SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA 219

FROM: Emergency Management Department

SUBMITTAL DATE:
September 10, 2015

SUBJECT: 90 Day Report for the Emergency Management Department [All Districts][$0].

RECOMMENDED MOTION: That the Board of Supervisors:

1. Receive and File the 90 Day Report for the Emergency Management Department

BACKGROUND:

Summary

On May 12, 2015 the Board of Supervisors approved the creation of the Riverside County Emergency Management Department (EMD). This action consolidated the Riverside County Fire Office of Emergency Services (OES), Public Health Emergency Preparedness and Response (PHEPR) and the Riverside County Emergency Medical Services Agency (REMSA) under one Department. Combining these programs centralizes the emergency management functions, reduces duplication of effort and provides for a unified vision for mitigation, preparedness, response and recovery activities. Attached is the 90 Day Report that summarizes activities and accomplishments for the Department as well as outlines goals for the next 12 to 18 months.

Kim Saruwatari

Kim Saruwatari, Director
Emergency Management
Department

Departmental Concurrence

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	$ 0	$	$	$	Consent X Policy ☐
NET COUNTY COST	$ 0	$	$	$	

SOURCE OF FUNDS:

Budget Adjustment: No

For Fiscal Year: 15/16

C.E.O. RECOMMENDATION:

APPROVE

BY: Debra Cournoyer

County Executive Office Signature

Debra Cournoyer

MINUTES OF THE BOARD OF SUPERVISORS

☐ Positions Added ☐ Change Order
☐ A-30 ☐ 4/5 Vote

Prev. Agn. Ref.: | **District:** All | **Agenda Number:** 1-3

BACKGROUND:

Impact on Residents and Businesses

This report provides an update of emergency management activities initiated as part of the new Department. EMD benefits the resident and businesses of Riverside County by enhancing the County's emergency management preparation and response capabilities.

ATTACHMENTS

A. 90 Day Report for the Emergency Management Department

90 Day Report to the Riverside County Board of Supervisors
September 21, 2015

Kim Saruwatari, MPH
Director of Emergency Management

Introduction

"Accept the challenges so that you can feel the exhilaration of victory." – General George S. Patton

The County of Riverside must be prepared to respond to and recover from a disaster or act of terrorism. To be prepared, all County Departments must accept the challenge and be actively engaged in emergency management planning, training, exercise and real-world responses. The jurisdictions, special districts, community-based organizations, private businesses, residents and visitors of Riverside County rely heavily on County Government to provide leadership, coordination and resources before, during and after an emergency.

On May 12, 2015 the Board of Supervisors approved the creation of the Emergency Management Department (EMD). This move consolidated Riverside County Fire Office of Emergency Services (OES), Public Health Emergency Preparedness and Response (PHEPR) and Riverside County Emergency Medical Services Agency (REMSA) under the EMD. As a result, Riverside County has a single, comprehensive, all-hazard emergency management program that is better positioned to protect and support residents before, during and after an emergency.

This report summarizes the activities of the EMD during the first 90 days since its creation. Included are steps taken to establish the new Department, short, medium and long term goals for EMD and a description of potential challenges as the Department solidifies its role as a leader in the emergency management community.

Executive Summary

Riverside County is the 10th largest county in the United States based on population, and the 26th largest geographically, but it has never experienced the devastating effects of a catastrophic event such as Hurricane Katrina, Superstorm Sandy or an 8.0 magnitude earthquake. Given the size and population of the county, it is inevitable that a catastrophic event will strike and have severe impacts on County Government (CG) infrastructure and county residents.

The Mission of the Riverside County Emergency Management Department is to be a leader in emergency management to ensure the safety and security of the residents and visitors of Riverside County and to facilitate and support County Government and stakeholder efforts to mitigate, prepare for, respond to, and recover from natural and human caused emergencies and disasters. EMD also functions as the Operational Area Coordinator for the Emergency Management Mutual Aid (EMMA) System and the Medical/Health Mutual Aid System. In addition, EMD staff is designated as the Regional Disaster Medical Health Coordinator for Region VI.

The budget for the EMD is on the Riverside County Board of Supervisor's Agenda for approval on September 22, 2015. The EMD budget will reallocate existing budget capacity and revenue from Riverside County Fire for OES and from the Riverside University Health System – Public Health for

PHEPR and REMSA. New Department Identifiers have been established and a preliminary organizational chart has been created. Work is ongoing to create an integrated, comprehensive organizational structure that is best suited to support the ongoing work of EMD.

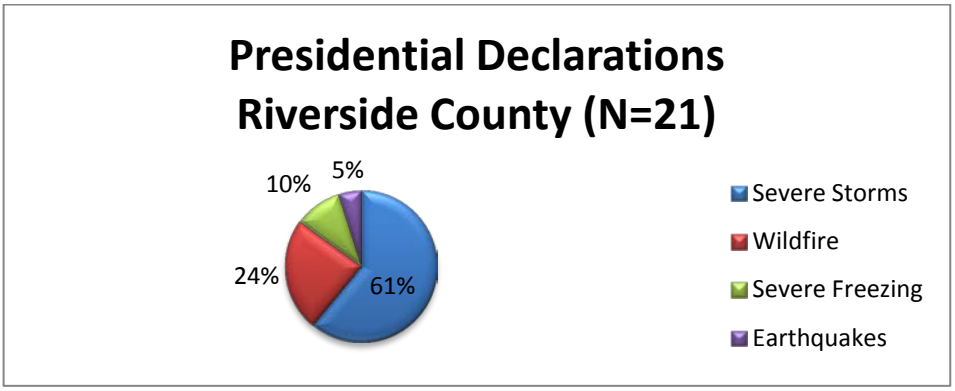
EMD has identified seven (7) short-term goals to be accomplished over the next 12 months, including: creating a comprehensive, integrated volunteer program; building a state-of-the-art, primary Emergency Operations Center (EOC) to support response and recovery activities; completing the Riverside County Emergency Operations Plan (EOP) and Continuity of Operations (COOP) Plan; supporting the priority projects identified by the Emergency Management Task Force, including mobilization of County employees, training, COOP, building a resource directory and hosting a recovery conference; preparing for the potential El Niño event this winter; and supporting the activities identified in the EMS System Strategic Plan.

Medium and long-term goals have also been identified as part of the Emergency Management Task Force. These goals will be coordinated and accomplished by EMD, with the support of County Departments as participants in the Emergency Management Committee.

Challenges for the EMD include the current state of readiness of County employees, secure funding streams, and antiquated communications and EOC equipment.

Hazards

Eighty-five percent (85%) of the presidentially declared disasters in Riverside County have been caused by floods and fires; however, there are many traditional and non-traditional threats that could disrupt or disable CG infrastructure.



Riverside County is home to many major freeways, state highways and rail systems that transport a wide variety of hazardous materials on a 24-hour per day basis. Petroleum and natural gas lines traverse the County. Numerous manufacturing and distribution companies utilize hazardous materials and more than 700 businesses store hazardous materials in underground storage in Riverside County. Hazardous materials incidents occur frequently and the potential exists for them to be quite large. The communications and information technology infrastructures are vast and the

population is dependent on the operational capabilities provided, yet points of vulnerability exist within the systems. Regardless of the type of disaster, Riverside County must be prepared to respond.

Creation of the Emergency Management Department (EMD)

"The arrogance of success is to think that what we did yesterday is good enough for tomorrow." — William Pollard

The County of Riverside has taken an innovative, ground-breaking approach to emergency management by consolidating emergency services functions under one Department. Individuals and agencies from around the country are watching how the EMD develops and functions; many have indicated that they would like to duplicate the approach in their own jurisdictions. By combining PHEPR, REMSA and OES under EMD, Riverside County has centralized emergency management functions, reduced duplication of effort, and allowed disparate grant programs to be leveraged for the overall good of County-wide emergency readiness.

The creation of a budget for EMD is on the Riverside County Board of Supervisors Agenda for September 22, 2015. Budget capacity, expenses and revenue will be reallocated from the approved FY 15/16 budget for Riverside County Fire to EMD for OES and from Riverside University Health System – Public Health to EMD for PHEPR and REMSA. The EMD budget will include $19,397,286 in expenditures and $16,866,543 in revenue. The remaining $2,530,743 is general fund allocation that will be transferred from Public Health ($225,184) and Fire ($2,305,559) to EMD. EMD, Public Health and Fire will closely monitor the budget for FY 15/16 to ensure that appropriate funding levels were transferred to support the new Department. Departmental budget identifiers have been established so that expenditures and revenue can be tracked appropriately. EMD staff has developed a policy manual and administrative procedures to ensure that all activities are in compliance with Board and County policies.

EMD is working closely with the Human Resources (HR) Department to facilitate and support the integration of three programs into one new Department. HR facilitated the first of a series of meetings aimed at building Departmental identity, integrating staff, and planning for the future. Subsequent meetings will focus on the identification of common functions across the Department and developing a 3 year Strategic Plan. A preliminary organizational chart has been developed (attached) that combines the administrative functions from all three programs into one Administrative Division. This Division will support all three programs as well as Department level activities. Future iterations of the organizational chart will look at combining functions (e.g., volunteer services and duty officer activities) and ensuring that all phases of emergency management are addressed.

In addition to the work being completed to establish the new Department, EMD staff have been conducting emergency management public education and outreach activities, teaching CERT classes, participating in or conducting disaster exercises, responding to events, implementing goals from the EMS Strategic Plan, and managing grant activities. A summary of activities for EMD for the period of July 1, 2015 through September 15, 2015 is attached.

The EMD has initiated a branding campaign that includes a new logo to be used on all documentation, vehicles, trailers, equipment and supplies as well as a new website (www.RivCoReady.org) that will be built out to contain all relevant emergency management information.

PHEPR and REMSA staff are currently housed in a leased facility in the Towers at Riverwalk in Riverside. County OES is housed at the County Administrative Center (CAC) in the basement. EMD is working with the Economic Development Agency (EDA) to identify space in the Riverwalk area to house OES staff. Co-locating all Departmental staff in the same area will facilitate the desire to have a common vision for emergency management, support the activities that come with creating a new Department and better allow for the integration of functions across EMD.

Short-Term (12 months) Goals

EMD has prioritized the following seven (7) goals for completion within the next 12 months:

1. *Integrate services under EMD to create a comprehensive, all-hazard, emergency management program that addresses mitigation/prevention, preparedness, response and recovery.*

   EMD will review functions within REMSA, PHEPR and OES to identify overlap, points of redundancy and gaps. Based on the results of this analysis, EMD will develop an organizational structure and defined programs to address all four phases of emergency management.

2. *Create a comprehensive, integrated volunteer program.*

   Volunteers are critical to a comprehensive emergency management program. Having a trained volunteer workforce to supplement emergency response staff provides surge capacity and augments the County's ability to protect and assist residents and visitors. Riverside County has several volunteer programs that support emergency management activities, including Disaster Corps, Community Emergency Response Team (CERT), Radio Amateur Civil Emergency Services (RACES), Functional Assessment Service Team (FAST), Medical Reserve Corps (MRC), Pharmacy Emergency Response Team (PERT) and Disaster Healthcare Volunteers (DHV). All of these programs have different requirements, different application processes, and different orientation/training programs. To best maximize volunteer resources, EMD will consolidate requirements into one application process with one basic set of requirements. Additional specifications will be included as needed (e.g., medical license, HAM operator license). All volunteers will have a basic orientation on the emergency management system and how Riverside County functions during an emergency.

   The unincorporated areas of Riverside County are among the most vulnerable during a disaster. Considerable time has been invested in training CERT around the county, but there is

no comprehensive network for utilizing these trained resources during and after an emergency. Although a valuable resource at the neighborhood level, CERT could be utilized by EMD to augment overall response activities and to gather situational awareness that could be useful to first responders. EMD will develop and implement a plan to utilize CERT and other volunteers to maximize the support that can be provided to communities and people in Riverside County.

3. *Design and develop a state-of-the-art, primary Emergency Operations Center (EOC) for Riverside County and the Operational Area to support response and recovery activities.*

   The County Emergency Operations Center (EOC) serves as the central point for support, management and coordination for any large incident; as such, it should be fully equipped and staffed with trained responders. The primary EOC currently exists in the basement of the CAC and is not functional. The space for the EOC is inadequate; it is too small and is partitioned into separate rooms. Maintaining situational awareness and a common operating picture in the EOC is largely impossible due to the space constraints and the overall EOC layout. In addition, much of the equipment in the EOC is outdated and needs to be replaced.

   The Riverside County Board of Supervisors and the Executive Office recognize that the EOC is not sufficient to support a large scale operation. As such, they have granted preliminary authorization for the development of a new EOC to be built along the I-215 corridor between Perris and Moreno Valley. To date, EMD has had multiple meetings with EDA, RCIT, Fire and the Sheriff's Department to finalize the layout of the proposed EOC. Once finalized, EDA will oversee and manage the project to realize the goal of having a functional, fully-equipped, state-of-the-art EOC for Riverside County and the Operational Area. This project could be completed in as quickly as three years.

   With the potential move of OES staff to the Riverwalk area, a temporary relocation of the EOC from the basement of the CAC to the Towers at Riverwalk has been discussed. The Public Health and Medical Departmental Operations Center (DOC) is housed in the Riverwalk facility, so the infrastructure needed to relocate the EOC currently exists at that location. RCIT, Fire and EMD staff are in the process of evaluating the cost and operational implications of this temporary relocation of the EOC and will present a formal recommendation to the Board once a thorough review has been conducted.

4. *Complete the Riverside County Emergency Operations Plan (EOP) and Continuity of Operations (COOP) Plan.*

   In 2014, County OES staff worked with a contractor and County Departments to develop a draft EOP that outlines Departmental roles and responsibilities during an emergency. In

addition, County OES staff worked with County Departments to develop COOP plans to identify contingency plans for providing essential services during an emergency. These plans are in need of updating to reflect the new emergency management structure in the County and to further delineate Departmental roles and responsibilities in the EOP. For the COOP, every County Department is being re-engaged to review identified essential services and contingency plans for providing these services during an emergency. Once Departmental COOP plans are completed, a list of essential services for County Government will be developed. This list will serve as the guide for reconstituting County services following a catastrophic disaster where resources are limited.

5. *Support the projects identified as critical by the Emergency Management Task Force (EMTF), including: Mobilization of County Employees; Training; COOP; Building a Resource Directory; and Hosting a Recovery Workshop.*

   Workgroups have been meeting for approximately 9 months to address the projects identified by the EMTF. Three of the 5 workgroups are led by EMD staff (Training, Resources, and Recovery), one is jointly led by EMD and RCIT (COOP), and one is led by HR (Mobilization). Many County Departments participate in the workgroups.

   The Mobilization workgroup has developed a plan for County staff to report to work following a catastrophic disaster where communications are down and roadways may be blocked. This workgroup is currently identifying supplies that needed to be staged at mobilization sites as well as redundant communication methodologies for reporting status to the EOC and receiving staff assignments from the EOC. Once finalized, a roll-out plan and training program for all County employees will be developed.

   The Training workgroup has inventoried existing emergency management training programs and developed a list of proposed training standards for County employees. The training standards are tiered and range from basic Disaster Service Worker (DSW) training to EOC responder training. This workgroup will be developing the training curricula with input from Human Resources (COR Learning) and other subject matter experts. Disaster supply recommendations for individuals as well as County Departments have been developed and will be disseminated to County employees.

   The COOP workgroup developed a questionnaire on IT Service Continuity that has been completed by all County Departments. This information is being reviewed in the context of COOP as EMD staff meet with Departments to review the identified essential services.

The Resource workgroup is being convened at the end of September and will be charged with creating a resource directory for the EOC and County Departments. The directory will include a wide variety of resources, from generators and body bags to bulldozers and other heavy equipment.

Recovery is the phase of emergency management that is critically important, but often not addressed in plans. The Recovery workgroup will plan a workshop to review successful recovery efforts from jurisdictions that have suffered catastrophic events. The goal will be to identify lessons learned as well as to develop a roadmap for developing recovery plans for Riverside County.

6. *Prepare for the potential El Niño event this winter.*

EMD is creating a Concept of Operations (CONOPS) document for a potential El Niño response. This comprehensive document will identify Departmental roles and responsibilities; a communication plan for obtaining, maintaining and distributing situational awareness; and triggers for activating and managing activities through the EOC. The CONOPS will be reviewed and tested during a tabletop exercise with County Departments in early November.

Conducting damage assessment is a critical activity following floods and other disasters. EMD is coordinating with RCIT and ESRI to examine potential damage assessment tools for use in the field.

EMD is working with County Departments to support mitigation efforts and to develop an educational campaign for the public that emphasizes preparedness activities. Preparedness tips are being posted to the EMD website at www.RivCoReady.org . EMD and Flood Control are planning a joint visit to the Storm Center that is supported by the Department of Water Resources and Cal OES to review preparedness plans and discuss potential points for coordination.

Resources will be critical during any large scale weather response. EMD is leading a County workgroup that will identify resources (County-owned and contracted) that will be utilized during an emergency. This resource directory will be utilized by the EOC and County Departments during an emergency.

7. *Support the Priority 1 activities identified in the EMS System Strategic Plan*.

The EMS Strategic Plan was developed through a comprehensive planning process involving EMS system stakeholders, REMSA and the Executive Office. As part of the Plan, 12 EMS

system goals were identified and objectives developed. Under the leadership of REMSA, those goals that are considered time critical to improve patient outcomes or EMS system efficiency or safety are identified as Priority 1 and will be addressed during the next 12 months, including implementing the new ambulance contract and planning for the implementation of a new electronic patient care record.

Medium-Term (12 to 24 months) Goals

EMD has prioritized the following seven (7) goals for completion within the next 12 to 24 months:

1. *Implement mandatory training program for all County Government employees*.

   Based on the training standards developed as part of the Training workgroup, recommendations will be made for the implementation of a mandatory training program for all County employees. Training will include topics such as DSW competencies, general disaster preparedness, and the EOP and COOP.

2. *Implement a mandatory training program for all County Departments that includes EOC roles and responsibilities*.

   Based on the recommendations of the Training workgroup, recommendations will be made for the implementation of a mandatory training program for all EOC responders. Training will include such topics as Departmental roles and responsibilities during an emergency, introductory EOC training, and section/position specific training for the EOC.

3. *Identify and integrate appropriate Departmental-specific emergency response plans into the County EOP*.

   County Departments with emergency response capabilities have developed varying types of response plans. These plans will be identified and reviewed for potential inclusion and/or reference in the overall County EOP.

4. *Build/leverage partnerships at all levels of government and with the private sector and tribal governments*.

   County Departments have strong relationships with private sector entities, tribal governments and various regional, state and federal governmental entities. These relationships will be reviewed and leveraged for potential enhancement of emergency management activities.

5. *Develop recovery plans that address the physical, economic, mental health and technological aspects of incident-specific recovery*.

   Comprehensive recovery plans will be developed for Riverside County based on the lessons learned from other jurisdictions during the Recovery Workshop and as part of a comprehensive literature review. Plans will include recovery roles and responsibilities for County Departments and will consider the unique circumstances of a natural disaster where damage is visible versus a public health emergency where infrastructure remains intact.

6. *Review and examine possibilities for aggregation of emergency management technology resources to minimize duplication, maximize functionality and reduce cost*.

   Multiple County Departments utilize or could utilize technology purchased for emergency management activities and/or with emergency management grant funding. Inventorying these technology resources and determining potential utilization by Departments will maximize utilization and reduce cost. For example, PHEPR and OES have separate licenses for WebEOC; eliminating one will free up funding for other critical activities. Similarly, many Departments and the overall County Government emergency management system have a need for PSEC radios; working together to identify the need and how the technology may be employed during an emergency will maximize utilization and functionality.

7. *Support the Priority 1 activities identified in the EMS System Strategic Plan*.

   Under the leadership of REMSA, those goals in the EMS System Strategic Plan that are considered time critical to improve patient outcomes or EMS system efficiency or safety are identified as Priority 1. These goals are to be implemented within a 1 to 2 year timeframe. Examples of these goals include implementation of the electronic patient care record and compliance with REMSIS/NEMSIS standards.

Long-term (2+ years) Goals

EMD has prioritized the following five (5) goals for completion over the next several years:

1. *Explore development of a "Riverside County Warning Center" model that would centralize information collection and create a common operating picture for all County Departments*.

   Having a common operating picture across all responders is critical to effective decision making and establishing relevant, comprehensive incident management priorities. Information collection is a common challenge during day-to-day activities and emergencies.

Dispatch centers are dealing with immediate emergency response needs and don't currently have the capacity to handle a large number of non-emergency calls.

The State of California has a Warning Center that functions as the central point of collection for information that may be emergency related, but is non-life threatening. A similar model could be established in Riverside County to monitor activities throughout the county, monitor emergency responses, receive reports from non-emergency field crews and create situation summary reports that could be distributed daily or as needed during emergencies. A Warning Center could perform monitoring and notification activities for items such as earthquakes; weather events; road and freeway closures; unusual event occurrences (law enforcement activities, agricultural issues); medical/health surveillance; communication and/or information technology interruptions; and power outages. This Warning Center would be a natural fit with the County's Emergency Operations Center.

2. *Identify new partnerships to enhance preparedness and response activities*.

   The private sector has or has access to many valuable resources that may be useful during an emergency. In addition, many private sector agencies have specialized skills that would be beneficial from an emergency management perspective (e.g., logistical support, trucking distribution, warehousing). EMD will explore potential partnerships to capitalize on specialized skills or resources that would ultimately benefit the residents and visitors of Riverside County.

3. *Identify resources to ensure sustainability of emergency management activities and involvement across all County Departments*.

   Many emergency management activities and approximately 1/3 of EMD staff are grant funded. As traditional grant funding declines, EMD must explore and identify alternate sources of revenue; including the establishment of a fee schedule for providing emergency management support to system stakeholders and identifying other sources of grant revenue.

4. *Develop a sustainable model for funding a comprehensive COOP/IT Service Continuity Program*.

   Developing a COOP for Departments and for County Government is the first step in having a functional, successful continuity program. COOP plans must be maintained and tested regularly to increase the likelihood of viability during an emergency. Exercises and updates must occur at the Department level and at the level of County Government (multiple County Departments impacted simultaneously). Private entities and hospital systems have examples

of comprehensive COOP/Business Continuity Programs that could be emulated and modified in Riverside County. EMD will research funding possibilities to realize the goal of having an on-going, inclusive COOP/IT Service Continuity Program.

5. *Support the Priority 2 and 3 activities identified in the EMS System Strategic Plan*.

   Under the leadership of REMSA, those goals in the EMS System Strategic Plan that are needed to improve patient outcomes or EMS system efficiency but must be achieved over a longer time period because of complexity or cost or the need for technological development or changes to applicable laws are identified as Priority 2 or 3. Examples of these goals include developing projects designed to improve patient outcomes, service value and system cost effectiveness within an integrated healthcare delivery model and assuring the long-term financial solvency, stability and cost effectiveness of the EMS system.

Potential Challenges

County Government has no experience with responding to a catastrophic disaster or conducting long term recovery efforts. The vast geography and diverse populations of the county create challenges for developing and implementing unified strategies for conducting response and recovery activities. Many Departments do not understand their role during an emergency and how a disaster may impact operations. In addition, County employees are largely unaware of their roles as Disaster Service Workers and of existing emergency response plans. Currently, there is only minimal ability to notify and/or disseminate information to Departments or employees. Further, Departments lack an understanding of the transition process from day-to-day activities to an emergency system activation that has all activities coordinated through the EOC. Departments also lack training and have not practiced via exercises their roles and responsibilities in emergency management. The priority projects identified by EMD will address these challenges over the next two years and will enhance the overall emergency management system for Riverside County.

Funding remains a challenge as many emergency management activities require technology or significant amounts of staff time to implement. Grant funding from the state and federal government currently supports several emergency management initiatives (e.g., volunteer programs, Early Warning Notification System), but funding levels have decreased substantially over the past 5 years. Additionally, grants are decreasingly allowing funding to be used for overhead expenses. EMD will actively seek grant funding opportunities to support emergency management activities and will also explore any potential alternate funding models.

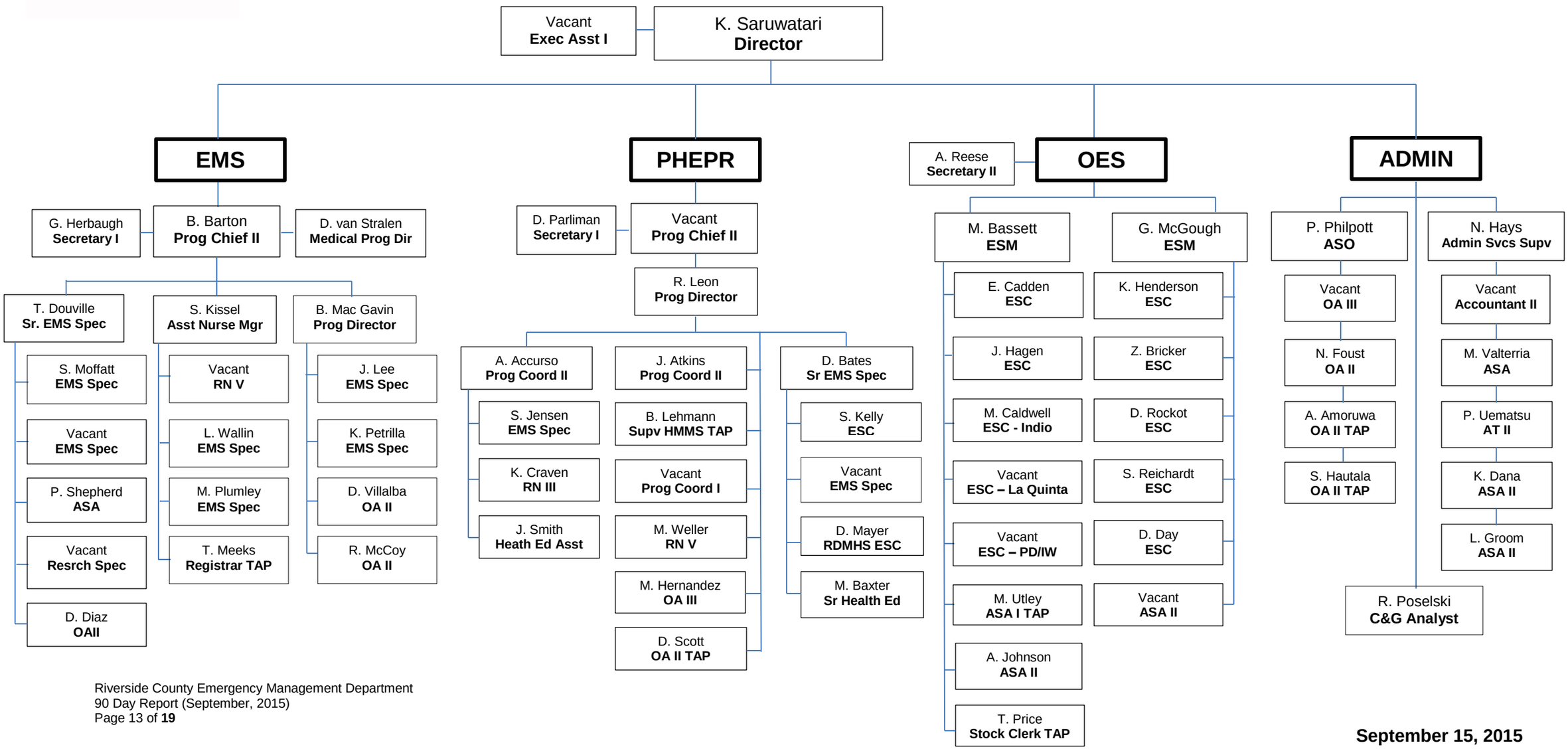
Conclusion

Riverside County's decision to create an integrated, comprehensive Emergency Management Department is an innovative approach in California and the nation. Riverside County is leading the way in changing the mindset of how to approach emergency management from a systems perspective.

Creating a new Department in county government is a rare and exciting opportunity. EMD is poised to meet the goals outlined above and staff is committed to making the Department successful. As outlined, the identified goals will enhance readiness and emergency management capabilities for County Government and for partners. EMD will be a leader in emergency management in the county, the region, the state and the nation.

COUNTY OF RIVERSIDE
EMERGENCY MANAGEMENT DEPARTMENT

DRAFT



September 15, 2015

EMERGENCY MANAGEMENT REGOGNITION AND ACCOMPLISHMENTS

- Emergency Services Coordinator Eric Cadden was the 2015 recipient of the Palm Springs Unified School District's "Shining Apple Award" for training TEEN Community Emergency Response Training (CERT) to students from the Desert Hot Springs High School's Public Safety Academy.
- Emergency Services Coordinator Eric Cadden was elected as Vice President of Coachella Valley Emergency Managers Association (CVEMA)
- Emergency Services Coordinator Michelle Caldwell Accepted a National Preparedness Month proclamation from the City of Indio City Council

EMERGENCY MANAGEMENT COMMUNITY OUTREACH

- Provided a Disaster Preparedness presentation to 20 people from Palm Desert-Gentivia Health
- Provided a Disaster Preparedness presentation to 25 people in Desert Hot Springs
- Provided a Disaster Preparedness presentation to 25 people in Palm Desert
- Provided Disaster Preparedness Materials to over 50 resident's at the Sky Valley Resort Safety Fair
- Provided an update on the City of La Quinta's Emergency Management program to the City Council
- Interviewed by KMIR evening news on Emergency Preparedness
- Chaired the Coachella Comm Meeting at the East County Emergency Operations Center
- Attended the La Quinta Resort's employee rally to share disaster preparedness information.
- Developed a Emergency Management and a Seasonal Preparedness Section on the City of La Quinta's webpage
- Delivered an emergency preparedness and family preparedness presentation to City of La Quinta employees
- Trained 35 students in Community Emergency Response Training (CERT) for the City of Palm Desert
- Trained 50 students at Fantasy Springs Casino and Resort Fire Safety and Extinguisher Training
- Trained the Desert Hot Springs City Manager and Management Staff NIMS 700 and ICS 100
- Trained 21 County Employees in Community Emergency Response Training (CERT)
- Trained 18 students in Community Emergency Response Training (CERT) in the City of La Quinta
- County CERT Refresher Banning Pass Area
- City of Eastvale CERT Refresher
- County Employee CERT BCTC
- County Employee CERT BCTC
- City of Menifee CERT
- County Employee CERT BCTC
- Listos Program – Listos is an Emergency Preparedness course given in Spanish. The County conducted its first Listos Class in July
- Sun City Emergency Preparedness Advisory Committee – CERT presentation

- Hemet faith-based and community meeting – 100 in attendance
- Lake Mathews Town Hall
- Emergency Preparedness on a Budget – Rancho Community Church
- West Desert MAC - EMD overview, Emergency Preparedness
- San Gorgonio MAC - EMD overview, Emergency Preparedness
- ARC of Safety Youth – 200+ youth learned emergency preparedness tips
- Jurupa Citizen Corp – Emergency Preparedness on Budget
- Idyllwild community meeting to discuss El Nino preparedness
- Emergency preparedness forum at the Senior Community Center in Murrietta
- Conducted Healthcare Operations and Decontamination training at San Gorgonio Community Hospital, Riverside Community Hospital and Parkview Community Hospital

EMERGENCY MANAGMENT PREPAREDNESS AND PLANNING EFFORTS

- Updated the East County Emergency Operations Center (ECEOC) to reflect Emergency Management Sections, Functions and Positions that would be activated during a disaster
- Acquired State Homeland Security Program Grant Funding to purchase Community Emergency Response Training (CERT) backpacks on behalf of the City of La Quinta
- Purchased City of La Quinta employees City backpacks as an employee one day emergency survival kit.
- Completed the City of La Quinta's Continuity of Government Medication Points of Distribution Standard Operating Procedures
- Developed Emergency Operations Center (EOC) Responder Training for City of La Quinta Employees.
- Developed Executive Emergency Operations Center (EOC) Training for City of La Quinta Elected Officials.
- Met with representatives from the California National Guard for an electrical load evaluation of the City of Indio Emergency Operations Center
- Arranged for the delivery of Incident Command System (ICS) Forms training to City of Indio Emergency Operations Center staff, Indio Water Authority Department Operations Center staff, and area agency stakeholders (e.g., City of Coachella, City of La Quinta, Caltrans, Riverside County RACES) through Texas A&M University
- Coordinated the City of Indio Emergency Services Volunteer program, during which time volunteers worked more than 130 hours

EMERGENCY MANAGEMENT EXERCISES

- Coachella Valley Emergency Managers Association (CVEMA) Exercise Team - City of Cathedral Tabletop Exercise
- Assisted Palm Desert High School in Moulage 18 high school students for their "Every 15 Minutes" event
- City of Indio Pre-Event Exercise for Coachella Festival and Stagecoach Festival - FORTS deployment
- Participated in the Emergency Management Department (EMD) - Public Health Emergency Preparedness and Response (PHEPR) Division's Tabletop Exercise
- Conducted the Riverside County Radio Amateur Civil Emergency Services (RACES) Monthly Countywide Communications System Test.

- Coordinated and participated in the International Field Day with the Riverside County Radio Amateur Civil Emergency Services (RACES) who provided 24 hour coverage at this event in the following RACES Districts:
  - *Coachella Valley District – At Bogart Park, Banning*
  - *Riverside District – At Martha Mclean-Anza Narrows Park, Riverside*
  - *South District – At Promenade Mall, Temecula*
  - *Hemet District – At Valley Wide Park, San Jacinto*
- Coordinated and participated in the Riverside County Radio Amateur Civil Emergency Services (RACES) Countywide Digital Messaging test between East Riverside County and West Riverside County, using digital messaging system capabilities similar to email or facsimile transmission through the use of amateur radio waves
- Participated in the Public Health Functional exercise – 60 participants
- Evaluated the Temecula Citizen Corps Disaster Simulation Drill
- Beaumont Four Seasons – Emergency Response - Aug. 6th
- Jurupa Citizen Corp Activation of Citizen Corps volunteers – August 25th
- Conducted a tabletop exercise to evaluate the capabilities for patient distribution and movement during a large scale multiple casualty incident (MCI). The exercise included participants from LA, Riverside, San Diego, Imperial, San Bernardino, Inyo and Mono Counties (Region VI Counties) as well as representatives from the California Department of Public Health (CDPH) and EMS Authority (EMSA). This exercise was the first step in creating a Regional Patient Movement Plan that will improve the care and transportation of patients during large MCIs impacting Counties in Regions I and VI

EMERGENCY OPERATIONS CENTER (EOC) READINESS

- Monthly EOC systems checks to ensure readiness
- Updated the EOC Responder contact rosters (3+ deep for each position)
- Conducted EOC Responder training for County employees
  - July 30th: 21 trained
  - August 5th: 16 trained
  - August 12th: 22 trained

EMERGENCY MANAGEMENT RESPONSE AND RECOVERY ACTIVITIES

- Wildland Fire Response in Thermal - *Mass Care & Shelter Coordination, Damage Assessment, Liaison Officer*
- Wildland Fire Response in the City of Coachella – *Mass Care & Shelter Coordination, Damage Assessment, Liaison Officer, etc.*
- Traffic Accident Response, first on-scene of a roll over, Westbound Interstate 10 – *Medical Triage and Aid*
- Multi-Family Residence Fire Response at the Andorra Apartment Complex in the City of Indio – *Mass Care & Shelter Coordination, Damage Assessment, Liaison Officer*
- Traffic Accident Response, first on-scene in the City of San Jacinto – *Medical Triage and Aid*
- Traffic Accident Response, first on-scene in the City of Temecula – *Medical Triage and Aid*
- Wildland Fire Response in the Community of Mecca – *Mass Care & Shelter Coordination, Damage Assessment, Liaison Officer*

- Wildland Fire Response in the City of Moreno Valley – *Mass Care & Shelter Coordination, Damage Assessment, Liaison Officer*
- Wildland Fire Response in the Community of Mecca "Anza" vegetation fire – *Mass Care & Shelter Coordination, Damage Assessment, Liaison Officer.*
- Power Failure at the Rancho Casitas Apartment Complex in the City of Indio – *Mass Care & Shelter Coordination, Liaison Officer*
- Merwin Wildland Fire in Moreno Valley; requested to respond for- contingency planning for evacuations due to structure threat
- Imperial Irrigation District power outage - Notified of outage affecting Thermal, Indio, La Quinta areas. DO made contact with IID for estimated duration of outage. Contacted City ESCs for preplanning if extended duration. Outage was 2 hours
- Macy Wildland Fire on Hwy 74 at Lookout Restaurant - evacuation contingency planning due to structure threat. Threat was mitigated OES cancelled
- Fisherman Retreat Storm Damage –conducted damage assessment, shelter planning, acted as liaison with Fire, Law, Public Health, Edison and NGOs
- OES Requested to respond to Palm Desert Country Club area due to severe weather, power outages, structure damage, and downed power lines. OES 3, OES 11, OES 14 and OES 16 reported to ICP. Worked with ARC for shelter needs of displaced residents that evening. Due to downed power lines, OES staff returned the following day to assist the City of Palm Desert with the damage assessment process. A cooling center for individuals with no power was established and Animal services assisted with a cooling center for pets
- Structure fire in Coachella –Liaison with Sunline Transit for a firefighter rehab bus
- Mecca/Thermal Storm (66 Incident) – Severe damage to Imperial Irrigation District (IID) power poles as a result of a severe weather event causing widespread power outages. This outage lasted multiple days affecting hundreds of residences. A shelter was established, transportation was offered to residents, and potable water was available to residents whose water source was affected by lack of electricity. Damage assessments were conducted and Local Emergency Proclamations by IID and Riverside County
- CalOES inquiry of possible dry wells in Mead Valley – OES was Liaison for Cal OES, Eastern Municipal Water District and Environmental Health
- 3rd Alarm Structure Fire in City of Indio – Mass Care and Shelter and logistics coordination, liaison with city building inspector, property manager, Fire, Law and NGOs
- Anza Wildland Fire - assisted with shelter coordination, logistics coordination, and contingency planning with local recreational camp in the case they needed to evacuate campers. Liaison with Fire, Law, Public Health, Tribal partners, Edison and NGOs
- Power Outage in City of Beaumont - assisted with sheltering and logistics coordination for a cooling center. Liaison with Fire, Law, Public Health, Edison, City and NGOs. Coordinated obtaining educational materials for residents about food safety

LOCAL PROCLAMATIONS

- July 18, 2015 - County Proclaimed a Local Emergency – Effects of Hurricane Dolores
  - Collapse of Tex Wash Bridge – Interstate 10

- Downed power lines – Hwy 74 in Good hope.
- Flooding in Moreno Valley
- Evan-Brown Mortuary – Roof damage
- Good Hope – Downed trees

- August 6, 2015 - County Proclaimed a Local Emergency – Thermal Storm Incident 66
  - Downed Power lines
  - Power outages

OPERATIONAL AREA (OA) GRANTS

- FY13 State Homeland Security Grant Program closed-out
- FY14 Emergency Management Performance Grant closed-out
- Hosted FY15 Application Workshop for all eligible participants for the OA grants
- Attended CalOES FY15 Grant Process Workshop in Los Angeles

OTHER

- Conducted annual San Jacinto Mountain recreational camp tours to ensure all current emergency management information is up to date – July 7th
- Assisted Critical Infrastructure Planning Group with organizing County assessments
  - Assessments have been conducted in Jurupa, SouthWest, CAC
- Assisted the City of Long Beach with their first Spanish CERT Class – August 12th
- Contingency Planning for Lake Elsinore Fish Kill – August, 2015
- Assisted Beaumont USD with updating evacuation plans - August 18th
- Implemented the new 9-1-1 emergency ambulance contract commenced on July 1. Highlights of the new contract include:
  - Improvements in all operational, clinical and customer service aspects of contractor performance
  - Enhanced operational, clinical, patient satisfaction, community service and financial performance monitoring and reporting
  - Retention of ambulance services to Mental Health patients including partnering with law enforcement and the Department of Mental Health for the care and transportation of 5150 patients from the field
  - Terms for support of Fire Department ALS First Responder services within a two tiered cooperative regional EMS system
  - An upgraded emergency ambulance fleet
  - Upgraded medical equipment
  - Support for patient outcome focused research
  - Improved integration with EMS system partners
  - Increased system enhancement fees (formerly known as penalty fees) based upon response time performance
  - Increased reserve resource requirements for EMS system surge events and disasters
  - Includes additional ambulance service areas in the Mountain Zone
  - Includes the Palo Verde Zone (Blythe and surrounding areas)
  - Annual performance reports to the BOS

- Completed a request for proposals (RFP) for a new electronic patient care reporting (ePCR) and data management system. Implementation work began July 1 with the goal of field deployment in January 2016. Highlights of the new system include:
  - All EMS providers will be on a single integrated patient care reporting platform
  - Provides for significant improvement in data collection, management and reporting functionality that will enable REMSA and EMS system partners to improve patient care
  - Provides for integration with Hospital EMR systems
  - Provides for integration with the Inland Empire Healthcare Information Exchange (HIE)
  - Complies with State data reporting requirements for the National EMS Information System (NEMSIS)
  - Provides for transition to on-line credentialing for all EMTs, Paramedics and Mobile Intensive Care Nurses (MICN) working in the County EMS system
- Completed the annual ambulance permitting process including implementation of new quality of service and patient care standards. All new ambulance providers are required to be credentialed by the Commission on Accreditation of Ambulance Standards (CAAS) which is the National "gold standard" of quality for ambulance services