Executive Summary

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.
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
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.

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.

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

Sac County OES Staff with Hope therapy Dog “Rusty”, handler, and staff from Yuba County OES
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

<table>
<thead>
<tr>
<th></th>
<th>COOL</th>
<th>WARM</th>
</tr>
</thead>
<tbody>
<tr>
<td>NUMBER OF LOCATIONS</td>
<td>17</td>
<td>3</td>
</tr>
<tr>
<td>NUMBER OF INDIVIDUALS</td>
<td>254</td>
<td>*</td>
</tr>
<tr>
<td>NUMBER OF STAFF AND</td>
<td>35</td>
<td>*</td>
</tr>
</tbody>
</table>

Weather Relief Locations

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

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

Total Allocation  1,478,459
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.

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 severe 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 vulnerable 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

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.
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, Medics, 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.
WebEOC Administration

- **59** Representatives with partial administrator permissions
- **964** WebEOC Users
- **6** New boards developed for users
- **11** WebEOC Activations and
- **39** Hours of training

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.

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.

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

- Throbbing headache
- No sweating
- Red, hot, dry skin
- May lose consciousness

- Get to a cooler, air conditioned place
- Drink water if fully conscious
- Take a cool shower or use
- Take immediate action to cool the person until help arrives
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

876
Followers as of June 30, 2016
95.1%
Growth in followers since June 2015
262,919
Number of impressions during FY 15/16

1146
Video views as of June 30, 2016
1905
Estimated minutes watched during FY 15/16

14
Followers as of June 30, 2016
4053
Pin Impressions
1254
Number of people reached

New social media account started on Instagram
New social media account started on Soundcloud

I don’t think of Twitter as a primary alerting tool, more as an amplifier of outlooks, alerts & updates.
— Craig Fugate, FEMA Administrator
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 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!”

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

- **Classes Offered**: 10
- **Exercises Offered**: 5
- **Students Trained**: 340
- **Exercise Players**: 157