



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Raymond Riordan

SUBJECT: PUBLIC SAFETY POWER SHUTOFF
AFTER ACTION REPORT **DATE:** March 3, 2020

Approved D. DSYL Date 3/5/2020

RECOMMENDATION

Accept the Public Safety Power Shutoff Events After Action Report and direct Staff to take appropriate action to implement the following recommendations:

- (a) Renew focus on Access and Functional Needs planning, with a forward-leaning approach to solidify the City's commitment to our vulnerable populations;
- (b) Update the Power Vulnerability Plan to include lessons learned, including further study critical facility redundant power and transportable power generation to ensure future resiliency to PSPS events;
- (c) Continue to improve relationship with PG&E and the County to allow for ongoing open communication before, during and after an event;
- (d) Conduct a review of how to leverage existing City data platforms to more efficiently capture costs associated with large-scale emergencies and disasters;
- (e) Update EOC technology tools to better capture situation status and reporting, including Geographic Information Systems resources.

OUTCOME

Approval of the staff recommendation will allow the City of San José to continue supporting the City Manager's first Enterprise Priority of Emergency Management and Preparedness. *"No issue is more important than the lives and safety of our residents. The City has more work to do to ensure San Jose is well prepared for earthquakes and other disasters, particularly for those who are most vulnerable. As a City, we will do more to be prepared for emergencies and commit to this priority with relentless attention and support."*

BACKGROUND

The first Public Safety Power Shutoff (PSPS) occurred on Wednesday night, October 9, 2019, after days of monitoring and staging of resources by City leadership and staff. The Pacific Gas and Electric Company de-energized transmission and distribution lines to several parts of the

City. The power was shut off to 22,974 customer accounts, with an estimated impact to over 100,000 City residents. All of the accounts were reported as restored on Monday, October 10, 2019.

The second PSPS occurred on Saturday night, October 26, 2019, again after several days of monitoring and staging of resources, the Pacific Gas and Electric Company de-energized transmission and distribution lines to several parts of the City. In this event, it was determined that the power was shut off to 7,315 customer accounts, with an estimated impact to over 24,000 City residents. The Pacific Gas and Electric Company announced that all customer accounts were restored on Monday, October 29, 2019.

Mayor Memorandum to Rules Committee

On October 22, 2019, Mayor Liccardo distributed an updated memorandum to City Councilmembers regarding the Public Safety Power Shutoffs. While the focus of the recommendations was on the first PSPS event on October 9, the memorandum equally applied to the second event on October 25. The attached After Action Report includes information regarding each item noted below from the Mayor's Memorandum and other considerations:

1. *After-Action Report: Outline the measures taken by City staff and partners to prepare residents for the PSPS, and what lessons might be drawn from our experience.*
 - a. *Identify the public cost of the City's response to the PSPS.*
 - b. *Identify those resources - from PG&E, the state of California, or other sources - that could compensate San Jose taxpayers for that expenditure, including the \$75 million PSPS preparedness funding from last year's State budget.*
 - c. *If any private cost data becomes available, provide an estimate of losses incurred by San Jose residents and businesses as a result of the PSPS, and any means for families to recover for those losses.*
 - d. *Identify the recorded wind speeds, humidity, and temperature at the time that power on distribution lines was shut off in relevant neighborhoods in Alum Rock, Evergreen, and Almaden, and how those measurements compared to thresholds announced by PG&E in California Public Utilities Commission (CPUC) filings for PSPS events.*
 - e. *Showcase the unique tools and methods that City staff developed in preparation for a PSPS event, particularly the crowd-sourcing app that provided highly accurate real-time information about outages, and the map-based data-sharing tool that identified such elements as potential and actual outage areas, medically vulnerable residents, and critical facilities for responders and other agencies.*
2. *Table-Top Exercise: Invite PG&E and other key local emergency response decision makers to participate in an expedited table-top exercise to identify and implement concrete improvements in communication in preparation for the next PSPS.*

Each of the above noted items are addressed in the attached After Action Report. Items 3, 4, 5, 6 and 7 from the Mayor's Memorandum were addressed in the November 7, 2019 Energy Resiliency and Community Energy Staffing Memorandum.

ANALYSIS

After Action Report

After significant events, organizations dedicated to continuous improvement undertake some form of after-action review and reporting process. A comprehensive after-action review process requires the commitment of significant resources to ensure a clear accounting of events. Unlike the after-action review process used after the 2017 flood event utilizing a contractor, this review and report was conducted using in-house staff.

In the weeks and months after two novel PSPS events, the City of San José engaged in numerous informal discussions, many more formal event-related leadership meetings, and completed an online survey process where all participants were provided an opportunity to provide input prior to preparing this important after-action review. These activities are indicative of the City's strong desire to identify its shortcomings, identify lessons learned, and continue to build a comprehensive strategy for improvement moving forward. These after-action reviews include:

Internal After Action Review:

- PSPS Leadership Team meetings on November 6, November 20, and December 15, 2019.
- PSPS Events Debrief conducted at the November 7, Emergency Management Work Group meeting.
- Official City responses to both Pacific Gas & Electric (PG&E) Event Reports for October 9 and October 26.
- Online PSPS Event Survey sent to participants on November 1, 2019.
- Targeted interviews and comprehensive review process facilitated by the City Manager's Office of Emergency Management the week of December 9, 2019.
- Opportunity for Staff to review the Draft PSPS Event After-Action Review from January 6 thru February 7.

External After Action Review:

- Commented on PG&E's October 9-12 PSPS Report to the CPUC, served on November 19, 2019 to the Executive Director of the Safety and Enforcement Division;
- Commented on PG&E's October 26 and October 29 PSPS Report to the CPUC, served on December 3, 2019 to the Executive Director of the Safety and Enforcement Division;
- Commented on PG&E's Post-PSPS Event Report for October 9-12, 2019, filed on January 7, 2020 as part of the De-Energization Rulemaking;

- Commented on PG&E's Post-PSPS Event Report for October 26 & 29, 2019, as part of the De-Energization Rulemaking; and
- Responded to Order Instituting Investigation (OII) and Response to Pacific Gas & Electric Company's Response to OII, filed on January 10, 2020, as part of a separate investigation proceeding

Post Event Actions Since PSPS #2:

- City Staff initiated contact with PG&E representatives to set up a series of workshops to address concerns that the City had concerning future PSPS events, including: Critical infrastructure inspection, data access, circuit maps, weather data interpretation, notification and communication protocols, and medical baseline.
- City Staff began meeting with the Santa Clara County Office of Emergency Management to develop stronger lines of communication with County agencies providing services to City residents, to include the development of joint plans and opportunities to exercise them. Conduct workshops with county departments providing services in the City of San Jose, such as Public Health, Social Services, etc. to gain a better understanding of what the County will provide and coordinate and where the City can support.

CONCLUSION

The Public Safety Power Shutoff After Action Report collected event related information from the October 9 and October 26 PSPS events. The information was organized into three general areas: general chronological information on each event; what went well and what didn't go so well; and a list of twenty-four recommendations made by staff. Of the recommendations made, six are considered to be high priority recommendations. The City will continue to look for ways to leave the community less vulnerable to future PSPS events than otherwise, and to reduce impacts to the City's ability to respond effectively and efficiently to the PSPS events that are expected in the future.

EVALUATION AND FOLLOW-UP

After final Council direction is received, the Office of Emergency Management will work with the Emergency Management Working Group to add the recommendations to the Emergency Management Roadmap. Plans and programs will be updated accordingly to reflect progress on the recommendations.

CLIMATE SMART SAN JOSE

The recommendations in this memo have no effect on Climate Smart San José energy, water, or mobility goals.

PUBLIC OUTREACH

This memorandum will be posted on the City's Council Agenda website for the March 17, 2020 Council Meeting.

COORDINATION

This attached After Action Report has been coordinated with the Department of Public Works, Department of Transportation, Department of Parks, Recreation and Neighborhood Services, Office of Clean Energy, Fire Department, City Attorney's Office, and the City Manager's Budget Office.

COMMISSION RECOMMENDATION/INPUT

No commission recommendation or input is associated with this action.

CEQA

Not a Project, File No. PP10-069, City Organizational & Administrative Activities. Public Project number.

/s/
Raymond Riordan
Director, City Manager's Office of
Emergency Management

For questions, please contact Raymond Riordan, Director of the Office of Emergency Management at (408) 794-7055.

Attachments:

- A. Public Safety Power Shutoff Events After Action Report