



OFFICE OF EMERGENCY SERVICES ANNUAL REPORT

FY 2015-2016

The mission of the Monterey County Office of Emergency Services is to ensure that the jurisdictions and communities have the capability and sustained capacity to prepare for, respond to, mitigate and recover, from any natural, technological, or human related emergency or disaster.

TABLE OF CONTENTS

Contents

<i>To Our Stakeholders Highlights</i>	1
<i>Preparedness Efforts</i>	2
<i>Community Resiliency Building</i>	8
<i>Response Readiness</i>	12
<i>Contact Information</i>	13
<i>Monterey County Office of Emergency Services</i>	13



To Our Stakeholders

STRATEGIC HIGHLIGHTS

- ✚ We have embarked on a 5 year strategic planning effort that will build a stronger emergency management program and direction for the Monterey County Operational Area into the future

PREPAREDNESS / PLANNING HIGHLIGHTS

- ✚ New efforts in community engagement through our Alert Monterey County and Nixle text messaging.
- ✚ Over **14,000 new sign-ups** for Alert Monterey County
- ✚ New CERT teams trained and activated
- ✚ 42 workshops, training and events for community and disaster service workers
- ✚ 10 trainings and exercises that reached over 960 personnel
- ✚ 9 major plans reviewed or developed
- ✚ Vulnerability Assessment for Emergency Services Building conducted

RESPONSE /GRANT MANAGEMENT HIGHLIGHTS

- ✚ Over 1 million dollars in grant oversight
- ✚ Communication trailers updated
- ✚ EOC position binders created
- ✚ Just in Time training for EOC personnel developed
- ✚ EOC Level 3 activation for Tassajara Fire
- ✚ EOC Level 1 activation for March Storms

RESILIENCY /RECOVERY HIGHLIGHTS

- ✚ Resiliency Partnership Created
- ✚ Monterey County joined Recovers Donation Management System
- ✚ Continuity of Business programs conducted for non-profits in County

STRATEGIC GOALS

Goal 1: Provide Emergency Management training and exercise opportunities to ensure readiness and response to emergencies and disasters

Goal 2: Engage the Operational Area partners and stakeholders in all phases of emergency management including prevention, preparedness, planning, mitigation, response and recovery

Goal 3: To enhance operational coordination and commitment to the Standardized Emergency Management System(SEMS) among agencies throughout the Operational Area.

Goal 4: To create Operational Area wide all domain awareness and Common Operating Picture

Goal 5: To emphasis the value of OES to leadership, stakeholders and community at large

Goal 6: To enhance the professionalism of OES personnel

Goal 7: To facilitate engagement of the whole community in resilience building activities

Goal 8: To maximize funding opportunities to achieve

Preparedness Efforts

Alert and Warning

Currently, the Alert Monterey Emergency Notification System has over 14,000 “Opt-In” participants representing over 100% increase since FY 14-15. Community preparedness meetings and intensified outreach as a result of “El-Niño” flooding anxiety helped to encourage residents to sign up family and friends.

CSUMB is now a partner in the Everbridge notification system so that all students and staff will be in the Alert Monterey system.

Launched this July is a new community engagement tool, NIXLE, which provides unlimited text messages to the public for real time outreach on more than impending emergencies. Cities and Monterey County can now communicate on special events, traffic management, missing persons, county press releases and anonymous tips. The platform also links with Facebook, Twitter and YouTube for a full social media enhancement. Signing up is as simple as texting zip code to 888777.

As part of our Continuity of Government planning efforts, several departments are populating employee contact information. DSS is the first with more than 850 employees to be included. This list will now allow department key personnel to send group messages to staff in emergencies via several phone, cell, email and SMS. OES encourages all city/county department to add lists to rapid notification. In the aftermath of the recent active shooter incidents in San Bernardino, rapid and accurate information to employees is imperative.



Affiliated Volunteer Support

The County has three CERT Teams:

- South County,
- Cachagua / Tassajara / Jamesburg team
- Big Sur Team.

There is also one ARES (Amateur Radio Emergency Services) team. A leadership cohort of all team leaders from throughout the County has been created to share best practices and develop procedures and guidelines.

These teams have been continued to conduct trainings as they attempt to grow their membership. The Cachagua CERT has trained and equipped approximately 35 volunteers since the Tassajara Fire in 2015. During the Tassajara Fire, these volunteers were instrumental in supporting law enforcement efforts during the evacuation of residents. The Big Sur CERT has completed two advanced First Aid Refresher courses and taken training from PG&E for emergency operations. South County CERT has completed another round of basic CERT training and is equipped with response trailers. South County and Cachagua CERT Teams, along with the ARES/RACES team, conduct weekly radio nets exercising. About 60% of the CERT teams are radio equipped, a necessity given where they live and the geographic spacing between members. The goal for next year is to increase team memberships and coordinate with other city sponsored teams .



Community Outreach Efforts- The Year of “El Niño”

2015 was a busy year as the County and cities braced for the impact of El Niño. Climatologists warned of a strong El Niño developing in the Pacific and the potential for torrential rains and

severe winter storm and flooding. Compounding the warning and predictions was a fear that many of the county’s river beds were clogged with overgrown vegetation and debris which would exacerbate flooding. The El Nino severe events of 1995 and 1997 were still fresh in the minds of community residents.

Efforts were initiated throughout the county for community preparedness meetings, concentrating on communities with high risk for flooding. These forums were hosted by both county departments and local community organizations. From Home Owners Associations to business groups, church fellowships to large multi-jurisdictional outreach programs, staff travelled throughout the county attending over **42 community fairs, workshops, and citizen meetings which reached over 4,000 residents.** The community response to tremendous. People listened to the subject matter experts explain weather forecasts; resource management efforts, sandbag locations, emergency responder’s training and planning and what each resident could do to prepare their homes, family and neighborhoods. Residents were engaged in the value of preparedness and understanding of the risks.



Emergency preparedness must be encouraged. A 2015 nationwide survey of households showed

Hazard Specific: Key Findings

<p>Flood</p> <ul style="list-style-type: none"> Four out of 10 (40%) of those living in historical flood areas have a "go-bag" with emergency supplies in case they need to evacuate quickly 32% of those who received flood preparedness information took steps to prepare after getting information on how to better prepare 	<p>Wildfire</p> <ul style="list-style-type: none"> Slightly less than half (46%) of those living in historical wildfire areas have a "go-bag" with emergency supplies in case they need to evacuate quickly Just over a third (36%) of those who received wildfire preparedness information took steps to prepare after getting information on how to better prepare 	<p>Winter Storm</p> <ul style="list-style-type: none"> Nearly eight out of 10 (79%) of those who received winter storm preparedness information took steps to prepare after getting information on how to better prepare 	<p>Earthquake</p> <ul style="list-style-type: none"> Slightly more than half (54%) of those who received earthquake preparedness information took steps to prepare after getting information on how to better prepare 59% of those living in historical earthquake areas have taken steps to reduce potential flying and falling items at HOME
---	---	--	---

that in most cases less than 50% of households had taken significant steps to prepare their families for disasters. Preparedness was hazard specific and correlated with personal experience with the hazard or risk. The table at left illustrates the challenge that emergency managers have in changing behavior.

Perception of risk is tied directly to action planning. A survey taken as part of the 2014 hazard mitigation planning efforts demonstrated similar poll results.

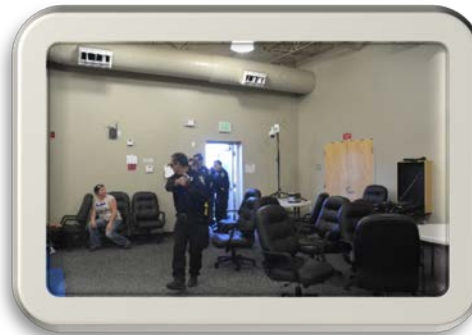
The silver lining of the 2015 "El Niño" flood forecast was that

residents were motivated to learn and received information on how they could better prepare their families and homes for a disaster.



Sharpening our SawTraining and Exercises

EVENT	TOTAL # OF PARTICIPANTS
NEO DISASTER SERVICE WORKER ORIENTATION	420
WEBEOC TRAINING	50
WINTER STORM WORKSHOP	45
TSUNAMI DRILL	23
JOINT INFORMATION CENTER	34
EOC REFRESHER	55
INCIDENT COMMAND SYSTEM 100/200	68
DEPARTMENT HEADS TABLETOP EXERCISE	24
YELLOW COMMAND FUNCTIONAL EXERCISE (TERRORIST SCENERIO)	50
ACTIVE SHOOTER FULL SCALE EXERCISE	200



ASI Exercise (Law/Fire/EMS/EMG/911/FBI//AMR)

Exercise for all Disciplines –Active Shooter Drill took place on April 23, 2016. FY/2015 exercise funds in the amount spent was \$5,277. - 03%. 12 Law agencies, 16 fire Districts, AMR ambulance, FBI, EMG-Co OES, 911 Dispatch, CAL/OES, NCRIC, EMS, Central Coast Red Cross, MPS and State partners all participated in the Drill. (Over 200 personnel) Total cost for the drill was \$62,000. Most of the funds were from the FY/2014 SHSP-Grant Program. That day Monterey County Operational Area tested Unified Command, the MCI Plan, The Active Shooter Guideline and, Communications.

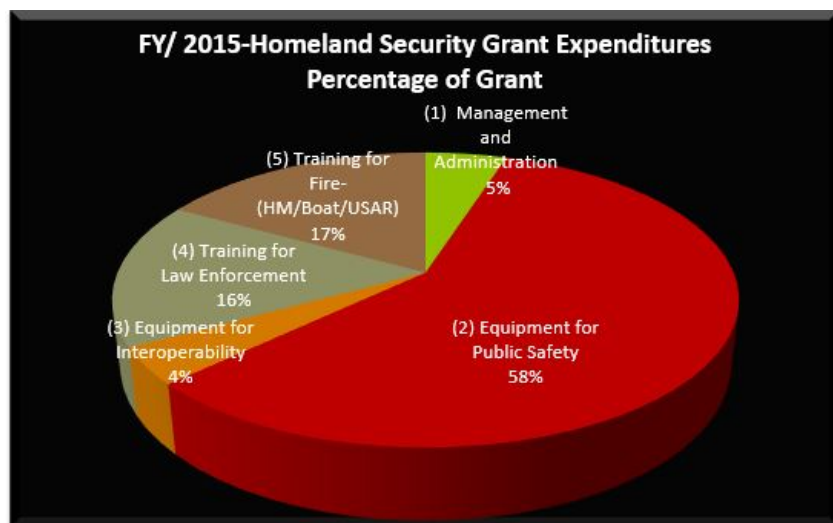
Grant Management – Building Capabilities

Monterey County OES provides oversight and management for all federal Homeland Security funds that are shared between the cities and county departments. These grant awards allow public safety agencies to better prepare for natural and human caused disasters and improve community preparedness. Staff must be current in changes to federal guidelines, conditions of use; controlled purchase items, short performance timeframes, mandated training and extensive recordkeeping require significant management to plan for, expend, and track multiple years of fund allocations. Grant management ensures eligibility and compliance with grant guidelines. This includes providing documents and reports to the state, grant investments justification, authorized purchase lists, and reimbursement requests from cities and participating departments.

State Homeland Security Grant Program (SHSGP)	Funds planning, organization, equipment, training, and exercise needs at the state and local levels to prevent, protect against, respond to, and recover from acts of terrorism and other catastrophic events.	\$ 508,000
Urban Area Security Initiative (UASI) —	Funds the unique planning, organization, equipment, training, and exercise needs of high-threat, high-density urban areas. Monterey County has received funding to support hazardous materials response vehicle and shelter supplies.	\$256,000
Emergency Management Performance Grant (EMPG)	Funds all-hazards emergency management capabilities of OES including the development of a comprehensive program of planning and preparedness, recovery and response efforts. This is a 50/50 match grant.	\$214,000

**HOMELAND SECURITY FY 2015 GRANT APPROPRIATIONS
TO MONTEREY COUNTY PUBLIC SAFETY AGENCIES**

CATAGORY	AMOUNT	PERCENTAGE OF GRANT
1. MANAGEMENT AND ADMINISTRATION	\$ 25,431	5%
2. EQUIPMENT FOR PUBLIC SAFETY	\$275,976	58%
3. EQUIPEMNT FOR INTEROPERABILITY/EMERGENCY COMMUNICATION	\$21,100	4%
4. TRAINING FOR PUBLIC SAFETY (FIRE POLICE)	\$59,759	33%



Community Resiliency Building

In 2015/16, the Office of Emergency Services made significant strides in re-imagining support for emergency services in Monterey County. From the reorganization of the Disaster Council to promoting the many facets of our “Resilient Monterey County Initiative,” OES has taken steps to improve transparency and increase whole-community engagement in emergency services in Monterey County.

In January, 2016, as part of the update of the County’s emergency services ordinance, advisory “Affinity Groups” were created to provide the Disaster Council with additional perspective from the greater Monterey County community and improve communications between OES and the whole community. Affinity Groups representing major sectors of the Monterey County community including Education, Transportation/Infrastructure, Business and Industry, Non-Governmental Organizations, Health and Medical, Communications and IT, and Military/Federal partners have been formed. Through periodic meetings of these Affinity Groups, the needs of the whole community with respect to building resilience are discussed, gap analyses performed, and the support needs of the community brought forward to the Disaster Council and OES.

An early success from the Affinity Group concept occurred when the Education group through the Monterey County Office of Education requested assistance with hazard and risk assessments for school campuses around the County. OES, in partnership with school districts, local first-responders, and the American Red Cross, provided assessments for over 25 school sites in the Salinas and King City/Greenfield areas to date. These assessments provide the school sites with additional information and understanding about site risks and preparedness options, and provides OES with an opportunity to gather site information for the regional critical infrastructure and key resources database “CalCOP”.

Following up on Disaster Resilience Summits held in 2014, OES conducted a third Community Resilience Summit at Hartnell College in April of 2016 with funding support from the Community Foundation for Monterey County and the United Way. Approximately 70 people from across the county spent half-a-day collaborating on ways to improve not just disaster preparedness, but community resilience on a 24/7/365 basis. Attendees enjoyed a dynamic presentation on the impacts of the 2014 South Napa Earthquake by staff from Napa County Emergency Management and Public Works departments. Following the presentations, participants worked together on small and large group exercises intended to identify additional gaps and opportunities for resilience building.

Based on feedback from the resilience events OES partnered with the Community Foundation for Monterey County and the Center for Non-Profit Excellence to present a workshop on Business Resilience Planning to participants from 5 NGO's including the Community Foundation for Monterey County, the Monterey Peninsula Foundation, Goodwill of the Central Coast, and First Five Monterey. Based on the success of the pilot presentation, OES will be working with our partners and stakeholders to make the training more widely available to organizations and businesses throughout the County.

In an effort to reinforce the importance of organizational resilience planning, OES created the Resilient Monterey County Organization award program. The program provides a Certificate of Recognition to organizations undertaking resilience planning efforts and submitting an application and copy of their plan for review.

Finally, in an effort to demonstrate broad community support for OES's resilience building efforts, OES started the "Resilient Monterey County Partnership". Partners agree to support OES resilience building efforts and to allow OES to utilize their name and logo in association with resilience building programs and events such as the Community Resilience Summit and business resilience workshop. As of late July, the following organizations have joined the Partnership and contributed to the resilience building cause:

- OES
- Community Foundation for Monterey County
- City of Seaside
- Monterey/Salinas Transit
- United Way of Monterey County
- American Red Cross
- Monterey County Business Council
- CERV of the Monterey Peninsula

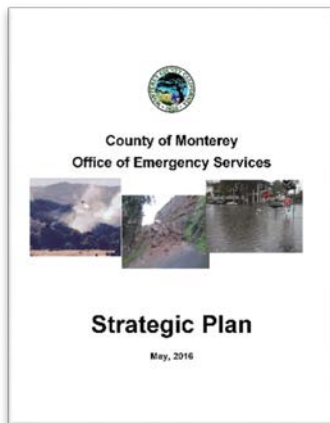
OES continues its work to build the Partnership and identify other opportunities to engage the whole community in resilience building efforts.

EMAP – Benchmarking Excellence

OES is currently pursuing Emergency Management Accreditation Program (EMAP) certification which is targeted for completion in 2018. EMAP is a standards-based voluntary assessment and peer review accreditation process for government disaster management programs. The accreditation process involves an initial self-assessment, followed by an on-site assessment performed by emergency management professionals from across the nation. An assessment report of OES capabilities will be reviewed by industry experts. When all standards are met, Monterey County will become one of only a handful of county governments nationwide to receive this designation. By seeking and attaining EMAP

Accreditation, the County of Monterey will demonstrate its commitment to excellence and accountability in disaster management.

Strategic Planning



The Monterey County Office of Emergency Services (OES) strategic plan is intended to enhance the County's ability to prevent, mitigate against, respond to, and recover from natural and human caused disasters through development of a common vision and strategy. This strategic plan is designed to assist operational area senior leadership in directing programmatic efforts, accomplishing results, ensuring accountability and properly allocating limited resources over the next three years. The Strategic Plan reflects the expertise of stakeholders from all levels of government, public and private agencies, and non-profit organizations. It is designed to serve as a guide that directs both short- and long-term efforts of County governmental and non-governmental partners to accomplish a common emergency management and homeland security vision and mission.

The Strategic Plan was developed by OES staff with the assistance of the Emergency Medical Services Agency and in close collaboration with the Disaster Council and emergency management and homeland security stakeholders. The Council and stakeholders first helped identify the desired outcome of the County's emergency management and homeland security capabilities using the Department of Homeland Security's Core Capabilities list. In addition, they developed a vision and mission for the County's emergency management program. OES and its stakeholders then conducted a strength, weakness, opportunities, and threats (SWOT) analysis to determine gaps and areas for improvement. The results of the SWOT analysis formed the goals, objectives, and implementation steps presented in this plan. The plan is aligned with the County Strategic Initiatives and Performance Measures.

Emergency Planning

OES works closely with emergency responders, community partners, and residents to engage in comprehensive disaster planning. OES functions as a conduit for emergency planning among city agencies, private industry, and nonprofit groups on a daily basis, focusing each agency on creating an integrated, well-prepared network of disaster responders. OES has developed and maintains more than 30 plans, annexes, appendices, and supporting documents that guide preparedness, response, recovery, and mitigation activities. Topics include Flood, Care and Shelter, Medical and Health, Continuity of Operations, and others. OES also works closely with the Bay Area Urban Area Security Initiative (UASI) to develop and update regional catastrophic plans that support terrorism risk and catastrophic earthquake planning.

Plans developed or reviewed in FY 2015-16:

Emergency Operations Plan - reviewed

Emergency Operations Center Standard Operating Procedures developed new

Hazard Mitigation Plan finalized and adopted by 12 cities, county and approved by FEMA

Continuity of Operations Plan – finalized

OES Strategic plan- 5 year plan created

Tsunami Operations Plan and Playbook – Updated and Playbooks finalized by Coastal cities

FEMA Bay Area Earthquake Concept of Operations Plan - final

Hazardous Materials Plan – reviewed

Elkhorn Slough Oil Spill Plan – under developed with state Fire and Wildlife OSPR

Plans scheduled for review or development in FY 16-17:

Catastrophic Plans

Evacuation/ Repopulation Annex

Recovery Annex

Commodity Points of Distribution SOP

Debris Management Plan

Crisis Communications Plan

Pet Shelter Annex

Oil by Rail response Plan

Coastal response Plan

Response Readiness

WEBEOC- Creating a Common Operating Picture during Crisis

WebEOC is the County's Crisis Management software used by the Office of Emergency Services. This software has been in place since the 2012-2013 fiscal year, and since its initial launch there have been several upgrades. The latest upgrade will be installed this September and will feature a new user interface that will allow it to not only work on PCs but also on tablets and iPads. WebEOC was used extensively for the Tassajara Fire and winter storms for the tracking of each activated position's daily operations and resource tracking. The Office of Emergency Services hosts the software and currently there are ten cities and two county departments that are using it. It provides a county-wide situational awareness during times of crisis. OES continues to improve training and encourage more departments to use this valuable tool.



Emergency Operations Center (EOC) Readiness:

The EOC manual was updated and redesigned to identify and support each position in the EOC. Each position has a binder with specific information on the position, its roles and responsibility and easy to use checklists. 'Just in Time' PowerPoint slides and videos are being created for those new to the EOC.

The County's two satellite trailers have been upgraded with improved technology and software for emergency deployment to ensure radio and internet connectivity.

Contact Information

SHERRIE COLLINS EMERGENCY SERVICES MANAGER	TERESA MEISTER ADMINISTRATIVE ASSISTANT	DICK BOWER EMERGENCY PLANNER
Tel 831-796-1901 collinssl@co.monterey.ca.us	Tel 831-796-1905 meistert@co.monterey.ca.us	Tel 831-796-1902 bowerd@co.monterey.ca.us
PATRICK MOORE EMERGENCY PLANNER	BERTHA SIMPSON EMERGENCY PLANNER	SARAH MILLER COLLEGE INTERN
Tel 831-76-96-1904 moorepq@co.monterey.ca.us	Tel 831-796-1903 simpsonbp@co.monterey.ca.us	Tel 831-796-1952

Monterey County Office of Emergency Services

1322 Natividad Rd. Salinas CA 93906

Tel 831-796-1905

Fax 831-796-1911

www.co.monterey.ca.us/oes