



2016 Bakken Oil Train Derailment Exercise



2016

Annual Report

Sacramento County
Office of Emergency Services

Executive Summary

P *private*
sector preparedness
is not a luxury; it is
a cost of doing
business in the post-
9/11 world. It is
ignored at a
tremendous
potential cost in
lives money and
national security.

— *The 9 11*
Commission Report

The Sacramento County Office of Emergency Services (SAC OES) is responsible for emergency preparedness for the county 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 disaster 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 preparedness through comprehensive disaster planning, hazard identification & risk assessment, hazard mitigation, protection of critical infrastructure, and enhancement of community preparedness. SAC OES manages the response and recovery efforts of the county and the region at their Emergency Operations Center (EOC). We facilitate this effort by improving interagency coordination and information sharing, resource management, and emergency public information and warning.

One of our goals in emergency management is to continuously look for opportunities to improve our capabilities. Last year we implemented a new and more robust training program. With higher than normal attrition rates occurring in our region, it became critical that we intensify our focus on training needs so we committed almost \$80,000 dollars towards emergency preparedness training courses as well as another \$98,000 towards the delivery of an Functional Exercise to our region that included realistic customized video, radio and social media elements. Some of the courses offered included:

- Logistics Section Specific Training
- Disaster Finance
- Situational Awareness and Common Operational Picture
- Essentials of Emergency Management (Earthquake)

Plan revision was another goal we committed to last year. One of the effects of the long term recession was the lack of funding available for emergency preparedness plan revision. Funded by general funds, Homeland Security and U.S. Department of Water Resource grants, we were able to kick off a comprehensive plan revision schedule resulting in 3 plans being written or revised last year. We anticipate this new focus on plans to result in a revision plan that enables us to ensure all of our plans will be current and remain current by 2018.

SAC OES continued to have a significant field presence responding to incidents within Sacramento County as well as assisting our local stakeholders with exercise and training deliveries. SAC OES participated in a number of events in the region including AMGEN bike race, Capital City Airshow, Eppies Great race, Donald Trump visit and the California International Marathon.

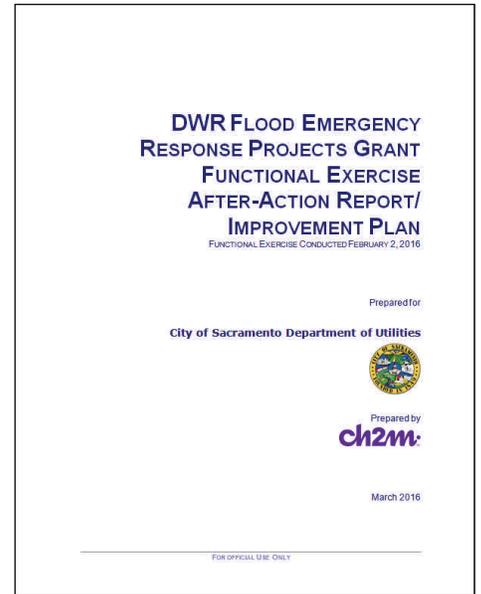
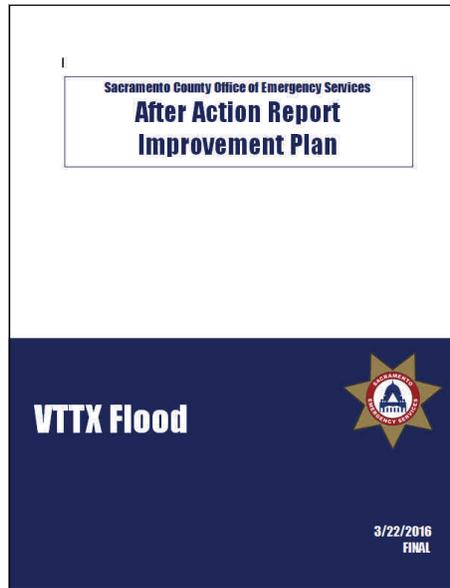
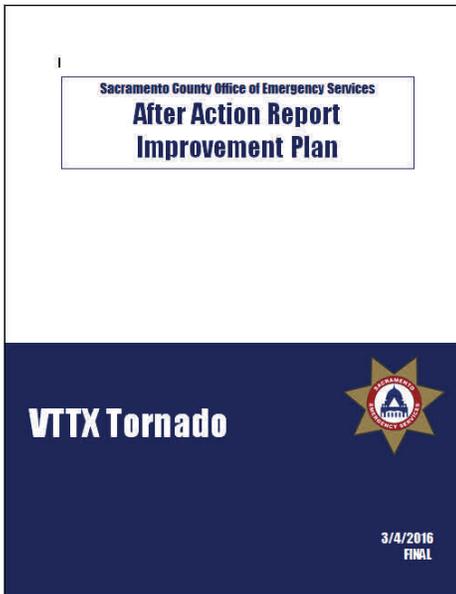
Continued from page 2

Some of the priorities for next year include the addition of needed equipment for our water purification trailer including a floto-pump, generator, lighting and 1,500 gallon water tank. We are also continuing our commitment to our training and plan revision schedules by committing approximately \$200,000 towards the delivery of new training classes and exercises to the region. Most of these changes are being made possible through our participation in both the US Department of Water Resource and Homeland Security grants.

Stephen Cantelme
Chief of Emergency Services

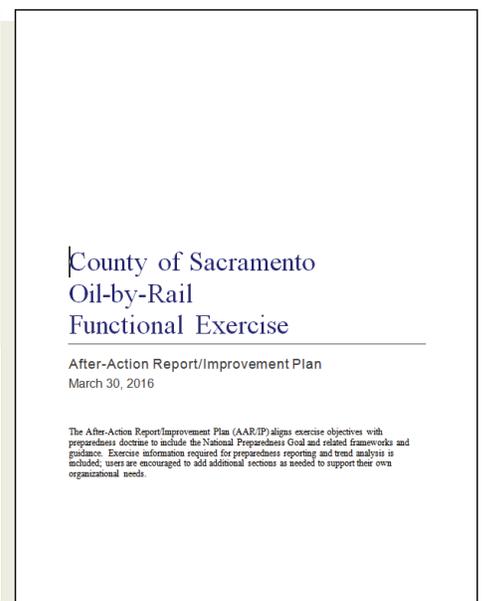
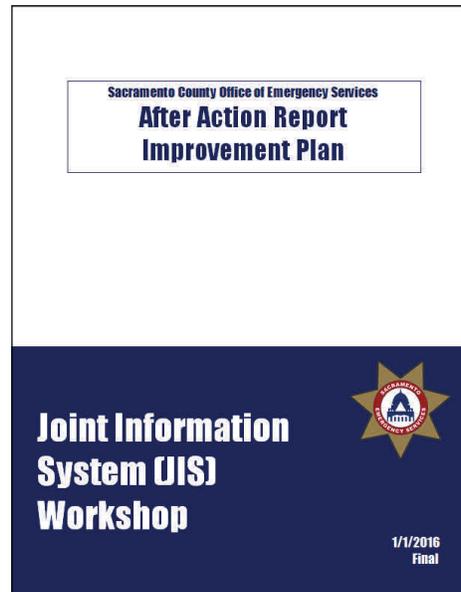
By failing to
prepare, you
are preparing to fail.

~Benjamin Franklin



Remember:
When disaster
strikes, the time to
prepare has passed.

~Steven Cyros



OES Staff

STEPHEN 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

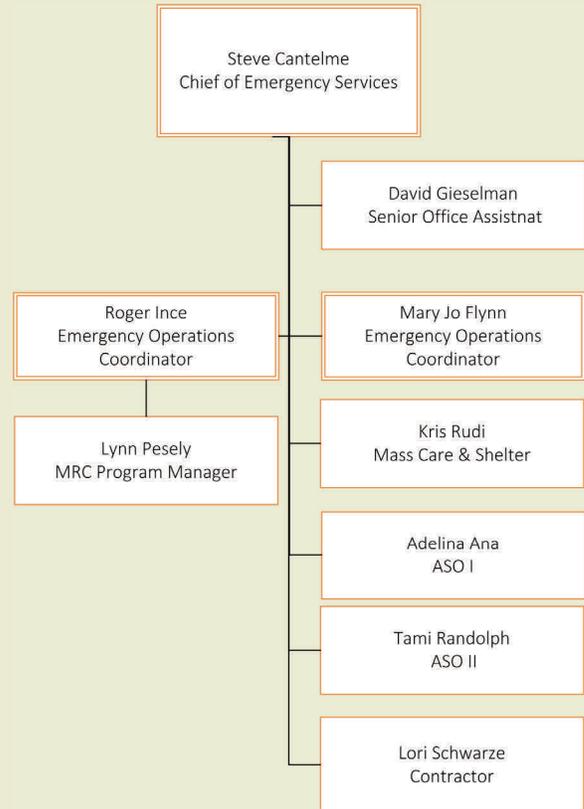
Serves as the Operational Area grant administrator.

LYNN PESELY

Manages the county Medical Reserve Corps volunteer program.

LORI SCHWARZE

Supports the Medical Reserve Corps volunteer program and administrative support.



Emergency Management Mutual Aid (EMMA)

During the Fall of 2015 wildfires raged in Lake and Calaveras Counties. In an unprecedented activation, Cal OES called upon mutual aid resources and emergency managers from around the state. During this time over 2,000 homes were lost and the fires claimed lives in both counties. Sacramento County responded by coordinating resources from within the county and cities, as well as sending both Emergency Operations Coordinators: Mary Jo Flynn and Roger Ince to the fires to assist in the Emergency Operations Centers.

During these fires, Sac OES supported Cal OES with staffing for six (6) mission/tasks that included 1,191 hours of service and a value of \$61,469.93.

Because both the Valley and Butte fires received CDAA and Stafford Act reimbursement funding, our office received reimbursement for costs associated with deploying staff and resources.

While not used during the fire, our water purification trailer was on stand-by for Lake County as they lost a majority of their potable water infrastructure during the fire.



Sacramento County OES Staff with Hope therapy Dog "Rusty", handler, and staff from Yuba County OES

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



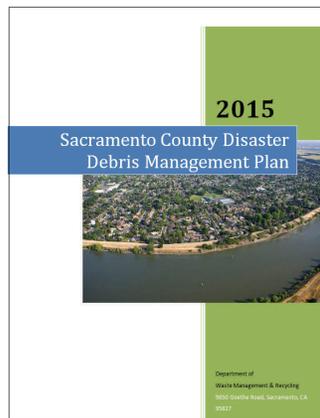
Sacramento County OES, Medical Reserve Corps Volunteer, Deborah Goldstein, assisting in the call center at Lake County.

Planning Documents

Several planning documents were updated and approved including: The Debris Management Plan, Joint Information System (JIS), and Mass Fatality Plan. We are finalizing the Emergency Operations Plan by the end of the 2016 calendar year.

Each year our office undertakes updates to the various emergency plans. While having a written document is the ultimate goal, the process of meeting and discussing the plan is what enables various departments and groups to work together when that plan needs to be put into place. This process is considered by FEMA as important as the written document and the updated planning guidance and NIMS Refresh that our office has reviewed to stay in compliance, dictates that we utilize the planning process as a tool. The plans that will be undertaken for the FY 16/17 include:

- Continuity of Operations Plan
- Operational Area Plan
- Evacuation Plan
- Emergency Operations Plan
- Family Reunification & Repatriation Annex
- Drought and Climate Change Hazard Specific Annex
- Volunteer Management Annex
- Personnel Feeding Plan



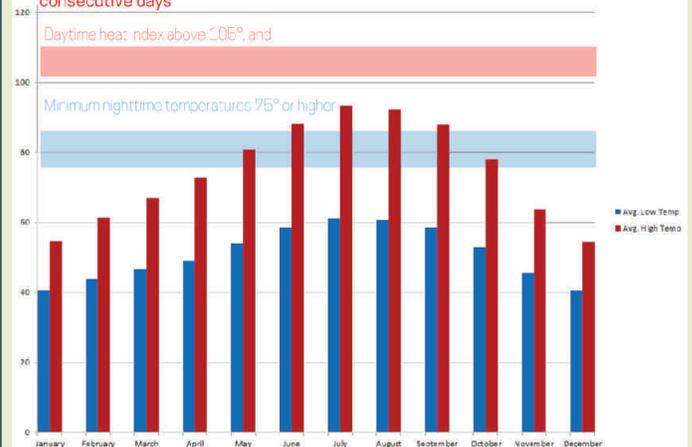
Weather Relief Locations



	COOL	WARM
NUMBER OF LOCATIONS	17	3
NUMBER OF INDIVIDUALS	254	*
NUMBER OF STAFF AND	35	*

Sac County Cooling Centers

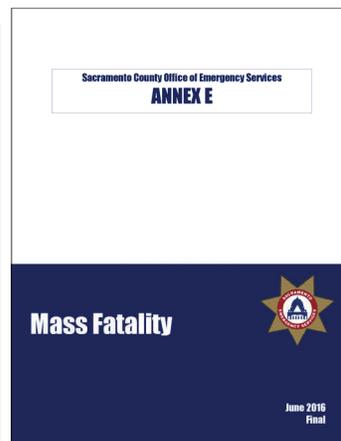
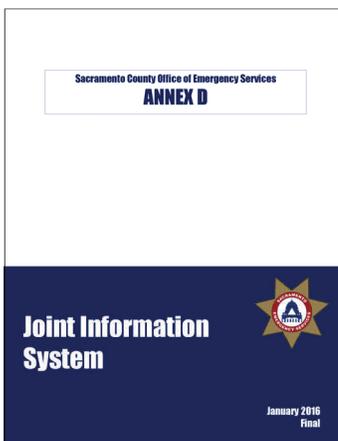
Centers may open when conditions are expected for **more than 3 consecutive days**



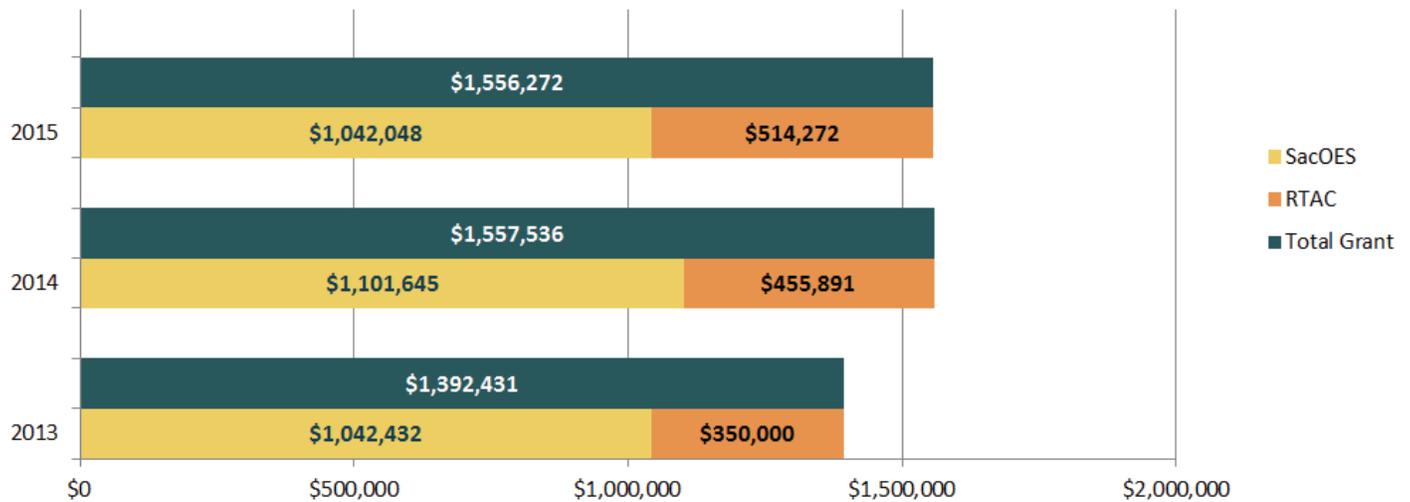
Official Sacramento County OES Cooling Centers are opened in accordance with the Severe Weather Annex to the County Emergency Operations Plan. The annex received review by the County Public Health Officer in determining activation guidelines.

The County did not reach temperature thresholds to open official centers, however, we support our partner agencies who opened 17 heat relief locations and three (3) warming centers during Fiscal Year 2015/2016. The chart above depicts the average temperatures and the blue and red bars depict the minimum thresholds for more than 3 consecutive days to activate an official cooling center.

*No data from community providers



Homeland Security Grants



Grant Projects

AGENCY	PROJECT	AMOUNT FUNDED
County of Sacramento Regional Radio Communication System	P25 Radio Upgrades	\$444,500
Sheriff Department	RTAC/CCIC	\$514,224
Sacramento Fire Department	Rescue Equipment	\$54,196
Sacramento County Office of Emergency Services	Area Operations Plans	\$16,500
Community Link Capital Region	HandsOn Sacramento and 2-1-1	\$157,500
Medical Reserve Corps	Medical Reserve Corps	\$50,000
Sacramento County Office of Emergency Services	Emergency Management Training	\$58,000
Sacramento County Office of Emergency Services	Radios	\$75,000
Sacramento County Coroner	Ebola Protective Equipment	\$22,644
DHHS Public Health Disease Control and Epidemiology Unit (DCEU)	iPad Tablets	\$6,510
Sacramento Fire Department	Hazardous Material Response Equipment	\$5,586
California Fire and Rescue Training Authority	SUMMIT Exercise Scenario Templates	\$50,000
Sacramento County Office of Emergency Services	Alert and Warning System: Everbridge	\$23,799
Total Allocation		1,478,459



ARES Volunteers

ARES has been a long standing partner with Sacramento County OES, in the past 2 1/2 years this relationship has become even stronger.

ARES members have been involved in monitoring sever weather events, AMGEN bike races, assisting with radio communication support for an Active Shooter Exercise at SMF, partnering with our Medical Reserve Corp (MRC) as the communication unit for them for their events and they supported Amador County during the Butte Fire.

ARES's mission is to provide Amateur Radio communication during disaster event. Although Sacramento County utilizes the 800 radio services across the county, it is a very robust system, there are on a few occasion's radio failure. In addition, our dependence on cellular phone leaves our citizens venerable when a disaster event occurs. In the early hours of a disaster cell phones, cell server become overwhelmed and have limited to no service. ARES member are volunteers who are licensed by the FCC.

Twitchell Radio Tower



Specialized Mission Vehicle

The City of Elk Grove has purchased 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 was 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.



Twitchell tower was built to improve communication capabilities in the region and the funding was provided primarily by State DWR. Equipment installed on the platform include a prefabricated communications shelter, electric powered davit crane, 85KW standby propane generator, support structure to secure transmission lines between the tower and the equipment building, and electric meter with distribution panel.

Sacramento Medical Reserve Corps



1,087

Donated Hours



\$29,990

Value of
Donated Time

*independentsector.org Value
of a Volunteer Hour, CA 2015



130

Volunteers



2,500

Citizens reached
at events

The Sacramento Medical Reserve Corps (SMRC) engages volunteers to strengthen and support County Office of Emergency Services, Fire, Law Enforcement, 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, retired individuals who seek to help people in need during disasters and support our emergency response partners with exercises, flu clinics, and first aid stations throughout the year.

The SMRC is active in emergency response efforts including the Valley Fire, warming and cooling centers in times of extreme weather, and staffing first aid stations at political rallies. The SMRC also staffs first aid stations at large public events including the Capitol Air Show and the CA International Marathon, both events that are well attended and have a chance for an emergency to occur.

Throughout the year the SMRC promotes emergency preparedness at the CA State Fair as well as government, corporate, and community preparedness events at Safetyville U.S.A., CA State Departments of Social Services and Employment Development, Dare to Prepare, and the Franchise Tax Board. The SMRC also supports preparedness efforts by providing moulage to simulate injuries for exercises for the CA Highway Patrol Academy, CA Emergency Medical Services Authority, and Placer County Mass Casualty Incident Exercise.

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 for the Professional, First Aid, START Triage, Psychological First Aid, as well as other appropriate trainings.

First Aid Booths



- ◆ Trump Rally
- ◆ Clinton Rally
- ◆ Capitol Air Show
- ◆ CA International Marathon
- ◆ Heartstoppers Haunted House

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 59 representatives throughout the Operational Area (OA) retain partial administrator permissions which allows them to perform functions such as generate reports, add new users and provide training to new users, and more.



WebEOC Users



New boards developed for users



WebEOC Activations and



Hours of training

Social Media Campaigns

Last summer staff created the heat illness graphic shown below. It received significant attention and circulation. Through a partnership with the NWS Sacramento, the image was translated into Spanish and NWS branding added. This year, the NWS circulated this graphic across the country during one of the largest nation-wide heat waves. Our Sacramento OES branding remains on all of the graphics now downloadable from the national site and credit still given to our office on social media as it is posted and shared. We are very proud of this campaign, especially since health related information is utilized by so much of the public through shared systems on social media.

SacramentoOES @SacramentoOES

With today's high nearing 105° be mindful of [#HeatStress](#) and [#HeatIllness](#) - don't let the weather make you sick!

Heat Illness Symptoms:

- Faint or dizzy
- Excessive sweating
- Cool, pale, clammy skin
- Nausea or vomiting
- Rapid, weak pulse
- Muscle cramps
- Throbbing headache
- No sweating
- Body temperature above 103°
Red, hot, dry skin
- Nausea or vomiting
- Rapid, strong pulse
- May lose consciousness

Get to a cooler, air conditioned place

- Drink water if fully conscious
- Take a cool shower or use

CALL 9-1-1

- Take immediate action to cool the person until help arrives

RETWEETS 38 LIKES 29

12:22 PM - 27 Jun 2016

NWS Sacramento and NWS

Social Media Outreach



1381

Followers as of
June 30, 2016

98%

Growth in followers
since June 2015

305,571

Number of
impressions during
FY 15/16



New social media
account started on
Instagram



876

Followers as of
June 30, 2016

95.1%

Growth in followers
since
June 2015

262,919

Number of
impressions during
FY 15/16



New social media
account started on
Soundcloud



1146

Video views as of
June 30, 2016

1905

Estimated minutes
watched during FY
15/16

1:39 min

Average view
duration



14

Followers as of
June 30, 2016

4053

Pin Impressions

1254

Number of people
reached

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

— Craig Fugate, FEMA
Administrator

Oil-by-Rail Functional Exercise

The County of Sacramento, Oil-By-Rail FE was designed to establish a learning environment for the County of Sacramento Emergency Operations Center (EOC) personnel, and to exercise and assess the ability of the County of Sacramento to manage emergency support activities and operations, communicate, and perform advanced planning of potential impacts in response to a large-scale emergency. Functional exercise activity occurred from 8:00 AM PST - 2:00 PM PST on May 30, 2016 involving all designated EOC personnel. Exercise play was



SacramentoOES @SacramentoOES Mar 30
Emergency Operation Center exercise is underway with 125 personnel participating from across the county!



SacramentoOES @SacramentoOES Mar 30
It's an exciting day! We are testing our Emergency Operations Center and personnel today! The room is ready.

limited to the County of Sacramento EOC and the Inland Region Emergency Operations Center.

Participants offered an assessment of the exercise as reflected in the quantitative chart below. Additionally, the following comments were made:

- “More of these drills would greatly help”
- “More position-specific classes would be helpful”
- “I was very happy to have the WebEOC training before this exercise. It was very helpful!”

Assessment Factor	Strongly Disagree			Strongly Agree
The exercise increased my understanding of procedures and protocols for collecting, assessing/analyzing, documenting/storing and disseminating information to support situational awareness/common operating picture development, policy decisions, public information, and advanced planning activities.	0%	7%	36%	57%
The exercise increased my knowledge and ability to communicate and share operational information both internally and externally in response to this type of incident.	2%	11%	48%	39%
The current tactics, plans, procedures, protocols and tools available are sufficient for an effective response to this type of incident.	2%	26%	50%	22%
This exercise increased my understanding about and familiarity with my roles and responsibilities within the Emergency Operations Center (EOC).	2%	9%	41%	48%
This exercise increased my understanding about and familiarity with the function of the Joint Information Center (JIC).	2%	21%	52%	25%
After this exercise, I am better prepared to deal with the capabilities and hazards addressed.	0%	11%	50%	39%

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.



Training & Exercises

 10	 5
Classes Offered	Exercises Offered
 340	 157
Students Trained	Exercise Players