

Steven J. Jensen

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SUMMARY



Steven Jensen is a strategic thinker with a broad background in the development of emergency management systems. He has twenty-five years of experience in emergencies and disasters in the United States and New Zealand, as well as work for the United Nations High Commissioner for Refugees in Southeast Asia. Research has taken him to El Salvador, Australia, China, and Japan. Steven Jensen's work is built on a solid foundation, with a Master of Science in Emergency Management and current work on a Doctorate in Policy and Planning at the University of Southern California. His current work and research is focused on preparing the next generation to manage disasters and catastrophes.

PROFESSIONAL EXPERIENCE



United Nations High Commissioner for Refugees

Program Officer, Malaysia

1984 — 1986

Program Officer, Thailand

1979 — 1980

- Developed and managed systems that provided food and shelter for 130,000 refugees at Khao I Dang on the edge of war zone along Thailand and Cambodia border.
- Managed day-to-day operations including food, shelter, nutrition and sanitation issues for a camp of 10,000 Vietnamese Boat People located on an isolated island.
- Defended refugees' rights in a remote and hostile setting.
- Watched over the Anti-piracy efforts, with successful prosecutions.
- Managed a multi-million dollar program and reduced costs by 15 percent through implementation of strong management and cost controls.

Wellington Emergency Management, New Zealand

Emergency Management Advisor

1995 — 2000



- Consultant for the National Emergency Services Review
- Researched, designed and developed the National Incident Management System.
- Initiated and developed the City Risk project, which used Geographic Information Systems to analyze the interaction between hazards, the built and social environments. This project allowed organizations to model policy options for managing risk.
- Achieved a 50 percent reduction in the incidence of large bush fires through public education and risk reduction. Effective management of response to fires reduced their impact.



- Designed and implemented systems to coordinate utility lifelines disaster response.
- Addressed community involvement in post-disaster operations and developed a new approach to training volunteers in partnership with the Fire Service and Red Cross.
- Audited local government's ability to respond to a disaster.
- Facilitated organizational change through involvement in working groups.
- Established a NZ-China Sister City relationship with Tianjin.
- Selected as a reviewer for *Designing Future Disasters*, a major assessment of research and applications on hazards in the United States.

City of Long Beach, Long Beach, CA

Emergency Management Specialist / Firefighter 1989—1995, 2001—2008



- Established the disaster management program for this city of 500,000 residents.
- Designed and implemented a community-based emergency response project.
- Established the Emergency Operations Center and the Multi-hazard Plan.
- Partnered with Lawrence Livermore National Laboratory on emergency management research, resulting in the development of an emergency management information system.
- Selected by the City Manager to help develop ideas and implementation strategies that addressed serious financial and organizational issues in the City.
- Managed a multi-disciplinary team on terrorism and Airport Emergency Planning.
- Seconded to the Governor's Office of Emergency Service in the Northridge earthquake to serve in the Advance Plans Unit.
- Served during the Los Angeles Riots, 1993 firestorms, three earthquakes, two major floods, and several large hazardous substance incidents.

California State University at Long Beach

Lecturer

2007—2008

- Developed and taught emergency management courses at the graduate and undergraduate levels.

AFFILIATIONS International Association of Emergency Managers
Certified Emergency Manager
Los Angeles World Affairs Council

SEMINAR World Congress on Earthquake Engineering
SPEAKER National Disaster Medical System
International Association of Emergency Managers
New Zealand Incident Management Systems
Australian Disaster Reduction
Japan Earthquake Disaster Mitigation

EDUCATION **Doctoral Candidate in Policy and Planning**
University of Southern California

Master of Science, Emergency Management
California State University, Long Beach
Honor Societies: Phi Kappa Phi and Epsilon Pi Tau;

Bachelor of Arts, International Studies
Whitworth College, Spokane, Washington

Associate of Science, Fire Technology
Rancho Santiago College, Santa Ana, California

BOARD OF DIRECTORS Project Amistad, serving El Salvador
Southern California Emergency Services Association
Christian Outreach Appeal, Long Beach, CA
Rancho la Paloma, Tecate, Mexico
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