Sacramento County Office of Emergency Services

After Action Report
Improvement Plan

2017 February Winter Storm

4/20/2017
FINAL

EXECUTIVE SUMMARY

Sacramento County was impacted by a series of Atmospheric River and storm systems starting February 2, 2017 and continuing through February 23, 2017. These storm systems followed a series of Atmospheric Rivers in January 2017 and cumulatively impacted the region causing worsening damage throughout the month. Sacramento continued to respond to levee issues and emergency work and the county continued to see flooded areas even though river levels dropped slightly.

Water from storm systems, king tides, releases, and runoff into the watershed impacted several areas of Sacramento County, specifically: Rio Linda, Point Pleasant, Glanville tract, Wilton and the southern portions of the County in which voluntary evacuations were called. Rescues took place in Point Pleasant assisting people from their homes to safe areas. Water damaged levees with breaks and overtopping. Additionally, several roadways were flooded. A private levee failure within San Joaquin County continued to cause flooding to New Hope Road through March 2017. Heavy soil saturation weakened the ground near trees and power poles and significant high winds caused numerous outages throughout the county, some lasting as long as 48 hours. Public utility crews spent excessive man hours responding to downed trees and limbs, and fire crews and equipment were completely tasked either on standby or response to downed power lines. Volunteer fire crews were brought in to supplement.

The Sacramento County Emergency Operations Center (EOC) and field crews were active throughout the month coordinating response to the storms and providing communication to the public about the risks and actions they should take to maintain their safety. Forty-six different agencies and departments came together for successful EOC operations.

This report evaluates some of the successes of the activation as well as opportunities for improvement. Some of the key successes and improvement opportunities are:

Key Successes

- A briefing call was held each morning which helped to orient staff to the day's conditions and anticipated risks while allowing for decision making and planning for that operational period. It was a key opportunity to connect with the field and share information and assist with resource requests.
- Air resources were made available by the Sacramento County Sheriff's Department (Sac Sheriff), the California Highway Patrol (CHP) and Metro Fire to complete rapid assessments of reported levee failures to support life-safety decision making for evacuation. Additionally, air resource support provided situational awareness in the Emergency Operations Center gathered photographs and data for archival purposes.
- The facility was comfortable, secure and safe allowing staff to focus on their jobs and the residents of Sacramento County. Years of design changes and improvements to the facility resulted in a clean, operationally successful atmosphere.

Key Improvement Areas

- The need to educate and impress upon staff that training can become stale over time and that regularly accessing training and especially exercises benefits them in improving their understanding and performance of critical duties within the EOC.
- A key improvement is the identification of additional personnel and establishing a training schedule. All EOC personnel should seek the California Governor's Office of Emergency Services (Cal OES) Type III Position Credentialing to confirm their knowledge, skills and abilities for their assigned position.
- Development of a Job Specification or Position Analysis sheet for each EOC Position that identifies Knowledge, Skills, and Abilities so Department Managers have better tools to recommend appropriately skilled individuals for specific EOC positions and functions.
- Work with Department Managers to recruit and train individuals to EOC positions and work to ensure that they may remain in that position for a period of time (3-5 years) to reduce the knowledge decay and atrophy of personnel through constant rotations of new people.
- Work with departments involved in debris management and train to the tracking mechanisms within the county's debris management plan.
- Develop a multi-department task force to conduct damage assessments quickly and efficiently with minimal repeated impact to residents.

ACTIVATION OVERVIEW

Incident Name	**2017 February Winter Storm**
Incident Dates	February 3 – February 23, 2017
Operational Area	Sacramento County
OES Region	Inland
Hazards	Flood Winter Storm Power Outages
Activation Status	February 6, 2017 Activation Level II February 9, 2017 Activation Level I – monitor February 12, 2017 Activation Level II February 24, 2017 Deactivated
Sponsor	Sacramento County Office of Emergency Services
Participating Organizations	Located in Appendix C
Point of Contact	Mary Jo Flynn, MS, CEM Emergency Operations Coordinator Sacramento County Office of Emergency Services flynnm@sacoes.org (916) 874-4671 office; (916) 508-5131 cell

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SEMS FUNCTIONS EVALUATED

SEMS Function	Total Participants	Evaluation	Corrective Action Requirements				
			Planning	Training	Personnel	Equipment	Facilities
Management Public Information, Safety, Liaison, Inter-agency Coordination, Security, etc.	12	S		✓			
Command (Field) Public Information, Safety, Liaison, Inter-agency coordination, Security, etc.	0	S	✓	✓			
Operations Law Enforcement, Fire/Rescue, Construction & Engineering, Medical/Health, Care & Shelter	21	S	✓	✓	✓		
Planning / Intelligence Situation Status & Analysis, Documentation, Advance Planning, Demobilization, etc.	1	S		✓	✓	✓	
Logistics Services, Support, Facilities, Personnel, Procurement, Supplies, Equipment, Food, etc.	11	S	✓	✓	✓	✓	
Finance Administration Purchasing, Cost Unit, Time Unit, Compensation and Claims Unit	3	S	✓	✓	✓	✓	
Other Participants Community Volunteers	2	S		✓	✓		
Grand Total	50						

Ratings Definitions:
Satisfactory (S)
Needs Improvement (NI)

KEY CHRONOLOGICAL EVENTS

February 11, 2017

The McCormack Williamson Tract levee overtopped and failed starting at 8:30 am. The levee failed at River Mile 28 near the northeast section of the tract. According to the RD, at the time, it could have taken at least 9 hours for the Island to fill. The RD was planning to helicopter in equipment to construct a relief cut at the southwest end of the Island. The relief cut was intended to mitigate a surge of water into the Mokelumne River/ Snodgrass Slough that would result when the downstream levee breaks. A surge had the potential to impact several of the levees in the area that protect Tyler Island, Dead Horse Island and East Walnut Grove. The RDs had staged equipment and supplies in the event of a flood fight. Tyler Island RD monitored a small levee seepage problem along the North Fork of the Mokelumne at Sta 46000. The RD had planned to work on the repair starting that Monday when the tides were lower and all repair equipment/ material was in place. Beyond that, Tyler Island was experiencing higher waters due to the McCormack Williamson relief cut and had continuous levee patrols.

McCormack Williamson Levee Breach
2-11-2017
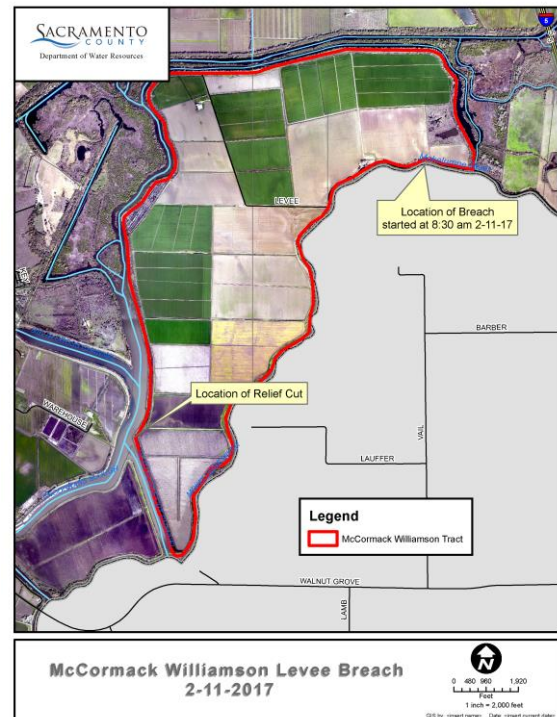
February 12, 2017

Road closures included 21 distinct areas throughout the southern portion of the county. RD800 reported significant damage to their levees and were able to conduct damage assessments. Results of those assessments were provided to the EOC along with any other resource requests. SMUD also reported that they had 6 homes without power in Point Pleasant area. Power was de-energized to those homes due to flooding. The Snodgrass Slough Levee was inspected for seepage and water continued to overtop Lambert Road flowing north toward Point Pleasant.

Complicating our local flood response, the Oroville Dam emergency spillway was considered compromised, prompting the evacuation of 188,000 people, many of whom made their way toward Sacramento County. We experienced challenges in coordinating media information with the Cal OES State Operations Center (SOC) regarding the shelter at Cal Expo that the State established and opened. These challenges kept Sacramento County OES from opening an alternate shelter much earlier at the City of Citrus Heights that could have received Oroville Evacuees.

February 13, 2017

Mandatory evacuations were ordered due to a compromised levee at Tyler Island Bridge Road.   Land between Mokelumne and Georgiana Slough had been evacuated; 645 contacts within the Sacramento Alert system. Walnut Grove was under an advisory for the possibility of an evacuation and rock was brought in by barge crane to begin repairs on the levee. Advance plans for a relief cut were identified should the levee have failed.

February 14, 2017
Nestle Waters donated 2 pallets of water for local water distribution points in the community. Volunteers assisted in the delivery and distribution of water. Cal Expo, while initially opened for Oroville evacuees was being used as a regional staging area as well as resource to Sacramento County Residents under evacuation locally. The Sacramento County Medical Health Operational Area Coordinator assisted in the evacuation, transport and placement of 111 skilled nursing facility patients from 15 facilities, 73 patients from assisted living centers, 20 emergency center patients at 3 hospitals and 1 inter-facility transfer.   The Cal Expo Shelter asked for assistance from Sacramento County for animal care; a resource trailer was moved to Cal Expo in response.   Gibson Ranch offered sheltering for large animals, as well as campers/trailers.

February 18, 2017
The United States Coast Guard Auxiliary provided photos of a levee with scouring in the Pearson Tract. Contacts to MBK Engineers were made regarding identifying the issue and making the necessary repair.

STRENGTHS

Management Section

Overall a number of lessons learned from the January storms were implemented during the February storms. A battle rhythm of daily briefings and work assignments assisted all with completing objectives. Due to established protocols in January for operating the Joint Information Center, the functions of the team performed significantly better than the previous month.

Operations Section

Helicopter flights from Sac Sheriff, CHP and Metro Fire provided quick access to visual confirmation of flooding, especially in areas of concern. These flights were critical in maintaining life-safety situational awareness and facilitated rapid decision making for evacuation determinations and safe routes of travel. The close coordination with the Law Operations Branch within the EOC provided a successful conduit of information from the field to the EOC to assist in real-time decision making regarding levee and flooding concerns.

Sac Sheriff provided a photo archive solution to capture images from the field of flooded areas and closed roads. This was shared with key staff within the EOC.

Planning Section

There was exceptional coordination between the two Planning Chiefs assigned to alternate operational periods. Due to workload, the EOC fell into one Emergency Action Plan for a 24 hour period while staffing was for 12 hours with an overnight Duty-Officer.

Other

A weather briefing call was held each morning which served as a general briefing for everyone. In order to include the National Weather Service on these calls, they were scheduled for 10:00 AM.

The Sacramento County Department of Technology (DTech) EOC members were able to hastily arrive at a solution for archiving emails during this incident by establishing a common email address that everyone could copy so that their correspondence was captured and secure.

One of the key successes was that the EOC building was comfortable, secure and safe and provided the necessary resources for staff to complete their jobs. The AV system worked and was integral in displaying real-time situational awareness via live news, river gauge and flood data for everyone to see and utilize. Phones and computers worked. Overall, there was a tone of professionalism and true public service that existed in the EOC. That tone is set by EOC management and the professional layout of the facility.

AREAS FOR IMPROVEMENT

Finance Section

The purchasing cards that are kept at the EOC had been expired and only a limited number of staff was capable of making urgent purchases. Sacramento County Purchasing has since replaced and updated the purchasing cards, and during the incident created a work-around solution to allow purchasing for the incident.

Logistics Section

EOC Logistics staff was short-handed in basic support and delivery functions. While some departments were able to utilize their own fleet, untapped volunteer resources were available not only through the Sacramento County Medical Reserve Corps., but also through Hands On Sacramento.

> Improvement: Ensure that volunteer resources are discussed and deployed wherever possible to aid in some of the support and delivery needs.

Management Section

The JIC section ultimately became responsible for coordinating evacuation notifications to the public, in part because of access to the alert software and social media platforms to expand and explain the announcements. January notifications were problematic in that they were not well coordinated with the field, and at least a few times caused additional burdens to first responders in the field affecting rescues and responding to media. Field PIOs were unaware of messaging disseminated out to the media and the public thereby affecting their performance of duties. Updated protocols established during the January storms were utilized during the February storms, however, the use of group text messaging was still challenging. A recommendation to enroll PIOs in the "Slack App" and build talk groups within that App should be considered for future activations.

> Improvement: Develop standardized messaging and communicate messaging with the public. Ensure that field personnel are aware of messaging.

> Improvement: PIOs will determine who should be on specific text message lists depending on whether the lists are approval of messaging or informing about messages.

> Improvement: Enroll PIOs in the Slack App and build talk-groups in the system to better manage text notifications as well as shared, collaborative documents.

Operations Section

Multiple departments conducted department-specific damage assessments that were uncoordinated. Some of this was the result of a lack of shared information and lack of accurate mapping of flooded areas. Damage assessment teams should be considered, and a central portal for data sharing among the various departments responsible for damage assessment and recovery. Recommendations were made to incorporate use of Unmanned Aerial Vehicles (UAV)s to more accurately map flooded areas and transition that data to a damage assessment team.

While the Sheriff Department provided access to a photo archive solution, access was limited as were the download capabilities. When images are downloaded, they lose any attached metadata, which may be necessary for incident documentation. Additionally, some of the video and photos were difficult to see or interpret.

> Improvement: If using the Sheriff photo archiving solution, provide training on photos, geolocation and meta-data needs. Alternatively, seek an archive solution for photos and videos.

Planning Section

Situation status reports were often copied and pasted from disparate details of information located throughout the Incident's logs and documentation within WebEOC without attribution or summary. This was due to the fact that Planning Section staff was entering all of the reports on behalf of the sections. In the future training is needed on a proper situation status report, and training in the process flow so each section is ultimately responsible for their section's content.

> Improvement: Provide Situation Status training and expectations for all EOC staff.

Other

General entries into WebEOC lacked specific detail like proper time and date stamps, especially when they were entered in after a series of events occurred.

An overarching theme of this incident was managing fatigue. Contributing factors to fatigue included primary EOC personnel arriving for a late afternoon shift even after starting their regular work shift

earlier that morning without an opportunity for adequate rest. Additionally, the County does not yet have a deep enough bench of trained individuals who were able to rotate through positions.

> Improvement: The identification of additional EOC support personnel and establishing a training schedule. All EOC personnel should seek Cal OES Type III Position Credentialing to confirm their knowledge, skills and abilities for their assigned position.

> Improvement: Development of a Job Specification or Position Analysis sheet for each EOC Position that identifies Knowledge, Skills, and Abilities so Department Managers have better tools to recommend appropriately skilled individuals for specific EOC positions and functions.

> Improvement: Work with County Department Managers to recruit and train individuals to EOC positions and work to ensure that they may remain in that position for a period of time (3-5 years) to reduce the knowledge decay and atrophy of personnel through constant rotations of new people.

Generally, initial responding EOC staff was unsure of process flow and general position responsibilities. Some work was duplicated unnecessarily while other direction created unnecessary burdens for certain positions.

> Improvement: Offer EOC Process Flow training through WebEOC and also a paper-based process flow to ensure all EOC staff is aware of the proper procedure for moving information and resources through the EOC.
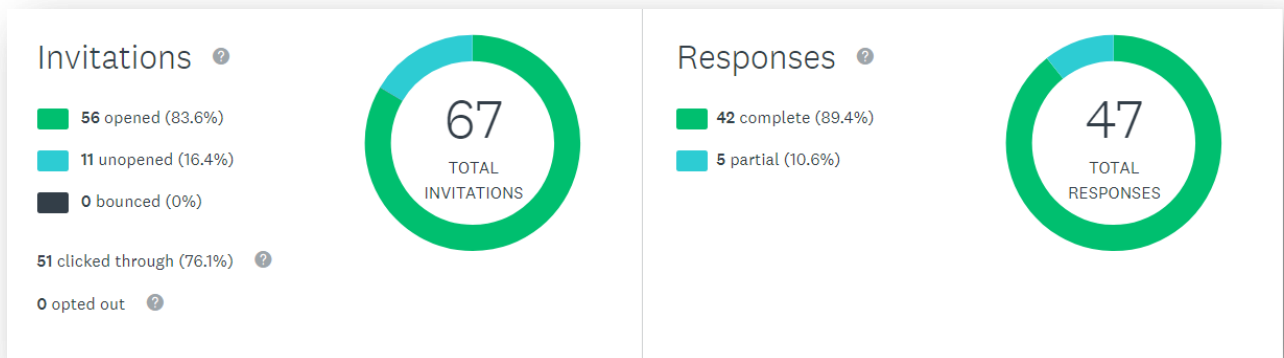
While DTech was able to arrive at a hastily developed solution for capturing and archiving emails, correspondence was likely missed due to the nature of people needing to manually add in the email address. In the future, EOC positions should have their own unique log-on to the computer terminal complete with a position-assigned email address so that all incident data is captured throughout the system.

> Improvement: Create position specific log-on credentials and emails; ensure these along with the passwords and instructions are provided in the position binders.

AFTER ACTION WRITTEN SURVEY

All activated staff were asked to participate in a written survey of their experience (N=67). Complete response rate was 62.6% (N = 47) and partial response rate was 0.07% (N = 5). The invitations to complete the survey were as follows:

March 6, 2017   Sent invitation to 67 contacts
March 10, 2017   Sent reminder to 50 contacts
March 20, 2017   Sent reminder to 34 contacts
March 22, 2017   Sent reminder to 5 contacts
March 30, 2017   Sent reminder to 26 contacts

Invitations

- 56 opened (83.6%)
- 11 unopened (16.4%)
- 0 bounced (0%)

51 clicked through (76.1%)

0 opted out

67
TOTAL INVITATIONS

Responses

- 42 complete (89.4%)
- 5 partial (10.6%)

47
TOTAL RESPONSES

Question 1
What type of organization do you work for?

Organization	Percent	N
Sacramento County Employee	82.9	39
Other local government	4.26	2
State government	0	0
Non-governmental organization	2.13	1
Other	8.51	4

Question 2
Who notified you of your need to respond?

Category	Percent	N
SacOES	60	27
Supervisor	35.65	16
Self-Deploy	2.22	1
Mutual Aid	2.22	1

Question 3, 4, 5 and 6
What were the timeframes from notification to deployment and finally, demobilization?
Because this was a planned activation, as opposed to a sudden activation, those who arrived at the EOC on the first day of notification arrived within an average 1 hour 23 minutes. Others responded for the following operational period shift with an average of 27 hours 9 minutes from time of notification. For

those who were delayed, the primary reason was that they were scheduled for a future operational period shift. On average those who participated in the EOC response worked 10.05 days, 8.11 hours and 29 minutes.

Question 7
What positions were filled?

Section	Percent	N
Operations	38.64	17
Management	18.18	8
Logistics	15.91	7
Planning	13.64	6
Finance	6.82	3
Uncategorized	2.27	1
Mutual Aid	0	0

Questions 8 – 10
What were the strengths and improvement opportunities that were experienced during the EOC Activation? This analysis is provided in the above Strengths and Improvements sections.

Question 11
Was your position and role in the response clear (duties, reporting structure, etc.)? Move the slider from 0 to 100 to adjust your response, where 0 meant completely unclear, a 100 meant very clear.

The average response was 82% (N = 43)

Question 12
Are you a Sacramento County Employee?

Yes responses 80% (N = 36); No responses 20% (N = 9)

Agencies represented included: American Red Cross, ARES, OARS, Sac Metro Fire, Sacramento City Fire and Elk Grove Unified School District.

Question 13 and 14
Sacramento County Staff Only: While you were activated, overall what percentage of your day-to-day duties were you able to continue performing? Move the slider from 0 to 100 to adjust your response, where 0 meant unable to complete any day-to-day activities, and 100 meant all day-to-day activities were satisfactorily completed.

The average response was 48% (N = 35).

The most common reason for not being able to perform day-to-day work involved scheduling. Scheduling included working evening EOC shifts needing daytime hours to sleep, as well as missing previously scheduled meetings because EOC work took precedence. Furthermore, accessing and utilizing technology proved to be a challenge as well. Some respondents could not access their regular work or PC; others needed secure access that could not be completed off-site from their regular work location. A final reason for not being able to complete day-to-day activities included either a conflict with their EOC or daily role, or a lack of understanding how their daily role could be integrated into EOC

operations. Others who were successful in maintaining day-to-day work also were able to make arrangements for a back-up in the office to take over critical daily work assignments.

Section	Percent	N
Technology Challenges – Could not connect to office desktop remotely	25.81	8
Uncategorized	22.58	7
EOC Role – there was confusion over EOC role vs. daily responsibilities or departments were unable to provide appropriate coverage for staff assigned to the EOC	19.35	6
Critical Needs – Priorities at the EOC were higher	12.9	4
Scheduling – Either due to the nature of shift scheduling, or long hours	12.9	4
Work transition to back-up – other department members picked up additional workload for the EOC assigned person	6.45	2

Question 15

How often did you receive information about the situation and the response activities from these sources and what was the value of each source?

Respondents rated the value and frequency on a 4-point scale with 4 being the highest value or frequency, and 1 being the lowest. The upper right quadrant indicates a High Value and High Frequency, whereas the lower left quadrant indicates a Low Value and Low Frequency. All responses fell on the High Value, High Frequency quadrant and is displayed as the primary quadrant.

The chart below shows that EOC Briefings provided the most value for information exchange, followed by Supervisor briefings. However situation reports and WebEOC were utilized more frequently. The least value was found to be social media and the EOC Action Plan. This may have been due to the fact that social media is monitored by very few positions within the EOC, primarily only members of the JIC. The EOC action plan was also published less frequently than the situation reports, and therefore EOC Personnel may have found that it had less value as a tool. EOC Action Plans is also an area where the EOC could use additional training so that tool is better understood for the value it does provide.
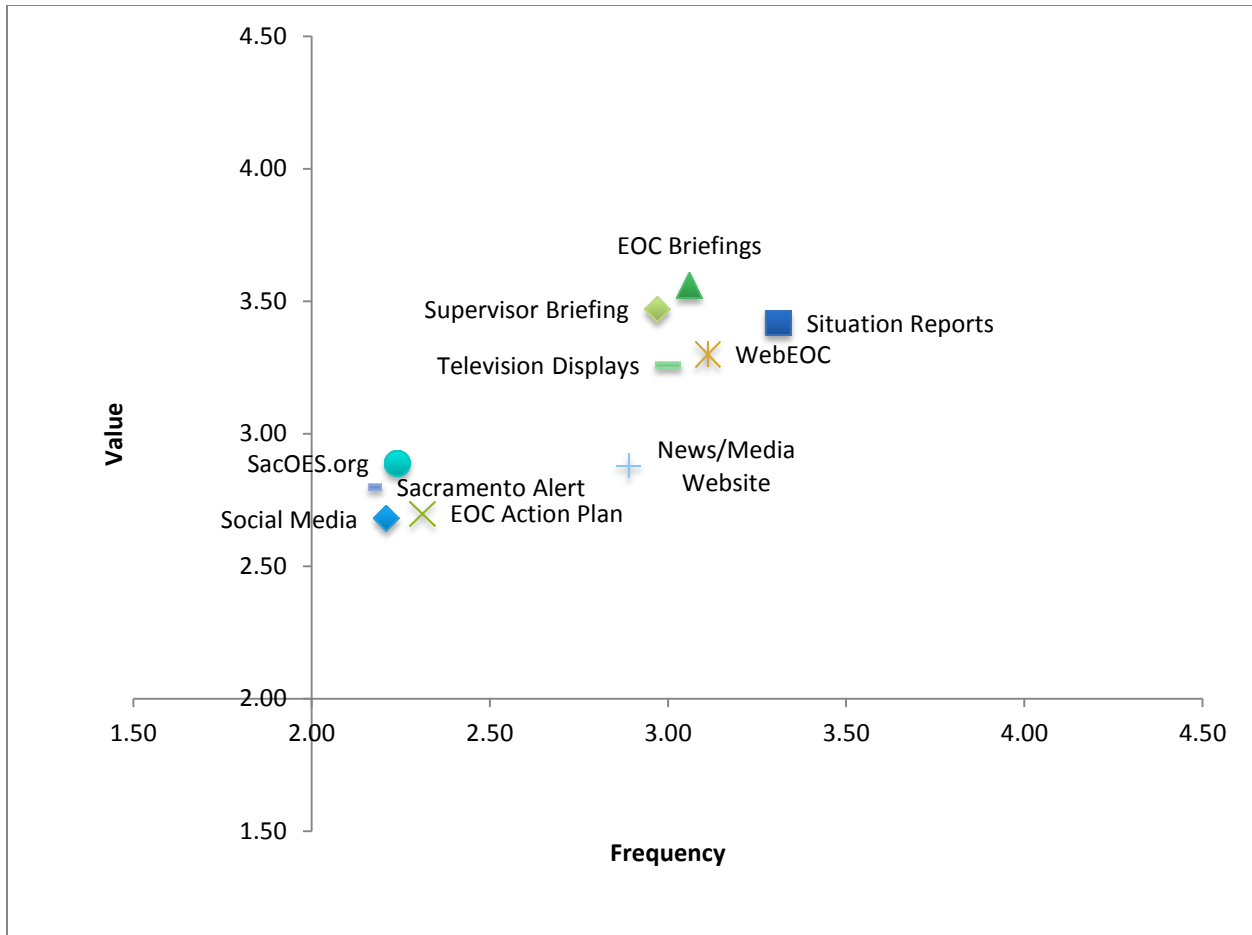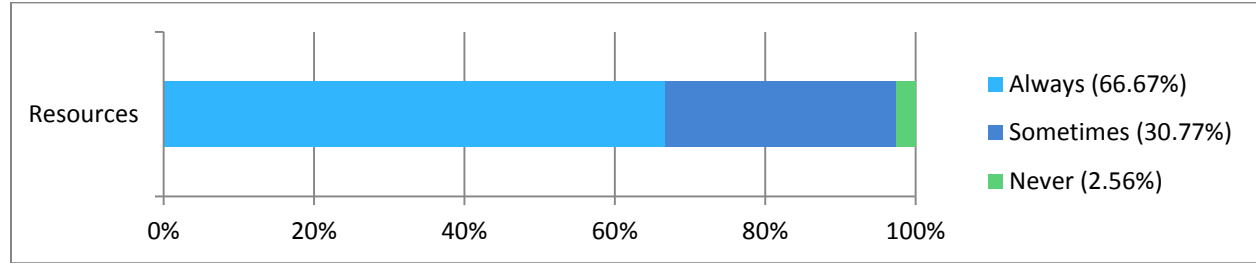
Question 16

Did you feel that you had enough information about the situation and response activities to do your job?
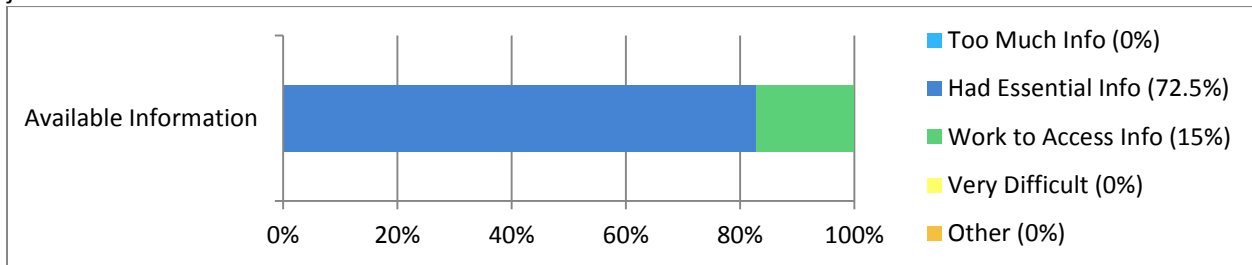
Question 17

Did you have the resources necessary to respond?

Staff indicated that a majority of the time they had the resources needed to properly respond.

Question 18

If you requested resources, was the request fulfilled to your expectation?

A high majority had their requests fulfilled. For those that did not, the primary reason for not meeting expectations was a delay in the resource processing. For example, during the January storms, GIS had multiple map requests from disparate sections, often asking for the same thing. During the February storm, a single point ordering process was implemented, and the time for maps to be generated rapidly improved.
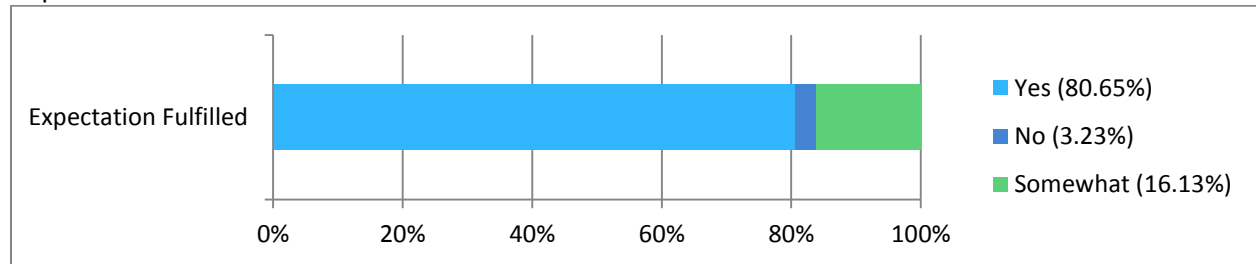
Questions 19 – 22

Questions asked about lessons learned and recommendations for improvement items. This is addressed in the Improvement Plan Matrix, Appendix A.

Question 23

Respondents were asked to identify staff that provided exceptional service during the incident. This summary is provided as an attachment in Appendix C.

APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for Sacramento County as a result of the 2017 January Winter Storms. All corrective actions are entered into WebEOC for tracking over time.

Corrective Action Area	Issue/Area for Improvement	Corrective Action	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Equipment	Incident Photography	Identify a solution the public can use to easily submit photos of disaster damages they are witnessing. Look into photo archiving solutions to easily access photos along with metadata.				
Equipment	Organizational Chart	Provide an erasable large poster or dry erase board where incoming personnel can add their name to the organizational chart.				
Equipment	Photo archiving	If using the Sheriff photo archiving solution, provide training on photography, geolocation and meta-data needs. Alternatively, seek an archive solution for photos and videos.				
Equipment	Plotters and GIS Equipment	Create a testing schedule for GIS equipment to ensure functionality				
Equipment	Positions	Create position specific log-on credentials and emails; ensure these along with the passwords and instructions are provided in the position binder.				
Equipment	SacOES.org Website	Website needs to be updated with new templates and organization to make it easier to keep disaster information up-to-date.				
Equipment	Stream Gauge	Confirm gauge datum and make adjustments to the Mokelumne Bensons Ferry gauge standards and protocols for evacuations at certain levels.				
Equipment	UAS – UAV	Procure an Unmanned Aerial Vehicle and develop a program for Unmanned Aerial Systems for flood and disaster surveillance.				
Equipment	WebEOC Scheduler Board	Create a template schedule for each operational period within WebEOC. Provide training to Planning Section on utilization of scheduler.				

Corrective Action Area	Issue/Area for Improvement	Corrective Action	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Other	Contract Development	Throughout the county, as contracts are developed, require the standard language from FEMA and CalOES				
Other	Purchasing Lists	Develop a list of caterers in the area and create agreements for purchase orders and pricing.				
Personnel	Contact Lists	Ensure that all personnel contact data is entered into WebEOC and Everbridge. Critical and JIC staff should be added to message groups so they receive the same messages as the public.				
Personnel	KSA and Job Sheets	Develop Knowledge, Skills, and Abilities (KSA) documents and Job Sheets for each EOC position as a recruitment tool to match personnel skillsets with the EOC positions available.				
Personnel	Operations Section Chief	Identify a staff member and provide access to training				
Personnel	Planning Section Staff	Identify and train additional staff members to fill Planning Section roles.				
Personnel	Staffing	Work with Department Managers to recruit and train individuals to EOC positions and work to ensure that they may remain in that position for a period of time (3-5 years) to reduce the knowledge decay and atrophy of personnel through constant rotations of new people.				
Personnel	Support Staff	Identify additional individuals who can serve support staff roles within the EOC				
Personnel	Volunteers	Ensure that volunteer resources are discussed and deployed wherever possible to aid in some of the support and delivery needs.				
Planning	Activations	Development of escalation protocols, standard operating procedures and policies to help in the determination and the cost benefit analysis of bringing in additional staff in a timelier manner.				
Planning	Checklists	Develop position binders and provide checklists. This should include an organizational chart and EOC phone numbers.				

Corrective Action Area	Issue/Area for Improvement	Corrective Action	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Planning	JIC	PIOs will determine who should be on specific text message lists depending on whether the lists are approval of messaging or informing about messages.				
Planning	JIC Plan	Develop procedures for notifying JIC personnel as well as technology to communicate and coordinate information				
Planning	Messaging	Develop standardized messaging and communicate messaging with the public. Ensure that field personnel are aware of messaging.				
Planning	Transportation	Confirm and formalize the transportation plan and resources for people who are power dependent. Ensure all agencies are trained on the protocol for activating those resources when warranted.				
Training	Credentialing	A key improvement is the identification of additional personnel and establishing a training schedule. All EOC personnel should seek CalOES Type III Position Credentialing to confirm their knowledge, skills and abilities for their assigned position.				
Training	EOC Action Planning	Provide a training class on EOC Action Planning				
Training	EOC Planning	Provide training on a standardized schedule that incorporates introductions and regular briefings into the Cycle				
Training	EOC Training	Regular provision of basic EOC training and exercises.				
Training	Logistics Training	Additional training requested on Logistics				
Training	OES ARES	Provide training and process for Radio Operators to pass communications on to EOC Personnel				
Training	Procedures	Provide training on Standard Operating Procedures				

Corrective Action Area	Issue/Area for Improvement	Corrective Action	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Training	Process Flow	Offer EOC Process Flow training through WebEOC and also a paper-based process flow to ensure all EOC staff is aware of the proper procedure for moving information and resources through the EOC.				
Training	Purchasing	Train purchasing staff to identify the vendors and update contracts to add emergency purchases. Create template language for future contracts and events.				
Training	Sit-Stat	Provide Situation Status training and expectations for all EOC staff.				
Training	WebEOC Quick Reference Guide	Update the quick reference guides and just-in-time videos for each section				

APPENDIX C: PARTICIPATING ORGANIZATIONS

- 2-1-1 Sacramento
- Cal Fire
- Cal OES
- California Conservation Corps
- California Department of Water Resources
- CHP (air assets)
- City of Folsom Fire
- Cosumnes Community Services District
- Cosumnes Fire District
- Incident Management Team
- National Weather Service, Sacramento Office
- OARS/Radio Volunteers
- Rancho Murieta Association
- Reclamation District 1000
- Reclamation District 1002
- Reclamation District 1601
- Reclamation District 2110
- Reclamation District 2111
- Reclamation District 3
- Reclamation District 341
- Reclamation District 349
- Reclamation District 551
- Reclamation District 554
- Reclamation District 556
- Reclamation District 563
- Reclamation District 755
- Reclamation District 800
- Reclamation District 83
- Regional Parks
- Sacramento County Animal Care
- Sacramento County Department of Agriculture
- Sacramento County Department of Environmental Management
- Sacramento County Department of Facilities Maintenance and Operations
- Sacramento County Department of Finance and Purchasing
- Sacramento County Department of Health and Human Services

- Sacramento County Department of Human Assistance
- Sacramento County Department of Technology
- Sacramento County Department of Transportation
- Sacramento County Department of Waste Management and Recycling
- Sacramento County Department of Water Resources
- Sacramento County EOC
- Sacramento Metro Fire (including air assets)
- Sacramento Municipal Utility District (SMUD)
- Sacramento Sheriff (including air assets)
- Wilton Fire Department

APPENDIX D: 2016 TRAINING

The following classes were available in 2016 offered by Sacramento County OES

Training Class	Date	Registered	Attended	No Show	Attendance Rate	% of Sac County Employees
Basic Public Information Officer JIC/JIS (G290/291)	11/7/2016 8:00	28	24	4	86%	17%
Disaster Cost Recovery: Work Process Flow	4/12/2016 8:00	43	38	5	88%	53%
Disaster Purchasing	4/11/2016 8:00	41	33	8	80%	55%
Emergency Operations Center Management and Operations (G775) and EOC Interface (G191) June 2016	6/13/2016 8:00	18	13	5	72%	38%
EOC Exercise: Bakken Oil	3/30/2016 8:00	129	112	17	87%	
Essential Emergency Management Concepts	1/25/2016 8:00	72	50	22	69%	42%
Everbridge Administrator Training	7/11/2016 8:30	10	9	1	90%	56%
Financial Aspects of Debris Management	4/12/2016 13:00	29	21	8	72%	43%
L967 All-Hazards Logistics	5/2/2016 8:00	21	19	2	90%	32%
Situation Assessment Common Operating Picture (SA/COP)	6/6/2016 8:00	54	40	14	74%	45%
Virtual Tabletop Exercise (VTTX) Agriculture	6/23/2016 8:30	11	9	2	82%	78%
Virtual Tabletop Exercise (VTTX) Bakken	5/12/2016 8:30	0	cancelled			
Virtual Tabletop Exercise (VTTX) Flood	3/22/2016 8:30	16	9	7	56%	67%
Virtual Tabletop Exercise (VTTX) Tornado	2/25/2016 8:30	8	8	0	100%	50%
Virtual Tabletop Exercise (VTTX): Chlorine Spill	7/14/2016 8:30	5	5	0	100%	60%
Virtual Tabletop Exercise (VTTX): CISM	9/15/2016 8:30	1	cancelled			
Virtual Tabletop Exercise (VTTX): MCI	8/25/2016 8:30	30	22	8	73%	45%
Virtual Tabletop Exercise (VTTX): Power Outage	12/1/2016 9:00	2	cancelled			
Virtual Tabletop Exercise (VTTX): Winter Storm	11/9/2016 9:00	26	20	6	77%	60%
WebEOC User Training	3/8/2016 9:00	57	42	15	74%	69%
Workshop: Joint Information System/Center (JIS/JIC)	1/14/2016 9:00	41	27	14	66%	