



2015

Annual Report

Sacramento County
Office of Emergency Services

Executive Summary

*In an emergency,
you must treat
information as a
commodity as
important as the more
traditional and
tangible commodities
like food, water, and
shelter.*

*— Jane Holl Lute,
Deputy Secretary,
Homeland Security*

The Sacramento County Office of Emergency Services (SAC OES) is responsible for emergency preparedness for the County of Sacramento and the Operational Area. We are tasked with creating a safer county and region by collaborating with our stakeholders to increase our ability to prepare for, respond to, and recover from natural or man-made disasters and emergencies. SAC OES coordinates with local, state, federal, private, non-profit entities, and community groups to minimize the impact of all potential hazards facing the County of Sacramento. We strengthen our resilience through comprehensive disaster planning; hazard identification and risk assessment; hazard mitigation; protection of critical infrastructure; enhancement of community preparedness; and manage the response and recovery efforts at the Emergency Operations Center (EOC).

Improving capabilities is but one of our emergency management objectives. Last year the EOC upgraded new technology including: computers, video display, and communications equipment. Adding modernized classroom space improved our instructional opportunities. Our GIS and radio room was also upgraded providing more operational space and new equipment. All of these changes have come at a time when our region is faced with training challenges resulting from the attrition experienced by the county as well as the cities we serve.

The addition of a new Emergency Coordinator and Grants Administrator will assist SAC OES in negotiating the many challenges we've seen over the previous year, during which time these two positions were vacant. We are looking forward to the added staff to help us mitigate these challenges, especially as it relates to our training needs. We have a robust training plan scheduled for implementation in the fall of 2015; thanks largely to combined grants and budget improvements. In May, SAC OES facilitated a Flood Tabletop Exercise for the county department heads and key EOC personnel. The results identified gaps in EOC staffing capabilities and helped prioritize the training plan.

Priorities for next year include: formalizing our training program and strategizing with partners to ensure access to quality training; hosting an EOC exercise; and meeting new challenges with technology and grant funding, with a commitment to making our county and region more prepared and resilient.

Steve Cantelme, Chief of Emergency Services

OES Staff

STEVE CANTELME

Oversees the Office of Emergency Services ensuring that the Emergency Operations Center is ready for activation 24/7.

DAVID GIESELMAN

Provides administrative services and support for the Office of Emergency Services.

ROGER INCE

Coordinates emergency planning efforts in the Delta, including flood and risk assessment and mitigation planning. Oversees areas involving public health and disease outbreak planning. Supervises the county Medical Reserve Corps and is a liaison to the cities of: Rancho Cordova, Elk Grove, Galt and Isleton.

MARY JO FLYNN

Oversees planning, training and exercise design and delivery. Oversees public education, including the OES social media program and development of the JIC, GIS and technology. She is a liaison for the cities of: Citrus Heights, Folsom and Sacramento as well as county school districts.

KRIS RUDI

Responsible for development of the Mass Care and Shelter team and response program. Serves as the Operational Area WebEOC Administrator.

TAMI RANDOLPH

Coordinates the OES purchasing and budget, contracts, board letters and resolutions.

ADELINA ANA

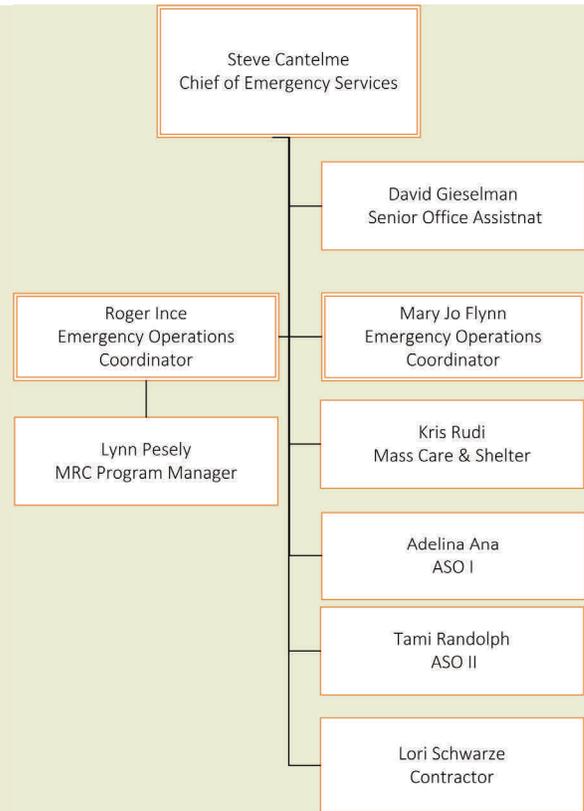
Serves as the Operational Area grant administrator.

LYNN PESELY

Manages the county Medical Reserve Corps volunteer program.

LORI SCHWARZE

Supports the Medical Reserve Corps volunteer program and administrative support.



Training



Classes Offered



Delegation Tours

The Office of Emergency Services has worked to make a variety of training classes available to EOC personnel. Due to staff vacancies in FY 14/15, the training has been limited to primarily WebEOC and basic online NIMS and ICS classes.

With our staffing up to needed levels, we anticipate expanding access to training following guidelines to ensure EOC Personnel qualify to receive a position credential. A focus on position training and responsibilities and coordination with partner agencies will be the first offerings in FY 15/16.

Alert Notification System



665,000

Landline Phones



17,000

Cell Phones

In 2013, Sacramento County OES partnered with law enforcement and emergency managers from Sacramento, Placer and Yolo Counties to purchase a new alert and notification system for the region. The new system can send over 275,000 voice and data messages per hour and has the ability to text, email, fax and TTY/TDD.

Sacramento County OES secured Homeland Security grant funding to make the original purchase for all three counties and has since been able to acquire grant funding for Everbridge through 2015. To date, Sacramento County has over 665,000 landlines and over 17,000 cell phone users registered in the Everbridge system.

OES Duty Officer

Sac OES Coordinators are on-call 24 hours a day, 7 days a week to respond to incidents throughout the County. They respond to calls ranging from Hazmat, large structure or wildfires, rain events and to major incidents that may require coordination and assistance from OES, but may not trigger activation of the Emergency Operations Center.

When in the field, Duty Officers may support an Incident Commander and assist in supporting or assisting in the coordination of public information, including information that may be disseminated on social media.

112

Response
Activations



Water Purification Trailers

OES acquired a water purification trailer and facilitated the acquisition of four additional trailers for our neighboring Operational Areas. In response to a court settlement, Raley's donated five free water purification trailers to the Operational Areas. Raley's contacted Sacramento OES for assistance in facilitating the acquisition and transfer of trailer equipment. OES and the other four counties (El Dorado, Placer, Contra Costa and Alameda) each took possession of the trailers in the fall of 2014.

Each trailer is capable of producing up to 28,000 gallons drinking water in a 24 hour period from most non-saline water sources such as rivers, ponds and lakes. This is

sufficient enough quantity to sustain approximately 30,000 adults in a 24 hour period. The trailers are portable, easily maintained and cost effective.



Trailers



28,000

Gallons per 24 Hrs.



30,000

Adults per 24 Hrs.

Sacramento Medical Reserve Corps



1,017

Donated Hours



\$27,326*

Value of
Donated Time

*independentsector.org Value
of a Volunteer Hour, CA 2014



140

Volunteers



2,000+

Citizens reached
at events

The Sacramento Medical Reserve Corps (SMRC) engages volunteers to strengthen and support County Office of Emergency Services, Public Health, and other medical agencies when a disaster event affects our community. Our volunteer members are Doctors, Registered Nurses, Medic's, and medically trained support staff, that are employed in their profession or retired individuals who seek to help people in need during disasters and who may need medical assistance.

SMRC participated in exercises with the CA Highway Patrol, Health Professions High School, California Northstate University, Sacramento County Public Health, U.S. Department of Health and Human Services, and Assistant Secretary for Preparedness and Response.

Training is continuous, so that our volunteers maintain a state of readiness and the ability to respond to incidents throughout the year. To keep our members trained and ready for deployment, the SMRC offers monthly training meetings at Shriners Hospital for Children, Northern CA. Annually, all members must maintain their Communications, CPR/AED for the Professional, First Aid, and Psychological First Aid Intervention certificates as well as other appropriate training opportunities.



CA Northstate University Moulage

First Aid Booths



- ◆ Sheriff's Department Funeral for Deputy Oliver
- ◆ CA Capitol City Air Show
- ◆ Heart Stoppers Haunted House
- ◆ Kid's Day for the Cordova Community Council
- ◆ CA International Marathon for the Sacramento Runners Association.

Access and Functional Needs Coordination Advisory Group

The Access and Functional Needs Coordination Advisory Group (AFN-CAG) with representatives from the City of Sacramento Civil Rights Office, Sacramento County Disability Compliance Office, and Sacramento County OES, continued to meet with community partners in FY14-15.

The AFN-CAG provided information on emergency preparedness, training opportunities, and communications. The AFN-CAG arranged to have the Governor’s Office of Access and Functional Needs provide training to transportation providers within the region. Twenty-eight representatives from government and local transportation providers attended FEMA’s Integrating Access and Functional Needs into Emergency Planning, Unit 3 – Communication, Evacuation and Transportation Module.

The AFN-CAG Core Team reviewed the original goals and objectives established in late 2012 and determined that significant progress has been made in building relationships with partners who service people with access and functional needs, engaging input from the AFN community, and



65
Number of agencies reached

addressing items such as transportation, sheltering, and emergency planning and preparedness.

Center Activations



	COOL	WARM
NUMBER OF CENTERS OPENED	5	1
NUMBER OF INDIVIDUALS SERVED	53	36
NUMBER OF STAFF AND VOLUNTEERS	10	3



Warming Center December 30—January 1

Event Participation

- ◆ County wide ARES radio exercise with partner organizations
- ◆ Provided supported for Sacramento County OES emergency communication for a Winter Storm across Northern CA.
- ◆ With Sacramento County OES provided communications for the AMGEN Bike Race
- ◆ County wide Cooling/Warming Centers
- ◆ Eppie’s Great Race
- ◆ California International Marathon
- ◆ Capitol City Airshow

WebEOC Administration



Representatives with partial administrator permissions

The Sacramento County Office of Emergency Services retains full administrator rights in WebEOC® while representatives from the cities and county departments have been trained on partial-administrator functions. Approximately 32 representatives throughout the Operational Area (OA) retain partial administrator permissions which allows them to perform functions such as generate reports, provide training to new users, and more.



WebEOC Users



New boards developed for users



WebEOC drills per year



Hours of training



Mass Care and Shelter

The first semi-annual joint meeting with Public Health Emergency Preparedness Planning (PHEPP) Team and Mass Care and Shelter Branch Team was held and included members from: VOAD, Sacramento Steps Forward, and other community partners. The group worked through a scenario of a multi-agency response, communicable disease, and sheltering need. Through the table-top discussions, the group engaged with various agencies involved with response efforts. Joint meetings are planned twice a year – in the months of April and October.



Red Cross volunteers set up equipment for the shelter

The Department of Human Assistance (DHA) and designated Mass Care and Shelter Branch Coordinator participated in an American Red Cross (ARC) region-wide shelter exercise event held in April, 2015 in which the Citrus Heights shelter was opened.



Southern Baptist Disaster Relieve provided food for the April Shelter Exercise

Social Media Outreach



698

Followers as of
June 30, 2015

18%

Growth in followers
since April 2015

49,561

Number of
impressions from one
tweet in June
regarding heat illness.



Received "verified"
status in May 2015



449

Followers as of
June 30, 2015

43.4%

Growth in followers
since
June 2014

249,216

Number of people
reached from one
post in June



Received "verified"
status in May 2015



330

Video views as of
June 30, 2015

889

Estimated minutes
watched between
July 1, 2014 and
June 30, 2015

2:40 min

Average view
duration



New social media
account started on
Pinterest



New social media
account started on
Instagram

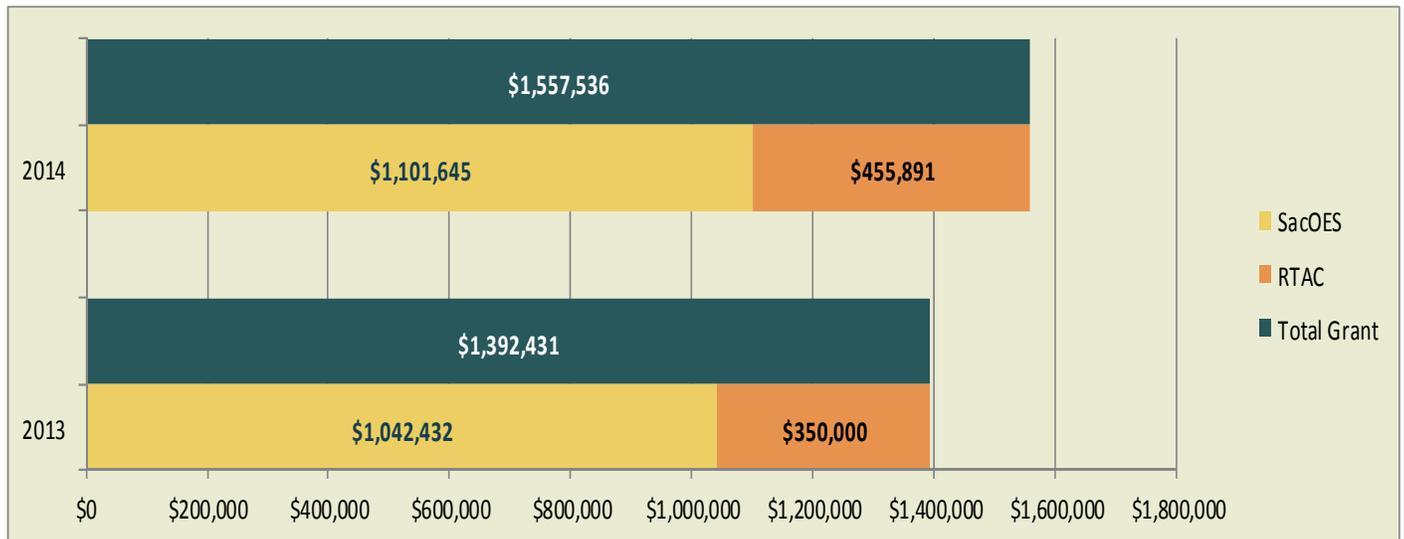


New social media
account started on
Soundcloud

*don't think of Twitter as a
primary alerting tool, more
as an amplifier of outlooks,
alerts & updates.*

— Craig Fugate, FEMA
Administrator

2013 and 2014 Homeland Security Grants



Grant Projects

AGENCY	PROJECT
Elk Grove Police Department	Specialized Mission Vehicle
Cosumnes CSD Fire Department	Emergency Operations Plan
Sacramento County Sheriff's Department	Regional Threat Assessment Center (RTAC)
Community Link	2-1-1 Crisis Communications Plan
Sacramento County Office of Emergency Services	Bakken Oil Train Derailment Exercise
Sacramento County Office of Emergency Services	Emergency Management Training
SMRC	Medical Reserve Corps
Metro Fire	Rigid Hull Inflatable Boats
City of Sacramento	Emergency Operations Plan
Sacramento County Sheriff's Department	Community Link
Sacramento County Office of Emergency Services	Executive Team Flood Response Exercise
Total Allocation	\$1,557,536



One of our major projects for 2013 and 2014 SHSGP is the Rigid Inflatable Boats in the amount of \$455,000. The Sacramento Metropolitan Fire District has partnered with Cosumnes Fire Department, Sacramento City Fire Department and Folsom Fire Department to implement a regional 5 boats replacement program in order to strengthen collaboration capabilities between regional emergency responders. These boats are used not only by the area fire departments, but also in conjunction with partners including the Sacramento Sheriff's Department (including the Drowning Accident Rescue Team (DART) program), California Department of Fish and Game, and the police departments of Sacramento City, Folsom and Elk Grove. These boats support the capabilities of Mass Search and Rescue Operations.

2016 Bakken Oil Train Derailment Exercise

While rail incidents have declined by **47%** over the past decade and incidents involving the transportation of hazardous materials have declined by **16%**, incidents that do occur involving this product can have significant and devastating consequences to the public, local communities and the environment.

— FEMA Blog



The Bakken Oil Train Derailment Tabletop Exercise scenario is planned to take place during the spring of 2016. The Bakken region, largely based out of North Dakota, accounts for over 10% of total US oil production as of 11/2013 (from US Energy Info Admin). Oil from this region is sent around the country via train, and most of that train traffic comes to CA via Sacramento. Given the amount of crude oil extracted in North Dakota, as much as 25% of crude coming into CA in the near future would be by rail and that number is expected to continue to grow (CBS Local Sacramento). As such, Sacramento County OES needs to prepare for a responsiveness effort in the event a train derailment occurs in the area by developing a County EOP Annex for train derailments of this nature.



\$98,817

2014 SHSGP funding
for Spring 2016
exercise

Radio Purchase for P25 Compliance



Sacramento Office of Emergency Services has purchase twelve (12) APX 700- P25 digital portable radios. The portable radios were funded from the 2013 SHSGP in the amount of \$58,543. Sac OES will continue to purchase additional radios from the 2014 SHSGP as funds become available. The State guidelines have interoperable communication as its top priority for this grant. The deadline for all agencies to become P25 compliant is in 2019, at which point, all of the old model radios will become inactive. Therefore, Sac OES plans to continuously add to our regions P25 compatible portable radios until we reach the deadline in 2019.



ARES Volunteers

For the past 2 ½ years Amateur Radio Emergency Services (ARES) has partnered with Sacramento County OES. ARES membership has increased to 92 in the past 36 months. County OES has an active group of HAM Radio as an alternative communications system in the event of cell service and/or Sacramento County 800 service failure.

Since 2013 ARES has assisted Sacramento Medical Reserve Corps offering radio training in 800 MHz systems. Additionally, ARES that have their FCC license are able to provide redundant communications services to the county should there be a failure of the 800 MHz system. Volunteers support communications at events and various level activations such as cooling and warming centers.

Specialized Mission Vehicle

The City of Elk Grove has been awarded funds to purchase a Specialized Mission Vehicle. The Specialized Mission Vehicle will be used as a regional and local asset to provide officer safety during special missions that include coming in contact with heavily armed persons. The Specialized Mission Vehicle will be funded from the 2014 SHSGP in the amount of \$274,574.

The use of this vehicle would include but not be limited to responses to critical incidents involving law enforcement, terrorism, chemical, biological, radiological, nuclear and explosive (CBRNE) incidents, natural and man-made disasters and some hazardous materials (HAZMAT) incidents. This would be the only vehicle of its kind stored south of Highway 50 giving it a faster response time to the southern portion of Sacramento County.

Emergency Operations Center Upgrade

Sacramento County OES completed the remodel to the Sacramento County Emergency Operations Center in the spring of 2015. The improvements included the expansion of the video wall from four to an eight monitor interrelated system enabling the user to view from one to eight individual images on the monitors. In addition, four monitors were added to the back wall each controlled individually by the same software used for the video wall. The audio system was improved so that sound can now be isolated to each of the breakout rooms, classroom, EOC main floor and ancillary rooms. The GIS/Mapping and radio room was also enhanced and supports two GIS technicians and three radio operators.



New 8-panel monitor wall



Screen and projector added to Policy room

Multi-Year Training and Exercise Plan

OES has completed a draft Multi-Year Training and Exercise Plan (MYTEP) that outlines the anticipated training needs and schedule through 2019. The MYTEP is the roadmap to accomplish the organizational priorities including the development and maintenance of the overall preparedness capabilities required to facilitate effective response to all hazards faced by Sacramento County. This is a living document that may be updated and refined annually.

Due to staff attrition from retirements and the separation of activities between Sacramento County and the City of Sacramento, training priorities have been identified to ensure all existing and newly assigned EOC Personnel meet NIMS and SEMS compliance requirements. Furthermore, EOC personnel will be encouraged to pursue requirements for state credentialing. The statewide credentialing program documents professional qualifications, certifications, training, and education requirements that define basic criteria expected of emergency services personnel and it helps to ensure that all staff have similar minimum competencies when fulfilling roles within the EOC.

Exercises

On May 20, 2015 OES sponsored a workshop for departments, managers and key emergency response staff to:

- ◆ Refresh knowledge of SEMS and County concept of operations
- ◆ Discuss roles and responsibilities during emergencies
- ◆ Generate awareness of available resources

Technology was used to demonstrate a levee breach simulation as an example to generate discussion of all-hazards response. Several strengths were noted in the County's understanding and performance of emergency procedures and roles. Identified areas of improvement included assigning roles, improving efficiency with technical resources, and providing access to just-in-time training and materials.

Planning

The Donations Management Annex, is the latest planning document to be finalized within OES. An Evacuation Annex is soon to be completed. Priorities for the upcoming fiscal year for plans include: Emergency Operations Plan; Coroner Mass Fatality Plan; and Continuity of Operations Plan.

In coordination with the MYTEP, plans will be managed through a 2-3 year cycle of review, exercise and update.



August 5, 2015

Social Media for Natural Disaster Response and Recovery (PER-304)

August 6, 2015

Social Media Engagement Strategies

August 7, 2015

Intermediate Social Media Tools and Techniques

September 15-17, 2015

Disaster Mitigation

October 6-8, 2015

EOC Management (G775/191)

October 9, 2015

EOC Action Planning

January 2016

Crisis Communications II Advanced and PER-304

February 2016

Emergency Management Fundamentals

March 2016

Section/Position Specific Training