



# SYSTEMWIDE EMERGENCY MANAGEMENT & CONTINUITY

2022/23 ANNUAL REPORT



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# EXECUTIVE SUMMARY

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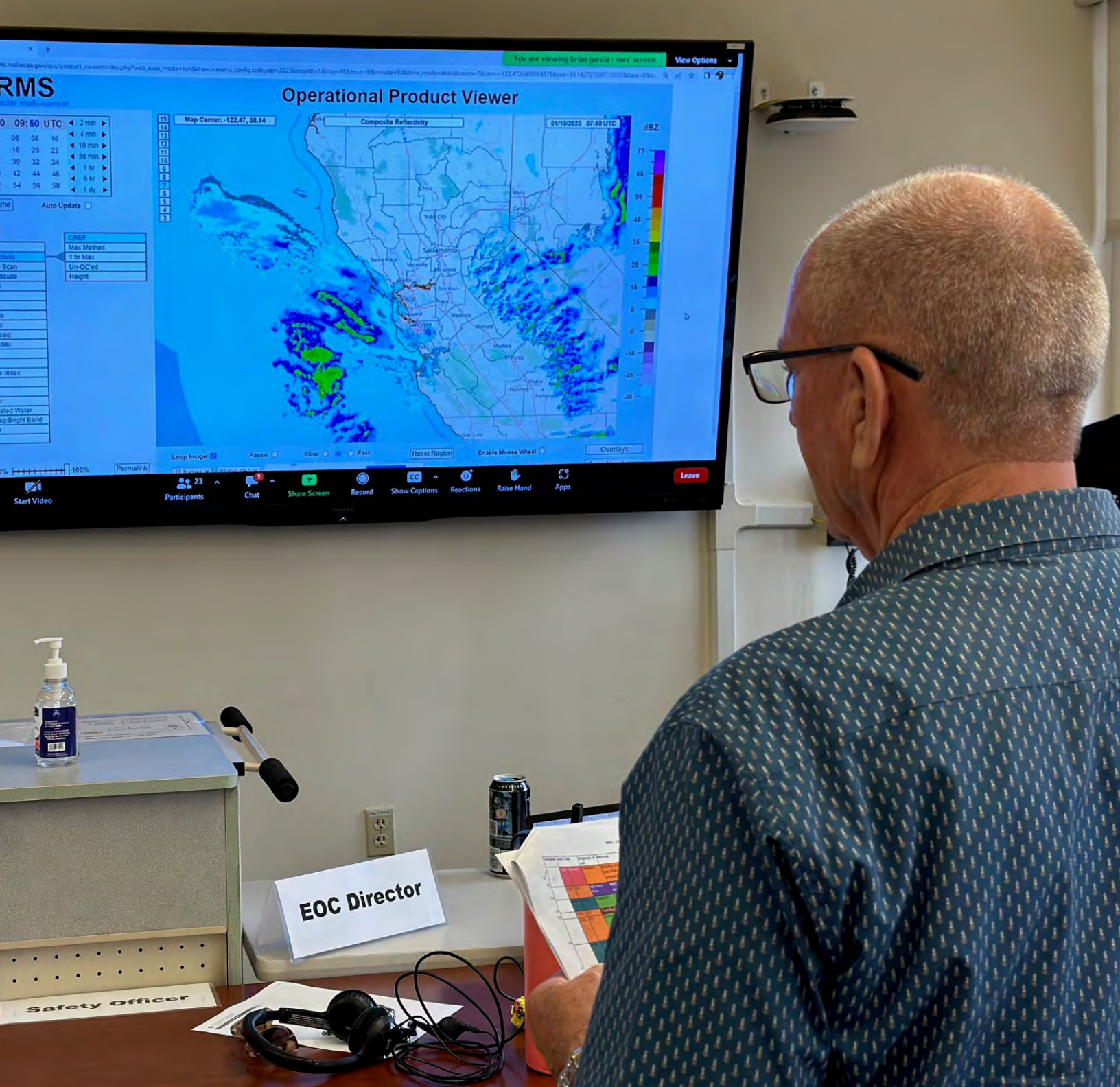
The 2022-23 academic year signaled an emergence from the COVID-19 pandemic that had gripped the world for the past two years. With illnesses becoming less severe and vaccines boosting confidence, people eagerly returned to in-person activities.

CSU Emergency Management and Continuity sprang into action to resume critical programs that had been paused when the pandemic hit hardest. Campuses buzzed with energy as evacuation drills and emergency preparedness events were held in-person again. Many campuses migrated to a new emergency notification system, RaveAlert, rolling it out campuswide to ensure community readiness.

Social media continues to change the ways the community, particularly students, receive information. Recognizing that, many of our campuses have expanded their outreach across messaging platforms to ensure they can communicate critical notifications and awareness about emergencies.

The pandemic also triggered seismic shifts in the job market, with personnel movements across all industries. Several changes in campus emergency management and continuity staff led to familiar faces taking on new roles and campuses, as well as enthusiastic newcomers joining the CSU family. Turnover in Emergency Operations Center roles required us to restaff, retrain and ensure we are prepared for any emergency.

In this, our third Annual Systemwide Emergency Management and Continuity Report, we celebrate the tremendous dedication and accomplishments of CSU EM&C staff throughout a year of transition. Our mission remains constant: working hand-in-hand with our campus community and partners to foster a culture of readiness, resilience and safety for the academic environment. The CSU spirit has shone through, and we emerge stronger.



# SYSTEMWIDE EMERGENCY MANAGEMENT & CONTINUITY

## OVERVIEW OF SYSTEMWIDE EMERGENCY MANAGEMENT & CONTINUITY

Systemwide Emergency Management & Continuity is a unit within the Systemwide Risk Management (SRM) Department of the Business and Finance Division. A Director of Emergency Management & Continuity position was added in 2020, and an Emergency & Continuity Manager position was added in 2023. Although the primary focus is working with campuses to support systemwide emergency management and continuity programs, the unit also oversees Chancellor's Office Emergency Management and Continuity as of 2021.

### SYSTEMWIDE EM&C MISSION AND KEY FUNCTIONS

**Enable CSU campuses to build and sustain safe and resilient learning and living environments to support student success.**

- Serve as a trusted source for Emergency Management & Continuity expertise by developing policies and guidance on key topics, increasing transparency and responding to campus inquiries in a timely manner.
- Develop and maintain resources, tools and procedures to reduce the workload of CSU campus Emergency Management & Continuity staff.
- Facilitate frequent connection and communication between CSU campuses to encourage sharing good Emergency Management & Continuity practices.
- Advocate to senior leadership and systemwide partners to enhance awareness and build support for Emergency Management and Continuity resilience initiatives.
- Maintain the readiness of the Systemwide Emergency Support Team, which activates during regional incidents to provide information and resources to impacts CSU locations.

## Organization and Structure



California State University Risk Management Authority

### Systemwide Risk Management



**Robert Eaton**  
Assistant Vice Chancellor  
Financing, Treasury, and  
Risk Management



**Zachary Gifford**  
Senior Director  
of Systemwide  
Risk  
Management



**Jody Van Leuven**  
Director of  
Systemwide Risk  
Management



**Jenny Novak**  
Director of  
Systemwide  
Emergency  
Management  
and Continuity



**Scott Bourdon**  
Senior Manager,  
Risk and Environmental  
Health & Safety



**Leona Ching**  
Administrative  
Analyst



**Martha Guiditta**  
Claims Examiner



**Andrew Theisen**  
Emergency and  
Continuity  
Manager



**Marissa Castillo**  
EHS Training  
and Compliance  
Administrator

# SYSTEMWIDE EM&C ACCOMPLISHMENTS AND EVENTS

## OCTOBER 2022 EMERGENCY MANAGEMENT- WEBINAR SERIES

In October 2022, Systemwide Emergency Management coordinated a series of three webinars for CSU Systemwide Emergency Support Team members along with campus Emergency Management audiences. The first was held October 3 and focused on lessons CSU Chico learned during the 2018 Camp Fire. The second featured California Department of Public Health representatives speaking about recently updated guidance for wildfire smoke hazards. The final webinar, held in conjunction with the Great ShakeOut on October 19, featured guest speakers from the University of Alaska system speaking about the impacts of the 2018 Cook Inlet earthquake on their campuses. The webinars were well attended and received by CSU audiences.

**CSU The California State University**

**LESSONS LEARNED FROM THE CAMP FIRE:**  
How Chico State Contributes to a More Resilient Recovery

Join us for a presentation on the role of the campus during the 2018 Camp Fire. From the immediate aftermath of this devastating fire through the long term recovery, Chico State has been an active partner in developing community resilience. This presentation will help campuses consider their recovery planning efforts and develop strategies for engaging with external community partners.

**MONDAY, OCTOBER 3RD**  
**1-2:30 PM**

[Click here to register!](#)

**MEGAN KURTZ**  
Director of Off-Campus Student Services

## DISASTER RESPONSE EMERGENCY OPERATIONS ACCOUNT

Through our growing partnership with the California Office of Emergency Services (Cal OES), CSU was able to access emergency reimbursement funding through California's Disaster Response-Emergency Operations Account (DREOA) for the first time in CSU history. This account allows state agencies to seek direct reimbursement for emergency response expenses through California's Department of Finance during disasters that rise to the level of a governor's Proclamation of Emergency.

In 2023, two winter storms met these criteria: the January 2023 storms (DR-4683-CA) and the late winter February-April winter storms (DR-4699-CA). Between the two events, the CSU received a total of \$6,322,075. It's important to note that these funds are issued to reimburse emergency response expenses considered unabsorbable within the CSU's existing budget. The fund does not support permanent damage and recovery expenses. The following campuses received the funding:

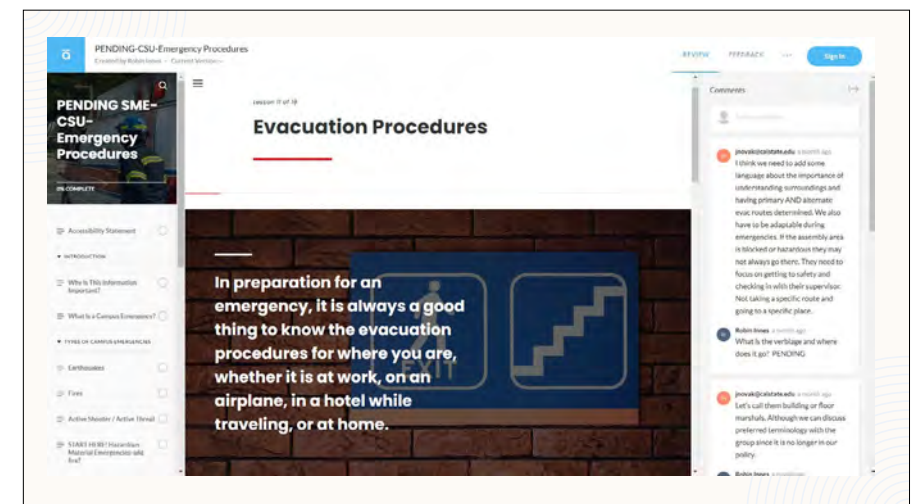
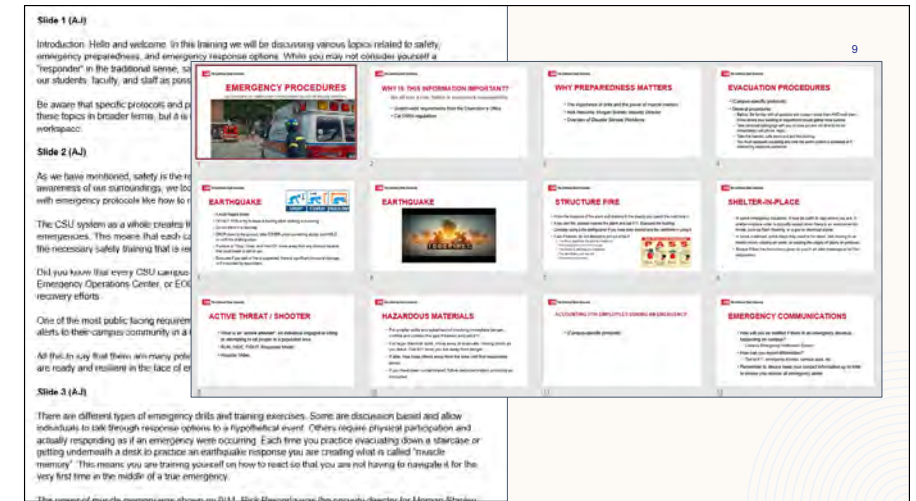
Campus	Recovery Funds Received
Channel Islands	\$1,896,000
San Francisco	\$432,000
San Luis Obispo	\$3,985,000
Sonoma	\$84,000

San Luis Obispo was CSU's hardest-hit campus. It incurred millions of dollars in expenses spent on removing water from agricultural ponds that were posing a threat to environmental safety in local creeks and waterways.

**12**  
CSU EMERGENCY MANAGEMENT AFFINITY GROUP MEETINGS HELD

## EMERGENCY PROCEDURES TRAINING

In fall 2022, the CSU Emergency Managers Council put together a working group to develop general emergency procedures training that could be used at all campuses. The team worked with Systemwide Learning & Development to write and review content for training available to all CSU staff through CSULearn, the system's online learning platform. Representatives from eight CSU campuses and the Chancellor's Office collaborated to make this dream a reality—spending well over 80 hours discussing the fine details of the procedures. The completed training went live in fall 2023 and includes sections on earthquakes, fires, active threats, hazardous materials, severe weather, evacuation procedures, shelter in place, communications and personal preparedness. The training also provided several links to campus-specific emergency management pages.



## CRITICAL INCIDENT NOTIFICATION PROTOCOL

In spring 2023, Systemwide Risk Management developed a protocol requiring campuses to notify our office during certain types of critical notification. This protocol was designed to ensure that SRM receives timely updates from our own campus partners, rather than learn about incidents through external sources. The protocol includes a standard email address and phone number that is not person-specific, allowing it to be written into campus plans and procedures regardless of turnover in a particular role. This email address and phone number simultaneously notify six Chancellor's Office administrators, ensuring that campuses are able to reach someone through a single notification. The protocol was approved and rolled out as of July 1, 2023.

## CSU EOC LOGISTICS SUMMIT

In March 2023, CSU held its first ever summit of Emergency Operations Center (EOC) Logistics Section Chiefs. As an improvement plan item from the 2022 Regional Emergency Exercise, the summit was held in an effort to facilitate collaboration and information sharing between this critical EOC position. The Systemwide Logistics Section Chief, Chief Procurement Officer David Beaver, was able to meet campus counterparts and discuss anticipated resource needs during emergency situations. The summit was attended by 40 participants from 14 CSU campuses. The event was well-received, and the group asked to continue to meet on a quarterly basis.

**6**  
CSU BUSINESS CONTINUITY AFFINITY GROUP MEETINGS HELD

## INCIDENTS AND EXERCISES

While we always hope for minimal disruptions, real-world incidents as well as planned exercises serve as vital learning moments. These tests of the CSU capabilities are invaluable to cultivating an environment of safety and resilience as we remain committed to continually improving our emergency plans to create the most effective response framework possible. In this section, we highlight two of these from the 2022-23 period.

### 2023 ATMOSPHERIC RIVER INCIDENT

On March 10, 2023 the Systemwide Emergency Support Team activated a Veoci room for monitoring of a statewide atmospheric river incident.

The atmospheric river presented a serious flooding threat across much of the state as it was the first warm storm of spring following a series of cold storms and snowfall across the state. Governor Newsom proclaimed a state of emergency for 34 California counties and activated the State Operations Center to the highest level.

The storm resulted in low level impacts to both San Francisco State University and Cal Poly San Luis Obispo and warranted a Major Disaster Declaration (DR-4699) from the Federal Government.

This was a new approach for SWEST as previously the protocol was to activate as a result of damages or campus EOC activations. This new approach was successful in generating proactive situational awareness of the incoming statewide weather system and well-received by Chancellor's Office Executives.

### CSU SIBERIA STORM EXERCISE

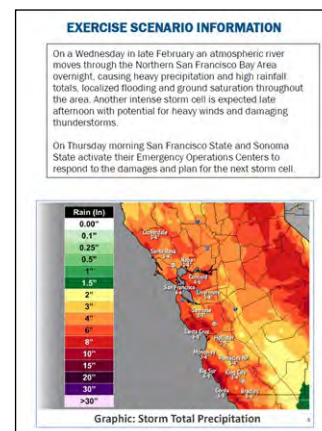
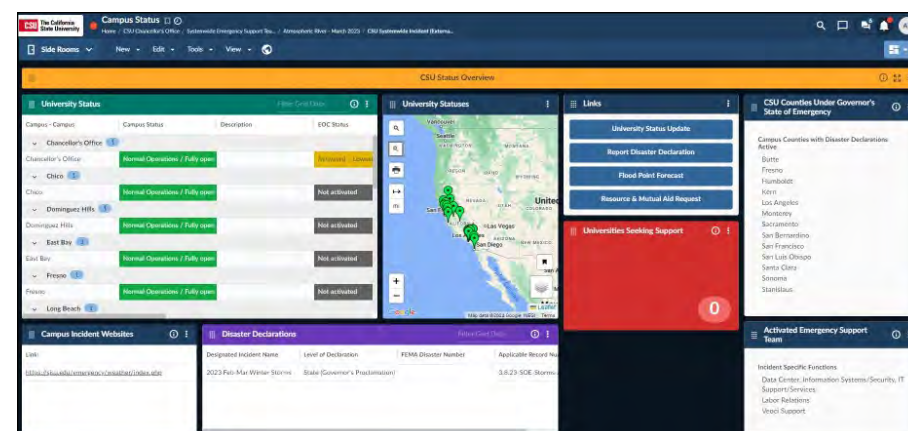
On June 1, 2023, CSU Emergency Management and Continuity conducted the "CSU Siberia Storm" exercise of the Chancellor's Office Systemwide Emergency Support Team (SWEST). The exercise was

designed and facilitated by emergency managers from eight CSU campuses, representatives from the Chancellor's Office and six partner agencies. Emergency Operations Center (EOC) teams from San Francisco State and Sonoma State took part in the exercise alongside the Chancellor's Office team, for a total of 85 participants.

The exercise scenario was an atmospheric river event that affected multiple campuses in the North Bay Area. The exercise focused on mass care capabilities, the process of requesting resources in accordance with the CSU Emergency Management Mutual Aid Agreement, and the coordination of information sharing and support between impacted campuses and the SWEST, utilizing the new virtual EOC (VEOCI).

Findings from the exercise noted that the virtual EOC dashboards and communications tools were useful in visualizing the scenario and sharing information. The Mutual Aid request process was completed successfully, and the SWEST planning section worked well together.

Areas identified for improvement included suggestions to make VEOCI more robust in collecting situation status updates and centralizing standing agreements and contracts in a repository for ease of access during emergencies. More clearly defined lines of communication between the SWEST and campus EOCs was also identified as an area for improvement.



## SHARING SUCCESS STORIES

Sharing Success Stories offers a valuable opportunity for emergency management and continuity professionals across the CSU and UC systems to discuss their professional achievements. These 90-minute collaborative forums were first established in 2021 by the CSU and UC Emergency Management & Continuity Directors as a way to foster connection and learning. Held quarterly throughout the year, the series provides a platform to share best practices and lessons learned.

In 2023, the Sharing Success Stories series was organized around a central theme: the Disaster Planning Cycle. With this thematic approach, each quarterly meeting concentrates on a specific component of the planning process. Through discussions aligned with the broader framework of the cycle, participants gain deeper insight into how their work fits into the big picture. This approach also enables attendees to build knowledge sequentially across meetings.

**2023 SHARING SUCCESS STORIES**

1 - 2:30 PM  
**4 WEDNESDAYS**  
this year

Join us for quarterly sessions that bring together emergency management and business continuity personnel from across the CSU and UC systems to share stories of success, common challenges, and opportunities for collaboration.

**SAVE THE DATES!**

- MARCH 15TH**  
Hazard Vulnerability Assessments
- JUNE 21ST**  
Developing Plans
- SEPTEMBER 20TH**  
Training & Exercising Plans
- DECEMBER 13TH**  
Improvement Planning & Corrective Actions

[CLICK ABOVE FOR MEETING ZOOM LINKS!](#)

**THIS YEAR'S THEME:**  
**Implementing the Planning Cycle at CSU and UC Locations**

A Joint Collaboration By  
 The California State University  
 UNIVERSITY OF CALIFORNIA

**SHARING SUCCESS STORIES**  
Wednesday, September 21st 1:00-2:30PM

**INNOVATIONS IN EXERCISES: CHOOSING WHAT IS BEST FOR YOU**

Please join us for a panel and breakout session to discuss the art of developing exercises that are the best fit for you and your community.

[Click HERE to join us on Zoom!](#)

**SAVE THE DATES FOR THE NEXT FORUM: December 14th**

- JASON ESPINOZA**  
Director of Emergency Management  
UC Riverside
- TOM STONER**  
Business Continuity Planner  
UC Riverside
- NATHAN TABITA**  
Manager of Environment of Care and Emergency Management  
UCI Health
- MAGGIE TOUGAS**  
Emergency Manager  
CSU Channel Islands

### SEPTEMBER—INNOVATION IN EXERCISES

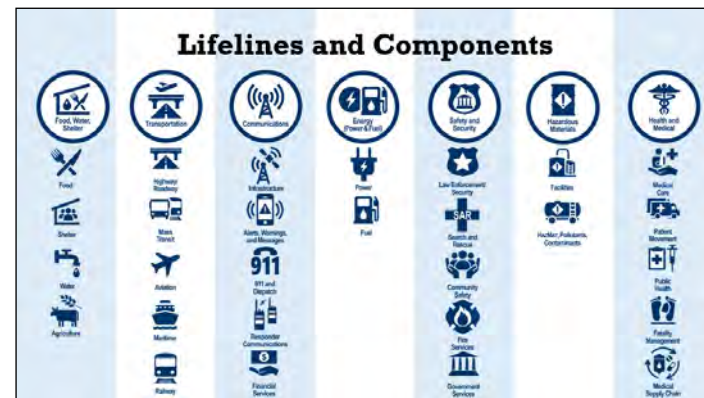
At the September session, panels included "Preserving Art, Culture & Tribal Heritage" by UC Riverside's Jason Espinoza and Tom Stoner. They presented, with cooperation from California State Guard's Heritage Emergency Response Team (HERT), an innovative tabletop exercise they conducted for a cyber threat impacting special collections and special archives. Maggie Tougas with CSU Channel Islands discussed integrating exercises with real-world events, using examples from the 2018 Borderline Bar & Grill Shooting and Woolsey Fire incidents. UC Irvine Health's Nathan Tabita also presented on Mass Casualty Incident (MCI) surge exercises.

**DECEMBER—LONG-TERM PLANNING**

Highlights included “Strategic Leadership in Building an EM Program” by Cal Poly SLO’s Megan Harrington, outlining their holistic effort with senior leadership to expand their emergency management program. UC Santa Barbara’s Jim Caesar and UC Office of the President’s Amina Assefa also presented on how to conduct peer reviews and using visuals (such as status reports) to enhance long-term planning efforts, respectively.

**MARCH—HAZARD VULNERABILITY ASSESSMENTS**

UC Merced’s Laura Rodriguez-Mascorro discussed the pros and cons of hiring consultants to conduct a campus Hazard Vulnerability Analysis (HVA) & Risk Assessment. Dave Lee presented the ways in which Cal Poly San Luis Obispo integrated its own HVA with the campus Business Impact Analysis and emergency management frameworks. Finally, Grant Madden with UC San Diego Health talked about developments in HVA measurements and tools.



**JUNE—DEVELOPING PLANS**

In the final Success Stories session of the year, Cal Poly Pomona’s Arlett Carmona presented how FEMA’s Community Lifelines model can be useful in campus emergency planning. With its visual representation and plain language, Community Lifelines allows the continuous operation of critical university and business functions. To round it up, Lisa Marin with UCLA outlined how her team developed a 10-Step Implementation Process Plan for prioritizing and rebuilding all UC campus emergency management plans in 12 months.

**CSU EMERGENCY MANAGERS CONFERENCE**

After a two-year hiatus due to COVID-19, the CSU system resumed its in-person Emergency Managers Conference in 2022. The long-awaited event took place in the lush redwoods of Arcata, CA, hosted by Cal Poly Humboldt from July 19-21.

Eager representatives from 15 CSU campuses and the Chancellor’s Office converged to discuss critical emergency management issues. From social science research on mass notifications to gaining executive support, the spectrum of topics highlighted the importance of preparation and community in crisis situations. Attendees also learned about EOC organizational structures, tsunami awareness and building climate resilience.

Beyond the insightful presentations, the conference offered opportunities for participants to connect through team-building activities, a minor league baseball game and whitewater rafting for the adventurous. The event even received media attention, thanks to a feature story written by Lori Dengler, Humboldt professor emeritus, in the local paper, the Times-Standard.

**CLIMATE RESILIENCY**

The second day of the conference highlighted panels centered on the impacts of climate change to California, and the importance of including it in emergency planning. Humboldt’s Amanda Admire and Lori Dengler provided a background on earthquake and tsunami science to assist campus emergency managers in addressing these possible hazards. CAL FIRE presented on the science of wildfires and drought impacts on future fires in the state. Local experts from Humboldt County—Morgan King with Humboldt, Jana Garcon with Blue Lake Rancheria, and Ryan Ayward with the National Oceanic & Atmospheric Administration—shared their perspectives on climate-related hazards. Finally, the CSU’s own Jenny Novak and Tamara Wallace talked about opportunities for emergency managers to collaborate with the CO Office of Sustainability for climate resilience planning.

## EMERGENCY ORGANIZATION AND RESPONSE

The role of emergency management and its organization were the topic of two panel discussions. Representatives of three CSU campuses participated in a Q&A on strategies they have used to recruit and assign personnel to their respective emergency operations centers. David Fukutomi, Associate Director of the Executive Education Program at the Naval Postgraduate School Center for Homeland Defense and Security, also presented ways to successfully gain buy-in from leadership and stakeholders for campus emergency management programs.



## EMERGENCY MASS NOTIFICATION SYSTEMS

Two panel discussions were related to emergency notification systems (ENS). Michelle Wood with Cal State Fullerton discussed the social science behind risk communication and preparedness messaging during disasters. Attendees also participated in demonstrations and discussion of several ENS platforms, such as RAVE, Everbridge and Titan HST.



## NO "I" IN TEAM

No in-person conference would be complete without team-building exercises and extracurricular activities. These activities included a cup-stacking exercise, which highlighted the importance of organization, cooperation and leadership, as well as an exciting whitewater rafting trip. These activities allowed campus EMs to build connections and foster camaraderie.





# UNIVERSITY HIGHLIGHTS



### READINESS FOR AN ACTIVE ASSAILANT

CSU Bakersfield enhanced preparations for potential active shooter incidents by engaging in several trainings and exercises. In January, a multi-agency full-scale exercise was conducted with more than 100 emergency responders. Participants included CSUB Police, the City of Bakersfield police and fire departments, and representatives from the Kern High School District as well as the nearby cities of Arvin, Shafter and Taft. That exercise was followed by active shooter "Run, Hide, Fight" training for campus staff and criminal

justice students in March, and for University Police Department sworn officers in May.

### ZOMBIE APOCALYPSE SCAVENGER HUNT

The Zombie Apocalypse Scavenger Hunt returned to the Bakersfield campus in October 2022, after a two-year hiatus during the COVID-19 pandemic. Aligning the hunt with Halloween through the use of the zombie theme and encouraging students to wear costumes adds an element of fun to the otherwise serious venture of emergency preparedness. The goal is for students to collect items to complete an emergency kit (such as a first aid kit or flashlight) from various "zombie stop" locations around the campus.



### CAMPUS COMMUNITY SAFETY

CSUB continued to keep its community safe throughout the year. A campuswide evacuation drill was held in April, facilitated by volunteer members of the Building Marshal (BM) program. CSUB EM is part of University Police, and the police chief regularly attends the Associated Students Inc. monthly meetings to provide the community with updates on safety awareness and current projects.



### EM NUMBERS AT A GLANCE

<b>3</b> EM TRAININGS	<b>120</b> PEOPLE TRAINED
<b>1</b> EOC ACTIVATIONS	<b>1</b> BUILDING EVACUATION DRILLS (CAMPUSWIDE)



### COUNTYWIDE SHELTER EXERCISE

In 2022, CSU Channel Islands participated in a countywide full-scale exercise in collaboration with the Ventura County Office of Emergency Services. This exercise aimed to simulate and test the preparedness and response capabilities of various agencies and organizations in the event of a disaster. Students and staff from CSU Channel Islands played the role of victims displaced by an earthquake, requiring the activation of a mass sheltering site for temporary housing.

Other key participants included the Human Services Agency Mass Chare & Shelter Team, Red Cross and volunteers active in disasters (VOAD). Their involvement highlights the importance of collaboration among different sectors during emergency situations.

Participation in such exercises prepares not only the campus community but also enhances overall disaster readiness within Ventura County. As a result of this exercise, CSU Channel Islands is now a designated shelter site.



### COMMUNITY ENGAGEMENT AND REPRESENTATION

In addition to the shelter exercise, CSUCI has a long partnership with the Ventura County Office of Emergency Services. Ventura County's Board of Commissioners recently reappointed CSUCI Emergency Manager Maggie Tougas to their Emergency Planning Council. She was also appointed to the newly formed Disabled and Functional Needs committee. Way to go, Maggie!



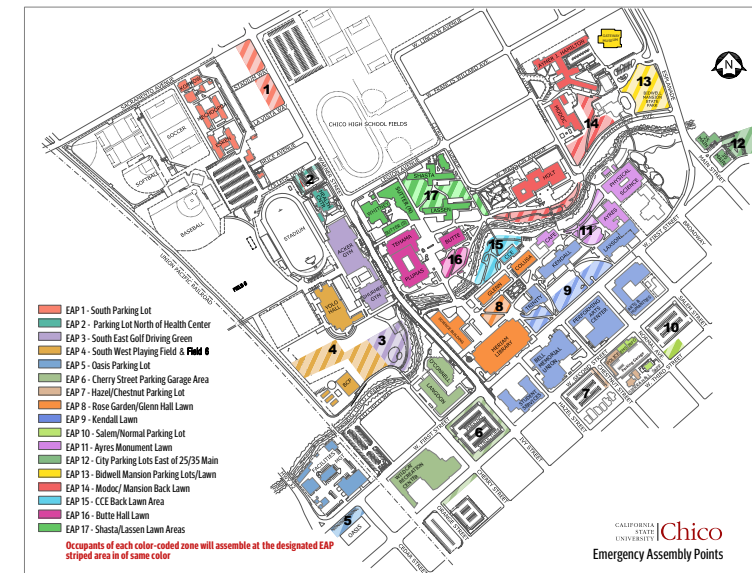
### WINTER STORM RECOVERY

Winter storms in 2022-23 brought massive rainfall and high winds to California, resulting in a proclamation of a state of emergency. Flooding and damage from the storms in January led Channel Islands to apply for financial assistance with the California Office of Emergency Services (Cal OES). In April, the university received an award of \$1.9 million to assist in recovering expenses it had paid for work to restore those damages.



### GET OUT SAFELY

Like many of its sister campuses, Chico State regularly conducts building evacuation drills. In 2022, 17 evacuation drills were held, involving 86 buildings on campus, including 15 off-campus housing buildings and apartments. Chico conducts these drills once per year for nonresidential buildings and twice a year for residential buildings. As part of the evacuation process, it hosts a predrill meeting and a postdrill meeting. Chico State takes the lead on residential building drills, but Environmental Health and Safety (EH&S) supports its campus partner by training professional building staff and resident assistants.



### IN CASE OF EMERGENCY . . .

Chico EH&S developed web-based floor evacuation coordinator (FEC) training to instruct FECs how to safely assist in building evacuations during emergencies, assist those with disabilities and utilize fire extinguishers. It also provided hands-on fire extinguisher training for the campus Accessibility Resource Center in 2022. The center works with staff, faculty, students, administrators and community members to ensure universal accessibility to all aspects of campus life.

### ALERT AND READY!

Chico State migrated its emergency notification system—Chico State Alerts—to the Rave Alert system, conducting two campuswide tests of the application. In addition to providing emergency alerts via phone call, text and email notifications to users, the new system allows access to university system desktop computers and provides a mobile app with additional features.



### EM NUMBERS AT A GLANCE



**FAMILIAR FACES IN NEW ROLES**

December 2022 saw the appointment of new Emergency Manager Ernie Fierro. Previously at Cal Poly Pomona, Fierro hit the ground running at CSUDH with the goal of reviewing and restructuring the campus EM program.



The Emergency Operations Center organizational chart was updated to be based more on a functional model to match essential campus functions. Positions were also redesigned around skill sets rather than pre-designated individuals, so that roles could be more flexibly filled during an emergency. Seventeen new EOC members were also identified and added.

The building evacuation program also underwent some changes. Floor wardens were renamed as evacuation coordinators, with a goal of identifying at least two per building. Recognizing workplace changes since the pandemic, the program policy was revised to account for hybrid operations and to focus on realistic risks and building safety.



**READY FOR EMERGENCIES**

Preparedness was the emphasis in 2022-23. One hundred forty-four new employees, housing staff and resident assistants were educated in emergency preparedness over the course of seven monthly trainings. Also, they each were issued new employee emergency kits.

The campus regularly tested its emergency notification system, Toro Alert, and six employees were trained in its usage. Dominguez Hills' EM and police department also conducted a safety and preparedness town hall meeting with 50 members of the campus community in attendance.

**GETTING SOCIAL!**

CSUDH Emergency Management expanded its social media presence with X, formerly known as Twitter; Facebook; and Instagram pages. Now it can express messages of emergency preparedness to more people through multiple forums.

- <https://www.facebook.com/EMprepper>
- <https://twitter.com/CSUDHEmerPrep>
- <https://www.instagram.com/eppcsudh/>



**EM NUMBERS AT A GLANCE**

<b>7</b> EM TRAININGS	<b>144</b> PEOPLE TRAINED
<b>1</b> EM EXERCISES	<b>100+</b> EXERCISE PARTICIPANTS
<b>5</b> BUILDING EVACUATION DRILLS	<b>27</b> EMERGENCY NOTIFICATION SYSTEM TESTS

**EARTHQUAKE READY! THE GREAT SHAKEOUT DRILL**

The October Great ShakeOut earthquake preparedness event at Cal State East Bay involved a campuswide evacuation drill. Although the EOC was not activated, all buildings were evacuated and alarms were activated. The evacuation building support teams assisted with moving people safely out of buildings. Before the drill, an email notification was sent out to inform everyone.



**EMERGENCY OPERATIONS CENTER REESTABLISHED**

Reestablishing the campus Emergency Operations Center (EOC) post-COVID was a priority for CSUEB. As part of that process, EM staff reviewed two-way communications tools and updated existing technology in the EOC. They also worked on refreshing EOC personnel about their roles and responsibilities during emergencies.

**RAVE-ING ABOUT EMERGENCY NOTIFICATIONS**

The Rave Alert mass emergency notification system (ENS) was partially implemented in early spring of 2023, replacing the previous ENS, AlertMedia. CSUEB staff created a group within the Rave application to track and monitor emergency alerts, as well as notification templates for quick launch during incidents.



**EM NUMBERS AT A GLANCE**

<b>3</b> EM TRAININGS	<b>600</b> PEOPLE TRAINED
<b>1</b> EM EXERCISES	<b>500</b> EXERCISE PARTICIPANTS
<b>2</b> BUILDING EVACUATION DRILLS	<b>1</b> EMERGENCY NOTIFICATION SYSTEM TESTS

# Cal State Fullerton



## NEW FACES IN EMERGENCY MANAGEMENT

CSUF overcame some critical personnel gaps in its police department as well the emergency management unit within it.

After a nearly yearlong national search, Cal State Fullerton Police Department welcomed Anthony Frisbee as its new chief. Frisbee has 19 years of law enforcement service, was interim chief of police at UC Riverside and served 17 years with UC Irvine Police Department before that. He has a master's degree in criminology,

law and society from UCI and an undergraduate degree in organizational leadership from Chapman University.

Frisbee emphasizes the importance of relationship-building with campus and community partners, in support of safety and security for all. He has provided critical input and support of emergency management to both CSUF and the CSU, particularly as Fullerton continued its search for an emergency manager throughout the year. That vacancy was filled in August, of which more information will be available in the next annual report.

## COMMUNITY OUTREACH

Cal State Fullerton PD takes pride in its strong community outreach in providing critical safety education, awareness and information to keep the campus prepared for emergencies. Part of this outreach involves direct interaction with the campus community.

The department makes itself available for free community safety presentations, which can be booked through its website. They offer regular "Coffee With a Cop" sessions, where police officers and anyone who wants to attend can informally discuss pertinent issues, break down barriers and learn from one another. Police department staff represent the department at tabling events across campus.

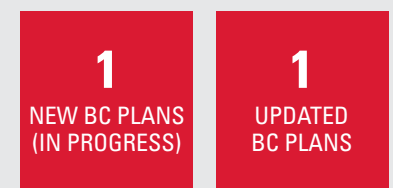
In September, the department held a weeklong Pedestrian Safety Campaign. Officers were posted in high-traffic areas around the campus to provide education and enforcement of traffic laws. The department also participated in the Health & Wellness Expo, helping raise funds for breast cancer research and support.



## EM NUMBERS AT A GLANCE



## BC NUMBERS AT A GLANCE



# Cal Poly Humboldt.



## JOINT TRAINING WITH COMMUNITY PARTNERS

Close relationships with their local emergency response partners allows Cal Poly Humboldt to be better prepared in emergencies.

In March, Humboldt hosted the Arcata Fire District and Humboldt Bay Fire in a joint training exercise. Outside the Behavioral & Social Sciences building, firefighters used their ladders to access high-rise areas; inside, they ran hoses up and down the stairwells. The exercise was designed to approximate a real-world response to an emergency, and address concerns about fire department access to campus buildings in order to improve existing plans.



In June, the Humboldt County Sheriff's Department and Humboldt University Police Department officers conducted a joint training exercise on campus. The training focused on active shooter prevention and response for law enforcement.



## CAMPUS PREPAREDNESS

Humboldt continued to emphasize campus safety throughout the year with regular fire alarm tests and building evacuation drills. It regularly updated the community by posting on its website notices of when upcoming buildings would be tested.

In August, Humboldt conducted its annual emergency simulation on campus. Housing staff and local emergency responders were provided with real-time experience to test their ability to manage an actual housing

emergency. Participants included Housing & Residence Life staff, University Police and Risk Management & Safety Services, Arcata Fire and Arcata Mad River Ambulance.

## PROTECTING CULTURAL HERITAGE

Cris Koczera, Humboldt director of Risk Management & Safety Services, attended a Smithsonian Institute training on the intersection of emergency preparedness and cultural heritage. She is one of an elite few to be selected from the competitive application process. The training raised awareness of the importance of preserving artifacts, museum collections, research and other cultural and historic properties even during disasters.



## BE OUR GUEST

Humboldt generously hosted the annual CSU Emergency Management Annual Conference. The gorgeous natural scenery in Northern California and the campus accommodations made for a memorable event. See pages 12-13 for more on the conference. Thank you, Cal Poly Humboldt!

## EM NUMBERS AT A GLANCE



## BC NUMBERS AT A GLANCE



**ADDRESSING COMMUNITY CONCERNS ABOUT ACTIVE SHOOTINGS**

Cal State Long Beach EM faced a significant increase in requests for active shooter response training following the May 2022 school shooting in Uvalde, Texas. As a result, it updated its 90-minute active shooter training with revised case studies and statistics. Revised training was conducted for 21 campus departments plus one local community group (a combined 949 people).

In addition, CSULB conducted workplace safety walkthroughs for 19 departments on campus to address physical site security concerns. General safety and preparedness training was provided to nearly 500 people at parent and family orientations and to incoming international students.

Approximately 25 new building marshals were onboarded and trained. Two four-night “RAD Women’s Self-Defense” classes were held for 45 women (students and employees). Finally, CSULB provided “Stop the Bleed” tourniquet training to about 65 students and employees over the course of four trainings.

**DRILL, BABY, DRILL**

Exercises and drills also played a part in CSULB’s 2022-23 academic year. The campus hosted a Mass Care & Shelter Functional Exercise in a partnership among campus Housing and Residential Life, American Red Cross and the City of Long Beach Department Health and Human Services. The exercise tested the campus’s ability to shelter dorm residents for 48 hours following a structure fire. Housing staff was trained in American Red Cross shelter fundamentals. The State Council on Developmental Disabilities also participated and provided approximately 10 volunteers to include Disability Access & Functional Needs (DAFN) considerations.



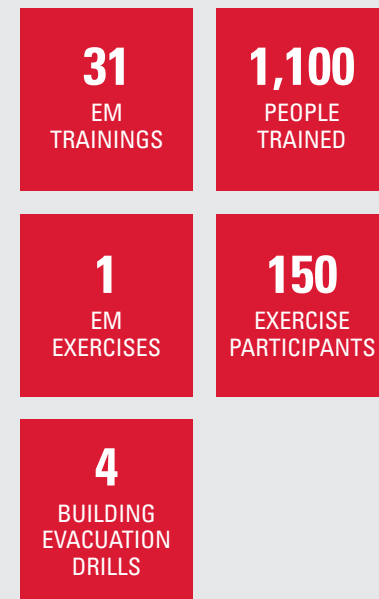
CSULB also participated in the Great ShakeOut statewide earthquake drill. The campus tested its Emergency Notification System with a “Drop, Cover and Hold On” message, a request for participants to evacuate their buildings immediately, and an “All Clear” message to end the drill. All building fire alarm panels, audible alarms and strobe lights were tested. Building marshals assisted with getting evacuees out and to designated evacuation assembly areas.

**NEW SAFETY COMMITTEE**

CSULB Emergency Management partnered with Environmental Health & Safety to launch a new campus Health and Safety Committee. This committee convenes at least once each semester to discuss and review any campus incidents, programs, initiatives or concerns related to emergency preparedness, physical safety and mental well-being.



**EM NUMBERS AT A GLANCE**



**THE GREAT SINKHOLE**

In late February, following weeks of heavy rain in L.A. County, a large sinkhole opened up beneath Circle Drive when a storm drainpipe ruptured. The 20-foot-wide, 30-foot-deep sinkhole created significant traffic impacts on the south end of the Cal State LA campus. Fortunately, no injuries were reported. Repairs persisted through the spring semester and into the summer. Campus EM was able to apply for reimbursement of recovery costs through the state under the Governor’s winter storm emergency proclamation.



**FAMILIAR FACES IN NEW ROLES**

Cal State LA welcomed Michael Edwards as its new emergency manager in March of 2023. Edwards had worked as emergency services analyst with San José State since October 2020. While at SJSU, he successfully managed several emergency situations, including wildfires, power outages and campus closures due to severe weather. He also played a key role in developing and revising the university’s emergency plans, incorporating best practices and lessons learned from previous incidents.



One of Edwards’ first tasks at CSULA was to deal with the sinkhole and work with the California Office of Emergency Services on the university’s recovery cost claim. His attention to detail and thorough documentation of the incident were crucial in securing the necessary funding for repairs and ensuring that the university’s operations could resume as soon as possible.

In just a few short months, Edwards has become an invaluable member of the university community. His dedication to ensuring the safety and well-being of students, faculty and staff is truly commendable, and his

expertise and leadership undoubtedly will continue to benefit the university for years to come.

**COMMUNITY ALERTS AND DRILLS**

CSULA prepares its campus community for emergencies through regular drills. Two drills were conducted: a building evacuation drill in February 2023, and one coincided with the Great ShakeOut earthquake day in October 2022. The campus emergency notification system, Eagle Alert, is used to provide critical incident information. CSULA also has a Community Emergency Response Team (CERT) comprised of volunteers trained in disaster first aid, light search and rescue, and other skills who can aid emergency responders during disasters.



**EM NUMBERS AT A GLANCE**





### MAKING WAVES ON THE TRAINING SHIP

Cal Maritime's Training Ship Golden Bear engaged in highly successful and impactful exercises throughout the spring. The first of these exercises took place in January, when the ship hosted a K-9 exercise that saw the participation of eight highly trained dogs and their handlers. This exercise provided a unique opportunity for the Maritime crew to work

alongside these skilled canines and their handlers, learning valuable techniques and strategies for search and rescue missions.

In February, the Golden Bear again was at the forefront of maritime training as it conducted a maritime evacuation exercise with 50 individuals. This exercise simulated a real-life emergency situation and allowed the crew to put their training to the test in a high-pressure scenario. The success of this exercise further solidified the Golden Bear's reputation as a premier training ship for future maritime professionals.

As spring continued, the Golden Bear's schedule remained packed with important exercises. In April, the ship conducted a joint exercise between the Maritime crew and the Vallejo Fire Department. Finally, in May, the Golden Bear hosted an Alcohol Tobacco and Firearms K-9 exercise, which again saw the participation of highly skilled dogs and their handlers. This exercise not only provided important training for the crew, but also served to demonstrate Maritime's commitment to constantly evolving and improving its techniques and strategies for emergency situations.

### VOLUNTEERS AT THE READY

Maritime welcomed a new group of CMERT (Cal Maritime Emergency Response Team) members to its disaster preparedness program in fall 2022. Established in 2010, CMERT trains its students to respond to emergencies and natural disasters both on and off campus. The new group of CMERT members learned skills such as first aid, search and rescue techniques and emergency communication protocols. They also received training in disaster management and leadership, preparing them to take charge in emergency situations.

The new group of CMERT members are now ready to join the ranks of their predecessors and support first responders in times of crisis. The CMERT program is a shining example of Maritime's commitment to fostering well-rounded and responsible individuals equipped to handle any challenges.

### EDUCATION AND OUTREACH

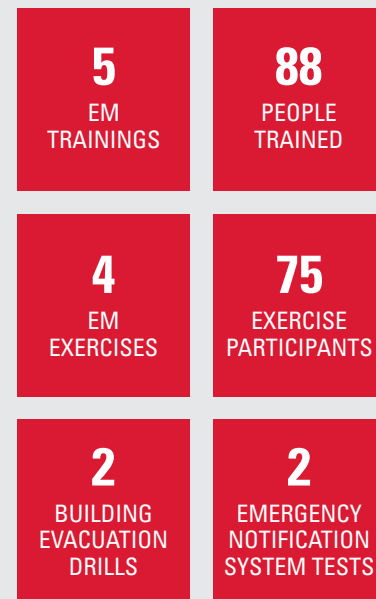
Cal Maritime conducted several education and outreach meetings throughout the year. In October, it held a discussion on Behavioral Threat Assessment: Preventing the Active Shooter, focused on strategies for identifying and preventing these types of incidents. In November, it hosted the California Maritime Security Council Meeting. And in March, it hosted the Cybersecurity and Infrastructure Agency (CISA) in discussing how to mitigate the risk of bomb-making materials being used for terrorist attacks as part of the agency's Bomb-Making Materials Awareness Program (BMAP) program.

In addition to providing valuable information and training for the Cal Maritime community, these events also fostered important connections and collaborations with industry professionals and government agencies.

(Speaking of CISA, Cal Maritime's CyberCorps team were semifinalists in the 2023 DC Cyber 9/12 Strategy Challenge, demonstrating that Maritime is a leader in cyber preparedness efforts!)



### EM NUMBERS AT A GLANCE



### EM NUMBERS AT A GLANCE



### FIRE IT UP!

Fire readiness is a major priority of CSU Monterey Bay. It has a close partnership with CAL FIRE and has participated in a deployment exercise for that agency by activating the campus as a base camp and staging area for fire personnel. CSUMB also supported training and provided a landing zone for CAL FIRE's new Firehawk helicopter. The Firehawk is capable of dropping fire suppressant, assisting light search-and-rescue or providing medical transport.

CSUMB continues to work on its Wildfire Fuel Reduction Project, utilizing funding provided by a 2021 Climate Investments Fire Prevention Program grant from CAL FIRE.

On a more personal level, CSUMB trained resident assistants in the use of fire extinguishers to put out small fires that may occur in campus housing.

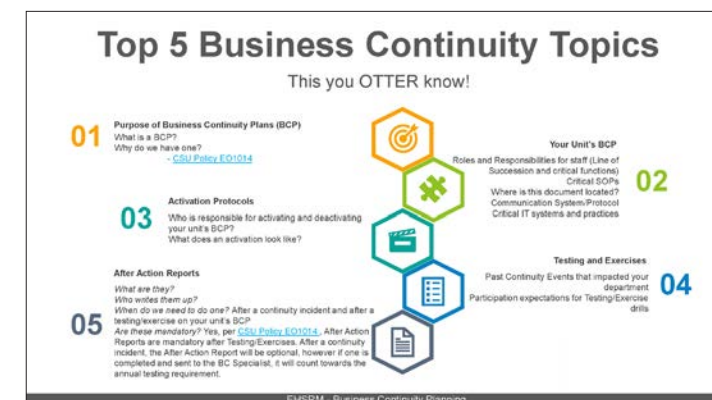


### PLAN AND TRAIN

The latest revision of CSUMB's Emergency Operations Plan was signed by Monterey Bay's president in February 2023. During the year, everyone on the Incident Management Team received training, along with updated checklists and job aids for their roles. Because three cities—Seaside, Sand City and Monterey Bay—share the Emergency Operations Center, training was regional and conducted over multiple sessions by CSUMB's emergency manager. Consistency of messaging during incidents was a key point of emphasis.

### OTTER READY FOR ANYTHING

CSUMB's business continuity program [BCP) was active in 2022-23. Continuity planners were identified and trained, 47 plans were updated, and three new ones were developed and entered into the OtterReady BCP system. Additionally, lessons learned reports were completed for the campus's response to the COVID-19 pandemic and the January 2023 winter storms' impacts, all in the interest of continual improvement for campus readiness efforts.



### EM NUMBERS AT A GLANCE



### BC NUMBERS AT A GLANCE





## NEW FACES IN EMERGENCY MANAGEMENT & CONTINUITY

In March, CSUN welcomed Nelson Cox as its newest Emergency & Business Continuity Manager. Cox is responsible for developing and implementing emergency plans and protocols, conducting risk assessments and coordinating preparedness training and drills. He also works closely with campus departments and external partners to ensure a coordinated and effective response to any emergency situation.

Cox has extensive experience in both the public and private sectors, bringing a well-rounded perspective to his position. He previously provided continuity and disaster recovery subject matter expertise as a consultant for LA Metro. Cox also worked as an EM consultant for Witt O'Brien's and as a disaster program manager for the American Red Cross.

Throughout his career, Cox has demonstrated a deep passion for emergency management and a strong dedication to ensuring the safety and resilience of the communities he serves. He understands the evolving nature of emergency management and is committed to staying up to date on the latest industry trends and best practices. He actively seeks out opportunities for training and attends conferences and workshops to expand his knowledge and skills. This dedication to continuous improvement will be a huge asset to CSUN.



## KEEPING THE LIGHTS ON . . . AND THE COMMUNITY INFORMED

Students were left in a state of panic in December when a partial power outage during finals week prevented them from accessing computers, printers and other essential resources. The outage lasted a few hours, but it felt like an eternity for those who were completing their final assignments.

The university acted swiftly to keep students informed. It used various platforms such as CSUN Alerts, Facebook, Twitter and Instagram to update students regularly

about affected buildings and the power status. The university's quick response and effective communication helped to ease students' stress and showed its commitment to keeping students safe and informed.



## EM NUMBERS AT A GLANCE



## BC NUMBERS AT A GLANCE



## AED TRAINING

Cal Poly Pomona's Emergency Management team conducted several training courses on automated external defibrillators (AEDs) around campus throughout the year. AEDs are crucial in saving the lives of those who experience sudden cardiac arrest, and it is vital that members of the campus community know how to use them properly. The training sessions included hands-on demonstrations with CPR mannequins, giving participants the opportunity to practice and become familiar with AEDs. By educating members of the campus community with and empowering them to act quickly in case of an emergency, Cal Poly Pomona EM proactively ensures the safety and well-being of everyone on campus.



## FAMILIAR FACES IN NEW ROLES

With the departure of Ernie Fierro to CSUDH in December 2022, Arlett Carmona was promoted to the position of interim emergency manager. Prior to that, Carmona had been working for CPP EM as an emergency management coordinator since July 2022. She was a featured speaker at June's Sharing Success Stories series.

Carmona, who brings a wealth of experience and knowledge to her new role was the natural choice for it. She was familiar with the organization's operations and has a deep understanding of the emergency management program.

Carmona has also shared her knowledge and collaborated with others. At the June Sharing Success Stories series, she shared her insights on the FEMA Community Lifelines model and how it could be useful in communicating incident status during emergencies.

With her passion for emergency management and her determination to keep the university community safe, Carmona is sure to make a significant impact as interim emergency manager.

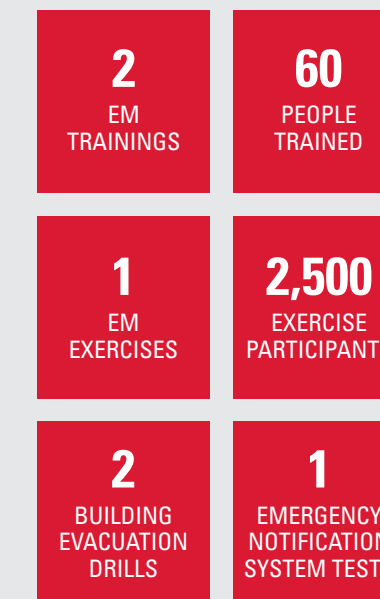
## GETTING SOCIAL

Cal Poly Pomona EM ventured into social media by adding Twitter, Facebook, and Instagram pages. This allows it to better communicate with the campus community about preparedness activities and trainings they conduct throughout the year.

- <https://linktr.ee/cppbroncoready>
- <https://www.facebook.com/cppbronco/>
- <https://twitter.com/CalPolyDEM>
- <https://www.instagram.com/cppbroncoready/>



## EM NUMBERS AT A GLANCE



### FAMILIAR FACES IN NEW ROLES

Sacramento State hired its first emergency manager, Janie Mutchler, in January 2023. Mutchler has worked for Risk Management Services at Sac State since 2010, beginning as a risk management analyst and assisting with all things related to insurance administration. In 2015, Mutchler became the training and occupational safety specialist. She conducted safety training (both in-person and online) and performed hazard assessments. She also served as the liaison to the fire marshal, helping coordinate special events and manage other fire and life safety issues. Now Mutchler is in charge of emergency management and business continuity at the campus.



### ACTIVELY ENGAGED

Sac State conducted its second annual active shooter training exercise, a multi-agency event involving police departments and EMTs/paramedics, as well as state and county agencies such as the Sacramento County Coroner's Office and victim services. The exercise was conducted in three parts, meant to test prevention activities before an incident, response operations during an incident and recovery processes following an incident.

Some segments of the full-scale exercise were conducted outdoors by the Tschannen Science Complex, and Sac State's Welcome Center building was the location for practicing the "Run, Hide, Fight" response.



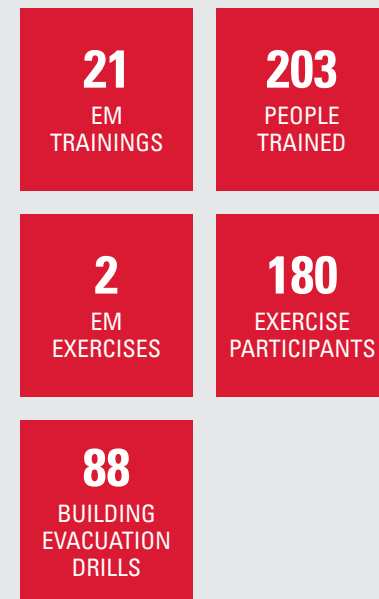
A local high school and its students participated in the recovery phase of the exercise, practicing its reunification process.

### CONTINUALLY IMPROVING

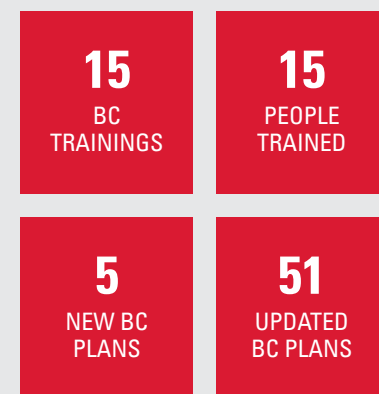
Following the training exercise, Sac State held a tabletop discussion with EOC members, campus representatives, county coroner's office, local fire departments and local police departments. The purpose of the discussion was to conduct an after-action review of the active shooter exercise. Participant observation and feedback identified strengths and areas of improvement to bolster Sac State's readiness for active shooter incidents.



### EM NUMBERS AT A GLANCE



### BC NUMBERS AT A GLANCE



### NEW FACES IN EM&C

In November 2022, Cal State San Bernardino hired Paul Walker as its emergency manager. Born in Claremont, the Southern California native has a long history of living and working in the Inland Empire area.



Before joining the CSU, Walker worked for the Santa Barbara Community College district, the City of Ontario, UC Riverside and Paramount Pictures. He prefers working in higher ed because it is, in his words, a "more collaborative" environment.

### UPDATING PLANS AND POLICIES

With the rise of active shooter incidents and the increasing frequency and intensity of natural disasters, CSUSB undertook efforts to ensure that its emergency management program was as comprehensive and effective as possible. The team recognized the importance of having a well-prepared and trained staff, as well as clear and concise policies and procedures to guide the response to any emergency.

The Emergency Operations Plan underwent significant revisions to reflect the latest best practices and guidelines from federal, state and local agencies; the most recent version was published in 2022. This included updates to the emergency notification system, which is a crucial tool in quickly communicating important information to the campus community. The team also reviewed and updated the emergency notification system communications, campus closure and campus evacuation procedures policies. These policies were carefully crafted to ensure the safety of students, faculty and staff while also minimizing disruptions to campus operations.

The campus continuity plans, housed in the Quali Ready platform, were also given a thorough review and update. These plans outline the steps to take so that essential campus functions can continue in the event of a disruption or emergency. This is crucial in maintaining the continuity of operations and minimizing the impact of a crisis on the campus community. The team presented these updated plans to the vice president of finance, technology & operations for approval, ensuring that all necessary stakeholders were involved in the process.

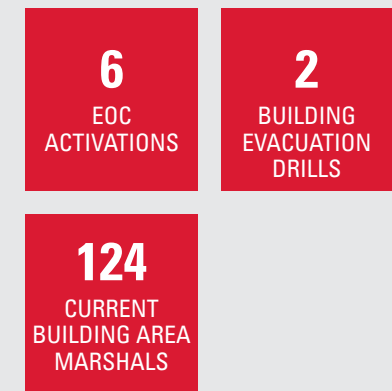
Collaboration with local emergency response agencies was also a critical component of the emergency management updates. The team recognized the importance of working closely with these agencies to ensure a coordinated and effective response during a real emergency. This included regular meetings, training sessions and joint exercises to enhance communication and coordination between all parties involved.

### OCTOBER SHAKEOUT

Like many other CSU campuses, CSUSB participated in the October 2022 Great ShakeOut earthquake drill. In addition to a "drop, cover and hold" emergency notification being issued, all buildings on campus were evacuated with the assistance of area marshals (currently with 124 active volunteers). Great work keeping our campus communities earthquake-ready!



### EM NUMBERS AT A GLANCE





**A FAMILIAR FACE IN A NEW ROLE**

San Diego State welcomed Lisa Peumsang as its director of emergency management in January 2023. Peumsang had worked as the CSUN's emergency manager since 2017. While at CSUN, Peumsang successfully coordinated emergency response efforts during various incidents, including during the COVID-19 pandemic.

Peumsang holds a master's degree in emergency management and has worked for the Burbank Fire Department, where she revised the city's emergency operations and

mitigation plans and co-developed an exercise for the Hollywood Burbank Airport.

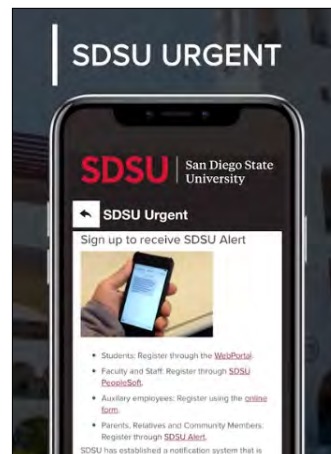
Peumsang is actively involved in the emergency management community. She has served on committees and task forces, sharing her expertise and collaborating with other emergency managers to improve response and preparedness efforts. Her dedication and passion for emergency management have not gone unnoticed. She has received numerous accolades for her work, including the Outstanding Emergency Manager Award from the California Emergency Services Association. As the new emergency management director, Peumsang is excited to continue ensuring the safety and preparedness of the CSUN community and beyond. Her experience, knowledge and passion make her a valuable asset to any organization facing potential disasters.

**EMERGENCY NOTIFICATION SYSTEM ROLLOUT**

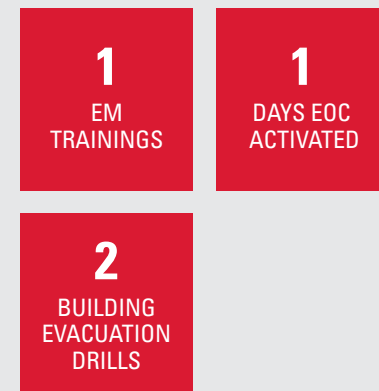
San Diego State has taken a huge step toward ensuring the safety and well-being of its students by completing the rollout of a the SDSU Safe emergency notification app last fall. SDSU Safe will serve as a critical tool for students to stay informed and connected with campus security. The app is a convenient and accessible way for students to report safety concerns or emergencies, as well as to receive alerts and updates from the university.

Through various platforms such as social media, email and flyers, the university spread the word about the benefits and features of the app, encouraging the community to download it to their smartphones.

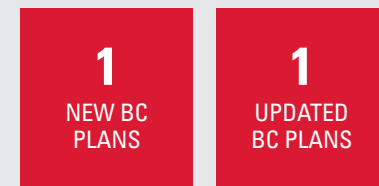
By utilizing technology and implementing innovative safety measures, the SDSU has taken a significant step towards creating a safer and more secure environment for its students.



**EM NUMBERS AT A GLANCE**



**BC NUMBERS AT A GLANCE**



**COMMUNITY PARTNERSHIP/RESILIENT SOUTHWEST SAN FRANCISCO**

Last year, SFSU launched "Resilient Southwest San Francisco" a resiliency hub that engages the public, private and nonprofit sectors as well as local community leaders and stakeholders to strengthen Southwest San Francisco resilience.



The university organized and hosted stakeholders from the campus and the community to kickstart the program and discuss its objectives. Among the participants were the Department of Public Health, Red Cross, PG&E, first responders and community leaders. San Francisco District 4 and District 11 Supervisor offices were also represented.

During the meeting, the attendees decided on a regular meeting schedule and discussed earthquake preparedness. They identified key concerns that needed to be addressed, such as the location of shelters and the individuals or organizations responsible for providing assistance. Additionally, they discussed the importance of identifying other stakeholders to include in the program.



**NERT TRAINING**

Some cities have a CERT (Community Emergency Response Team); San Francisco has a NERT (Neighborhood Emergency Response Team). The university hosted a NERT training conducted by the San Francisco Fire Department and trained 60 new NERT members during its April training. Staff, faculty and students were invited to participate, and emergency management funds were allocated for new equipment and supplies for the training and the participants.

**NEW FACES IN EMERGENCY MANAGEMENT**

Sherry-Anne Yoshioka joined San Francisco State's Office of Emergency Services (OES) as the new Emergency Services Coordinator in April. Yoshioka had previously worked in risk management and security in the aviation industry with Amazon Air and United Airlines. She is currently pursuing her Master's degree in Emergency Management at Tulane's School of Professional Advancement, with an anticipated graduation date of Fall 2024.



**EOC RESET**

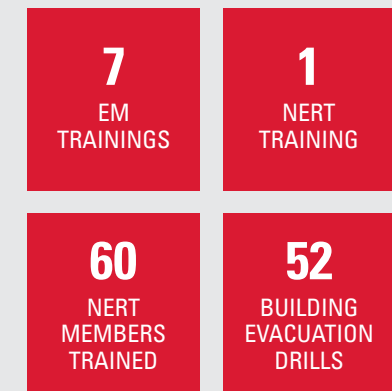
The Emergency Operations Center at SFSU underwent a staffing refresh. All team members completed online training in the Incident Command System (ICS), and a consultant provided Standardized Emergency Management System (SEMS) training.

In March, a functional exercise was conducted with the EOC and Policy Group. The scenario involved a crane collapse caused by strong winds. Additionally, the university collaborated with the city to conduct a three-hour workshop with the Policy Group focused on how it would identify its priorities in an emergency, how the Policy Group coordinates with the EOC during an emergency, and identifying our strengths and vulnerabilities as a campus community.

**BUSINESS CONTINUITY PROGRAM REVAMP**

SFSU's BC program underwent some major updates this year. "BC 101" training was developed to highlight the purpose and functions of the program ("what is business continuity?"). Several new BC plans were created and San Francisco State's risk programs coordinator developed metrics for measuring the status and health of the continuity program. Last, but certainly not least, a continuity planning guide was created to focus on SFSU labs and research.

**EM NUMBERS AT A GLANCE**



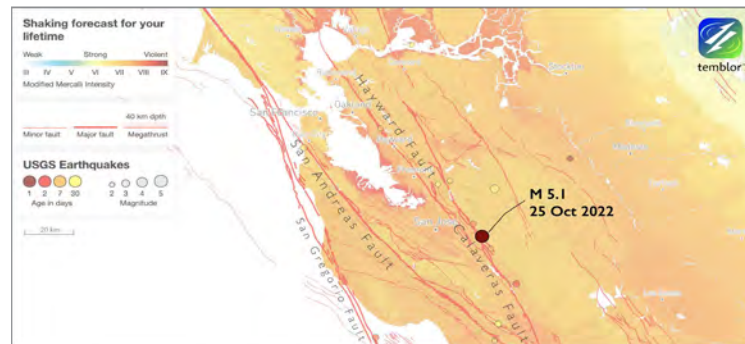


## A LITTLE SHAKEN UP

In October 2022, a 5.1 magnitude earthquake struck just 14 miles east of San José State. Many in the area felt the tremors, reminding that they live in earthquake country. Fortunately, SJSU has a comprehensive emergency response plan in place, which includes regular earthquake drills and training for the campus community.

Just a few weeks earlier, during the first week of October, SJSU had held its annual Great ShakeOut drill. The Great ShakeOut is a national event that encourages individuals and organizations to practice the recommended safety protocol for earthquakes: drop, cover and hold on. During the drill, SJSU tested its Alert.SJSU system. Alert.SJSU would be used to notify and inform the community and partners in the event of a real emergency affecting the university.

The university's commitment to emergency preparedness and its proactive approach to earthquake safety serve as a model for other institutions and communities in the region.



## COMMUNITY OUTREACH

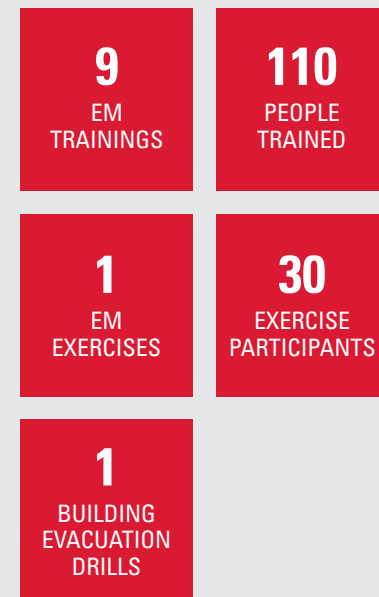
As with many CSUs, SJSU emergency management is part of the SJSU police department. This department is dedicated to serving and protecting the campus community through its deep commitment to community education and outreach.

One of the ways it achieves this is by hosting monthly "Conversation With Police" meetings, which are open to students and faculty. At these meetings, individuals can engage with the police department, ask questions and learn about important safety topics. Since the pandemic, SJSU police adapted by hosting both in-person and virtual meetings through Zoom, ensuring that the community can still stay connected and informed. Its January meeting included a presentation by the emergency manager on preparations and plans for the January winter storms, providing valuable information on how the campus would handle potential emergencies.

SJSU police also provides safety tips and reminders to the community. For instance, during the Halloween season, they shared important safety tips such as staying in groups, being aware of surroundings and avoiding unfamiliar or poorly lit areas. At safety fairs, SJSU police showcases its emergency response equipment and offers hands-on safety demonstrations. Through its consistent efforts in community education and outreach, the SJSU police department continues to foster a strong and safe campus community.



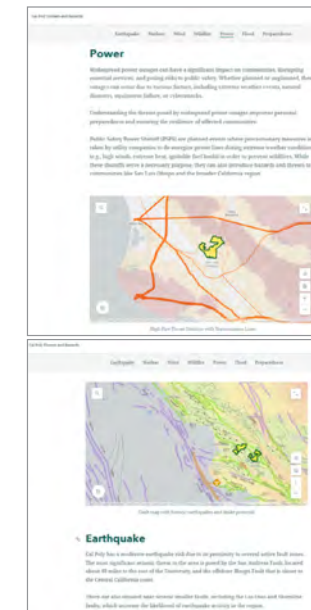
## EM NUMBERS AT A GLANCE



## PLANNING FOR THE WORST

As part of its continuing efforts to stay ready, Cal Poly's Department of Emergency Management (DEM) conducted a full review and rewrite of its Emergency Operations Plan. It worked with over 80 stakeholders across campus as it audited the existing plan for any notable gaps and incorporated lessons learned from two years of COVID-19 pandemic operations. The plan was restructured to include a roles-and-responsibilities response matrix, which considers not just Cal Poly responders, but also federal, state and local agencies that might be needed.

DEM used existing metric and map data to create a story map for Cal Poly's Hazard and Vulnerability Assessment. Story maps are powerful geographic information system (GIS) tools that combine interactive maps with text to create a more descriptive narrative than either medium could do on its own. [The story map can be viewed in its entirety here.](#)



## PREPARING FOR ACTION

DEM maintains a robust training and exercise program. During its October Great ShakeOut earthquake drill, it had the Cal OES shakeout trailer on hand to simulate seismic activity for those bravehearted enough to enter. A functional exercise using an atmospheric river scenario followed in November. This exercise involved federal, state and local partners all working together to ensure the campus's ready state. DEM alongside PD conducted an active shooter exercise with over 100 participants representing multiple jurisdictions. Participants attended pre-exercise training at six separate stations. This was followed by a full-scale active shooter simulation that included victim volunteers in moulage, full-body mannequins and medical triage areas.



## SEEING THE RESULTS

January's winter storms closed Cal Poly's campus for two days, with all instruction postponed. Only campus residents and essential personnel remained during that time. The Emergency Operations Center was active at its highest level for several days as EOC staff managed the impacts (which totaled \$7 million in damages). The EOC team pumped and contained over 1,000,000 gallons of animal run-off from inserting the water streams. All DEM's planning, preparation and training paid off and the campus was able to receive \$3.9 million in recovery reimbursement costs from the state Disaster Response-Emergency Operations Account (DREOA).



## EM NUMBERS AT A GLANCE



### STAYING PREPARED

CSUSM held a highly successful and informational tabletop exercise with key individuals from various departments on campus. The exercise simulated a realistic scenario of a pipeline rupture and fire. The scenario to assess emergency response plans and procedures was divided into two parts, with the first 30 participants representing the Emergency Operations Center (EOC). The EOC team was responsible for coordinating the response efforts and making critical decisions in a timely manner.

Following the EOC portion, the exercise was repeated with campus leadership and representatives from the CSUSM University Police Department (UPD) and San Marcos Fire Department (SMFD). This allowed for a collaborative approach to emergency response, bringing together both campus and external emergency services.

In addition, CSUSM UPD and SMFD hosted a full-scale active shooter exercise focused on victim first aid, casualty collection points and victim transport, with 10 participating agencies.

CSU San Marcos updated campus evacuation zones and zone maps. It participated in the Great California ShakeOut earthquake drill. Participants were encouraged to post photos of themselves on social media using the hashtag #CSUSMshakes, and a drawing was held to award a campus gift card and mini Cougar plushy to a lucky participant.



### SAVING LIVES

CSUSM Emergency Manager Jennifer Ralph and UPD Officer David Masson successfully performed CPR on a guest at last year's commencement. Many thanks to them for their quick response!

### SERVING THE COMMUNITY

Along with the other departments in the UPD subdivision, CSUSM EM participated in community service, including providing several meals for residents at a shelter. They also worked to increase connections with county OES and the San Marcos Fire Department by attending the countywide Wildland Fire Exercise.



### MEET HANS!

Hans is a German shepherd who is part of San Marcos' University Police K-9 program. Hans and his officer help provide security at campus gatherings and sporting events.



### EM NUMBERS AT A GLANCE



### BC NUMBERS AT A GLANCE



# SONOMA STATE UNIVERSITY

### FAMILIAR FACES IN NEW ROLES

Sonoma State emergency management saw a period of reorganization last year. Key in this process was the July 1 promotion of Kendall Newman to the position of Emergency Services and Business Continuity Manager. This position combined both programs together for the campus. Newman had served as the operations manager for Risk Management and Safety Services since 2020.



In her new role, Newman has undertaken an overhaul of Sonoma State's Business Continuity program. As part of that revamp, 32 campus essential functions have been identified and 48 continuity plans have been created or revised.

### REFRESH FOR THE EMERGENCY OPERATIONS CENTER

The Sonoma State EOC has experienced six activations over the past five years. As a result, keeping staff trained and prepared is crucial. More than 50 EOC staff received refresher training on their roles and responsibilities in the EOC, as well as general emergency management and position-specific training. Sonoma's EOC also participated in June's Systemwide EM&C exercise, providing 25 staff to assist.

### KEEPING SEAWOLVES SAFE

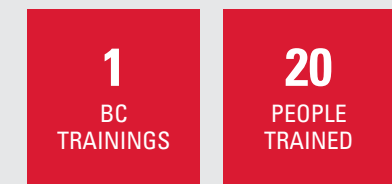
In 2022-23, Sonoma State continued to focus on campus safety. EM manned a table at the annual SafeSSU Campus Safety Fair in September, providing critical emergency preparedness information to students. Tests of the mass emergency notification system were conducted in August and January. Sonoma State also coordinates the campus building marshal program. Sixty-eight building marshals assist in conducting building evacuations for all buildings on campus (four times a year for larger buildings, three times a year for smaller buildings).



### EM NUMBERS AT A GLANCE



### BC NUMBERS AT A GLANCE



### EVACUATION READINESS

Stanislaus State Emergency Management conducted 29 building evacuation drills to ensure that students, faculty and staff were well prepared in the event of an emergency. Additionally, they partnered with campus Housing & Residential Life and Storer Transportation to conduct a localized evacuation exercise in November 2022. This exercise was designed to test Housing & Residential Life's emergency plans and procedures, and to put into practice a new MOU with Storer for access to emergency bus transportation. This was an opportunity for the campus to identify any planning or training gaps during a scenario where a large-scale evacuation effort and long-term emergency housing needed to be arranged for students due to a loss of heat in the residence halls, and ensure that emergency transportation could be available when needed most.



### DON'T P.A.S.S. ON THIS TRAINING

Pull the pin. Aim the nozzle. Squeeze the trigger. Sweep from side to side. Those are the steps for using a fire extinguisher. Campus EM held three trainings for critical staff and members of the Stanislaus campus community to show them the PASS technique and give them hands-on training on how to safely handle small fires in an emergency.

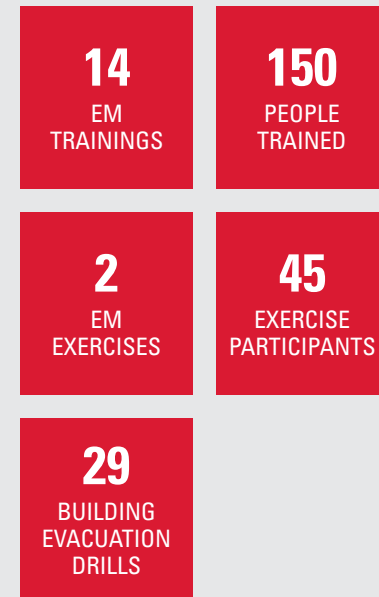


### PARTNERING WITH THE COMMUNITY FOR EMERGENCY TRAINING

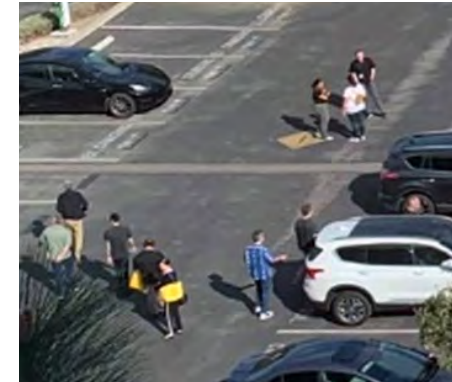
Working with many different agencies and organizations is the key to successfully responding to incidents and disasters. To help foster those partnerships, Stanislaus State hosted multiple in-person Incident Command System (ICS) trainings at its Turlock campus, in co-sponsorship with Stanislaus County Office of Emergency Services, resulting in approximately 85 responders trained. ICS is a national system that defines the roles of emergency responders during disasters and uses standardized terminology so that agencies can integrate quickly with the Emergency Operations Center and work in cooperation with each other more seamlessly. By training in ICS alongside their partner agencies in the region, Stanislaus State will be better poised to weather any emergencies that may arise.



### EM NUMBERS AT A GLANCE



### BC NUMBERS AT A GLANCE



### GREAT SHAKEOUT BUILDING EVACUATION DRILL

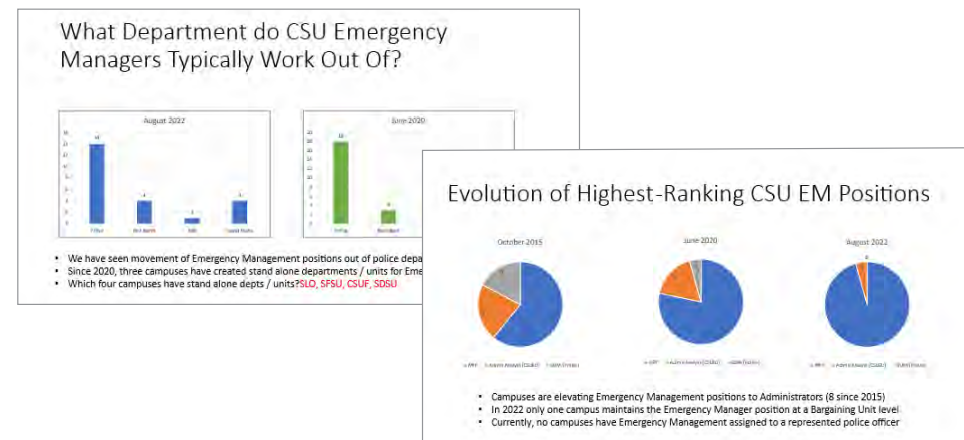
In October 2022, the Chancellor's Office (CO) conducted its first building evacuation drill since 2020, when the outbreak of COVID-19 resulted in a large number of employees working remotely. The drill coincided with the Great ShakeOut earthquake preparedness drill. At 10 a.m., all CO employees, including those working remotely, received an emergency notification to drop, cover and hold on. The fire alarm was sounded in the CO building, signaling the start of the building evacuation process.

Following the drill, employees were polled on their experience. The feedback received was largely positive, with most employees evacuating as directed and expressing familiarity with the building evacuation procedures. However, a small percentage of employees felt less prepared for an emergency situation in the building. This feedback is extremely valuable and will be used by the Emergency Management and Coordination (EM&C) team to better prepare staff for any future emergencies. The CO will also take this opportunity to update and improve its standard operating procedures, ensuring the safety and well-being of all employees in the event of an emergency. Overall, the drill was a success and served as a reminder to all employees to always be prepared for unexpected situations.

### SYSTEMWIDE EM STAFFING ANALYSIS

In 2022, the Chancellor's Office EM staff undertook an analysis of how the role of emergency managers in the CSU system has evolved from 2015 to 2022. They polled each of the CSU campuses to determine the answers to questions such as what departments emergency managers are associated with, what classification level those roles exist at within the CSU, who they report to in their organizations and where they connect to Business Continuity roles at each campus.

The result was a comprehensive report that was shared with all of the emergency managers and helped to justify staffing changes at several campuses. Among those changes were the creation of the first full-time EM position at CSU Bakersfield; the elevation of the CSUN EM position from an administrative analyst to an administrator; and the creation of the CO's first Emergency & Continuity Manager position.



# ACKNOWLEDGMENTS

This report is brought to life by the vision of Jenny Novak, Director of Systemwide Emergency Management & Continuity and was compiled with the assistance of Andrew Theisen, Emergency & Continuity Manager. It is the fruition of the work, skill and accomplishments achieved by campus Emergency Management and Business Continuity staff, who collaborated to provide the data for this report. The campus emergency management and business continuity managers and coordinators are valuable team members whose work builds lasting resilience and emergency preparedness to our CSU system, ensuring its mission will continue.

Special thanks to the CSU Chancellor's Office Marketing Communications team for its assistance in designing and completing this report.

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