

**Public Safety, Finance and Strategic Support
Committee**

**OFFICE OF EMERGENCY
MANAGEMENT WORK PLAN
PRIORITIES ANNUAL REPORT**

**SEPTEMBER 17, 2020
Item d (5)**

Raymond Riordan, Director
Office of Emergency Management

STRENGTHENING THE CITY'S EMERGENCY MANAGEMENT CAPABILITIES



EMERGENCY MANAGEMENT WORKING GROUP

OBJECTIVES

1



City has a plan to tackle any emergency

2



Employees, residents, and businesses are ready to take action and able to answer a “call to action

3



Our community trusts the City to let them know when an emergency is coming, and the public provides vital information to the City





4



Our emergency response is optimized through technology

Emergency Management Priority OKRs

2020 Jan to Mar

Objectives	<p>The City has a plan to tackle any emergency.</p> 	<p>Employees, residents, and businesses are ready to take action and able to answer a “call to action”.</p> 	<p>Our community trusts the City to let them know when an emergency is coming, and the public provides vital information to the City.</p> 	<p>Our emergency response is optimized through technology.</p> 
Key Results	<ul style="list-style-type: none"> <input type="checkbox"/> Updated draft documents complete for: <ul style="list-style-type: none"> <input type="checkbox"/> CERT Operational Plan <input type="checkbox"/> Safety and Damage Assessment Plan <input type="checkbox"/> Post Disaster Housing Plan <input type="checkbox"/> Recovery Plan <input type="checkbox"/> Mass Care Plan <input type="checkbox"/> Debris Management Plan <input type="checkbox"/> Crisis Communication 	<ul style="list-style-type: none"> <input type="checkbox"/> CERT course is delivered each month for up to 40 participants, and all are registered DSW-V. <input type="checkbox"/> Conduct series of EOC Section training. 	<ul style="list-style-type: none"> <input type="checkbox"/> City responds to potential incidents (fire, extreme heat, public safety power shutoff, etc.) and produces public warning message. <input type="checkbox"/> Complete City Council Study Session on Emergency Management. <input type="checkbox"/> Initiate planning for UnConference 2020. 	<ul style="list-style-type: none"> <input type="checkbox"/> Hire GIS staff. <input type="checkbox"/> Multi-unit Fire Response App deployed. <input type="checkbox"/> Complete UASI and EMPG GIS Grant projects.

Reflecting on What We've Accomplished So Far

2019-2020



Objective 1

The City Has A Plan to Tackle Any Emergency

Key Results (2019-2020)

- Quake Ready Community Resilience Unconventional Conference
 - Developed City's Power Vulnerability Plan in Response to PG&E Public Safety Power Shut Off
 - City Council Study Session on Emergency Management that engaged the Mayor and City Council
 - Developed Pandemic Response Plan, Pandemic Response Table, five-stage Resilience to Recovery Table, and a COVID-19 Roadmap.
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Objective 2

Employees, residents, and businesses are ready to take action and able to answer a “call to action”

Key Results (2019-2020)

- Activation of more than 600 EOC employees for COVID-19 response.
- Delivered 13 CERT training sessions, including a session delivered in Vietnamese, totaling 326 program graduates.
- Conducted a four-day Essentials of Emergency Management Course to provide EOC staff with the same base training. The City currently has a total of 186 EOC staff that have gone through this training course.



Objective 3

Our community trusts the City to let them know when an emergency is coming, and the public provides

Key Results (2019-2020)

- Updated the City website to address access and functional needs, inclusion, diversity and multi-language requirements.
- Provided information on personal and community preparedness, reaching 2649 community members.
- During the two October 2019 PSPS Events, the City EOC's Emergency Public Information Officer team used a variety of platforms to reach the community.
- For the PSPS Event #1, the City dedicated ten bilingual staff to operate a call center to reach out to approximately 900 at-risk PG&E Medical Baseline residents and patients.
- Provided the public with vital resources through the Silicon Valley Strong initiative and through the City's Virtual Local Assistance Center.



Objective 4

Our emergency response is optimized through technology

Key Results (2019-2020)

- Identified technological advances that can be funded with the \$2.5 million State of California Budget Request.
- Integrated various technologies, including Slack, into City's EOC internal communications.
- Implemented Geographical Information System applications in the EOC to enhance our situational awareness and communication with the public during the PSPS events, COVID-19, and future disasters.





Looking Ahead

2021

2020

~~2019~~

Emergency Management Priority OKRs 2020-2021

Objectives	<p>The City has a plan to tackle any emergency.</p> 	<p>Employees, citizens and businesses are ready to take action and able to answer a “call to action”.</p> 	<p>Our community trusts the City to let them know when an emergency is coming, and the public provides vital information to the City.</p> 	<p>Our emergency response is optimized through technology.</p> 
Key Results	<ul style="list-style-type: none"> <input type="checkbox"/> Updated draft documents complete for: <ul style="list-style-type: none"> <input type="checkbox"/> CERT Operational Plan <input type="checkbox"/> Safety and Damage Assessment Plan <input type="checkbox"/> Post Disaster Housing Plan <input type="checkbox"/> Recovery Plan <input type="checkbox"/> Mass Care Plan <input type="checkbox"/> Debris Management Plan <input type="checkbox"/> Crisis Communication 	<ul style="list-style-type: none"> <input type="checkbox"/> CERT course is delivered each month after virtual process is tested. <input type="checkbox"/> Conduct series of EOC Section training. <input type="checkbox"/> Develop a Multi-Year Training and Exercise Plan and program. <input type="checkbox"/> Complete a Strategic Plan that includes a gap analysis of emergency plans, programs and services. 	<ul style="list-style-type: none"> <input type="checkbox"/> City responds to potential incidents (fire, extreme heat, public safety power shutoff, etc.) and produces public warning message. <input type="checkbox"/> Continue support of community events, emergency preparedness presentations, and programs. <input type="checkbox"/> Update the City website to address access and functional needs and multi-language requirements. 	<ul style="list-style-type: none"> <input type="checkbox"/> Complete UASI and EMPG GIS Grant projects. <input type="checkbox"/> Implement Geographical Information System applications in the EOC. <input type="checkbox"/> Design an updated EOC with the funds generated by Measure T.

MEASURE T EOC



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