

CITY OF OAKLAND

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OFFICE OF THE CITY CLERK
OAKLAND

AGENDA REPORT

2007 OCT 11 PM 4:04

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

**RE: Semi-annual report on Emergency Management Board proceedings for the period
January to June 2007**

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 January to June 2007.

FISCAL IMPACT

This report is informational only. There is no future fiscal impact. A fiscal recap will be provided in the year-end informational report that will cover January – June 2007 and June – December 2007.

BACKGROUND

Since 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 also serves; by ordinance, as the City's Disaster Council, as well as its Citizens Corps Council.

From the period of January to June 2007, 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 activities
- Emergency Operations Center (EOC)
- Emergency Preparedness for People with Disabilities
- Disaster Preparedness for Small Businesses

Item: _____
Public Safety Committee
October 23, 2007

- Alert & Warning System (sirens and 530 AM radio)
- Exercises – SEMS/NIMS
- Federal and State Grants
- Urban Area Security Initiative (UASI) grants for Fiscal Years 2004, 2005 & 2006
- Homeland Security
- Regional Partnerships
- Training and professional development
- Emergency Management Board Meetings

REPORT OF ACTIVITIES, January – June, 2007

Quarterly meetings of Oakland's Emergency Management Board were held on March 15, 2007, and June 21, 2007. The following topics were discussed and reviewed:

CORE Highlights January – June 2007

- Produced and disseminated 8-page Winter and 8-page Spring 2007 Esprit de CORE newsletter.
- Convened CORE I Train-the-Trainer and introduction of proposed new Home and Family Emergency Preparedness curriculum on Saturday, January 20, attended by 24 volunteer Instructors.
- Convened a Disaster First Aid Workshop on January 27, attended by 21 citizens. Firefighters and firefighter candidates facilitated training in the skills-building rotations of opening the airway, controlling bleeding and shock, treating life-threatening injuries, head-to-toe assessments, etc.
- Welcomed a new CORE Emergency Planning Coordinator, who started working at OES in February. Half of his time to be devoted to outreach functions.
- Convened two CORE III groups; one in February and one in March, for CORE III series training.
- Convened Neighborhood Emergency Communications II (NEC) workshop in collaboration with ORCA on February 24, attended by more than 45 people to focus on radio communications from neighborhood command centers to ham radio operators at or near fire stations. Completed the distribution of city-purchased radios at NEC workshop.
- Facilitated meetings with Collaborating Agencies Responding to Disasters (CARD) staff to develop partnership with VISTA to accept two VISTA candidates. One person is currently providing CORE development and training to Spanish-speaking citizens and one person is providing disaster preparedness training to agencies that serve vulnerable populations with CARD.

- Conducted a CORE workshop, "Organizing a Neighborhood Exercise," on March 24, 2007.

CORE Program Activities Summary

- For January and February, CORE classes conducted were: CORE Overview – 2, CORE I; CORE II; for March, CORE classes conducted: CORE Overview - 1; CORE I – 8 and CORE II – 6.
- Convened monthly meetings with CORE Citywide Exercise Planning Team (CCEPT). Thirty-five (35) CORE Groups participated in April 28 Exercise. Produced Exercise Support Packet (ESP) to support exercise participation planning process. Volunteers filled the Exercise Monitors slots to observe individual CORE Groups activities for the exercise between 9am and noon on April 28.
- The CORE Spring 2007 Graduation was held on April 18, 2007. Forty-Five (45) citizens completed all three modules of CORE to be eligible for graduation. CORE Instructors were recognized during the festivities.

2007 CORE Citywide Emergency Response Exercise

On Saturday, April 28, 2007, 9:00am – 12 noon, the City of Oakland Fire Department Office of Emergency Services conducted a citywide emergency response exercise. The citywide exercise was based on a simulated earthquake, centered on the northern segment of the Hayward Fault. A range of simulated emergency incidents occurred in neighborhoods throughout the city to which CORE groups/teams responded.

Active CORE groups, ham radio operators from the Oakland Radio Communication Association (ORCA) activated as RACES and Oakland firefighters participated in the exercise and responded to simulated emergency incidents in their neighborhood. The exercise was designed to test the capacity of:

1. CORE neighborhood communications team members to gather, document and transmit information about incidents in their neighborhood to the Neighborhood Incident Commander (NIC),
2. CORE neighborhood communications team leaders to convey critical information to the amateur radio operator at the nearest fire station,
3. CORE neighborhood communications team members to operate two-way radios, establish relays, manage possible interference and problem-solve,
4. Neighborhood Incident Commander to dispatch response teams and make decisions based on information that the response team leaders report back to the NIC.

In addition to these primary objectives, each CORE Group determined if they wanted to test additional response strategies, such as neighborhood evacuations, fire drills or setting up first aid stations.

CORE Group leaders were expected to convene three or four planning meetings with their neighbors to plan their neighborhood's participation in the citywide exercise.

**CORE Training Classes, by Council District
January - March 2007**

	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	Other/ Unknown
CORE Outreach*	9							25
CORE Overview*								80
Total Outreach/Overview	9							105

CORE I	155	43	28	81	8	1	28	12
CORE II	72	20	17	42	4	9	7	6
CORE III	34	3	1	4	2	2	1	4
TOTAL CORE	261	66	46	127	14	12	36	22
Disaster First Aid	3	1		9		3		4
Neighborhood Emergency Communications II Workshop	3	7	3	24		1	4	4
Organizing a Neighborhood Exercise Workshop	5	1	2	8		1		1
Chinese Refresher		8	4	4	1			12
TOTAL WORKSHOPS:	11	17	9	45	1	5	4	21

GRAND TOTAL:	281	83	55	172	15	17	40	148
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* These are estimates. The CD where the attendees live is usually not known.

Total Overview	80
Total CORE Outreach	34
Total Outreach/Overview	114

Total CORE I:	356
Total CORE II:	177
Total CORE III:	51
Total CORE:	584
Total Workshop:	113
Total CORE Attendance:	811

**CORE Training Classes by Council District
April - June 2007**

	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	Other/ Unknown
CORE Outreach Events	2	2	2		1	1	4	
CORE Overview*	1			1	1		31	25
TOTAL OUTREACH	3	2	2	1	2	1	35	25

CORE I	79	6	21	76	3	7	29	11
CORE II	33	2	13	5	1	0	33	6
CORE III	3	6	2	10	1	1	1	0
TOTAL ENGLISH CORE	115	14	36	91	5	8	63	17

CORE Refresher	1	0	0	0	0	1	0	0
TOTAL WORKSHOPS:	1	0	0	0	0	1	0	0

CORE I Chinese	0	30	10	5	4	0	0	12
CORE II Chinese	0	5	2	0	1	0	0	3
TOTAL CHINESE CORE	0	35	12	5	5	0	0	15

GRAND TOTAL:	119	51	50	97	12	10	98	57
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* These are estimates. The CD where the attendees live is usually not known.

Total Overview 59
 Total CORE Outreach 12
 Total Outreach/Overview 71

Total English CORE I: 232
 Total English CORE II: 93
 Total English CORE III: 24
 Total English CORE: 349

Total Chinese CORE I: 61
 Total Chinese CORE II: 11
 Total Chinese CORE III: 0
 Total Chinese CORE: 72
 Total Workshop: 2

Total CORE Attendance: 494

Oakland Radio Communications Association (ORCA) Amateur Radio (ARES/RACES)

- ORCA continues to grow with new members; an average attendance of 35 participated in January through June meetings. The group meets the first Saturday of each month and always has some type of radio associated training on the agenda. The trainings have consisted of a Basic RACES training for members, Incident Command System (ICS), RADO ICS training provided by Fire personnel, Radio protocol, how to write messages, how to build antennas, and orientation to Field Day.
- Not all ORCA members are RACES members (identify volunteer Disaster Service Workers). Recruitment of addition members into RACES is a priority.
- ORCA executive staff updated the Amateur Radio (RACES) policy and procedures manual in January and February to facilitate working with CORE members.
- RACES members assisted on February 24th with a CORE Neighborhood Emergency Coordination workshop.
- ORCA members had the most ever members participate in the February 22nd Thursday night NET, needing to add another page to their roll call sheet. This is the weekly practice to test their own radios and to respond when the NET requests for radio resources to call in on their radios. Members have responded to test the installed radios at Fire Station 19, 25, 27 & 6.
- RACES members participated in the April 28th CORE citywide exercise.
- ORCA members participated in the annual American Radio Relay League (ARRL) Field Day event held at Sequoia Park, Metropolitan Horseman's Association Arena. It was a very successful day, with a record number of contacts throughout the United States; 599 reports were generated.
- ORCA members have a full slate of activities planned for the remainder of 2007; a project at Chabot Space and Science Center, plans to sponsor amateur radio training for citizens, and additional RADO ICS Operations training and tasks.

Emergency Operations Center (EOC)

- The EOC has gone through some recent changes. New enhancements and the relocation of the City Administrator's EOC office from the third floor to the second floor, added the capability to receive information from the AV system (situational awareness information) directly into the City Administrator's EOC office; updates of computer equipment, printers, bulletin boards and white boards have also been added.
- EOC Situation Room is used by the Fire Department for EMS training and for Firefighter training. Orientation to on-line virtual training was scheduled in March. Mandatory training is now available to all fire department personnel via this new on-line training.
- The EOC is also being used for Firefighter training on computer equipment that is being installed in fire department apparatus.
- Fire CAD equipment has been added to the EOC Fire Operations Room.

- The Media Room/JIC was painted and new carpet installed. The room is used every week for large meetings, training, exercise, etc. Other agencies besides City agencies use this room for working group meetings, trainings, and coordination. Many of the Super Urban Area Security Initiative (SUASI) working meetings are held in the Media Room.

Emergency Preparedness for Persons with Disabilities

- Responded to Public Records Requests on emergency sheltering for the disabled.
- OES provided Mayor's Commission on Persons with Disabilities with Pandemic Influenza Preparedness folders.
- OES established separate Working Groups within EMB to address community needs. One of the groups is on Care and Shelter/Special Needs/Vulnerable Populations. The Special Needs Populations workgroup is also reviewing Alameda County's Medically Fragile Plan and the practicality of its implementation.
- OES has invited additional non-profit organizations who specialize in services to vulnerable populations to become active members of the EMB; Easy Does It Disability Assistance and the Cerebral Palsy Center for the Bay Area are both eager to work with this newly formed EMB working group.
- The City of Oakland's Evacuation Plan Annex has been updated to comply with NIMS. As of June 30, 2007 it is being reviewed by Oakland Fire Department Operations Division and Oakland Police Department for final review. A checklist for Vulnerable Populations has been added and will be available once it is approved.
- Currently there are 219 Oakland residents registered in the 9-1-1 Registry. This is a voluntary program and application forms are available in English, Spanish and Chinese. The Commission on Aging has secured volunteers to assist seniors in the registration process in order to increase registrants. A major outreach campaign is being planned for September 2007 through December 31, 2007, to increase 9-1-1 registrations, educate seniors and persons with disabilities on self reliance during major emergencies and to identify potential resources that can assist first responders with special needs populations during major emergencies.
- The CORE Program curriculum addresses issues of people with special needs in CORE I-Home and Family Preparedness, CORE II-Neighborhood Preparedness and Response, and CORE III Emergency Response Hands-On Training.
- CORE Staff has been designing a brochure focusing on Emergency Preparedness tips for People with Special Needs that will be completed in October 2007.
- The CORE program receives 2-4 inquiries per year from individuals with special needs who are unable to attend formal class instruction. Information and referrals are sent out in alternative formats as requested, with assistance from the City Administrator's ADA Program Manager.
- CARD (Collaborating Agencies Respond to Disasters) is currently on contract to assist with outreach to seniors and persons with disabilities.

Care and Shelter Plan

- With the assistance of Human Services and Park & Recreation departments, the Oakland Fire Department Office of Emergency Services (OES) has been working on updates to the City's Care & Shelter Plan Annex to comply with the National Incident Management System (NIMS). OES met with the City's Department of Human Services (DHS), and OPR to review the updated draft Plan. Additional revisions will be made to the DHS agency's plan, standard operating procedures (SOP). OES submitted the updated Care and Shelter Plan's checklists to DHS and to OPR for their review.
- On May 11, 2007, the Office of Emergency Services submitted to the City of Oakland's ADA office, Sheltering Checklists which include vulnerable populations and are based on specific incidents, i.e., earthquakes, fire, etc., that may affect the City.

Animal Care and Shelter

- OES provided a copy of the Animal Care Plan template to the Oakland Police Department's (OPD) Animal Services. In May 2007, OES met with OPD command staff and Animal Services staff to review the first draft of the Animal Care & Shelter Plan.
- OES is also participating as a member of Alameda County/City(s) Animal Planning work group for developing countywide coordination plans. In addition, many members attend the Super Urban Area Security Initiative (SUASI) - Homeland Security working group on Citizen Preparedness which includes discussion on animal rescue and sheltering issues. Members represent a ten (10) county regional effort to prepare and plan for response to catastrophic events.
- Members of Animal Planning group discussed pursuing Homeland Security's Citizen Preparedness grant to develop a model Animal Care plan.

Disaster Preparedness for Small Businesses

OES conducted the following activities to promote emergency preparedness among the business community.

- In March, 2007, a mass mailing was sent to small businesses and various merchant, neighborhood and business associations through out the City of Oakland. The mailing was supported by follow-up phone calls to confirm organization interest in emergency preparedness/disaster plan training or an interest in developing a business continuity plan.
- As a result of the outreach efforts, trainings and three (3) planning meetings were conducted in August and September 2007 with the Montclair Merchants Association. The Montclair Merchants association is made-up of several businesses and/or organizations within the Montclair area.
- OES staff met in April 2007, with the Coliseum Commerce Commission leadership regarding business continuity curriculum review.

- In May 2007, OES began assisting KTVU with updates to their Emergency Procedures Facility Plan, and is scheduling Floor Warden training for KTVU staff in the Fall of 2007. Fire Extinguisher training is also being scheduled.

The focus of the small business training is to encourage businesses to:

- Participate by testing an agency's emergency response plan and identifying gaps.
- Provide company employees with a sense of security and comfort.
- Explore how businesses working together with OFD and OES can help ensure the continuity of a business following a major emergency.

OES will continue to work with the business community regarding the importance of emergency preparedness and having business continuity plan.

Alert and Warning Sirens/530 AM Radio

Various residents have been requesting additional sirens but there is no budget allocated for additional purchases.

- Rockridge resident requested a loud siren for their neighborhood.
- Dimond District resident requested siren installation at EBMUD reservoir for dam inundation warning.
- Police received 911 calls on March 5 for siren activation at Grand & Harrison. Oakland has no sirens nearby. Source of siren-like noise remains unknown.
- The Mormon Temple would like to renew the Memorandum of Understanding for the radio tower located on their property. OES is working with them to renew this agreement.

Training/Exercises & Professional Development

- A series of Tabletop Exercises have been scheduled to test the "draft" RECP (Regional Emergency Coordination Plan) and its subsidiary plans. Staff members will attend these exercises as they are scheduled. An exercise based on testing the RECP Base Plan was held in the OES Media Room. It was well attended by State OES staff, State OES Coastal Region staff, Alameda County OES staff, Sonoma County OES staff, a CDF representative, Oakland OES staff and resulted in some needed edits to the Base Plan.
- Oakland OES participated in Alameda County Public Health's abbreviated mass prophylaxis distribution exercise.
- In 2007 during an Oakland's Emergency Management Board meeting 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 disaster. These actions form additional partnerships with members of the community beyond the EMB membership to address emergency planning and public education, mitigation, response

and recovery efforts in the City of Oakland. The working groups, which began meeting in March 2007, are:

- Communications
- Hospitals/Emergency Medical Services
- Evacuation Planning
- Care & Shelter & Special Needs/Vulnerable Populations
- Business & Industry Partnerships
- Non-profit, Non-Government Organizations Partnerships

Regional Partnerships

- OES staff members will continue to attend Super Urban Area Security Initiative (SUASI) working group meetings; other City agency members (OPD, OFD & PWA) have participated as well. These regional (10 county) working groups are focusing on the issues of Interoperable Communications, Training and Exercise, Citizen Preparedness, Mass Care, Public Information and Warning, Medical Surge, Mass Prophylaxis, Volunteer Management and CBRNE (which is the mass inoculation program should it be needed) for potential exposure to a terrorist attack using chemical or biological agents.
- OES staff members have participated in the review and interviews of regional emergency planning proposals that were submitted to the SUASI 2007 program.
- The SUASI also has a Task Force working on mass prophylaxis, wherein large portions of the community would receive inoculations based on the exposure. As a result of having the Center for Independent Living represented on the Task Force, a portion of a Homeland Security grant must address mass medication distribution for service animals in a bio-terrorism event. This is included in State OES, Coastal Regional Mass Care & Shelter Plan and will be outlined as a county responsibility in the Oakland plan. Prior to this, state and federal planning efforts had neglected canine units and local service animals.
- 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. Fifty-four (54) visitors from four (4) countries toured the EOC from January – June 2007.

- 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
 - Alameda County's Terrorism Work Group (TEWG)
 - Alameda County's Volunteer Management Task Force
 - Regional Community Emergency Response Team (CERT) working group
 - SUASI working groups
 - Association of Bay Area Governments (ABAG) Hazards Advisory Committee
 - VOAD (Volunteer Organizations Active in Disasters) for Northern California
 - San Francisco Bay Area Regional Emergency Coordination Planning group

Federal/State programs & grants

- City of Oakland, OES received an \$8,000 grant from Alameda County Operational Area as reimbursement for EOC training.
- The CERT grant, which funded the development of the Volunteer Management Plan for setting up an Emergency Volunteer Center (EVC), also funded an exercise at the end of May 2007. This exercise involved training for city personnel responsible for the coordination of spontaneous volunteers who want to be of service to the City and the community after disaster strikes. The City of Berkeley, Emeryville, Albany, and Alameda also participated.
- UASI Homeland Security 2005 grant funds were secured to purchase Oakland EOC upgrade equipment, Oakland Fire 911 Back-up equipment, and upgrades, Wireless Satellite capability, and forty-three (43) Satellite phones.

FY 2004 & FY 2005 UASI Grants:

- The FY 2004 UASI area grant funds of approximately \$4,000,000 were completely expended as of February 28, 2007, a Grant Audit is pending.
- The FY 2005 UASI area grant of \$5,000,000 has a performance period that ends December 31, 2007.

FY 2006 SUASI Grant

- For 2006, Oakland requested and was allocated \$1 million dollars to continue emergency planning efforts and augment emergency preparedness capabilities.

FY 2007 SUASI Grant

- While work was being completed for the 2006 SUASI grant, input was gathered to develop the projects that will be included in the application for the 2007 SUASI grant. Oakland requested the continuance of the \$1 million for emergency planning activities.

SUSTAINABLE OPPORTUNITIES

Economic

- The City of Oakland received a FY 2005 – 2006 Federal Emergency Management Agency (FEMA) Citizens Corps Council/Community Emergency Response Team grant of approximately \$36,000 to offset costs for the CORE Program.
- Receipt of UASI grants partially funded EOC upgrade, 911 back-up system workstations and wireless equipment for Fire Dispatch; equipment has been installed and systems have been implemented.

Environmental

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

Social Equity

- The CORE program continues to expand its outreach to Cantonese and Spanish speaking citizens.
- Last year at this time of the year, the CORE program reached an approximately 3,208 residents.

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.
- A workshop for Vulnerable Populations will be scheduled for October 23 and 24, 2007.
- OES attends meetings of the Mayor's Commission on Persons with Disabilities and Commission on Aging.

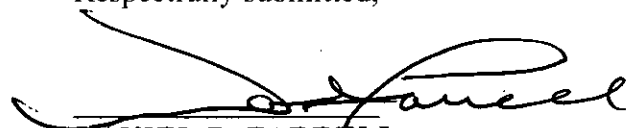
RECOMMENDATION(S) AND RATIONALE

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 semi annual report on Emergency Management Board proceedings for the period of January – June 2007.

Respectfully submitted,

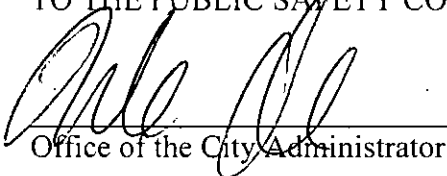


DANIEL D. FARRELL
Chief, Fire Department

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

Reviewed by: Renee Domingo
Emergency Services Manager

APPROVED FOR FORWARDING
TO THE PUBLIC SAFETY COMMITTEE:


Office of the City Administrator