

OFFICE OF THE CITY CLERK
2007 JAN 23 11:12:43

CITY OF OAKLAND

AGENDA REPORT

TO: Office of the City Administrator
ATTN: Deborah Edgerly
FROM: Oakland Fire Department
DATE: January 23, 2007

**RE: Semi-annual report on Emergency Management Board proceedings for the period,
July – December 2006**

SUMMARY

This report is a summary of the activities and accomplishments of the Fire Department's Office of Emergency Services as reported to the City of Oakland's Emergency Management Board for the period of July through December 2006

FISCAL IMPACT

This report is informational only; therefore, no fiscal impacts are included.

BACKGROUND

Beginning in June 1995, the Public Safety Committee has requested a semi-annual report on the emergency preparedness, response, recovery and mitigation activities reported to the City's Emergency Management Board (EMB).

The Office of Emergency Services (OES) a division of the Oakland Fire Department is responsible for emergency preparedness efforts in the City of Oakland. Status reports of the office activities are reported quarterly to Oakland's Emergency Management Board which by ordinance is the City's Disaster Council as well as its Citizens Corps Council.

From the period of July to December 2006, OES conducted or participated in activities in the following areas:

- Citizens of Oakland Respond to Emergencies (CORE) program
- Oakland Radio Communications Association (ORCA), amateur radio
- Emergency Operations Center (EOC)
- Emergency Preparedness for People with Disabilities
- Disaster Preparedness for Small Businesses
- Alert & Warning System (sirens and 530 AM radio)

Item: _____
Public Safety Committee
January 23, 2007

- Exercises
- Urban Area Security Initiative (UASI) grants for Fiscal Years 2004, 2005 & 2006
- Homeland Security
- Federal and State Grants
- Regional Partnerships
- Training and professional development
- Emergency Management Board Meetings

Quarterly meetings of Oakland's Emergency Management Board were held on March 17, 2006, June 15, 2006, September 21, 2006 and December 21, 2006. The following topics were discussed and reviewed.

REPORT OF ACTIVITIES, July – December 2006

Citizens of Oakland Respond to Emergencies (CORE)

The CORE Program continues to expand significantly since Hurricane Katrina. A broader cross-section of Oakland residents in all Council Districts, including Cantonese-speaking residents, Spanish-speaking residents and persons with hearing deficiencies have received CORE training. Additionally, during this period, specialized classes were offered in Disaster First Aid, Organizing a Neighborhood Exercise, CORE Refresher and Neighborhood Emergency Communication were available to CORE groups.

CORE ANNUAL STATISTICS

During the period January to December, 2006, the Oakland Fire Department, with assistance from the community members of the CORE Advisory Task Force, Office of Emergency Services staff members, volunteer instructors, a total of three thousand two hundred and eight (3,208) City of Oakland residents were trained.

CORE Training by Council District January – December 2006

	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	Other
CORE I	447	196	123	502	137	255	100	158
CORE II	235	60	50	247	42	117	22	34
CORE III	56	10	18	83	4	32	27	0
TOTAL	738	266	191	832	183	404	149	192

Disaster First Aid	11	3	4	18	0	10	8	1
Organizing a Neighborhood Exercise	2	3	1	11	0	1	2	0
CORE Refresher	5	0	0	3	2	0	1	0
Neighborhood Emergency Communications	7	3	1	18	1	2	0	1
TOTAL	27	9	6	50	3	13	11	2

CORE I Chinese	1	12	1	9	7	0	0	6
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CORE II Chinese	0	10	2	8	5	0	0	11
CORE III Chinese	1	8	1	6	1	0	0	5
TOTAL	2	30	4	23	13	0	0	22
CORE I Spanish	0	3	0	1	13	0	1	0
CORE II Spanish							1	
CORE III Spanish							1	
TOTAL	0	3	0	1	13	0	3	0
CORE I Hard of Hearing	1	2	0	1	0	0	1	13
GRAND TOTAL	768	310	201	907	212	417	164	229

Overall English CORE I: 1,918

Overall English CORE II: 807

Overall English CORE III: 230

Overall English CORE: 2,955**Overall Workshops: 21**

Overall Chinese CORE I: 36

Overall Chinese CORE II: 36

Overall Chinese CORE III: 22

Overall Chinese CORE: 94**Overall Spanish CORE I: 20****Overall Persons with Disabilities CORE I: 18****Overall CORE Total: 3,208**

Highlights for the CORE program for the period of July – December 2006 include:

- Participant level in the CORE program was at an all time high, even through the summer months.
- Trends include requests from faith based organizations and neighborhood merchants/small business associations (particularly contingency, evacuation and recovery planning).
- Produced 2,300 copies of the first color edition of Esprit de CORE Summer 2006 CORE Newsletter.
- Facilitated two CORE graduations, one for 30+ residents on August 3, 2006 and one for approximately 200 residents on November 30, 2006. This included a third group of Chinese residents who completed the training in Cantonese using Chinese translated CORE manuals. Each graduate received a certificate of completion, CORE vests and helmets, and Disaster Service Worker identification badges.
- Updated the CORE website www.oaklandcore.org with the 2006 - 2007 class and workshop schedule, revised text and new photos.
- Staff and volunteers participated in National Night Out, distributing CORE information to neighborhoods throughout Oakland.
- Completed a *new* Pet Preparedness Packet.

- Formulated a CORE Citywide Exercise Planning Team, CCEPT to determine the scope/theme focus of the April 2007 CORE Group Neighborhood Exercise.
- Recruited 16 additional instructors and provided CORE I and CORE II Train the Trainer instruction.
- Translated Family Disaster Plan Worksheet and SEMS brochure into Spanish and Chinese.
- Started developing major curriculum upgrades and new curriculum delivery plan.
- Distributed first batch of two-way radios purchased by funds from Council President Ignacio De La Fuente to 13 of 30 eligible CORE Groups.
- In an effort to augment the CORE (CERT) program, a consultant has developed an on-line training individual and family preparedness course and DVD that was completed December 31, 2006 and available for use and distribution during the end of the first quarter of 2007.

Oakland Radio Communications Association (ORCA), amateur radio

- Members held five monthly meetings: August 5, September 9, October 7, November 4, and December 2, 2006. During each of the meetings there is an opportunity to listen and learn from members or guest presenters or trainers.
- Members continue to participate in the weekly Thursday Evening Net, wherein members check in and test their radio functions and their own ability to operate from their location to net (base check-in point) using the correct radio frequencies. This is their regular recurring weekly training exercise and it relates to their individual readiness.
- The American Radio Relay League (ARRL) Simulated Emergency Test (SET) was conducted on November 4, 2006. Thirty (30) ORCA members participated in the SET a nationwide exercise in emergency communications, administered by ARRL. Amateur Radio Emergency Service (ARES) National Traffic System (NTS), Radio Amateur Civil Emergency Service (RACES) and other public-service oriented groups were involved. The purpose of the SET was to: 1) find out the strengths and weaknesses of ARES, NTS & RACES and other groups in providing emergency communications; 2) provide a public demonstration to served agencies - such as the American Red Cross, the emergency management agency and the news media—of the value to the public that Amateur Radio provides, particularly in time of need; 3) help radio amateurs gain experience in communications using standard procedures and a variety of modes under simulated-emergency conditions. Oakland RACES activated the Radio Room in the EOC for this exercise. Everyone did an outstanding job of taking this practice seriously as they played it as a “real event”.
- ORCA members participated in the November 15, 2006, Golden Guardian Exercise and the November 30, 2006, Alameda County Operational Area Countywide exercise.
- Thirty (30) ORCA members participated in a Fire Department sponsored Incident Command System (ICS) RADO, Radio Operator training conducted on December 2, 2006.

Emergency Operations Center (EOC)

- The EOC was partially activated on July 4, 2006 because of potential illegal fireworks and fire danger. No significantly dangerous incidents occurred.
- The EOC was partially activated for three planned training exercises: November 4, November 15 and November 30, 2006.
- The City's Shortel VOIP (Voice Over Internet Protocol) telephone system was installed in the entire EOC facility mid-August 2006.
- Conducted tours of the EOC, which included firefighters from Belgium and Holland on September 12, 2006; City Council members from Japan on October 13, 2006; and high ranking government officials from Hanain Island, China on November 16, 2006 and high ranking transportation engineers from three provinces near Beijing, China on December 4, 2006.
- August 23, 2006, three staff members from the U.S. General Accounting Office (GAO) toured the EOC and reviewed the City's emergency planning documents. GAO reviews local jurisdictions for their accountability, integrity and reliability. No report was issued of their visit.

Emergency Preparedness for People with Disabilities

- The American Red Cross flyer on Pandemic Flu presented in alternate formats (Braille, large print and audio tape) was presented by OES staff to the Mayor's Commission on People with Disabilities.

Disaster Preparedness for Small Businesses

- Workshop curriculum for disaster preparedness for small businesses has been completed and approved.
- Initial workshop will be offered to the Coliseum Commerce Commission. Plans are to offer additional workshops to other Business Districts in 2007.

Alert & Warning system (Sirens and 530 AM radio)

- In October 2002, the Cities of Alameda, Oakland, San Leandro, and the University of California at Berkeley agreed to work cooperatively to develop common protocols for siren systems. This agreement is known as the Corridor of Safety. The working group continues to meet every other month to exchange information.
- The City of Oakland signed a five year maintenance contract to ensure the functionality of each of the City's twenty-seven (27) sirens.
- Sirens continue to be tested on the first Wednesday of every month at noon. No monthly test problems have been reported.
- 530 AM radio experienced transmission problems in September 2006. This problem appears to be resolved and system has been functioning normally since October 2006.

Urban Area Security Initiative (UASI) Grants**FY 2006 UASI Grant:**

- The Oakland/Alameda County/Contra Costa County Urban Area has joined with two other Northern California Urban Areas, that of San Francisco and San Jose as required by The State Office of Homeland Security. The three cities and surrounding ten counties are now the Bay Area Urban Area. This large geographically conjoined group is known as a Super UASI or SUASI.
- The Department of Homeland Security awarded the Bay Area SUASI \$22,656,000 million. An Approval Authority was formed and a Management Team selected to oversee and manage the projects within the grant. Working Groups have developed spending plans for 12 investments the Approval Authority funded with the 2006 grant.
- While work is being completed for the 2006 SUASI grant, input is being gathered to develop the projects that will be included in the application for the 2007 SUASI grant. Guidelines for the 2007 have not yet been released.

FY 2004 & FY 2005 UASI Grants:

- The performance period ended for the 2004 UASI grant on November 30, 2006. An extension was requested for a portion of the Interoperable Communications Project and the Harden Critical Infrastructure Project. A verbal authorization to extend completing these expenditures by January 31, 2007 has been received. A letter will be sent to the City Administrator confirming and setting conditions for the extension.
- The performance period ended for the 2005 UASI grant on December 31, 2006. We requested additional time to complete expenditures within several projects, including Interoperable Communications and Strengthening Mutual Aid Resources.

Homeland Security

- The City of Oakland answered the mandate by Homeland Security Presidential Directive (HSPD)-5 as part of the City's SEMS/NIMS integration. Following the adoption of Resolution No. 80021 C.M.S., which adopted the integration of the National Incident Management System (NIMS) into the City's Standardized Emergency Management System (SEMS); The City Administrator issued a memorandum making it a requirement of every full time and permanent part time employee of the City of Oakland to complete the FEMA training IS700 and City staff stepped up to the challenge. Totals show that by the end of November 2006, 93% of all employees have completed the required IS700 course. Some employees have not completed the training because they are on extended leave of absences, illness, or injury.

- In addition, other City management staff, supervisors, emergency management personnel and first responders have completed IS100, IS200, & IS800. Those percentages have not been compiled at this time.

Federal and State Grants

- The federal grant for FY2004-2005 Citizens Corps Council/Community Emergency Response Teams (CERT) is being used to support CORE. The grant funds were used to enhance the CERT program (CORE) with support to the Citizens Corps Council, to host a second emergency preparedness seminar for people with disabilities, to partner with the American Red Cross to promote business continuity planning for small businesses; to expand membership on the Emergency Management Board, the City's Disaster Council, to include additional response partners among big businesses and non-profit organizations and to develop a City of Oakland Volunteer Management Plan for setting up and staffing an Emergency Volunteer Center (EVC) for coordination of spontaneous volunteers who want to be of service to the City and fellow community members after a disaster.
- The FY2005-2006 funds will be used to reimburse the Oakland Fire Department Office of Emergency Services for funds used to augment the CERT (CORE) program and for development of an online and DVD presentation of an individual and family emergency preparedness course which will be available by early 2007 in English, in Spanish by Summer 2007 and Chinese by Winter 2007.
- UASI Homeland Security funds were granted to Oakland for Project J, for EOC upgrades, Oakland Police 911 Back-up equipment, OFD Dispatch upgrades, Wireless Satellite capability and a cache of Satellite phones to be used during disasters and loss of the use of land line phones. Most of the equipment upgrades have been shipped and received. Installation information and a report on enhanced capabilities will be included in the next semi-annual report.

Regional partnerships

- OES continued its partnership with the International Diplomacy Council in San Francisco by providing tours of the Emergency Operations Center to State Department-sponsored visitors: 54 visitors from 4 countries.
- OES staff continue to participate as members of:
 - State OES Coastal Region's Mutual Aid Regional Advisory Committee (MARAC)
 - Alameda County's Emergency Managers Association (EMA)
 - Alameda County's Terrorism Early Warning Group (TEWG)
 - Alameda County's Volunteer Management Task Force

- Regional Community Emergency Response Team (CERT) working group
- SUASI Approval Authority, Advisory Committee and Working Groups
- Association of Bay Area Governments Hazards Advisory Committee
- VOAD (Volunteer Organizations Active in Disasters) for Northern California
- San Francisco Bay Area Regional Emergency Coordination Planning (RECP) group

Training and professional development

- The Office of Emergency Services participates in a wide range of training in addition to that related to specific programs like CORE. Specifically, all of the required NIMS training on incident command, command response, and integration of SEMS into NIMS.
- The City of Oakland Office of Emergency Services, the American Red Cross Bay Area Chapter, Oakland, the City's Parks and Recreation agency and the City's Department of Human Services planned and conducted a Care and Shelter exercise on November 15, 2006. It was held in the Garden Center facility. The goals were to have City staff set up and staff a Red Cross Shelter. This was a training exercise. It was very well attended. An After Action Report is being prepared. The EOC was partially activated in support of the Shelter exercise as was the EOC Radio room. The only way the Shelter site could communicate with the City was through an Amateur Radio Operator activated as RACES deployed to the shelter site. Messages went to and from the shelter to the EOC by way of RACES.
- OES staff members, PWA, and ORCA (RACES) Ham radio participated in the Alameda Countywide exercise held on November 30, 2006. The scenario was an earthquake on the Hayward fault. The EOC was partially activated with the functions Management, Operations, Logistics and Planning simulated. The EOC staff answered phone calls from the County and simulated answers accordingly. PWA covered the Planning/Intelligence function for the Documentation Branch, practiced newly honed skills at inputting information into the State's electronic Resource Information Management System (RIMS) based on the information received from Alameda County Sheriff's department. Several RIMS reports were successfully submitted electronically to the Operational Area (OA), Regional Emergency Operation Center (REOC) and to the State Operation Center (SOC) and an initial damage estimate was submitted based on the simulated public sector damaged/destroyed infrastructure. Simulated damage and destruction of private homes and businesses were written into the scenario and included in the scenario messages. An After Action Report will be published by the Operational Area.
- City Staff participated in Alameda County's Volunteer Management Workshop held in Hayward's City Hall to understand the premise of setting up an Emergency Volunteer

Center (EVC). This was a great opportunity to meet the other Alameda County representatives from Berkeley, Albany, Hayward, Fremont, Dublin, San Leandro, and Union City who are coordinating and working on their volunteer management plans. Eden Information & Referral also attended; they will assist the Alameda County cities by providing them phone bank resources. A software data base program was also developed by Eden I & R staff for tracking volunteers and matching them to specific requests for volunteers with specific skill sets.

Emergency Management Board meetings

- Oakland's Emergency Management Board meets quarterly. During the meeting in September working groups were established to further develop and enhance the emergency preparedness of the City of Oakland and to reduce the potential loss of life and property from a disaster. The initial objectives are to form additional partnerships with members of the community beyond the EMB membership and to address emergency planning, public education, mitigation, response and recovery efforts in the City of Oakland. The working groups that will begin meeting in 2007 are:
 - Communications
 - Hospitals/Emergency Medical Services
 - Evacuation Planning
 - Care & Shelter & Special Needs/Vulnerable Populations
 - Business & Industry Partnerships
 - Non-profit, Non-Government Organizations Partnerships
- The December 2006 meeting will be focused on the San Francisco Bay Area Regional Emergency Coordination Plan (RECP). EMB members will find out how they can locate information about the RECP, SEMS, and NIMS, in an innovative and entertaining way through QBook learning opportunities.

SUSTAINABLE OPPORTUNITIES

Economic

- The City of Oakland received a FY 2004-2005 Federal Emergency Management Agency (FEMA) Citizens Corps Council/Community Emergency Response Team grant of approximately \$36,000 and another FY 2005-2006 Citizens Corps Council/Community Emergency Response Team grant of \$35,000.
- Receipt of UASI grants partially funded EOC upgrades, the 911 OFD back-up system workstations and wireless equipment and Fire Dispatch Center upgrades

- The CORE program received a Fireman's Fund grant in FY 2005-2006, for \$150,000 to be used to enhance and expand the CERT program outreach to non-English speaking citizens. Funds were used to translate training manuals into Chinese and Spanish.

Environmental

- The CORE program includes sections on mitigation, which reduces property loss, thereby preserving the local environment and economy to the greatest extent practicable during a disaster.

Social Equity

- The CORE program continues to expand its outreach to the Cantonese and Spanish speaking citizens.

DISABILITY AND SENIOR CITIZEN ACCESS

OES remains committed to its responsibility to address the needs of vulnerable populations in its emergency management programs. Specifically:

- Brochures and meeting minutes for OES programs continue to be published in Braille, on audiotape, and in large print format. Sign language interpreters are requested as needed.
- The CORE program contains sections on preparedness for people with special needs.
- The CORE I program conducted training for 18 citizens with hearing deficiencies.
- OES staff continues to attend meetings of the Mayor's Commission on Persons with Disabilities.

RECOMMENDATION(S) AND RATIONALE

Staff recommends that the Oakland City Council approve and accept this informational report.

ACTION REQUESTED OF THE CITY COUNCIL

Staff requests that the Oakland City Council approve and accept this report.

Respectfully submitted,



DANIEL D. FARRELL
Fire Chief, Fire Department

Prepared by: Coleen A. Bell
Emergency Planning Coordinator
Office of Emergency Services

Reviewed by: Renee A. Domingo
Director
Office of Emergency Services and
Homeland Security

APPROVED FOR FORWARDING
TO THE PUBLIC SAFETY COMMITTEE:



Office of the City Administrator