency response tool that complements local efforts in times of unusually high demand, were already in place for situations such as this one.

With a focus on communication to vulnerable populations and the public, leaders from DPH, the Department of Aging and Adult Services (DAAS) and the Department on Homelessness and Supportive Housing (DSHS) adopted a strategy to inform, instruct and outreach as the conditions dictated. A public messaging effort was launched on Twitter, Facebook and Next Door informing residents and the media of the heat forecast and reminding people to pull shades, drink water and seek air conditioning. Working with DEM these messages were broadcast to thousands of people.

We are proud of the unified and coordinated efforts during the weekend's extraordinary heat events and recognize the contributions of 9-1-1 dispatchers, paramedics, EMTs, emergency service coordinators, police officers, firefighters, hospitals, doctors, nurses, public health professionals, the Homeless Outreach Team, librarians and recreation staff. Our businesses, nonprofits and congregations opened their doors to the community and our residents checked in on one another. Our City showed its heart during the heat wave and as a result, we are better prepared for future hot days we know are coming.

There are always lessons to be learned, and we look forward to sharing those with our partners and elected officials after our After Action Meeting on September 29, 2017.

Please find responses from each City Department that was requested to attend this hearing as organized below.

Appendix A: Department of Public Health

Appendix B: Department of Emergency Management

Appendix C: San Francisco Fire Department

Appendix D: Department of Homelessness and Supportive Housing

Appendix E: San Francisco Recreation and Parks Department

Appendix F: Office of the Medical Examiner

Thank you,

Barbara Garcia, Department of Public Health

Anne Kronenberg, Department of Emergency Management

Chief Hayes-White, San Francisco Fire Department

Jeff Kositsky, Department of Homelessness and Supportive Housing

Phil Ginsburg, San Francisco Recreation and Parks Department

Christopher Wirowek, Office of the Medical Examiner

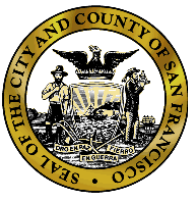
CC:

Board of Supervisors President London Breed

Supervisor Aaron Peskin

Angela Calvillo, Clerk of the Board of Supervisors

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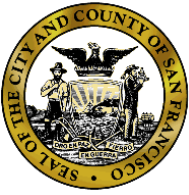
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