



# Memorandum

**TO:** PUBLIC SAFETY, FINANCE, &  
STRATEGIC SUPPORT COMMITTEE

**FROM:** Raymond Riordan

**SUBJECT:** SEE BELOW

**DATE:** May 1, 2019

Approved

Date

5-8-19

**SUBJECT: CITY OF SAN JOSÉ COMMUNITY RESILIENCY IN RESPONDING TO  
DISASTERS ANNUAL REPORT**

## RECOMMENDATION

Accept the annual report on the City of San José's community resiliency in responding to disasters.

## BACKGROUND

On March 28, 2017, the City Council unanimously approved the Mayor's March 2017 Budget Message for Fiscal Year 2017-2018<sup>1</sup> which outlined the need to establish efforts on Community Resilience. On August 8, 2017, the City Council adopted the Emergency Management Roadmap, the City's strategy to improve emergency management planning, response, and recovery, as well as integrate community resilience. At the May 17, 2018 Public Safety, Finance, and Strategic Support Committee, the City Manager's Office of Emergency Management (OEM) reported on the progress on community resilience efforts.

## ANALYSIS

Since May 17, 2018, the City continued progress on the Emergency Management Roadmap to facilitate improvements in the following areas:

1. Strengthen Emergency Management Organization
2. Improve All Hazards Emergency Planning
3. Enhance Key Emergency Management Capabilities
4. Promote Resilience and Recovery
5. Increase Coordination
6. Innovation and Readiness

<sup>1</sup> Mayor's March Budget Message: <http://www.sanjoseca.gov/documentcenter/view/71811>

In each of the established six areas, key tasks support the development of community resilience, consistent with the concepts of the Rockefeller Foundation, the Federal Emergency Management Agency (FEMA) and the Association of Bay Area Governments (ABAG) definitions.

1. Strengthen Emergency Management Organization

- The Emergency Services Council convened in December 2018 and approved the updated Emergency Operations Plan, approved a curriculum and training schedule for delivery of the CERT Program, and facilitated the development of the protocols required for accurate registration of Volunteer Disaster Service Workers.
- OEM has grown from 5.0 ongoing positions and 4.0 temporary positions in the 2017-2018 Operating Budget to 7.0 ongoing positions and 5.0 limit-dated positions in the current fiscal year. This includes the addition of ongoing positions for a Deputy Director and Resilience Coordinator, and limit-dated positions for a Response/Mass Care Coordinator, Community Resource Coordinator, CERT Coordinator, Alert and Warning Coordinator, and Emergency Operations Center (EOC) Readiness Coordinator through June 30, 2019.
- The Emergency Management Working Group continues to serve as a forum to facilitate interdepartmental planning efforts. Membership in this group currently stands at 46 City staff. The group regularly convenes on the first Thursday of the month.

2. Improve All Hazards Emergency Planning

- This updated objective is a combination of two separate objectives from the past: "Improve Emergency Planning" and "All Hazards Planning."
- The City and Valley Water signed an updated Joint Emergency Action Plan on November 12, 2018, which was used during the January and February 2019 storm activity.
- The EOC Operations Guide and the following six Emergency Operations Plan Support Annexes are moving toward finalization: Evacuation, Crisis Communications, Mass Care and Shelter, Damage Assessment, Debris Management, and Recovery.
- City staff participated in the United States Geological Survey (USGS) workshops that resulted in the April 17, 2018 release of the *Haywired Scenario*, which describes the impact of a 6.9 M Richter Scale Earthquake on the Hayward Fault.

3. Enhance Key Emergency Management Capabilities

- In collaboration with the California Specialized Training Institute, the City successfully conducted the first of two scheduled Essentials of Emergency Management Course sessions for 2019. Each session is meant to provide EOC staff with the same base training. The first 4-day session took place in April 2019, and the second one will occur in September 2019.
- The City's EOC personnel successfully responded to emergencies by keeping informed with calls to National Weather Service, the County, Valley Water, and others. EOC personnel continuing to monitor situations to see if they escalate and



require EOC activation. Since January 2019, the City has activated its EOC for the following: College Football Playoff National Championship, February 13 flood warning, and February 25 flood warning.

- Between February 13-14, 2019, nine AlertSCC notifications were sent out in English, Spanish, and Vietnamese, reaching over 20,000 people who opted into the system. Additional flood evacuation orders were sent to approximately 1,000 of these individuals, who have been identified by Valley Water and the City in the Joint Emergency Action Plan as living in at risk areas along the Guadalupe River.
- The City provided EOC support staff to the City of Paradise to support response to the historic fires and re-entry to the burned zone.
- The City prepared, planned, and executed exercise materials for the Bay Area-wide September 6, 2018 Urban Area Security Initiative Yellow Command Exercise in which 40 City EOC staff participated.

4. Promote Resilience and Recovery

- This updated objective is a combination of two separate objectives from the past: “Disaster Mitigation” and “Flood Recovery.”
- The City accepted and has been coordinating the \$5.4 million State of California Public Health Grant for continued case management services to flood residents.
- Coordination on reimbursements from FEMA has required significant staff resources, and will continue until completion of repairs.
- There has been a continued coordinated effort of multiple City departments to respond to documentation requests from CalOES and FEMA. This effort will remain a priority for the next two years.
- The Department of Planning, Building and Code Enforcement (PBCE) reported on the progress of the Soft Story Program to the Community and Economic Development Committee. A request for proposal (RFP) for a potential consultant to help shape the ordinance and retrofit program will be released prior to June 2019.

5. Increase Coordination

- The City coordinated delivery of a Joint Emergency Action Plan (JEAP) exercise with Valley Water staff prior to the City and Valley Water adoption of the plan.
- The City is scheduled to conduct a CERT Train the Trainer session for 40 attendees from throughout Santa Clara County on May 17-18, 2019.
- The City has successfully delivered three 20-hour CERT Trainings, and is scheduled to complete a total of five trainings during 2018-2019. The remaining trainings are currently scheduled into 2019-2020, to include classes in Spanish and Vietnamese.
- In April 2019, multiple City staff attended the kick-off event for the County’s Whole Community Crisis Communications Annex. This continued coordination with the County is crucial as the City finalizes its own Crisis Communications Annex, and begins working on its Crisis Communications Plan.
- The City participated in multiple workshops with the Collaborating Agencies Disasters Relief Effort (CADRE) organization to improve coordination with community resources. CADRE is a countywide organization whose membership

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includes nonprofit, faith-based, and social service organizations who work in partnership with local government to prepare and plan for the community needs following a disaster, especially for vulnerable populations.

6. Innovation and Readiness

- This is a new objective that refers to how EOC protocols and equipment should include innovative practices, practical layouts, and automation of paper processes.
- Following passage of the General Obligation Bond, the City has initiated actions to identify the location and overall process for building a new Emergency Operations Center.
- Planning teams for the six upcoming emergency plans will consider how to integrate new technologies as part of their plan development.

**EVALUATION AND FOLLOW-UP**

Staff will return to the Public Safety, Finance, and Strategic Support Committee annually with an update on progress on the Emergency Management Roadmap as it builds Community Resilience.

**COORDINATION**

This memorandum has been coordinated with the City Attorney's Office; the Planning, Building and Code Enforcement Department; and the City Manager's Budget Office.

/s/

RAYMOND RIORDAN

Director of Emergency Management

For questions, please contact Raymond Riordan, Director of the Office of Emergency Management, at (408) 794-7050.