May 2014 San Diego County Wildfires After Action Report

County of San Diego

May 2014 San Diego County Wildfires

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2-1-1

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City of San Diego

City of San Marcos

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This report includes commentary on components of the regional response but is not intended as a comprehensive analysis for all responding agencies. The report focuses on the response of County of San Diego (County) departments with recognition that cities and responding agencies will conduct their own after action planning process.

Photos of the Cocos fire courtesy CAL FIRE and ©Kevin Pack/K.E. Pack Photography

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Executive Summary

**This report includes commentary on components of the regional response but is not intended as a comprehensive analysis for all responding agencies. The report focuses on the response of County departments with recognition that cities and responding agencies will conduct their own after action planning process.*

San Diego County has a long standing tradition of coordination and collaboration in disaster planning and response. Advances since 2003 in disaster-related training, equipment and personnel can all be attributed to the high level of partnership that exists between the 18 cities and the County of San Diego. The "team approach" to emergency management was reflected in the May 2014 San Diego County Wildfire response and the County extends appreciation to the cities and partnering agencies for their contributions to the group effort.

The May 2014 San Diego County Wildfires were the largest wildfires in the region since the devastating fires of 2007. The 2007 Firestorms were the largest in County history, far surpassing the 2003 Firestorms in terms of intensity and duration. While the May 2014 fires did not reach the intensity, duration and overall destruction of the 2007 Firestorms, the May 2014 fires were nonetheless a serious emergency that caused unique concerns. They occurred early in the year, well in advance of the typical Santa Ana season, and a large number of fires burned simultaneously. However, as a result of the extensive planning, equipment procurement, training and exercises in the years since the 2003 and 2007 Firestorms, the response by San Diego County went very well. Based on the lessons learned and identified in the 2007 San Diego County Firestorms After Action Report (AAR), significant adjustments and improvements were made to overall county operations, including the creation of the San Diego County Fire Authority, improved regional collaborations, and development of the County's Advanced Recovery Initiative.

In the months leading up to the May 2014 fires, conditions within California were such that fire and emergency officials recognized 2014 was shaping up to be a very active, and early, fire season. In January 2014, with California facing water shortfalls in the driest year in recorded state history, Governor Edmund G. Brown, Jr. proclaimed a State of Emergency and directed state officials to take all necessary actions to prepare for the drought conditions.

California Department of Forestry and Fire Protection (CAL FIRE) had already extended seasonal firefighting forces in Southern California due to dry winter conditions. As early spring temperatures remained unseasonably high and with limited rainfall, CAL FIRE moved to peak staffing in San Diego County on March 31, 2014, a move which came several months earlier than in typical years.

The May 2014 San Diego County Wildfires began at approximately 1100 Pacific Daylight Time on Tuesday, May 13, 2014, southwest of the Rancho Bernardo community in the City of San Diego. Over the event period, there were fourteen separate fires burning in San Diego County, including the Bernardo, Cocos, and Poinsettia fires, which are the primary focus for this report due to their size and impact. The fires, in total, consumed approximately 26,000 acres. Additionally, the fires destroyed an estimated 65 structures, including 46 single-family homes, in the City of Carlsbad, City of San Marcos and unincorporated areas of the county. To date, the costs incurred to contain the fires are estimated at $28.5 million and the total projected private property damage is expected to exceed $29.8 million, not including costs associated with the fires on federal lands.

The San Diego County Operational Area Emergency Operations Center (OA EOC) was initially activated at 1400 PDT on Tuesday, May 13, 2014, at Level 1 in response to the Bernardo Fire. In response to the outbreak of additional incidents in the region, a full Level 3 activation was achieved at approximately 1148 PDT on Wednesday, May 14. Personnel from more than 45 federal, state, and local departments and agencies were present in the OA EOC during the fires. The OA EOC serves as the "nerve center" for disaster response during large-scale regional emergencies.

After the 2003 Firestorms and before 2007, the OAEOC improved its infrastructure through technological enhancements, including the purchase and implementation of WebEOC, a real-time, web-based emergency management system, and AlertSanDiego, the regional mass notification system used throughout the county for emergency and evacuation notifications. In 2006, the OA EOC was upgraded and expanded to assist OA EOC responders with situational awareness and to improve communication and coordination. Additionally, the OA EOC incorporated representatives from CAL FIRE within the OA EOC, which vastly improved situational awareness about the status of fires. OA EOC positions have expanded to include an Access and Functional Needs Unit Leader, a Business Liaison Unit Leader, Volunteer Coordinator, San Diego County Fire Authority representation, and Joint Information Center staff focused on social media.

During the May 2014 fires, AlertSanDiego was used by law enforcement agencies, including the San Diego County Sheriff's Department and cities, to issue evacuation orders, warnings and repopulation notices. In total, approximately 121,000 individuals were asked to evacuate their

homes in evacuation campaigns initiated by the San Diego County Sheriff and the cities of San Diego, Escondido, and Carlsbad.

A significant improvement to fire service in San Diego County came in 2008 when the San Diego County Fire Authority (SDCFA) was created by the Board of Supervisors to improve fire protection and emergency medical services in the region. Prior to the SDCFA, many fire stations in the backcountry were left unstaffed and relied on volunteers to respond from their home and work by pager. Now these volunteer firefighters operate at fire stations staffed with a minimum of 2 volunteer firefighters 7 days/week, 24 hours/day, and 365 days/year. These volunteer firefighters receive the same level of training as the career firefighters.

The San Diego County Fire Authority unified the administration, communications, information technology and training to rural fire agencies and extended "around the clock" protection to 1.5 million acres of the unincorporated county. SDCFA blended the independent fire agencies into one unified system of professionally-trained firefighters, under one fire chief. The CAL FIRE San Diego Unit Chief was designated by the Board of Supervisors as the SDCFA Fire Chief.

During the May 2014 Firestorms, SDCFA equipment was provided as mutual aid to the fires in Carlsbad and San Marcos. At the height of the fires, the following SDCFA resources were engaged in supporting the firefighting efforts:

- 3 fire engines sent to the fires
- 13 water tenders sent to the fires
- 13 fire engines staffed and responding to local fires in their communities
- 4 additional water tenders staffed in stations if needed
- 5 reserve engines moved to CAL FIRE stations to backfill
- 1 water tender staffed by Lakeside Fire Protection District sent to the fires
- 1 engine and 1 water tender staffed in Julian to backfill
- 36 SDCFA volunteers who served shifts, in addition to normal duty

Unincorporated communities were covered by SDCFA engines and water tenders during these fires. Five CALFIRE station engines sent to the fires were backfilled with San Diego County Fire Authority engines.

An additional improvement was realized in the availability of air assets brought to bear in the May 2014 fires; aerial firefighting was a major success of the May 2014 fire response. In 2003, when the largest fires in California at the time struck the San Diego region, there were no locally-owned firefighting aircraft and no agreements or strategies to obtain aircraft. Today, the region's firefighting aircraft program continues to expand and improve. Available firefighting aircraft includes a mixture of locally-owned aircraft, leverages military assets in our backyard, and takes

advantage of additional federal and private assets through pre-established agreements. Thanks to agreements put in place by CAL FIRE, Navy and Marines, military aircraft played a valuable role in fighting the May 2014 fires. Thirty military aircraft were deployed to fires in the county and the Camp Pendleton Basilone Complex Fires. The San Diego region is unique in that it is one of the few, if not the only, in the nation to secure a memorandum of understanding to expedite the use of military aircraft during disasters. The region also has night flying capability through an agreement between CAL FIRE and the San Diego Fire-Rescue Department; this proved to be a critical operational resource during the Cocos Fire.

At the height of the May 2014 San Diego County Wildfires, the following resources were engaged in firefighting efforts, including active military:

- Four Air Attack Command and Control aircraft
- Eight fixed wing Airtankers
- Two United States Forest Service Lead Planes
- Thirteen civilian helicopters
- Thirty military helicopters (Navy and Marine Corps)

The May 2014 fires posed unique challenges brought on by technology in the public domain not previously employed during the 2003 or 2007 fires, or at least not to the same degree. Private citizen drones flying over the May 2014 fires resulted in YouTube video of fire activity and raised concerns about shared airspace with firefighting aircraft. Additionally, a steady stream of social media posts offered instantaneous accounts of the fires' status.

In contrast, it is the goal of the County of San Diego Emergency Operations Center to distribute verified, confirmed and vetted information. Due to the sheer volume of information available, investigating and verifying information posted to social media will be an ongoing challenge for County Public Information Officers. Validating information takes time and the County will strive to remain a trusted source of reliable information in times of disaster.

Public Information Officers working in the OA EOC strived for speed and accuracy in distributing information about the fires. During the disaster, the Joint Information Center (JIC), in coordination with 2-1-1 San Diego provided critical emergency information directly to the public. The JIC disseminated 71 incident updates and collaborated with regional partners to conduct press conferences. Information was distributed through multiple communication channels, including the web, social media and traditional media to reach the broadest audience possible during the emergency. In addition, 2-1-1 San Diego answered approximately 33,000 calls to provide disaster information, connect callers with recovery resources, and assist with rumor control.

During the incident period of Tuesday, May 13, through Sunday, May 18, the SDCountyEmergency.com website received over 2.4 million page views. On Thursday, May 15, during the peak of the fires, the emergency website received nearly one million hits and scaled to meet the increased demand with little to no performance impact. This was in contrast to 2007 when the County's emergency website slowed to a crawl due to capacity issues. Overall, the emergency map on the website performed well through its first major incident; however, a security breach occurred when unauthorized access was made by an unknown person. This breach was limited to the map portion of the website. Once the incident was brought to the attention of the Office of Emergency Services (OES), the issue was repaired. Measures were implemented to prevent future unauthorized access.

The short-term recovery process commenced shortly after the start of the fires to provide financial assistance, damage assessments, and the eventual establishment of a Recovery Liaison Office. The Recovery Liaison Office provided direct in-person assistance to those who suffered losses during the fires. County recovery staff worked individually with fire victims to assist them to obtain needed County services from debris removal to rebuilding, and connected fire victims to Volunteer Organizations Active in Disasters (VOAD) for additional assistance.

Significant progress made by the region between 2003 and 2007 was evident following the region's previous fire siege. According to an independent survey conducted a month after the 2007 fires by Competitive Edge surveys, eighty-three percent (83%) of San Diego County residents reported the government response to the fire was either good or excellent and seventy-one percent (71%) said government response was better in 2007 than in 2003. (http://sdcountyemergency.com/resources/2007surveyfires.pdf) And while significant improvements since 2003 and 2007 are notable, there are areas identified during the May 2014 fires that will be improved upon in the coming days and months to further advance our region's ability to respond to and recover from future destructive fires.

Key areas for improvement include:

1. ***Increase our ability to stage contract aircraft locally during extended Red Flag conditions.*** Aerial resources are often the "game changer" when it comes to fighting wildland fires. The region should explore the next logical step to bolster our aerial firefighting resources.

Recommendation*:* Increase the "Call When Needed" aircraft budget from $250,000 to $750,000 to increase our ability to pre-stage firefighting aircraft during extended periods of Red Flag conditions and consider the purchase of a third firefighting helicopter.

2. ***Clarify roles/responsibilities and local organizational structure to incoming Incident Management Teams who are brought in from out-of-area.*** CAL FIRE Incident Management Teams are often out-of-area fire personnel who are not aware of the emergency management structure and organization in San Diego County. Documents that explain how we operate locally will increase efficiencies and improve collaboration.

Recommendation: Work with CAL FIRE, County Fire Authority and city representatives to include language in local authority documents provided to the Incident Management Teams upon arrival that clearly delineates the role of OES, the Operational Area Emergency Operations Center and local Emergency Operations Centers to facilitate timely information exchange and collaboration among appropriate agency representatives.

3. ***Public and media increasingly need fire perimeter maps in the initial stages of the fire. Fire agencies have the primary responsibility of producing fire perimeter maps.*** Fire perimeter data was not available from CAL FIRE during the first several days of the firestorm. There is increasing interest in fire perimeter maps for public use in the initial stages of fires.

Recommendation: Work with CAL FIRE to increase the speed and frequency of fire perimeter map production. Work with CAL FIRE to explore the feasibility of utilizing NICS (Next-Generation Incident Command System) software to generate fire perimeter maps.

4. ***Increase our ability to assist the Red Cross and 2-1-1 with surge capabilities in times of disaster.*** While the average call wait time for 98.9 percent of all callers throughout the incident remained one minute and forty one seconds, with the average call length being three minutes and forty six seconds, 2-1-1 callers experienced delays particularly following evacuation notices and press conferences. The County is committed to assisting 2-1-1 with improving wait times during surge periods.

Recommendation*:* Double, from 200 to 400, the number of County employees available to work as Disaster Service Workers (2-1-1 operators, shelter managers and workers, and Local Assistance Center Teams).

5. **Increase our ability to reach vulnerable populations with disaster information.** In recognition of the cultural and ethnic diversity of the San Diego community, the County has identified and included multi-lingual services as an essential component of disaster planning. However, there is always room for improvement and we will continue efforts to reach monolingual non-English speaking residents during disasters and promote a system that delivers accessible alert and warning messages to deaf, blind and hard of hearing individuals.

***Recommendation**:* Double, from 150 to 300, the number of agencies participating in our "partner relay" to reach non-English speakers during times of disaster. Initiate a promotional campaign for Accessible AlertSanDiego to reach deaf, blind and hard of hearing residents with alert and warning messages.

While San Diego is often rated as one of the best communities in the country to live, our residents understand that there is one major caveat that comes with that designation--San Diego is also one of the nation's communities most at risk to devastating wildfires. The timing, intensity and sheer number of fires in May 2014 put our local first responders, governments and residents to a particularly difficult test. As is in San Diego's character, though, this challenge was met in a way that made residents proud of their community. First responders from throughout the region responded quickly and effectively; local governments mobilized and joined in a coordinated response; and neighbors helped neighbors, looking out for each other and helping one another wherever possible. While this After Action Report chronicles the events of the May 2014 fires, and provides recommendations for improvements, the real message is that all local governments and all San Diegans must remain vigilant—wildfire is a year round risk for which we all must be prepared.

Scope of the Report

This report is intended to serve as an asset to further enhance San Diego County's ability to respond effectively to and minimize life and property loss from disasters, particularly in the face of what appears to be a severe fire season. At the direction of the San Diego County Board of Supervisors, the Chief Administrative Officer charged the Office of Emergency Services with reviewing the County's preparations for, immediate response to, and initial recovery efforts from the May 2014 fires. This report contains the findings of that review.

The intent of this After Action Report is to document the County of San Diego's response efforts during the May 2014 San Diego County Wildfires beginning on May 13, 2014. While the San Diego County Operational Area Emergency Operations Center (OA EOC) coordinates disaster response and recovery efforts across the region and works closely with other jurisdictions and community partners, this report focuses on the identified strengths and areas for improvement within the County.

This report covers only the time period of the San Diego County Operational Area Emergency Operations Center activation from May 13, 2014 to May 18, 2014, as well as damage assessment and recovery efforts occurring immediately after deactivation of the OA EOC. The times noted are not necessarily the times the events occurred, but rather the approximate times the events were reported to the OA EOC. The events listed in chronological order are meant to provide an outline of the significant, major occurrences associated with the May 2014 San Diego County Wildfires. Every effort was made to ensure the accuracy of information contained in this report.

This report does not specifically address the response of fire agencies and law enforcement.

The San Diego region is appreciative of all of the tireless and heroic efforts of firefighters and law enforcement from across California and neighboring states who assisted in responding to the May 2014 fires.

Disaster Overview

The May 2014 San Diego County Wildfires started on May 13, 2014 at approximately 1100 Pacific Daylight Time (PDT) with the Bernardo Fire, in the Camino Del Sur area of 4S Ranch. Additional fires ignited over the next several days and burned throughout San Diego County until the last fire was fully contained on May 22, 2014. A total of 14 fires were documented throughout the county during this time period, with the Bernardo Fire, the Poinsettia Fire, and the Cocos Fire impacting the largest areas and prompting the highest number of evacuations. These three fires also elicited the greatest response and caused the most structural damage and destruction of all the fires occurring on state or local land.

When the first wildfire sparked on Tuesday, May 13, the County of San Diego's Office of Emergency Services activated the County's Operational Area Emergency Operations Center (OA EOC) at Level 1 to monitor the Bernardo Fire conditions and provide support to the City of San Diego if it was requested. As more fires ignited and more communities and cities were impacted, the Operational Area Emergency Operations Center's activation escalated to a Level 3, its highest level, on Wednesday, May 14 and remained activated through Sunday, May 18. Over the course of several days, various jurisdictions' emergency operations centers, department operations centers, and one medical operations center were activated. Approximately 121,000 individuals were asked to evacuate, and five shelters were established in response to the multiple fires.

The **Bernardo Fire** was the first of the May 2014 San Diego County Wildfires to ignite on Tuesday, May 13; it started just off of Nighthawk Lane, southwest of Rancho Bernardo. Within four hours the fire had already burned 800 acres, triggering evacuation orders to approximately 25,000 AlertSanDiego contacts (emails, texts and phone calls) in the Fairbanks Ranch, 4S Ranch, and Rancho Santa Fe areas. By the end of the day, all evacuation orders had been lifted. The Bernardo Fire burned a total of 1,548 acres before it was fully contained. According to CAL FIRE, 50 structures were threatened during this fire but no structural damage was reported.

The **Poinsettia Fire** ignited the following morning on Wednesday, May 14, near Poinsettia Lane and Alicante Road in the City of Carlsbad. Burning approximately 600 acres, this fire damaged or destroyed several structures. Over the course of two days, approximately 64,000 contacts were made through AlertSanDiego (emails, phone calls and texts) advising residents to evacuate. Several schools were also evacuated. By approximately 1800 PDT on Thursday, May 15, all evacuation orders were lifted for areas associated with the Poinsettia Fire.

The **Cocos Fire** ignited in the late afternoon on May 14, off Village Drive in the San Marcos area. By the following morning, the Cocos Fire had burned approximately 800 acres, with five percent containment. Numerous structures were reported damaged or destroyed. In total, the Cocos Fire burned 1,995 acres, making it the largest of the May 2014 wildfires burning on state or local land and the last of these wildfires to be contained. Between May 14 and May 15, approximately 51,000 contacts were made via AlertSanDiego (phone calls, emails and text messages) notifying residents threatened by the Cocos Fire to evacuate. During the height of the Cocos Fire, there were approximately 1,300 personnel assigned to just the one fire, including 164 fire engines, 27 hand crews, 11 dozers, and 15 aircraft.

Other wildfires during the same May 2014 event period included the Basilone Complex fires on the Marine Corps Base Camp Pendleton (the Tomahawk Fire, the Freeway Fire, Las Pulgas Fire, and the San Mateo Fire), as well as the Highway Fire near Old Highway 395 and Interstate 15, the Aurora Fire in Lakeside, the Escondido Fire near Bear Valley Parkway, the River Fire off of North River Road in Oceanside, a fire near Sycamore Canyon in Santee, and two additional fires in Spring Valley and Alpine.

On May 14, 2014, the County of San Diego issued a Proclamation of Local Emergency as a result of the fires in multiple locations throughout the county. The Proclamation asked the Governor to proclaim a State of Emergency in San Diego County. On the same day, the Governor responded to the County's request and proclaimed a State of Emergency in San Diego County. After the proclamations, the fires worsened and the scope of devastation widened significantly. Overall, five

cities, one university, and the County of San Diego proclaimed local emergencies and numerous agencies from within and outside of San Diego County participated in the response (Appendix A).

The May 2014 fires involved 14 fire events totaling over 26,000 acres, with over 149,000 evacuation orders and warnings generated through AlertSanDiego (emails, phone calls and text messages) the regional emergency mass notification system. Approximately 121,000 people were evacuated, not including those evacuated from federal lands on Camp Pendleton. Additionally, numerous school districts closed schools for one or two days in response to the fires. By Sunday morning, May 18, all evacuation orders related to the wildfires had been lifted.

The fires destroyed 65 structures, including 46 single-family homes, and damaged 19 structures (see Damage Assessment on page 65). The total damage costs to private property owners are estimated at $29.8 million.

During the disaster and immediately following, County officials compiled and submitted the preliminary figures to the State of California as part of the disaster reimbursement process. The estimated cost to local governments of responding to, fighting and recovering from the May 2014 San Diego County Wildfires is approximately $28.5 million (see Table 1). Money received from the State of California, as a result of the locally declared emergency, will help affected governments in the county offset the fire response and recovery costs.

TABLE 1

Estimated Cost to Local Governments of Responding to Fires

Agency	Estimated Cost* (millions)
County of San Diego	$3.9
City of Carlsbad	$12.5
City of San Marcos	$10.4
City of San Diego	$1.3
Other Agencies	$0.4
Total	**$28.5**

*Estimated costs represent revised estimates submitted to the State of California Office of Emergency Services. Initial cost estimates of $27.9 million were later revised to include the County's cost of debris removal.

One fatality was reported during the fires. On Wednesday, May 15, the body of an adult male was found just outside of the Maldonado Grower's Farm in Carlsbad. It is suspected the death may be associated with the fire, but the official cause of death and identification of the victim had not been determined at the time of this writing. Additionally, at the time of this report, only the cause of the Bernardo Fire has been determined; it was accidental, the result of sparks generated by powered equipment at a construction site. The causes of the other 13 fires remain under investigation. Fire investigations require a substantial time investment to determine origin and cause. For a fire to be ruled arson, the fire's origin and cause must be scientifically proven based on patterns and fire behavior. Therefore it is common for fires' causes to ultimately remain undetermined.

Sequence of Events

WEATHER CONDITIONS

The wildfires developed during a long period of offshore flow across Southern California that was unusual for the month of May. Critical fire weather conditions began across the area on Sunday, May 11 and continued through Thursday, May 15. During this entire time period, a Red Flag Warning was in effect for the area due to gusty northeasterly winds, very hot temperatures and very low humidity. On the 14th, northeasterly winds prevailed through the day with widespread single digit humidity and afternoon temperatures between 95 and 103 degrees. On May 15, the very hot and dry conditions continued. However, there were weaker northeast winds in the morning that shifted to the southwest in the afternoon. On May 16, the transition to an onshore (westerly) flow pattern continued. Afternoon temperatures were a bit cooler, in the 90's, and widespread single digit humidity continued. From May 17 through May 20, the onshore flow gradually increased across the area. This resulted in a significant cooling trend, an increase in relative humidity and the continuation of gusty onshore winds during the daytime hours.

TUESDAY, MAY 13, 2014

Events according to Pacific Daylight Time (PDT) are as follows:

1100 The **Bernardo Fire** begins in the Camino Del Sur area of 4S Ranch, just south of Del Norte High School on Nighthawk Lane and Camino San Bernardo. The fire is located near the border of the City of San Diego and County unincorporated jurisdictions.

1130 The San Diego County's Sheriff's Departmental Operations Center (DOC) is activated.

1309 At the request of the City of San Diego Police Department, the Sheriff's Department initiates an AlertSanDiego call to approximately 1,038 contacts via landline, cell phone, email and text message notifying residents in the Camino Del Sur area of 4S Ranch to evacuate.

The Red Cross establishes Torrey Pines High School as a temporary evacuation point. The County's Office of Emergency Services was later informed by the American Red Cross that the City moved the shelter site to Rancho Bernardo High School.

1339 The Bernardo brush fire continues to burn. The San Diego Fire-Rescue Department and air assets from CAL FIRE are actively working to suppress the fire.

1400 The County of San Diego's Operational Area Emergency Operations Center (OA EOC) is activated at Level 1.

1402 The Sheriff's Department initiates an AlertSanDiego call to approximately 2,848 contacts via landline, cell phone, email and text message notifying residents in the Fairbanks Ranch area to evacuate.

1413 AlertSanDiego is used by the City of San Diego to notify approximately 16,716 contacts via landline, cell phone, email and text message in areas of Rancho Peñasquitos and Rancho Bernardo to evacuate due to the Bernardo Fire.

1439 The Bernardo Fire is at 400 acres, with zero percent contained, and moving towards Black Mountain Ranch.

1441 The City of San Diego's Emergency Operations Center (EOC) is activated at Level 1.

1506 Santa Fe Irrigation District EOC is activated.

1530 The Olivenhain Municipal Water District EOC is activated at Level 1.

1616 The Sheriff's Department initiates an AlertSanDiego call to approximately 1,809 contacts via landline, cell phone, email and text message notifying residents in the Fairbanks Ranch and eastern Rancho Santa Fe areas to evacuate.

1620 The City of San Diego proclaims a local emergency.

1633 Progress has been made on the fire in the Fairbanks Ranch area. The areas of concern at this point are Black Mountain and Rancho Santa Fe as the fire seems to be heading west. Winds are expected to calm down around 1800.

1728 The Sheriff's Department initiates an AlertSanDiego call to approximately 2,476 contacts via landline, cell phone, email and text message notifying residents in the Rancho Santa Fe, 4S Ranch, and Fairbanks Ranch areas to evacuate.

1800 CAL FIRE reports the Bernardo Fire is now at 800 acres and is 5 percent contained.

The communities that have been evacuated so far include parts of Torrey Highlands, Rancho Peñasquitos, Black Mountain Ranch, Santa Luz, Fairbanks Ranch and the outer portions of Rancho Santa Fe and Camino Del Sur.

1952 Residents who were evacuated from the City of San Diego are authorized to repopulate. Evacuation orders remain in effect in the County unincorporated areas, including areas of Fairbanks Ranch and Rancho Santa Fe.

2000 All evacuation orders related to the Bernardo Fire are lifted. Residents evacuated from the County unincorporated areas are authorized to repopulate.

The San Diego County OA EOC is resuming Staff Duty Officer Level.

WEDNESDAY, MAY 14, 2014

Events according to Pacific Daylight Time (PDT) are as follows:

0500 The Olivenhain Municipal Water District EOC remains activated at Level 1.

0700 The Bernardo Fire has burned 1,548 acres and is 25 percent contained. Fire suppression efforts continue to include hand crews and air support. Extreme fire conditions and strong winds are still expected throughout the day.

0853 The Sheriff's DOC remains activated, with the main positions staffed.

0945 The **Tomahawk Fire** begins. A brush fire reported at the Naval Weapons Station (NWS) Fallbrook has now moved west towards Camp Pendleton. NWS Fallbrook personnel and Camp Pendleton's De Luz housing residents are ordered to evacuate, as well as the Mary Fay Pendleton Elementary school. The evacuation site is located at the Paige Field House.

1030 The **Poinsettia Fire** begins near Poinsettia Lane and Alicante Road in Carlsbad.

1100 The City of Carlsbad's EOC is activated.

1113 AlertSanDiego is used by the County's Office of Emergency Services, at the request of the Carlsbad Police Department, to notify approximately 4,641 contacts in Carlsbad via landline, cell phone, email and text message to evacuate due to a brush fire in the area of Poinsettia Lane and Alicante Road.

1122 The County of San Diego's Operational Area Emergency Operations Center (OA EOC) is activated at Level 2.

1143 AlertSanDiego is used by the County's Office of Emergency Services, at the request of the Carlsbad Police Department, to notify approximately 11,629 contacts via landline, cell phone, email and text message to evacuate. The evacuation area is extended north towards Palomar Airport and a temporary evacuation point is established at Westfield Plaza Camino Real.

1148 The County of San Diego has activated its Operational Area Emergency Operations Center (OA EOC) at Level 3 in response to several wildfire incidents in the region.

1200 The **Highway Fire** begins. North County Fire Protection District is reporting a new fire off Old Hwy 395 and I-15 in the Deer Springs area.

The Rancho Monserate Country Club Mobile Home Park is under Voluntary Evacuation. Temporary evacuation points are the nearby Country Club and the Park and Ride at SR-76 and I-15.

The North County Fire Protection District's web site is advising residents who live off of West Lilac Road, west of the I-15 to evacuate immediately.

1211 The County of San Diego's Emergency Medical Services' Medical Operations Center (MOC) is activated at Level 1.

1212 The **River Fire** begins near North River Road and College Boulevard in Oceanside.

1213 SDG&E reports power outage to circuit 589 in Carlsbad, which is associated with the fire impact area.

1216 The City of Escondido EOC is activated at Level 1 to monitor all neighboring fires.

1240 Poinsettia Elementary and Aviara Oaks Elementary schools are evacuated. Pacific Rim Elementary is sheltering in place.

1249 At the request of the City of Carlsbad, the Office of Emergency Services initiates an AlertSanDiego call to approximately 7,247 contacts via landline, cell phone, email and text message in the area around Interstate 5 and Palomar Airport Road, notifying residents in Carlsbad to evacuate.

The City of Carlsbad initiates an AlertSanDiego call to approximately 260 contacts via landline, cell phone, email and text message notifying residents to evacuate.

1254 Camp Pendleton evacuates the De Luz Child Development Center and O'Neill Heights Housing.

1259 The Department of Environmental Health DOC is activated at Level 3.

1300 A new fire is reported near Bear Valley Parkway in Escondido.

The Sheriff's Department initiates an AlertSanDiego call to approximately 109 contacts near the Highway Fire via landline, cell phone, email and text message notifying residents in the area of Old Highway 395/Dulin Road to Shelter in Place.

1320 The Sheriff's Department initiates an AlertSanDiego call to approximately 278 contacts near the Highway Fire via landline, cell phone, email and text message notifying residents near West Lilac Road, west of the I-15 to evacuate.

The City of Escondido EOC is activating several EOC positions and is moving to Level 2 activation.

1325 The County of San Diego proclaims a local emergency and requests that the Governor proclaim a state of emergency in the County.

1326 The City of Carlsbad initiates an AlertSanDiego call to approximately 659 contacts via landline, cell phone, and text message notifying residents to evacuate.

1343 Additional schools in Carlsbad are evacuated: Aviara Middle School, Pacific Rim Elementary, and Carlsbad High School.

1353 San Diego County Water Authority EOC is activated at Level 1.

1400 The City of Carlsbad proclaims a local emergency.

1427 Palomar Airport has gone to minimum staffing. The airport remains open and fully operational for aircrafts with flight plans to land and take off.

1504 The City of Carlsbad initiates an AlertSanDiego call to approximately 2,616 contacts via landline, cell phone, email and text message notifying residents in the area of Aviara Parkway and El Camino Real, north east of Batiquitos Lagoon, to evacuate.

1519 The City of Carlsbad initiates an AlertSanDiego call to approximately 445 contacts via landline, cell phone, and text message notifying residents along La Costa Avenue and Batiquitos Lagoon to evacuate.

1523 The Sheriff's Department initiates an AlertSanDiego call to approximately 598 contacts via landline, cell phone, email and text message notifying residents near the Highway Fire, in the area of Interstate 15 and State Route 76, to evacuate. Residents are directed to Fallbrook High School.

According to CAL FIRE, the Highway Fire is approximately 600 acres with no containment.

1530 The City of San Marcos EOC is activated at Level 1 due to numerous fires throughout the region and existing critical fire weather.

1533 The **Cocos Fire** begins, located off of Village Drive and Twin Oaks Road in San Marcos.

1535 California State University San Marcos EOC is activated.

La Costa Canyon High School has opened a Red Cross Shelter.

1540 The Sheriff's Department initiates an AlertSanDiego call to an additional 335 contacts via landline, cell phone, email and text message notifying residents adjacent and north of Camino Del Rey and Interstate 15, near the Highway Fire to evacuate.

1545 The North County Transit District EOC is activated at Level 1.

1555 Vallecitos Water District EOC is activated at Level 1.

1557 California State University San Marcos proclaims a campus emergency.

1603 The Sheriff's Department initiates an AlertSanDiego call to an additional 124 contacts via landline, cell phone, email and text message around West Lilac Road and Interstate 15, notifying residents near the Highway Fire to evacuate.

1621 The City of San Marcos proclaims a local emergency.

1627 The Poinsettia Fire has burned over 100 acres. The City of Carlsbad is reporting they have issued mandatory evacuations in several neighborhoods east of Aviara Parkway. The City of Carlsbad initiates an AlertSanDiego call to 36,763 contacts via landline, cell phone, and email notifying residents in the area around Batiquitos Lagoon to evacuate, if they have not done so already. An evacuation shelter is opened at La Costa Canyon High School.

All schools in the Carlsbad Unified School District will be closed Thursday and Friday.

1628 Winds are blowing the fire in the De Luz area of Camp Pendleton to the east. The Sheriff's Department initiates an AlertSanDiego call to approximately 5,463 contacts via landline, cell phone, email and text message notifying residents in Fallbrook area to voluntarily evacuate.

1630 San Marcos EOC raises activation to level III.

1640 The City of San Marcos issues evacuations for North San Elijo Hills, Discovery Hills, Discovery Meadows, and Coronado Hills. California State University San Marcos is also evacuated.

Temporary evacuation points are established for the Cocos Fire at Mission Hills High School and San Marcos Middle School.

1651 The City of Oceanside EOC is reporting that the River Fire is around 40 acres and burning east in the riverbed. The fire is not contained and there are active evacuations. A temporary evacuation point is opened at El Camino High School.

1713 The City of Escondido EOC remains activated at Level 1 and continues to monitor fire activity in the region.

1715 The City of Carlsbad previously opened a second evacuation shelter at Calavera Hills Community Center.

1720 The **Aurora Fire** begins near Aurora Drive and Interstate 8-Business, in the Lakeside-El Cajon area.

1724 Vallecitos Water District EOC increases from Level 1 to Level 2 activation.

1735 The Sheriff's Department initiates an AlertSanDiego call to approximately 1,355 contacts near the Aurora Fire via landline, cell phone, email and text message notifying residents in the Winter Gardens area of Lakeside to evacuate.

1736 The evacuations for the River Fire are lifted. Residents at El Camino High School are sent home.

1743 A new fire, the **Freeway Fire**, ignites in the Camp Pendleton area.

1744 Fire Management Assistance Grant (FMAG) is approved for the Poinsettia Fire.

1821 The San Diego County Office of Education announces at least 21 school districts will be closed Thursday, including the San Diego Unified School District.

California State University San Marcos commencement ceremonies are cancelled.

1830 The Sheriff's Department initiates an AlertSanDiego call to approximately 21,027 contacts near the Cocos Fire via landline, cell phone, email and text message notifying residents in the San Marcos areas of Elfin Forrest, San Elijo, California State University San Marcos, and Discovery Hills to evacuate. Residents are directed to Mission Hills High School.

1920 The Governor proclaims a State of Emergency for San Diego County.

1939 Evacuation notifications near the Aurora Fire in Lakeside are lifted.

1943 The Cocos Fire is approximately 500 acres, with zero percent containment. Fire behavior is extreme with a critical rate of spread and spotting. All California State University San Marcos students have been safely evacuated.

2033 Fire Management Assistance Grant (FMAG) is approved for the Cocos Fire.

2048 The City of Escondido EOC is shutting down and transferring responsibility to the Escondido Police Watch Commander for monitoring.

2049 Evacuations are lifted for the Highway Fire. The temporary evacuation site at Fallbrook High School is now closed.

2102 The evacuation order for the O'Neill Heights Housing area near the Tomahawk Fire is lifted. The order for the De Luz Housing Area is still in place.

2105 The Sheriff's Department initiates an AlertSanDiego call to approximately 608 contacts near the Cocos Fire via landline, cell phone, email and text message notifying residents in the San Marcos communities of Coronado Hills and Elfin Forest to evacuate.

2323 The City of Carlsbad announces evacuation orders are lifted and residents may repopulate the following areas: east of El Camino Real, south of Alga Road, Aviara Parkway from Poinsettia to Ambrosia, south of Aviara Parkway, and streets North of Aviara Parkway. The non-burning areas interior to the fire area remain evacuated.

The Westfield Plaza Camino Real temporary evacuation point is closed; the Calavera Hills Community Center will remain open.

THURSDAY, MAY 15, 2014

Events according to Pacific Daylight Time (PDT) are as follows:

0000 The Poinsettia Fire has burned 400 acres and is now 50 percent contained.

0042 Vallecitos Water District remains activated at Level 1.

0149 The temporary evacuation point at San Marcos Middle school is closed.

0233 CAL FIRE reports the Cocos Fire is at 700 acres, with zero percent containment. The fire is still very active and continues to move south.

0254 The Sheriff's Department initiates an AlertSanDiego call to approximately 2,375 contacts near the Cocos Fire via landline, cell phone, email and text message notifying residents in the communities of Questhaven, Harmony Grove, and parts of the Elfin Forest in San Marcos to evacuate. Mission Hills High School remains the evacuation center.

0457 The Olivenhain Municipal Water District EOC remains activated at Level 1.

0643 The City of Encinitas EOC is activated at Level 1 to monitor the progression of the Cocos Fire.

0657 San Diego County Water Authority EOC remains activated at Level 1.

0741 The Poinsettia Fire is 60 percent contained and forward progression has stopped. Repopulation is occurring in areas outside the perimeter of the fire. The non-burning areas interior to the fire area remain evacuated.

0830 Total area burned in the Cocos Fire is now estimated at 800 acres, with 5 percent containment.

0930 The City of San Marcos EOC is activated at Level 3.

1118 Due to immediate fire danger from the Cocos Fire, the San Marcos Fire Department has directed all law enforcement personnel to immediately leave the area of Trilogy Street and Aurora Avenue.

1309 The City of Escondido EOC is now at Level 2 activation.

1324 Rincon de Diablo Municipal Water District EOC is activated at Level 1.

1330 The Sheriff's Department initiates an AlertSanDiego call to approximately 12,951 contacts in areas of Harmony Grove, western Escondido south of Highway 78 and north of Via Rancho Parkway and the Del Dios area north of Lake Hodges near the Cocos Fire via landline, cell phone, email and text message notifying residents to evacuate. A temporary evacuation site is opened at Escondido High School.

1353 The City of Escondido initiates an AlertSanDiego call to approximately 7,567 contacts in the Escondido area near the Cocos Fire via landline, cell phone and text message notifying residents to evacuate.

1419 The City of Escondido EOC is upgraded to Level 3 activation.

1443 Camp Pendleton officials report that the evacuation order for De Luz Housing is lifted and power has been fully restored. Residents are now able to repopulate. The Tomahawk Fire is at 15 percent containment.

1450 The City of Escondido proclaims a local emergency.

1458 The San Diego County Office of Education reports 13 school districts will be closed on Friday, May 16.

1512 The Sheriff's Department initiates an AlertSanDiego call to approximately 5,408 contacts via landline, cell phone, email and text message notifying residents in the Harmony Grove and Del Dios Area to evacuate.

1520 The Olivenhain Municipal Water District water treatment plant operators are evacuating the DCM Water Treatment plant in Elfin Forest. Operators will operate the plant remotely from the Olivenhain Municipal Water District EOC.

1604 CAL FIRE reports the Cocos Fire is at 1,200 acres, with 5 percent contained. There is a critical rate of spread with multiple structures involved.

1608 The Sheriff's Department initiates an AlertSanDiego call to approximately 382 contacts near the Tomahawk Fire via landline, cell phone, email and text message notifying residents near Olive Hill Road in the City of Fallbrook between Ladera Vista Road and South Mission Road to evacuate. Escondido High school serves as the evacuation site.

1638 The Sheriff's Department initiates an AlertSanDiego call to approximately 1,033 contacts near the Cocos Fire via landline, cell phone, email and text message notifying residents in the area southwest of Escondido along the Del Dios Highway area to evacuate.

1645 **Las Pulgas** Fire begins off Interstate 5 at Las Pulgas Road, Camp Pendleton.

1729 The City of San Diego Fire-Rescue Department DOC activates to Level 1 to provide mutual aid support.

1802 The City of Encinitas EOC remains active at Level 1.

1830 The San Diego County Sheriff's Department reports that Fallbrook residents are authorized to repopulate. The community is open for Fallbrook residents only.

1842 San Diego Unified School District advises all schools will be open Friday except those in the Mira Mesa and Scripps Ranch areas due to air quality.

1853 The evacuation order is lifted for all areas associated with the Poinsettia Fire in Carlsbad.

1900 The City of San Diego Fire-Rescue Department DOC deactivates.

1937 The Cocos Fire is approximately 1,200 acres, with 10 percent containment.

1942 The City of Carlsbad EOC remains activated and is monitoring the Cocos Fire with a concern that a wind shift may push the fire towards Carlsbad and Encinitas.

1956 The Calavera Hills shelter remains open. Escondido High School will be converted from a temporary evacuation point to a shelter by the Red Cross.

2000 The City of Oceanside proclaims a local emergency.

2015 Schools in Escondido will be closed again on Friday, May 16.

2203 The City of Escondido EOC remains activated at Level 2.

FRIDAY, MAY 16, 2014

Events according to Pacific Daylight Time (PDT) are as follows:

0000 The Santa Fe Irrigation District EOC deactivates.

0023 The City of San Marcos advises that evacuations are lifted for people who live in the following areas: south of Highway 78 and west of Via Vera Cruz, including the community of Lake San Marcos.

0613 The City of Escondido EOC raises its activation level to a Level 3.

0750 Vallecitos Water District EOC remains active at Level 1.

1125 **San Mateo Fire** begins in the Talega area of Camp Pendleton.

1138 The City of Carlsbad EOC remains activated at Level 1.

County of San Diego Emergency Medical Services' Medical Operations Center (MOC) is activated at Level 2.

1413 Evacuation orders are issued for Camp Mateo, School Infantry, and San Onofre Housing near the San Mateo Fire. Temporary evacuation points are established at Del Mar Gym, Paige Field House, and Edson Range.

1415 The City of Escondido EOC downgrades to a Level 1 activation.

1458 The City of Escondido lifts evacuation orders for all areas except the areas west of Citracado Parkway.

1500 The City of Escondido EOC deactivates.

1523 The San Diego County OA EOC downgrades from Level 3 to Level 2 activation status.

1600 The City of Encinitas EOC deactivates.

1615 The City of Carlsbad EOC deactivates.

1627 Residents evacuated in the Cocos Fire are authorized repopulate in the following areas: in San Marcos, south of the 78, west of Twin Oaks Valley Road through San Elijo community to San Elijo at South Rancho Santa Fe; in Escondido, west of Valley Parkway, including the community south of Citracado and west of Del Dios Highway, as well as areas north of Via Rancho and west of Felicita Road.

1700 Vallecitos Water District EOC deactivates.

San Diego County Water Authority's Escondido Operations Center EOC deactivates.

Rincon de Diablo Municipal Water District EOC deactivates.

The North County Transit District EOC deactivates.

The San Diego Sheriff's Department DOC remains activated at Level 2A.

County of San Diego Emergency Medical Services' Medical Operations Center deactivates.

1827 The San Diego Sheriff's Department DOC remains activated at Level 1B.

2139 The City of San Marcos EOC remains activated at Level 2.

2233 The Sheriff's Department advises additional evacuation orders are lifted for residents evacuated in the Cocos Fire. The following areas are open for repopulation: in San Marcos, north of Barham Drive, east of Twin Oaks Valley Road and west of and including South Hill Drive; in unincorporated San Diego County, the Del Dios corridor in and around Lake Hodges.

SATURDAY, MAY 17, 2014

Events according to Pacific Daylight Time (PDT) are as follows:

0800 A new fire is reported near Sycamore Canyon, northwest of Santee Lakes in Santee.

0933 According to CAL FIRE, the Cocos Fire is 70 percent contained, with full containment expected May 18. The fire activity is limited to smoldering areas within the perimeter. Evacuation orders remain in place for certain portions of San Marcos and unincorporated San Diego County.

1507 California State University San Marcos EOC remains activated at Level 1.

1659 The San Diego Sheriff's Department DOC remains activated at Level 1A.

1800 Additional evacuation orders are lifted for all areas affected by the Cocos Fire except the Coronado Hills community of San Marcos.

1822 California State University San Marcos EOC deactivates.

1900 The shelter at Mission Hills High School in San Marcos closes. This is the last shelter in the Cocos Fire to close.

2312 The City of San Marcos EOC remains activated at Level 1.

SUNDAY, MAY 18, 2014

Events according to Pacific Daylight Time (PDT) are as follows:

1110 All evacuation orders related to the wildfires in San Diego County are lifted. Residents in the Coronado Hills community are authorized to repopulate. All road closures are lifted.

1110 Camp Pendleton officials report that evacuation orders are lifted for all areas on the base.

1130 The City of San Marcos EOC deactivates.

1430 The San Diego County OA EOC deactivates and returns to Staff Duty Officer Status.

1921 The San Diego County Office of Education advises that all San Diego County school districts will resume classes on Monday, May 19.

Operational Area Emergency Operations Center

The Operational Area Emergency Operations Center (OA EOC) serves as the nerve center for the county during regional disasters. The OA EOC is a physical location where County officials, law enforcement, fire personnel, emergency medical coordinators, public works, shelter coordinators, utility representatives and others coordinate efforts. They reach out to emergency managers of municipalities and incident management teams to gather information and determine how to get critical resources where they are needed.

The OA EOC can accommodate 75+ people and is equipped with numerous emergency management data systems, which allow emergency response personnel to coordinate disaster operations. An audio-visual system, integrated with the OA EOC's computer network, has the capability to keep the emergency staff current on developing situations, while also providing an excellent training facility during non-emergencies. Banks of televisions are used to keep OA EOC staff up to date on media reports of the incident.

The County's Office of Emergency Services (OES) coordinates the region's overall response to disasters. In this role, OES is responsible for alerting and notifying outside agencies such as the California Governor's Office of Emergency Services when disaster strikes, coordinating agencies' responses, and ensuring resources are available and mobilized regionally in times of disaster. When a regional disaster occurs, the Office of Emergency Services staff transitions into the Emergency Operations Center for the San Diego Operational Area (OA EOC). The OA EOC can be activated and staffed at one of three levels depending on the type and scale of the event.

A Level 1 event is considered minor or moderate with local resources available. The County OA EOC may also be activated in response to an emergency in the unincorporated part of the county. OA EOC staff will work to fulfill resource needs requested by cities or personnel/equipment needed for a disaster response in the unincorporated area. OES staff may also assist a city or community by sending mass evacuation or other emergency messages to residents or by sending public information about the emergency to the media.

If an emergency escalates, the OA EOC will rise to Level 2 activation; this may also occur if more than one city or community is affected. At Level 2, OA EOC staffing may increase, including fire and

law enforcement representatives, emergency medical services workers, an American Red Cross coordinator, County staff to procure supplies, equipment and people, and a County staff member to start planning for disaster recovery. Staff in the OA EOC work around-the-clock to keep ahead of the disaster, making sure adequate resources are available to first responders and residents, assisting with alerting residents, and providing emergency public information on evacuation, sheltering and road closures.

A major disaster results in Level 3 activation and staffing of about 70 County and partner agency employees at the OA EOC. It is defined as an event in which available regional resources are impacted and may be overwhelmed. The County's Chief Administrative Officer may proclaim a local emergency and request a state proclamation and presidential declaration of emergency, and State and possibly federal resources may be requested. At Level 3, the same duties are performed as Level 2, but expanded. In all emergencies, the County OA EOC is dependent on the city or first responder agencies to provide official updates on the emergency before it can relay information to the public.

IMPROVEMENTS SINCE 2007

In 2006, the OA EOC was upgraded and expanded to assist OA EOC responders with situational awareness and to improve communication and coordination. Additionally, the OA EOC incorporated representatives from CAL FIRE within the OA EOC, which vastly improved situational awareness about the status of fires. OA EOC positions have expanded to include an Access and Functional Needs Unit Leader, a Business Liaison Unit Leader, Volunteer Coordinator, San Diego County Fire Authority representation, and Joint Information Center staff focused on social media.

MAY 2014 FIRES

When the first wildfire sparked near Rancho Bernardo on Tuesday, May 13, Office of Emergency Services Director activated the County's OA EOC at Level 1, after quickly assessing the fire's potential to spread and the weather conditions. As more fires sparked and more communities and cities were affected, the OA EOC activation escalated to a Level 3, the highest level, on Wednesday, May 14. The OA EOC was

deactivated on Sunday, May 18. During the operational period, more than 160 people worked in various roles and shifts to help coordinate the region's response.

A few notable events occurred during the OA EOC activation. The Sheriff's Information Technology Department has expanded network capability for the Information and Intelligence Section of the OA EOC. In certain areas of the OA EOC, it was found that radio reception is less than optimal. To improve radio communication, a signal booster antenna will be installed. This antenna will provide improved reception not just in the EOC but throughout the building. Additional upgrades are planned to address aging technology and improve communications, intelligence gathering, and the display of information.

San Diego County Fire Authority

In 2003, the region lagged in some key aspects in the resources needed to provide comprehensive fire service, as well as respond to large scale fire disasters. The San Diego County Board of Supervisors led a comprehensive effort after 2003; with notable results achieved before the May 2014 fires put this new capability to the test.

Before the San Diego County Fire Authority, a patchwork of fire agencies responded to emergencies in San Diego County's rural backcountry. A variety of volunteer fire companies, independent fire districts and state firefighters responded to structure fires, car accidents and medical emergencies. Firefighter training and response times varied widely. Some areas only had part-time or seasonal fire protection. The lack of a unified system left some communities underserved. In 2008, the Board of Supervisors took the bold step to change all this by creating a new entity.

The San Diego County Fire Authority (SDCFA) was created by the Board of Supervisors in June 2008 to improve fire protection and emergency medical services in the region. The SDCFA unified the administration, communications, information technology and training to rural fire agencies and extended "around the clock" protection to 1.5 million acres of the unincorporated county. SDCFA blended the independent fire agencies into one unified system of professionally-trained firefighters, under one fire chief. The CAL FIRE San Diego Unit Chief was designated by the Board of Supervisors as the SDCFA Fire Chief.

SDCFA staff manages the administrative and fiscal functions. SDCFA staff also manages the apparatus and equipment used by the fire agencies and coordinates the volunteer firefighters providing service at the fire stations.

Of course, this level of fire service requires a strong funding commitment. The combined expenditure by local agencies for fire protection in the unincorporated area of San Diego County is now $224 per resident, which is above average when compared with other Southern California counties[1].

[1] In the unincorporated area of San Diego County (495,281 residents), the combined expenditures of all responding local agencies is approximately $111 million per year, and CAL FIRE expends an additional $25 million per year in San Diego County for their statutory wildland fire mission. This equates to $224 per resident in local expenditures per year, and when including CAL FIRE, is **$275** per resident expenditures per year. The national average for fire department spending, as reported in 2010 by the International City/County Management Association, is $164 per resident. A survey of other Southern California counties showed per resident spending of between $190 per resident and $234 per resident.

IMPROVEMENTS SINCE 2007

To provide context, it is important to understand how fire service is delivered in the San Diego region. Ninety-eight percent of the 3.2 million San Diego residents live within a city or fire protection district, and have fire protection provided by full-time career firefighters, 3 firefighters per engine and delivered consistent with national urban (and in some cases rural) response standards. The remaining 38,000 residents live in a backcountry area of 1.5 million acres.

For those 38,000 residents, their protection has improved significantly since the formation of the SDCFA, which on an average day staffs 6 fire stations with career CAL FIRE firefighters and 12 stations with fully trained EMT volunteers. Additionally CAL FIRE staffs an average of 18 career stations every day during fire season, all led by a single Fire Chief. As a result, of the region's 3.2 million residents, less than 0.3% live in an area where the primary initial response will be by a volunteer firefighter-staffed engine. These homes are limited to remote alcoves in the county where paid firefighters are not prudent or practical. Those communities receive their fire support from the SDCFA volunteer firefighter program, operationally managed by CAL FIRE's San Diego Unit Chief. This is not unique, as the Orange County Fire Authority uses volunteers to staff a number of their stations, and 28 percent of fire departments in the State of California report as volunteer departments.

The advent of the SDCFA has dramatically improved the response times for fire and medical support in San Diego's backcountry. In 2012 and 2013, the average response times for the 1.5 million acres in the SDCFA area was 10.5 minutes, almost half of the national standard of 20 minutes for rural response times. In San Diego County, a Local Agency Formation Commission (LAFCO) study conducted in 1999, found the average response times in the community of Boulevard was over 15 minutes. In 2013, under the SDCFA, that response time had been reduced to 9.5 minutes.

On July 30, 2013, the Board of Supervisors received the Fire Master Plan. The Fire Master Plan is a five-year plan intended to serve as a strategic planning document for policy makers and executive management on operational, management and fiscal decisions pertaining to the SDCFA. The Fire Master Plan provides an assessment of the current state of the volunteer firefighter program, contracted fire services, apparatus, equipment and facilities, and identifies service needs over the next five years. The first year of implementation included the Fire Operating Plan with CAL FIRE. The Fire Operating Plan outlined expectations between CAL FIRE and SDCFA.

For better day-to-day service delivery, and to provide surge capacity for use during firestorms SDCFA has purchased needed fire apparatus and equipment for use by fire agencies in the rural communities. Since 2007, 40 new pieces of apparatus have been purchased for volunteer and career firefighters. To date, SDCFA has a total of 54 pieces of apparatus with an ultimate goal of having 64 fire apparatus in the inventory. The apparatus consists of fully equipped fire engines, water tenders, light and air vehicles, and rescue vehicles. Additionally, SDCFA purchased and maintains an inventory of personal protective equipment for the volunteer firefighters.

Sixteen fire station improvement projects have been completed. These involved projects to remodel fire stations, water system upgrades, establishment of sleeping quarters, infrastructure improvements and various other projects. Land acquisitions for new fire stations were completed as well.

San Diego is unique in that we partner our volunteers with career CAL FIRE personnel for training, dispatch, response and leadership. This results in a highly effective and capable volunteer force. While recruiting and retaining volunteers is a challenge for San Diego, as it is nationally, the County has over 267 active volunteers, more than most of its neighboring counties.

Prior to the SDCFA, many fire stations in the back country were left unstaffed and relied on volunteers to respond from their home and work by pager. Now these volunteer firefighters operate at fire stations staffed with a minimum of 2 volunteer firefighters 7 days/week, 24 hours/day, and 365 days/year. These volunteer firefighters receive the same level of training as the career firefighters.

SDCFA, with major support from County leadership, CAL FIRE, other County departments and regional partners, has made significant headway in providing the essential infrastructure to enable network connectivity to each fire station. Through a partnership with the University of California San Diego High Performance Wireless Research and Education Network (HPWREN), which supports the backbone for the SDCFA Advanced Situational Awareness for Public Safety Network (ASAP NET), 60 fire stations have been linked to the system.

In 2009, CAL FIRE and M.I.T. Lincoln Labs collaborated in the development of a unique airborne sensor system named Operational Downlink Information Network (ODIN). This sensor is capable of down-linking live video via radio frequency or cellular network to ground Incident Commanders providing valuable Situational Awareness. The sensor can see imagery in electro-optical and infrared, giving the sensor the ability to see through smoke and locate hot spots

in critical fire areas. Ground units and dispatch centers can view the live video feed and control the camera remotely via smart phone or computer if the Air Attack Officer is busy controlling the airspace over the fire area.

In 2013, thanks to the efforts of the Board of Supervisors, the ODIN system received significant enhancements in the number of Chief Officer vehicles able to view and control the camera as well as upgrades to the camera itself. The ODIN sensor has been used with great success during fires by the Air Attack Officer onboard Air Attack 330 stationed at Ramona Air Attack Base.

Additionally, SDCFA has provided analysis to the development of the San Diego County Consolidated Fire Code, which is adopted by the Board of Supervisors. The purpose of this effort is to provide standardized fire code requirements to ensure a consistent level of fire and life safety protection in the unincorporated areas of the county.

MAY 2014 FIRES

During the May 2014 fires, SDCFA equipment was provided as mutual aid to the fires in Carlsbad and San Marcos. At the height of the fires, the following SDCFA resources were engaged in supporting the firefighting efforts:

- 3 fire engines sent to the fires
- 13 water tenders sent to the fires
- 13 fire engines staffed and responding to local fires in their communities
- 4 additional water tenders staffed in stations if needed
- 5 reserve engines moved to CALFIRE stations to backfill
- 1 water tender staffed by Lakeside Fire Protection District sent to the fires
- 1 engine and 1 water tender staffed in Julian to backfill
- 36 SDCFA volunteers who served shifts, in addition to normal duty

It is important to note that the unincorporated communities were covered by SDCFA engines and water tenders during these fires. Five CALFIRE station engines sent to the fires were backfilled with SDCFA engines.

The implementation of the SDCFA, combined with memorandums of understanding for use of military aircraft (see Aerial Firefighting section), was the final key piece needed to complete the puzzle on the way this county prepared for and responded to the wildland fire risks.

Aerial Firefighting

Procurement and availability of firefighting aircraft can be among the most crucial aspects of a fire disaster response. In 2003, when the largest fires in California at the time struck the San Diego region, there were no locally-owned firefighting aircraft and no agreements or strategies to obtain aircraft. The San Diego County Sheriff had a limited number of light patrol aircraft that were equipped to fight fires with helicopter buckets suspended from a cable. However, the region was essentially dependent on state and federal air resources. Shortly thereafter, CAL FIRE and the United States Navy developed a relationship that is now recognized as the model of cooperation between the Department of Defense (DOD) and civil emergency services agencies. CAL FIRE was tasked with creating a system by which San Diego County would be able to access DOD assets within hours of need. Immediate Response protocols were coordinated under Defense Support to Civil Authorities (DSCA). This included administrative, training, and operational implementation between U.S. Navy Third Fleet, Navy Region Southwest, and CAL FIRE. CAL FIRE was instrumental in drafting Letters of Agreement with U.S. Navy Third Fleet and developing training methodologies with aircraft squadrons based at Naval Air Station North Island. During the 2007 Firestorms, these assets were successfully activated within four hours of request under the Immediate Response process, when previously it would have taken days.

In 2007 the United States Marine Corps offered resources under a similar arrangement. CAL FIRE was able to address the unique needs of the First Marine Expeditionary Force (I MEF) assets and tailor a parallel agreement that serves to this day. CAL FIRE organized a training and education event where both Navy and Marine Corps resources come together in a comprehensive three day training that addresses the agreements, communication process, and operational effectiveness in a field exercise.

These agreements were executed with great success in May 2014 during the numerous wildfires that struck this region. In total, 30 military aircraft were deployed to fires in the county and the

Camp Pendleton Basilone Complex Fires. The San Diego region is unique in that it is one of the few, if not the only, in the nation to secure a memorandum of understanding to expedite the use of military aircraft during disasters. At a recent Senior Leadership Seminar held in the San Francisco Bay Area, General Jacoby (U.S. Northern Command/NORAD) stated that the program developed in San Diego should be looked at nationally as a "best practice."

IMPROVEMENTS SINCE 2007

Today, the region's firefighting aircraft program continues to expand and improve. Available firefighting aircraft includes a mixture of locally-owned aircraft, leverages military assets in our backyard, and takes advantage of additional federal and private assets through pre-established agreements.

The San Diego region now has four locally-owned firefighting helicopters (two helicopters in the San Diego Sheriff's Department and two from the City of San Diego Fire-Rescue Department). The San Diego County Sheriff and CAL FIRE have developed one of the most cost efficient and effective cooperative fire/rescue aviation programs in the nation. This unique program brings together State (CAL FIRE) and County (Sheriff) resources in a cooperative aviation response program; it blends law enforcement and fire service together in a seamless service to the public. This cooperative program has created a model of government efficiency in both cost and response.

In addition, a memorandum of understanding is in place for use of the San Diego Gas & Electric Type I Aircrane helicopter during emergencies. This resource is shared between all agencies within San Diego County, typically during the months of September, October and November; these months typically have increased fire severity due to Santa Ana wind conditions. The United States Forest Service has one medium fire helicopter at the Ramona airbase during a contract period from June to November.

The region also has night flying capability through an agreement between CAL FIRE and the San Diego Fire-Rescue Department; this proved to be a critical operational resource during the Cocos Fire. These resources, combined with the three CAL FIRE fixed wing aircraft (one Air Tactical

Plane and two fixed wing tankers) normally stationed at the Ramona airbase stand ready to protect the residents of San Diego.

In 2013, CAL FIRE developed agreements to utilize Brown Field Airport as an Airtanker re-load base if and when needed to support the region. CAL FIRE activated this base in 2013 to provide shorter flight and re-load times to fires in southern San Diego County. Large Airtankers such as C-130 MAFFS, and the next generation jet Airtanker operated by the United States Forest Service have the ability to work from this airfield.

As a result of these agreements, this region has an extensive, robust aerial firefighting capability that would be difficult to amass during the first 24 hours of an incident in many other parts of the country.

MAY 2014 FIRES

At the height of the May 2014 San Diego County Wildfires, the following resources were engaged in firefighting efforts, including active military:

- Four Air Attack Command and Control aircraft
- Eight fixed wing Airtankers
- Two United States Forest Service Lead Planes
- Thirteen civilian helicopters
- Thirty military helicopters (Navy and Marine Corps)

Aerial assets proved to be pivotal in the response to these fires. Accordingly, the County should continue to seek enhancements to their locally owned fire aircraft program. In particular, the County should consider additional "Call When Needed" funding and should also consider purchasing a third firefighting aircraft to provide coverage when a current helicopter is down for maintenance or for surge capacity during red flag warning days.

CAL FIRE Battalion Chief Ray Chaney: ***"In my conversations with military leadership, there are no other emergency service agencies nationally that have similar agreements. We are unique here in San Diego. Cooperative relationships have been borne out of the past fire sieges that have struck the region. Local, State, Federal, Military; all have come together to serve the public in a time of need."***

Joint Arson Task Force Information Exchange

The San Diego County Joint Arson Task Force Information Exchange was formed on May 14, 2014, to be the forum for collaboration and to unite operations in the investigation and analysis of the May 2014 San Diego County Wildfires. Joining together multiple local, state, and federal law enforcement agencies, the Joint Arson Task Force Information Exchange includes the San Diego Fire-Rescue Department; San Diego Police Department; San Diego Sheriff's Department; Bureau of Alcohol, Tobacco, Firearms and Explosives; Federal Bureau of Investigation; CAL FIRE; Oceanside Fire Department; Oceanside Police Department; United States Fish and Wildlife Service; Escondido Fire Department; and Camp Pendleton Fire Department. The goal of the Joint Arson Task Force Information Exchange is to create effective and efficient information exchange among the fire investigation community to reveal any common links or traits shared among fire incidents. To meet this goal, the Task Force works as the clearinghouse for both origin and cause determinations of fire activity and Crime Stoppers tip information.

MAY 2014 FIRES

The need for a centralized repository for arson investigations was recognized early in the May 2014 fires, especially in light of the number and cross-jurisdictional nature of the fires. The multi-agency task force addressed this demand and was successful in serving as the clearinghouse of information exchange during the fires. The Task Force was invaluable in providing real-time, accurate information regarding the investigative leads. Formation of the task force helped: 1) facilitate analysis of the credibility and reliability of tips and leads, and 2) quickly rule out the conjectures that were unfounded. This level of cooperation was tremendous in the response and investigation of these incidents and proved to be instrumental in providing timely and accurate updates to not only senior leadership and the investigators, but to the media and public as well. Combining resources and sharing information while maintaining jurisdictional oversight is a key best practice of the Joint Arson Task Force Information Exchange.

As an additional force multiplier to the efforts of the Joint Arson Task Force Information Exchange, the San Diego Law Enforcement Coordination Center (SD-LECC) is developing a program to maintain awareness of current arson registrants and facilitate seamless threat information integration with the Task Force. It is the goal of the SD-LECC to track arson offenders and identify areas that would have the highest catastrophic impact in the event of a wildfire. In addition, the San Diego Sheriff's Department intends on assessing the threat posed by arson registrants and working to ensure threat mitigation, especially during times of "Red Flag" alerts. The efforts of both the SD-LECC and the San Diego Sheriff's Department will be valuable resources for the Joint Arson Task Force Information Exchange in the future.

Shelters

Shelter operations during a regional disaster are typically coordinated out of the County of San Diego Operational Area Emergency Operation Center (OA EOC). This coordination usually includes input and involvement from impacted jurisdictions, local law enforcement representatives, and local fire services, as well as the American Red Cross (ARC). During a disaster, there are two primary types of assistance that can be provided to evacuees – temporary evacuation points and shelters.

A **temporary evacuation point** (TEP) is often requested by local public safety officials to evacuate a community and get people out of harm's way. Services provided at a TEP are usually minimal to meet the basic needs of the evacuees, which may include snacks, water, and basic medical services. Additionally, the American Red Cross, if requested, may be able to provide support and services via a canteen (a mobile vehicle) on site at a temporary evacuation point. This coordination with the American Red Cross is a fluid process. Once it is determined it is not safe for residents to return home, depending upon the site, there is the possibility for the TEP to become a shelter. If the TEP location is not a suitable shelter facility, such as a large parking lot, then another location will be identified and established as the shelter. Oftentimes, the fire turns or diminishes within hours, the threat subsides and people can return to their homes.

A **shelter** is a location that is established, as the need arises, when residents need to be away from their homes overnight due to safety concerns. Likewise, if residents' homes have been damaged or destroyed due to the disaster and no alternative housing is available, a shelter may be established. A shelter provides a safe location with meals, snacks, basic medical services, and basic mental health services. Shelters are typically established at high schools or community centers due to resources readily available at these sites. Throughout the County there are more than 700 facilities that have been identified as potential shelter sites. The most appropriate facility will be determined at the time of the disaster to ensure the safety of all residents who seek refuge.

IMPROVEMENTS SINCE 2007

In 2007, the County opened a Mega-shelter at the Del Mar Fairgrounds and the City of San Diego opened a Mega-shelter at Qualcomm Stadium; both proved to be successful operations without site specific plans in place. Since 2007, both the City and the County now have plans specifically on how to operate a Mega-shelter should the need arise in the future. Additionally, the County has pre-staged shelter caches throughout the region for more rapid deployment of resources. These caches of supplies include cots, blankets, and hygiene kits. The County has also since purchased specialized equipment to better meet the needs of people in a shelter with disabilities and other access and functional needs. These supplies include toilet chairs, shower chairs, and Americans with Disability Act (ADA) accessible cots. The County also has four Shelter Manager kits that are prepared and ready for deployment. These kits include the items needed to initially establish a shelter including signage, shelter worker vests, various forms, and miscellaneous office supplies.

The sheltering capabilities have been significantly increased since 2007 due to the training of additional County employees as well as various city staff and Community Emergency Response Team (CERT) members from programs throughout the region. The region has also implemented a Feeding Task Force that will be utilized during a catastrophic disaster in which the standard feeding options for disasters are impacted. The Feeding Task Force will be managed by a County employee and includes representatives from local nonprofits and local private entities with a role in food procurement, preparation, or distribution.

MAY 2014 FIRES

During the May 2014 San Diego County Wildfires, an American Red Cross Government Liaison was present while the OA EOC was activated to receive the necessary updates to initiate and establish the nearby shelters and/or temporary evacuation points. Shelter operations began on May 13, 2014, with Rancho Bernardo High School established as the first shelter to support the Bernardo Fire. Throughout the duration of the fires, the American Red Cross opened four shelters at the following high schools: Mission Hills, Escondido, Rancho Bernardo, and La Costa Canyon. The American Red Cross also was prepared to support El Camino High School, Fallbrook High School, Oceanside High School, Torrey Pines High School and Westfield Plaza Camino Real as temporary evacuation points. In addition, the City of Carlsbad opened another shelter at Calavera Hills Community Center using City employees as well as their Community Emergency Response Team members who all had been previously trained in Shelter Operations. An additional TEP was established by the City of San Marcos at the San Marcos Middle School.

Estimated services provided by American Red Cross shelters:

- 1,000 evacuees served
- 548 shelter stays
- 150 volunteers staffed at the shelters
- 3,088 meals served
- 4,878 snacks served
- 278 Comfort Kits provided
- 550 cots used

Estimated services provided by City of Carlsbad shelter at Calavera Hills Community Center:

- 143 evacuees served
- 87 shelter stays
- 30 volunteers staffed at the shelters (City staff 20, CERT volunteers 10)
- 500 meals served
- 429 snacks served
- 143 comfort kits provided
- 143 cots used

Throughout shelter operations, OA EOC personnel leveraged technology to provide information on shelter operations. The use of WebEOC enabled the OA EOC to coordinate shelter operations with jurisdictional EOCs and the American Red Cross. Through WebEOC, jurisdictions easily accessed information pertaining to shelter location, status, and capacity. In addition to WebEOC, 2-1-1 San Diego was an interactive communication tool used to gather and relay shelter information to evacuees. The American Red Cross was able to use WebEOC for better situational awareness regarding the numerous fires and evacuations. County employees (County Shelter Teams) were not activated during these fires.

On Friday, May 16, 2014, the Orange County Sheriff's Department Emergency Management Bureau contacted the OA EOC with the offer of using the Orange County Chapter of the American Red Cross to establish a shelter at San Clemente High School for additional evacuations of Camp Pendleton due to the San Mateo Fire. The San Diego/Imperial Counties Chapter of the American Red Cross worked closely with the Orange County Chapter of the American Red Cross to place San Clemente High School on stand by and was prepared to support as they were able. Although it was not needed, it was an excellent example of regional partners willing to provide support during the disaster.

The combined proactive efforts of the various impacted cities, the County and American Red Cross would have allowed for the timely establishment of five shelters and six temporary evacuation points throughout the county, if required.

2-1-1 San Diego

2-1-1 San Diego began in 1970 as a small program under the United Way of San Diego County. In July of 2005, 2-1-1 San Diego was established as a non-profit organization to provide around-the-clock community, health and disaster information. The San Diego County Board of Supervisors was active in supporting the development of 2-1-1 San Diego and continues to support 2-1-1 as the region's primary public information line. 2-1-1 is the primary agency authorized by the California Public Utilities Commission within San Diego County to provide this type of community information.

2-1-1 San Diego and the County's Office of Emergency Services have operated under a contract for many years to ensure both agencies are better prepared to meet the information needs from community members. 2-1-1 consistently participates in countywide exercises, such as Golden Guardian and San Onofre Nuclear Generating Station exercises. 2-1-1 also takes advantage of quarterly trainings offered by the Office of Emergency Services in Operational Area Emergency Operations Center (OA EOC) operations and WebEOC.

During a disaster, 2-1-1 works with the OA EOC to provide public information to the community, rumor control and trend analysis to County officials, report community needs that are not being met, and act as the central communications point for other community agencies and non-governmental organizations. 2-1-1 communicates a wide range of information, including but not limited to information on evacuations, shelters, road closures and other disaster-related services. During an emergency, the 2-1-1 San Diego line is publicized on press releases and provided to the public during press conferences. A representative from 2-1-1 is staffed within the OA EOC Joint Information Center so that the latest disaster information can be relayed to the 2-1-1 call center staff.

IMPROVEMENTS SINCE 2007

During the 2007 Firestorms, 2-1-1 served as an interactive communication asset fielding approximately 144,000 calls during the disaster. The high volume of incoming calls caused some phone networks to be oversubscribed. During the disaster, additional volunteers and training were required. While the network size and number of lines was increased within three operational days of the start of the disaster, it became clear that additional planning efforts were needed to ensure sufficient infrastructure and call center volunteers would be available at the start of a disaster.

After 2007, the County of San Diego launched a series of actions to improve preparedness and planning efforts. Taking advantage of the Disaster Service Worker designation of all public

employees, the County's Advanced Recovery Initiative launched in 2011. Through this initiative, County employees are identified and trained prior to a disaster to assist 2-1-1 in the role of answering phone calls and registering spontaneous volunteers. There are currently 29 registered County employees who have trained to support 2-1-1 during a disaster. Additionally, the County's Office of Emergency Services and 2-1-1 have entered into a Memorandum of Understanding in which 2-1-1 assumed the additional role of the registration, assignment and management of spontaneous volunteers during local disasters.

Through the Advanced Recovery Initiative, County employees are trained to work in the 2-1-1 call center or a Volunteer Reception Center should the need arise. It is preferable for community members to volunteer and receive training before disasters; however, if they are seeking to provide their services as spontaneous volunteers, they may register either by signing up through the 2-1-1 website or calling 2-1-1. During a catastrophic disaster that impacts phone lines and internet access, a Volunteer Reception Center can be established to register spontaneous volunteers from throughout the region. Using grant funds, the Office of Emergency Services purchased a volunteer management software program and paid for training on the new 2-1-1 system, Hands on Connect. 2-1-1 has their own cadre of 297 volunteers who have been trained in 2-1-1 operations to assist during a disaster.

MAY 2014 FIRES

During the May 2014 Fires, the 2-1-1 call center requested additional County staff to support the influx of calls beginning on Thursday, May 15. The County continued to provide staffing assistance as the week went on. Throughout the disaster, 2-1-1 functioned as an interactive communication asset with a 2-1-1 liaison staffed within the Operational Area Emergency Operations Center's Joint Information Center to regularly gather, validate and relay information back to the 2-1-1 call center staff.

Beginning on May 15, all staff who were able to answer calls were reallocated to responding to incoming calls, resulting in 60 staff on phones. At the peak of 2-1-1 staffing, there were 140 call takers between 2-1-1 staff and volunteers. The County initially mobilized 9 of the 29 pre-trained Advanced Recovery Initiative members. Throughout the event, an additional 56 County employees, primarily from the Department of Child Support Services, were assigned to the 2-1-1 call center to assist with the influx of calls.

During the event, 2-1-1 expanded its capabilities with additional phones and computers including 25 phones and computers supplied by Qualcomm Incorporated. 2-1-1 San Diego registered 1,200 spontaneous volunteers utilizing the Hands on Connect System. Of these 1,200 volunteers, 809 worked a shift at 2-1-1 to support the operation. No other organizations requested spontaneous volunteers. 2-1-1 San Diego was also able to use 107 of their existing 297 disaster volunteer

cadre. By the end of the operational period, a total of 33,478 calls had been answered by 100 2-1-1 staff members and over 800 volunteers.

Also, during the May 2014 San Diego County Wildfires, it was identified that immediately after an AlertSanDiego evacuation message was sent, the call volume at 2-1-1 surged, as well as immediately following press conferences. This increased the wait time for callers seeking information. The average call wait time for 98.9 percent of all callers throughout the incident remained one minute and forty-one seconds, with the average call length being three minutes and forty-six seconds. 2-1-1 and the County are committed to additional improvements to decrease wait times during surge periods (following a call for evacuation or a press conference). About half of 2-1-1 operators speak Spanish, and the call center has access to about 200 languages through an interpretation service. To minimize wait times for future events, the County plans to increase recruitment of County employees who volunteer to serve as 2-1-1 call takers.

Access and Functional Needs

Emergency events can be chaotic and frightening for anyone, but particularly for those who have physical, cognitive and behavioral disabilities. Access and functional needs (AFN) populations are defined as those who may have additional needs before, during and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities, live in institutionalized settings, are elderly, are children, are from diverse cultures, have limited English proficiency or are non-English speaking, and/or are transportation disadvantaged.

The County of San Diego, led by the Office of Emergency Services, has worked diligently on whole community planning and educational efforts for people with disabilities and other access and functional needs. These efforts are intended to help prepare people who are more vulnerable during a disaster. Planning for the needs of people with physical, cognitive, and behavioral disabilities before, during and after a disaster includes the integration of resources into all aspects of emergency management systems. Additionally, the County's Office of Emergency Services has put a focus on developing stakeholders and "partner relay" systems to more effectively disseminate information among non-English speaking language groups and hard-to-reach communities.

IMPROVEMENTS SINCE 2007

Since 2007, the County has made significant strides in emergency planning for "whole community." The Office of Emergency Services has improved communication of disaster preparedness information for people with access and functional needs, including considerations in shelter planning. Communication improvements include finding ways to disseminate information to non-English speakers and hard-to-reach communities. Building on the efforts and progress of the past, there is still more we can do as a community to better prepare this population for a disaster.

The following planning efforts and actions have been implemented by the County to better meet the needs of people with access and functional needs (AFN):

- Created the Access and Functional Needs Unit Leader in the Care and Shelter Branch of the OA EOC, as recommended in 2007 Firestorms After Action Report.
- Created the AFN Workgroup to assist in planning efforts prior to a disaster, including outreach to AFN service providers to educate their clients regarding disaster preparedness.
- Created two new brochures: The 10 Tips for People Who May Need Assistance/Family, Friends, Caregivers of Those Who May Need Assistance and the Disaster Preparedness Plan for People Who May Need Assistance and their Caregivers.
- Purchased a cache of accessible supplies to be used during a shelter operation to meet the needs of people with disabilities and other access and functional needs.
- Developed plans to provide appropriate equipment and training opportunities for disaster shelter workers to meet the unique needs of people with disabilities, including the creation of training for shelter workers to improve their ability to care for people with physical, emotional, and cognitive disabilities.
- Converted the Family Disaster Plan to Braille and audio and translated into five languages.
- Conducted training with first responders on meeting the needs of the deaf community during a disaster.
- Currently developing a series of trainings targeting public safety personnel in how best to meet the needs of people with disabilities during an evacuation.
- Established a contract with DeafLink for alert and notification of people who are deaf and/or blind to receive notifications through the AlertSanDiego system in accessible formats.
- In conjunction with the American Red Cross, maintain a cache of shelter supplies specifically designed to meet the needs of people with disabilities and other access and functional needs (such as ADA accessible cots, toilet chairs, shower chairs, etc).
- Established the Disaster Rapid Assessment Team, which consists of volunteers and County of San Diego health care professionals, who are trained to operate in a disaster situation as a coordinated team to assess disaster shelters and report resource needs to the Operational Area Emergency Operations Center.
- Developed a stakeholder database of 158 organizations, including ethnic media, faith based organizations, non-profit organizations, government organizations who have expressed interest in translating emergency information to their communities; the County is committed to expanding this database.

In recognition of the cultural and ethnic diversity of the San Diego community, the County has identified and included multi-lingual services as an essential component of disaster planning. The following is a representative list of actions and planning efforts that have been put in place to meet the needs of these diverse populations:

- Spanish and American Sign Language interpreters are available at all disaster press conferences. A Spanish speaking Public Information Officer is available at all disaster press conferences to translate content for Spanish media.
- Most of the County's disaster preparedness information is available in multiple languages, such as the Family Disaster Plan which is available in five languages.
- In partnership with the County's Health and Human Services Agency, the County Office of Emergency Services formulated and held focus groups with eight non-English speaking communities to obtain feedback about how best to reach monolingual non-English speaking communities during emergencies. As a result of the focus groups and follow up sessions with community members, the County formulated a risk communication plan.
    - Recommendations from community members included an opportunity to utilize trusted information sources, such as schools, faith-based organizations, and resettlement agencies, to relay disaster information.
    - The risk communication plan recommends expanding our "partner relay" by recruiting additional houses of worship, non-profit leaders, civic organizations, and resettlement agencies that can assist with translating and distributing emergency and health information to their monolingual non-English speaking contacts/clients. Additionally, because many language groups have multiple dialects, the County looks to expand its "partner relay" of community leaders within six language groups (Arabic, Chinese, Filipino, Korean, Latino, and Vietnamese) and two isolated, hard to reach communities (Somali and Karen), who are committed to helping get the word out during disasters.
- Launched Spanish version of Ready San Diego Twitter account "SanDiegoListo".
- Fifty percent (50%) of 2-1-1 staff speaks Spanish. 2-1-1 also is capable of immediately accessing interpreters in more than 200 languages.
- Information on the Ready San Diego website (www.readysandiego.org) is available in Spanish.

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An ongoing part of the County's overall preparedness effort are plans for assisting people with disabilities and other access and functional needs. As part of the Operational Area Emergency Operations Center (OA EOC) Level 3 activation, the Care and Shelter Branch of the OA EOC was staffed with an Access and Functional Needs Unit Leader, as recommended in the 2007 Firestorms

After Action Report. This position was responsible for making sure all needs, especially for people with disabilities and other access and functional needs, were being met, particularly in the shelters.

The Disaster Response Assessment Team (DRAT) was deployed for the first time in a disaster. For each site, the DRAT conducted an assessment and reported their findings to the County's Emergency Medical Services' Emergency Operations Center. Of the four sites the DRAT visited, one site identified follow-up needs. The DRAT coordinated with the Vulnerable Adult Shelter Assessment Team (VASAT) and the American Red Cross to get additional on-site support and supplies, such as portable oxygen tanks, glucometers, and other essential medical supplies to the shelter.

Using previously established plans and networks, the County proactively included an American Sign Language interpreter at all disaster press conferences.

The County Office of Emergency Services (OES) also reached out to organizations who had previously expressed interest in partnering with the County and who serve monolingual non-English speaking clientele. On May 15, San Diego County OES sent a message to over 200 individuals representing organizations that are affiliated with or serve one of the following language groups: Cambodian, Chinese, Korean, Vietnamese, Filipino, Spanish, Somali, Arabic, and Karen. The message was intended to notify partnering agencies of the wildfires and leverage existing linguistic and cultural/ethnic networks to relay important disaster information among non-English speakers. Additionally, the San Diego County Office of Education retweeted messages from sdcountyemergency.com in Spanish.

On May 15, 2014, the San Diego County OES sent the following email message to 201 individuals in the Stakeholder Database:

> *"The County Office of Emergency Services is trying to make sure that all residents in the area are getting the very latest information regarding the fires – particularly evacuation notices. We would ask you to reach out to everyone in your network and direct them to SDCountyEmergency.com and the SD Emergency App for the latest updates. If possible, we would also ask that you translate the information and share it with any non-English speaking in your network. All evacuation information and updates will be available on SDCountyEmergency.com and the SD Emergency App.*

Public Information

The Joint Information Center (JIC) is located within the Operational Area Emergency Operations Center (OA EOC) and serves as the primary coordination point for collecting and distributing public information during an emergency. The JIC collaborates closely with the OA EOC, subject matter experts and public information officers from other agencies, so there is an accurate and timely flow of public information. JIC staff use multiple communication channels, including the web, social media and traditional media, to reach the broadest audience possible during an emergency.

IMPROVEMENTS SINCE 2007

In 2003 and 2007, the County had no official presence on social media sites such as Twitter and Facebook. Today, the County is among the most followed local governments in the nation. Communicating via social media has become a critical way to reach the public and media both on a day-to-day basis and during emergencies. The Joint Information Center staffing plan now includes designated positions for monitoring social media traffic and responding to questions and concerns from the public and posting critical information. Additionally, the Joint Information Center posts links to incident updates and answers questions on a timely basis, and monitors what other local agencies are doing and how the media is covering the disaster.

MAY 2014 FIRES

The Joint Information Center activated on Tuesday, May 13 and provided around-the-clock operational coverage through the Emergency Operations Center deactivation. County Communications Office and Public Safety Group Executive Office employees were among the first to arrive at the Operational Area Emergency Operations Center (OA EOC) soon after the Bernardo Fire began Tuesday, May 13. In all, 12 County employees were assigned to the JIC throughout the OA EOC activation, which ended Sunday, May 18. Staff from 2-1-1 also worked at the JIC and were focused on public inquiry, notification and rumor control.

The JIC produced and sent a total of 71 incident updates (incident-specific press releases) via email to a lengthy list of broadcast, online and print multiple languages media, as well as employees from the County, local governments and others. Additionally, all incident updates were

published on the County's emergency website and SD Emergency App. A list of the incident updates is included in Appendix C.

The JIC produced 85 emergency updates for sdcountyemergency.com, the County's public emergency website. Each update was also emailed to a distribution list. Many of the updates were also pushed out to the SD Emergency App. In total, the website received more than 2.4 million page views during the EOC activation period. Push notifications were sent by the JIC to the SD Emergency App, reaching people with critical, verified information on the disaster as it was happening. More than 2.5 million push notifications were sent through the SD Emergency App. JIC staff also posted information to the County recovery website on how to recover and rebuild for those affected by the wildfires, including information about the County Recovery Liaison Office established at the San Marcos library, and via a recovery hotline and email address. JIC was active in using social media, including both Twitter and Facebook, to ensure a timely flow of information. Both social media platforms gained thousands of new followers from the start of the incident. The use of Twitter provided an interactive communication portal and allowed users to retweet County messages, thereby amplifying each message. The County gained more than 5,700 new Twitter followers and sent 172 tweets. It also sent an additional 71 tweets in direct response to questions and 101 retweets. Tweets were also posted on ReadySanDiego, the Office of Emergency Services' Twitter account, and SanDiegoListo, which sent 66 tweets in Spanish. The County's Facebook account received more than 5,700 likes, and the ReadySanDiego OES account got more than 1,530 new likes. Joint Information Center staff created 60 Facebook posts. It is important to note that audiences do not have to "follow" or "like" a social media account to view tweets and posts, so those numbers are offered as one measure of engagement, but not as a count of actual readers.

Before, during and after the Emergency Operations Center activation, communications staff produced stories for CountyNewsCenter.com. The stories described how to prepare for wildfires, how the County responded, and how affected residents can recover from the wildfires. JIC staff used incident updates, the emergency website, CountyNewsCenter.com, social media and news conferences, to release information on evacuations, shelters, school closures, road closures, firefighting progress, emergency proclamations, EOC activations, repopulations, and recovery and rebuilding.

The JIC also provided information directly to local, national and international media. Staff set up interviews with emergency officials and provided interviews to various media outlets. Joint Information Center staff also prepared and supported County employees in responding to media inquiries, such as the Recovery Liaison Office. Over the course of the event, three disaster-related news conferences were held at the County Operations Center campus.

The JIC served as the primary point of contact with counterparts at other agencies. All incident update information was shared with other affected cities and Joint Information Center staff conferred with County staff serving as liaisons in other municipal EOCs. JIC staff established direct contact with public information officers in Carlsbad and San Marcos and with the Incident Management Team's public information officer in Escondido.

County Resources and Collaboration

The May 2014 San Diego County Wildfires represent a prime example of how the County of San Diego's collaborative efforts on preparedness and response have greatly improved since the 2007 wildfires. Because of close interaction and coordination with our regional partners, such as 2-1-1 San Diego and the American Red Cross, the County was able to quickly disseminate important information to the public. Departments from all five County business groups have a role in responding and providing assistance in one form or another. In addition to those County departments directly involved in providing disaster response and recovery support, the Advanced Recovery Initiative has trained hundreds of additional County employees to work in shelters and assist victims in their efforts to return to normalcy.

IMPROVEMENTS SINCE 2007

Through the County's Advanced Recovery Initiative, hundreds of employees have been trained in specific disaster worker roles to assist with the region's disaster response and recovery, such as shelter workers, Local Assistance Center teams, and 2-1-1 operators. Additionally, all 57 County departments and agencies have written and exercised Continuity of Operations Plans, which establish how they will function and serve the public when disaster strikes.

MAY 2014 FIRES

As the first fire began on Tuesday, May 13, representatives from across the region provided information and frontline assistance in containing the fires and aiding victims. The primary focus for first responders was to suppress and contain the fires. However, many County departments contributed staff and services to support the emergency management and recovery efforts of the fires as well. The following are examples of the types of contributions made by various County departments:

- The Sheriff's Department Operations Center (DOC) assisted in coordinating law enforcement operations and response to the wildfires. The DOC collaborated with personnel from all levels of law enforcement and worked seamlessly with other governmental entities in a coordinated response to the fires. Through the use of WebEOC and embedded departmental liaisons, DOC personnel provided situational updates on areas including fire and weather conditions, firefighting operations, staffing levels, and operations planning to department staff, other law enforcement agencies and cooperating partners. The Sheriff's

Department was also responsible for issuing mass evacuation orders to unincorporated areas and to Sheriff service-contracted areas within the county during the fires.

- As San Diego County's law enforcement mutual aid coordinator, the Sheriff's Department activated the county-wide mobile field force platoon made up of law enforcement officers from 13 local law enforcement agencies. These officers responded to one of the two law enforcement staging areas that had been created to efficiently provide immediate law enforcement support to the fires. The mutual aid process continued beyond the fires to ensure assisting agencies were reimbursed properly.
- The San Diego District Attorney developed and published a brochure for fire victims to inform them of post-disaster fraud and scams; District Attorney staff also volunteered as 2-1-1 call operators.
- The San Diego County Sheriff's and Probation Departments provided 24-hour security support to protect the Operational Area Emergency Operations Center.
- Probation Officers relieved Sheriff's Deputies and provided 24-hour security at the CAL FIRE Incident Command and assisted the Escondido Police Department in evacuation plans.
- The Assessor, Recorder, County Clerk proactively mailed to wildfire victims applications and information regarding the Property Tax Relief program.
- Investigators from the Wild Fire Task Force, which included representatives from the San Diego District Attorney's Office, California Department of Insurance, Contractors State License Board and the California Department of Motor Vehicles, went door-to-door in burned communities to warn residents about criminals who prey on victims of natural disasters. Investigators provided informational literature and spoke with residents about fraud prevention. The team also posted signs warning unlicensed contractors that operating in a proclaimed state of emergency is a felony, and that it is illegal for business owners to increase prices of essential goods and services by more than 10 percent during states of emergency.
- The Department of Animal Services' (DAS) Animal Control Officers rescued animals in the evacuation areas before the fires struck, including retrieving animals trapped in locked structures in the immediate line of the fire. Animal Control Officers were also in the burned areas after the fires, continuing to remove animals and providing food and water to animals that did not need to be evacuated.

- DAS ensured that people who evacuated with their animals were directed to an evacuation site or Red Cross shelter with the necessary supplies, such as crates, cages, food bowls and leashes, to care for their animals.
- DAS rescued and provided shelter to more than 50 animals, including dogs, cats, birds, goats, and horses. The Department also assisted owners in evacuating their horses to sheltering locations for large animals.
- The Department of Environmental Health (DEH) inspected public shelters and first responder base camps to ensure proper food handling and sanitation to reduce the risk of food borne illness.
- DEH surveyed 245 permitted facilities to determine the severity of impacts from fires and loss of power. These facilities included: food facilities, public swimming pools, housing units, hazardous materials facilities, small water systems and solid waste facilities.
- Purchasing and Contracting procured supplies critical to the response effort and aided in logistical support to regional responders and affected local agencies.
- San Diego County Library branches and Department of Parks and Recreation facilities kept their doors open during the wildfires to serve as day shelters for evacuees, providing care and comfort to customers.
- The Department of Public Works deployed field crews to monitor closed roads and inspect and repair damaged roads. Airports were engaged in supporting aerial retardant/water drops by CAL FIRE and other agencies and the Airport Rescue Fire Fighting Vehicle was called into service to help fight fires in Carlsbad.
- The Health and Human Services Agency (HHSA) dispatched public health nurses to assist with the shelters and provided an EMS waiver for pre-hospital agencies authorizing the use of a single paramedic and EMT for 9-1-1 calls, resulting in more firefighters being available on the frontlines.
- HHSA Aging and Independence Services contacted clients who lost power, including going door-to-door.
- The Vector Control Program issued a press release focusing on simple steps the public can take to keep pests under control in fire areas.
- DEH's Hazardous Materials Incident Response Team (HIRT) contacted the Fire Chiefs for San Marcos and Carlsbad to offer assistance with conducting hazardous materials assessments for fire-impacted properties. HIRT conducted assessments at the request of both cities.
- The Department of Environmental Health coordinated with the Recovery Team and the Air Pollution Control District to educate the public about safe ash and debris clean-up. Emphasis was placed on the health effects of asbestos to those doing the clean-up. Guidance for worker safety was provided.

- The Air Pollution Control District conducted air quality monitoring.
- The Department of Agriculture, Weights, and Measures developed a list of potentially impacted agricultural locations.

SD Emergency App

The SD Emergency App contains disaster preparedness information, interactive checklists to help the public create an emergency plan, build an emergency supplies kit, and when a regional disaster strikes, the SD Emergency App will keep residents and visitors informed with emergency updates, interactive emergency maps, and shelter locations. The County's Office of Emergency Services (OES) created the SD Emergency App to better prepare and inform San Diego County residents and visitors about disasters. SD Emergency App features a simple interface, and during a fire or other event, app users will be alerted to official County updates, emergency maps, shelter locations, CAL FIRE, County and city social media, and even volunteer opportunities. With the SD Emergency App, members of the public have the tools they need to plan, prepare, and respond in an emergency right at their fingertips.

IMPROVEMENTS SINCE 2007

The SD Emergency App launched in September 2012. As part of the launch, OES rolled out a promotional campaign to educate the public and to show people where to go to download the free Android or iOS app. This version of the app was a success with over 32,000 installs.

The County continued to leverage new mobile technologies and re-launched new native versions of the SD Emergency App on January 6, 2014. The new versions included significant upgrades with innovative features such as more timely push notifications, an enhanced emergency map, a recovery section where locations of Local Assistance Centers could be displayed, and the ability for users to share their emergency plans with friends and family and backup their emergency information to Google Drive or Apple iCloud.

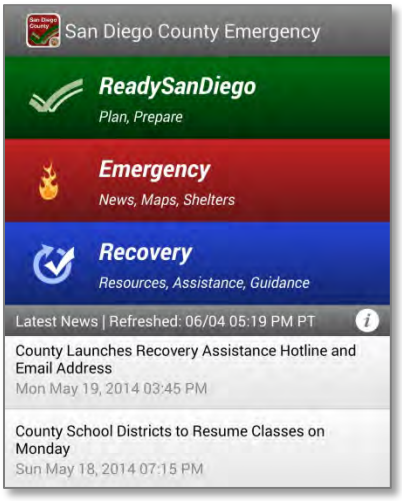
MAY 2014 FIRES

The May 2014 San Diego County Wildfires was the first major incident to fully realize the capabilities of the SD Emergency App. The App was utilized to provide real-time emergency public information such as fire updates, an emergency map with evacuation areas and fire perimeters, and locations of temporary evacuation points, shelters, and the Recovery Liaison Office.

The SD Emergency App leveraged its new push notification service provider, Urban Airship, to quickly disseminate a total of approximately 2.5 million push notifications for 53 news updates. By the end of the wildfires, over 79,000 devices were opted-in to receive real-time push notifications.

Overall, the SD Emergency App performed well through its first major incident. Users who opted-in for push notifications received real-time alerts when News Updates were available. Additionally, users could easily stay informed by viewing the official social media feeds from the County, CAL FIRE, and the city feeds. Lastly, users were able to view up-to-date shelter information and the Recovery Liaison Office location.

The SD Emergency App did encounter some minor technical issues related to the stability of the RSS (Real Simple Syndication) feed that provided information to the Latest News Updates section of the App. The issue was caused by the Latest News Updates being cached (stored) locally on user's devices. This was implemented to improve performance, but caused some users to not receive the most current information. Adxstudio, the vendor that maintains the RSS feed, was quickly engaged to resolve the issue. Within a few hours, Adxstudio had updated the feed to no longer cache locally. Instead, the most current information would be provided from a server each time it was loaded.



Another minor issue was that although the push notifications would cause the App to load if the App was already running in the background, the Latest News Updates did not at times automatically load the latest content. Users could manually refresh the Latest News Updates by pulling down on the feed, but this functionality was not obvious to all users. AT&T Mobility, the SD Emergency App developer, was engaged to develop new releases of the App to force an automatic refresh whenever the Latest News Updates is viewed. The new version of the SD Emergency App is being tested and is planned for release in Summer 2014.

SDCountyEmergency.com

In 2007, the County's emergency website contained press release information in addition to field reports, incident maps, health information, power outages, evacuation orders, and other critical emergency information. At the peak of the 2007 Firestorms, website traffic reached 10 million hits in a single day as a result of national media outlets linking to the County's emergency website. Due to this surge in traffic, the website experienced a period in which response was extremely slow. While capacity issues were addressed during the fires by re-hosting the emergency website on additional larger servers, the County recognized that this was not a long-term solution. Additionally, the County desired to increase its online presence during an emergency, expanding the types of information available to the public through its website.

IMPROVEMENTS SINCE 2007

After the 2007 wildfires, the County looked for a web solution that could handle significant increases in the number of visitors during any event. The County commissioned Adxstudio, a Microsoft Partner Networker member, to build the new emergency website using the Microsoft Azure platform. The new emergency website is a scalable, content-managed website. The new emergency services website supports live, streaming video; Twitter and RSS (Really Simple Syndication) feeds; maps for navigating threats and resources; and location-based information on, for example, the nearest shelters.

The San Diego County emergency website is now a fully scalable, highly flexible, and low-cost emergency portal. Because the portal is hosted in the cloud, it can be updated from anywhere with an internet connection, without needing virtual private network connections to the County network. Online maps and data such as shelter status can be updated automatically and in near real-time; these formerly manual processes used to take anywhere from minutes to hours to implement. The new website utilizes a cloud-based solution, which not only provides scalability, but is a cost-effective solution utilizing a hosting fee rather than investment in high cost server infrastructure. The County's innovative use of this type of cloud-based, technology platform provides for disaster public information that can scale to millions of hits per day to meet the immediate, but temporary high demand needs.

MAY 2014 FIRES

During the May 2014 fires, the emergency website was regularly updated, as well as fed with real-time information directly from local agencies. This information included Twitter feeds from partner agencies such as CAL FIRE, San Diego Police Department, and the National Weather Service San Diego. Additionally, fire perimeter maps were uploaded as they were provided from the Incident Command.

During the incident period of Tuesday, May 13, through Sunday, May 18, the emergency website received over 2.4 million page views. On Thursday, May 15, during the peak of the fires, the emergency website received nearly one million hits and scaled to meet the increased demand with little to no performance impact. The Joint Information Center (JIC) produced 85 updates for sdcountyemergency.com, which were viewable directly by the public and the media on the website or through email distribution.

Mapping

After the 2003 fires, the County recognized the importance of Geographic Information Systems (GIS) as a useful resource in emergency management, especially as an efficient way to communicate with the public. As technology has evolved, so too has the demand for a visual depiction of the disaster or emergency as it occurs. Since 2010, the County has invested heavily in its information technology infrastructure to be better prepared to meet the anticipated demand of instant information.

Since 2004, the County has had a GIS unit linked to the Operational Area Emergency Operations Center (OA EOC) Information and Intelligence Section whose sole focus during times of disaster is emergency mapping.

IMPROVEMENTS SINCE 2007

Since 2007, enhanced mapping capabilities have been developed which include the use of upgraded County of San Diego map servers and ArcGIS Online. The use of these systems allows for greater efficiencies when disseminating up-to-date, dynamic maps to the public.

In 2013, the Office of Emergency Services' GIS staff, with the technical expertise of the County's Land Use and Environmental Group transitioned the Emergency Map tool to the Esri ArcGIS Online platform. ArcGIS Online provides the County the tools needed to quickly and easily create interactive web maps that can be viewed by the public. Interactive emergency maps are a tremendous enhancement from static (non-interactive) PDF emergency maps provided during the 2007 Firestorms. Currently, the Emergency Map tool is viewable on the emergency website sdcountyemergency.com and the SD Emergency App.

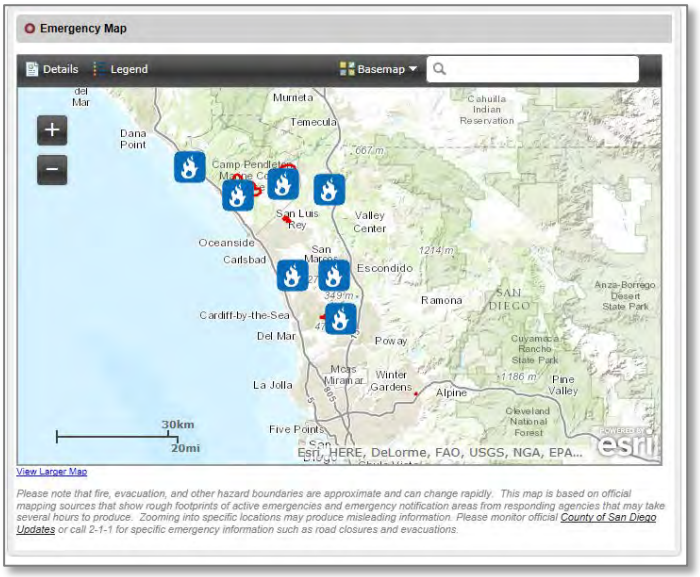
ArcGIS Online provides a reliable cloud-based solution, which not only considers scalability, but is a cost-effective solution based on the amount of usage. The alternative would require a large investment in high cost server infrastructure. The user interface provides GIS staff the ability to update the Emergency Map with localized hazards, traffic control points, evacuation centers, and other emergency information. The Emergency Map also contains a regional, easy to recognize set of mapping symbols to overcome language and cultural barriers.

MAY 2014 FIRES

During the May 2014 fires, a five-person team responded to the OA EOC to provide support starting with the Level 1 activation on May 13. This mapping team provided 24-hour service until the OA EOC was eventually deactivated. During this period, the GIS unit provided mapping, map data development, internal and public mapping operations, and the exchange of GIS data with

internal partners. Additionally, on demand custom mapping and requests for complex map data analysis were fielded by the unit.

The public and media's demand for immediate access to information has grown and was evident during the May 2014 fires. Maps and data based on official information were released as soon as they were received. The electronic public map interface was live and rapidly evolved. While fire perimeters are created by partner agencies and require approval by the Incident Command before posting, shelter locations and evacuation areas were developed using OA EOC resources and were quickly made available to the public.



Overall, the Emergency Map performed well through its first major incident; however, a security breach occurred when unauthorized access was made by an unknown person. This breach was limited to the map portion of the website. Once the incident was brought to the attention of the Office of Emergency Services, the issue was repaired. Measures were implemented to prevent future unauthorized access.

There is increasing interest in fire perimeter maps for public use in the initial stages of fires. Fire agencies have the primary responsibility of producing fire perimeter maps. Fire perimeter data was not available from CAL FIRE during the first several days of the 2014 firestorm.

OES plans to work with CAL FIRE to produce more frequent fire perimeter maps and to explore the feasibility of utilizing a software program currently used by CAL FIRE, NICS (Next-Generation Incident Command System), to generate fire perimeter maps. Additionally, as part of the overall efforts to improve fire perimeter mapping capability, the County will consider purchasing a small number of Forward Looking Infrared (FLIR) devices and conducting a pilot to determine efficacy and how these thermal imaging devices could best be integrated into the region's fire response efforts.

AlertSanDiego

AlertSanDiego is a regional notification system that is able to send telephone and email notifications to residents and businesses within San Diego County that are impacted by, or in danger of being impacted by, an emergency or disaster. This system is used by emergency response personnel to notify those homes and businesses at risk with information on the event and/or actions (such as evacuation) they are asked to take.

The system utilizes the region's 9-1-1 database, provided by local telephone and cable companies. With the data, AlertSanDiego is able to contact land-line telephones whether listed or unlisted. If the call is picked up by an answering machine, the system will leave a voice message. If the phone line is busy or does not answer, the system will redial that number in an attempt to deliver the message. AlertSanDiego has the ability to use a map interface to make calls in a designated geographic area.

AlertSanDiego utilizes a web-based portal that accesses high volume phone lines over the internet. This system can be used by County departments and the 18 jurisdictions within the county to call, email, or SMS employees or residents during a disaster.

AlertSanDiego contains over 2 million phone numbers for county residents. In addition, the system can send messages to registered Voice over IP (VoIP), email, and cellular telephone numbers. If residents would like to be notified through these devices, or if they would like to receive email notifications, they must register the telephone numbers and/or email address at www.readysandiego.org.

AlertSanDiego is also available in accessible formats. Accessible AlertSanDiego provides emergency management the capability of alerting and informing residents of San Diego County who are deaf, blind, hard of hearing, and deaf/blind before, during, and after a disaster. Accessible AlertSanDiego sends accessible alerts and information to internet and video capable devices, such as computers, cell phones, smart phones, tablet computers, and wireless Braille readers. These alerts are offered in American Sign Language (ASL) with English voice and text.

IMPROVEMENTS SINCE 2007

In 2003, no reverse 911 capability existed in the county. Evacuations were conducted by law enforcement officers using public address systems or door-to-door visits with evacuation messages.

In 2007, the County utilized two separate mass notification systems to place 377,000 emergency evacuation calls to 515,000 people. Today, the region utilizes a single system and cities are better prepared to initiate campaigns and send cell phone alerts. Accessible AlertSanDiego provides accessible alerts and information to internet and video capable devices. Previous to the start of the May 2014 San Diego County Wildfires, 240,000 cell phones were registered with AlertSanDiego. By the time the fires were fully contained, 140,000 new phone numbers were registered with AlertSanDiego.

MAY 2014 FIRES

The system was used to generate 149,000 evacuation orders and warnings in the form of phone calls, emails and text messages. In total, 121,000 individuals were asked to evacuate their homes (not including Camp Pendleton evacuations which were handled internally by local military). The City of San Diego and the County Sheriff initiated evacuation campaigns to 25,000 contacts (phone calls, emails and text messages) in the Bernardo Fire area. County Sheriff and City of Escondido initiated evacuation campaigns to 51,000 contacts (phone calls, emails and text messages) in the Cocos Fire area. The County Sheriff and City of Carlsbad initiated evacuation campaigns to 64,000 contacts (phone calls, emails and text messages) in the Poinsettia Fire. The system generated 42,159 text and 34,337 email message notifications.

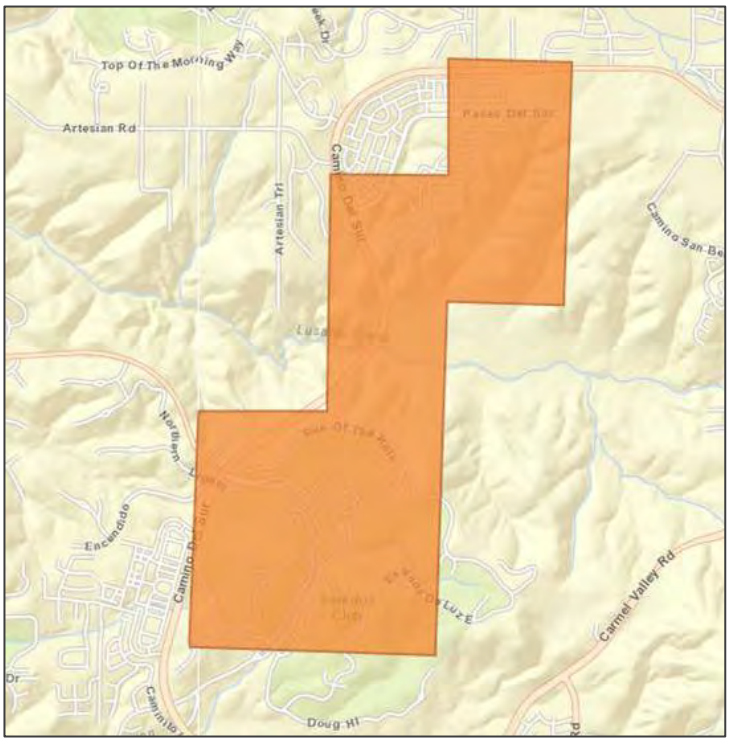
A few notable events occurred during the fires. While AlertSanDiego emergency notification campaigns were still actively contacting individuals in the affected area, the AlertSanDiego evacuation areas were manually uploaded to the County's public facing and dynamic Emergency Map. This allowed anyone to view the evacuation notifications on either the emergency website or the SD Emergency App. During the campaign, Accessible AlertSanDiego was also utilized to contact 23 registrants and provide alert videos in American Sign Language (ASL) with English voice and text.

The AlertSanDiego system is pre-loaded with landline phones, but the communication technology trend is moving away from land-based phone lines and in favor of mobile lines, VoIP, etc., highlighting the need for continued focus on cell phone registrations.

The following is an example of an AlertSanDiego message sent out by the San Diego County Sheriff's Department on May 13:

> *"This is the San Diego County Sheriff's Department with an emergency message and evacuation information on May 13th, 2014 at 1pm. There is a wildfire burning in the Camino Del Sur area of 4S Ranch. The fire department is actively working to suppress the fire but there is concern that the fire may spread to your area so an evacuation order has been issued. If you need emergency assistance in evacuation, call 9-1-1."*

The above message was sent to 1,038 contacts in the Camino Del Sur area of 4S Ranch as shown in the map below:



Communications Systems

One cornerstone of a successful disaster response is a robust voice radio communications system. The County of San Diego operates the San Diego County/Imperial County Regional Communications System (RCS), an 800 megahertz (MHz) radio network serving more than 200 public safety and public service agencies in the two-county area. Installed in 1998, the Regional Communications System provides radio communications service to San Diego and Imperial Counties, 24 incorporated cities, and numerous other local, state, federal, and tribal government agencies in the San Diego County/Imperial County Region. The City of San Diego also operates an 800 MHz radio network serving the public safety communications requirements of the City of San Diego. The two networks complement each other, with the ability for dispatchers to patch operating channels between the two systems as needed. Additionally, fire and law enforcement units in the field have the ability to move between the two systems as required.

IMPROVEMENTS SINCE 2007

The 2003 firestorms exposed capacity shortfalls in the system, and the County subsequently invested an additional $22 million to build increased capacity and system coverage needed when hundreds of firefighters enter remote areas and need instant communications. The 2007 firestorms validated the investment, with a 71 percent improvement in system performance during the critical period. Also in 2007, the San Diego RCS system was ranked one of the six most resilient emergency tactical communications systems in the United States by the Department of Homeland Security in their *Tactical Interoperable Communications Scorecards* Summary Report.

MAY 2014 FIRES

Communication is critical during a disaster or emergency, especially for those in the field, and during the May 2014 fires, the RCS network once again successfully provided voice communications to the County and municipal fire, law, and public works agencies responding to the fires. Over the course of the fires, the Sheriff's Wireless Services Division had a dedicated and well-trained technical staff on duty 24 hours per day to ensure the County's communications systems remained operational. The staff deployed 32 800-MHz cache radios and 32 150-MHz cache radios that were used by cooperating and assisting agencies throughout northern San Diego County.

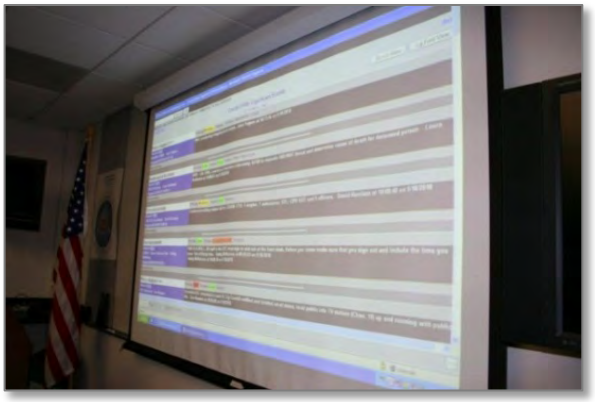
While there were a number of delayed transmissions due to capacity limitations, the system performed on a par with the network performance during the 2007 fires. Between May 13 and May 18, 2014, the areas impacted by the fires generated an average of 65,947 calls per day with an average of 2,427 "system busies" per day. In comparison, in May 2013, the same RCS areas averaged 48,833 calls per day on the RCS with an average of 14 "system busies" per day. With users beginning to experience an increasing amount of system busies, the Sheriff's Communications Center sent an advisory to all employees of the Sheriff's and Probation Departments, as well as to all RCS police and fire communications centers. The advisory provided information about radio system busies and steps that users and agencies can take to help reduce the load on the system. A marked decrease in "system busies" was noted after this advisory was distributed.

The County is currently planning the replacement of the current RCS network with a state-of-the-art Next Generation network, which will further address capacity issues. The addition of new frequencies and technology will provide for additional channels and therefore increase overall capacity. This "NextGen" system is scheduled to be operational in the 2017-2018 timeframe.

In addition to the RCS network on 800 MHz, wildland fire activities throughout California use a mixture of local, state and federal frequencies in the 150 MHz VHF band. The County has a number of these frequencies designed for this purpose. At the height of the fires, all of the available local and state frequencies were in use, requiring that a frequency pair be obtained from an outside source to support the expanding on-scene coordination and tactical communications. This demonstrated not only San Diego County's resiliency during a large-scale disaster, but also the County's excellent relationships with neighboring partners.

WebEOC

Technology plays a critical role in the successful response to the fires by allowing real-time information sharing and the delivery of vast quantities of information with the entire region in an expedient way. WebEOC is one of these catalysts for information sharing throughout the county at all levels. This critical tool is a web-enabled crisis information management system that provides regional situational awareness, report templates, and the ability to track and manage emergency resources. Individuals with WebEOC access can view and share Operational Area Emergency Operations Center (OA EOC) status boards, Geographic Information Systems (GIS) map files, status reports, and various other information pertaining to the fires from any internet-capable computer. Overall, it provides a comprehensive picture of what is going on in the region during an emergency event.



IMPROVEMENTS SINCE 2007

The acquisition and development of WebEOC is a major regional success. It is rare to find a community the size of San Diego where over 400 agencies are all using the same information sharing platform during a disaster or emergency. Access to WebEOC is widespread throughout the region and specifically limited to agency representatives who have a direct role in disaster response. Users of the system include representatives from the 18 cities and County departments, law enforcement agencies, fire agencies, local military, healthcare agencies, and utility companies. The number of emergency responders utilizing the system has grown significantly from approximately 1,500 in 2007 to over 4,000 users today.

MAY 2014 FIRES

During the May 2014 San Diego County Wildfires, WebEOC was used to provide incident updates to all jurisdictions monitoring or supporting the incident. It was especially invaluable to those not near the fires or the Operational Area Emergency Operations Center, as they were able to monitor significant event logs and stay apprised of the wildfire situation and response. During the multiple fires, over 2,500 significant events were posted and shared through this software program.

There have been major upgrades to the software since the 2007 fires, which added capabilities including logistics management and tracking, mapping, expanded search capability, an upgraded graphical user interface and expanded communication channels between groups of responders. The improvements made after the 2007 fires allowed WebEOC to function without much need for special attention or on-the-fly modifications. Once again, WebEOC fulfilled its role as a stable, reliable, and useful crisis information sharing tool.

Damage Assessment

The widespread damage that occurred during the 2003 and 2007 wildfires underscored the need for a coordinated damage assessment process, particularly when multiple agencies are involved. The County of San Diego has responsibility for damage assessments that occur within unincorporated areas, whereas the incorporated cities are responsible for the deployment of their own damage assessment teams. Damage assessment teams between agencies are in communication and resources can be shared, when available. Additionally, damage assessment is incorporated into the recovery process early once an area has been deemed safe for teams.

IMPROVEMENTS SINCE 2007

In 2008, County Planning and Development Services procured and prepared damage assessment kits, equipped with cameras, boots, assessment forms and other gear, to reduce the amount of time to deploy damage assessment teams.

MAY 2014 FIRES

Under general direction of the County Recovery Manager, damage assessment teams were activated and deployed on Friday, May 16. The damage assessment teams worked in conjunction with fire and law enforcement officials to conduct preliminary damage assessments. By Wednesday, May 21, final damage estimates had been verified and released for the unincorporated areas. The fires destroyed 65 structures, including 46 single family homes, and damaged 19 structures (Table 2). The total damage costs to private property owners are estimated at $29.8 million.

TABLE 2
Damage to Private Property*

	STRUCTURES DESTROYED			STRUCTURES DAMAGED		
	Single Family Homes	Other Structures**	Accessory Structures	Single Family Homes	Other Structures***	Accessory Structures
County of San Diego	33	1	14	4	0	2
City of Carlsbad	8	4	0	3	3	0
City of San Marcos	5	0	0	7	0	0
Total	46	5	14	14	3	2

*The number of structures destroyed/damaged reflects reported damage as of June 11, 2014. The final number of structures destroyed/damaged may change over time as inspections and investigations are completed.

**Includes 2 commercial structures, 1 multi-family 18-unit apartment building, 1 church and 1 modular building.

***Includes 2 multi-family apartment buildings and 1 commercial structure.

The County Recovery Team reached out to damage assessment teams in the incorporated cities to offer assistance. The County was ready to deploy up to 30 damage assessment teams to unincorporated areas or within cities, if requested.

In addition to assessing structure damage, the County Recovery Team also focused on environmental safety issues. The Department of Public Works and Air Pollution Control District coordinated to perform ground assessments and determine air quality impacts within burned areas. Information from the Vector Control Program was provided so the public could take steps to keep pests under control in fire areas. The Hazardous Materials Incident Response Team conducted assessments for household hazardous waste. The Department of Environmental Health also provided information outreach for safe clean-up of ash and debris removal. The above list is by no means a comprehensive list of outreach efforts provided by the County, but is meant to serve as a representative sample of the all-inclusive recovery approach.

Recovery and Fire Victim Assistance

As part of the County Advanced Recovery Initiative (ARI), both short-term and long-term recovery efforts begin well before an emergency incident is over. Recovery operations include the development, coordination, and execution of service- and site-restoration plans for impacted communities, as well as the reconstitution of government operations and services. Reconstitution of government operations and services can be accomplished through individual, private sector, nongovernmental, and public assistance programs that identify needs and define resources, provide housing and promote restoration and address long-term care and treatment of affected persons. Moreover, recovery involves incident-related cost recuperation, identification and implementation of mitigation measures to reduce or eliminate effects of future incidents, as well as evaluation of lessons learned. Recovery operations should begin during or shortly after a disaster occurs.

IMPROVEMENTS SINCE 2007

Over the past several years, the County of San Diego has trained hundreds of County employees to work as shelter managers and workers, Local Assistance Center workers and to serve as operators at 2-1-1 during a disaster. Additionally, the County of San Diego completed a comprehensive Disaster Recovery Plan in 2007 with major revisions and updates planned for 2014-15.

MAY 2014 FIRES

Recovery efforts began on the first day of the Emergency Operations Center Level 3 activation. The County appointed a Recovery Manager on Wednesday, May 14. The Recovery Manager is responsible for coordinating damage assessment, fire victim assistance, coordination with State recovery officials, debris removal and general recovery communication with County officials. Immediate recovery planning began, including a review and update of recovery and assistance service resources for the public on sdcountyrecovery.com, the first point of contact for many fire victims looking for assistance information.

In 2007, the County established three Local Assistance Centers due to the large number of impacted victims. The County Director of Emergency Services determined that the May 2014 wildfires required a different approach to recovery assistance. A Recovery Liaison Office was opened

in the San Marcos Branch Library on Friday, May 16, to provide in-person assistance to those who suffered losses during the fires. The Recovery Liaison Office assisted a total of 56 fire victims in the week that it was open. The Recovery Liaison Office closed on Friday, May 23, as the number of visitors had dropped dramatically. In addition to the Recovery Liaison Office, a dedicated Recovery Hotline was established with both a telephone number and email address. During the week of May 16 through May 23, a total of 44 calls were received by the Recovery Hotline.

County recovery staff worked individually with fire victims to assist them in obtaining needed County services from debris removal to rebuilding and all the steps in between. In cases where the County was unable to provide certain services, those individuals were connected with the San Diego Voluntary Organizations Active in Disaster (VOAD). Members from the Recovery Team and other agencies attended a community meeting at the Elfin Forest/Harmony Grove Fire Station to provide key information and support to fire victims. Approximately 120-150 community members attended and obtained information from County Planning and Development Services, Elfin Forest Harmony Grove Fire Department, CAL FIRE, San Marcos Fire Department, San Diego County Sheriff's Department, California Contractor's License Board, California Insurance Investigation, Red Cross, and other agencies. By May 21, the County Recovery Team had personally contacted 31 of 33 owners of homes destroyed by fires in the unincorporated areas. On Tuesday, May 20, the Board of Supervisors took several actions to provide funding for costs related to initial response and recovery efforts associated with the fires and to provide to victims of the fires. These actions included:

- Ratification of the County of San Diego Emergency Proclamation declared on May 14 and transfer of funds from the General Fund Contingency Reserve to OES for costs related to the fires.
- Adoption of a resolution to waive fees for birth certificates, marriage licenses and death certificates for victims of the fires.
- Adoption of a Resolution declaring the rebuilding of structures damaged or destroyed by the May 2014 wildfires as eligible for permit fee waivers in the unincorporated area or areas in other jurisdictions needing County approvals.

Issues and Recommendations

COMMUNICATIONS AND DATA SHARING WITH INTERNAL STAKEHOLDERS				
#	**Issue**	**Recommendation**	**Responsible Party/Agency**	**Completion Date**
1	Determination of what information from the field has been vetted by the Incident Commander and approved for release to the public.	Work with the regional emergency managers group to develop protocols and procedures for the release of vetted information.	OES as lead, partnering with Regional Emergency Managers	July 31, 2014
2	Clarify the active role of the County Office of Emergency Services (OES) to Incident Management Teams (IMT) brought in from out of the area to manage large fires.	Work with CAL FIRE, the County Fire Authority and city representatives to include language in local authority documents provided to the IMT that clearly delineates the role of OES, the Operational Area Emergency Services Center (OA EOC), local EOCs and CAL FIRE and the need for timely exchange of information.	CAL FIRE, Fire Authority, OES	July 31, 2014
3	Enhance communication and coordination between the OA EOC and local EOCs.	Update EOC position contact numbers for all cities; facilitate meeting with cities to heighten awareness of OA EOC role; OES Emergency Services Coordinators will establish annual emergency management goals to be accomplished in partnership with their assigned cities to improve coordination.	OES	July 31, 2014

4	Adequate training and preparation for all EOC responders.	Promote and hold quarterly position-specific training for EOC responders.	OES	Ongoing
5	Adequate staffing resources for EOC command and general staff.	EOC command and general staff will be increased by utilizing employees within the Public Safety Group's Executive Office. These staffers will be trained for dedicated positions in the Finance, Planning and Information and Intelligence Sections.	PSG Executive Office, OES	In progress
6	City EOCs stated that at times there was a lack of coordination between the OA EOC Joint Information Center (JIC) and their respective Public Information Officers (PIOs).	In early 2014, County Communications Office (CCO) updated its list of Regional Public Information Officers, and organized the next bi-annual Regional PIO meeting for June 12 at County OES. At the meeting, CCO and OES will coordinate with the PIOs and review the County's role during disasters. CCO is also establishing a system for making sure the Regional PIO contact list is up-to-date. The JIC will establish a protocol for establishing contact with critical PIOs at other EOCs once JIC is activated.	PSG Group Communications Officer/County Communications	

7	Effective use of internal and external liaisons and ensuring their inclusion in meetings and conversations.	Host FEMA Liaison training for the region; ask regional emergency managers working group to contribute to regional liaison position checklist.	OES, Regional Emergency Managers	December 2014
8	Due to the expansive fire activity, the Regional Communications System (RCS) experienced higher than normal usage, which increased the potential for busy signals for large parts of the radio system affecting all users (field and dispatch) within the region, not just those working the fires.	Continue investing in upgrades to the RCS, which will increase capacity, and continue to provide training on effective use of the system in routine and emergency incidents.	SDSO, PSG Executive Office	Ongoing

COMMUNICATIONS AND DATA SHARING WITH EXTERNAL STAKEHOLDERS AND THE PUBLIC				
#	**Issue**	**Recommendation**	**Responsible Party/Agency**	**Completion Date**
9	Many fires could be avoided if guidance and regulations are followed and enforced curtailing certain activities during Red Flag warning periods (such as prohibiting target shooting). There is a need to standardize regulations throughout the region.	Convene a meeting of regional land use agencies to determine if more can be done to reduce the number of preventable fires and standardize regulations throughout the County of San Diego.	Chairwoman, Board of Supervisors	TBD

10	With the aim of continual improvement in our ability to fight large and devastating wildland fires, there are varying recommendations and opinions about the types of future regional investments, such as equipment, planning, and personnel that will bring the greatest benefit.	Convene a meeting of policymakers/fire agencies to discuss regional priorities related to large firestorms. Topics could include Regional Aerial Resources, Coordination and Communication, Public Communication and prioritization of additional resources.	Chairwoman, Board of Supervisors	TBD
11	Alert and warning messages were not available in languages other than English, and only limited Spanish emergency notifications were available on the SanDiegoListo Twitter account.	Double from 150 to 300 the number of organizations participating in the "partner relay" to translate and disseminate disaster information, such as evacuation notices and shelter information, to residents who do not speak English. Formalize method of dissemination.	OES	December 31, 2014
12	Accessible AlertSanDiego is a free, opt-in service that sends text, voice and video notifications to registered users through devices such as cellphones, smartphones, tablets and wireless braille readers. Videos are recorded in American Sign Language with English text subtitles. This service is available in addition to the standard AlertSanDiego automated alert and notification system. Because it is an opt-in system, it did not reach all of the individuals it could have assisted.	Launch a public awareness campaign to increase awareness of Accessible AlertSanDiego, thereby increasing the number of registered users.	OES, AFN Workgroup	September 30, 2014

13	Public and media increasingly want fire perimeter maps in the initial stages of the fire. Fire agencies have the primary responsibility of producing fire perimeter maps.	Work with CAL FIRE to increase the speed and frequency of fire perimeter map production. Work with CAL FIRE to explore the feasibility of utilizing NICS to generate fire perimeter maps.	CAL FIRE, Fire Authority, OES	Ongoing
14	Additional volunteers are needed for surge capacity for 211 and sheltering operations.	Double the number of active and trained county employee disaster service workers from 200 to 400. Disaster services worker training will focus on assisting 2-1-1 during disasters, working at Local Assistance Centers, and working as shelter managers and shelter workers.	OES	June 30, 2015
15	The Joint Information Center monitored a constant flow of social media, and JIC staff used social media to pass along verified information put out by many agencies involved in or impacted by the fires. Recognizing that social media can provide valuable real-time information in an emergency, the value is lost without the ability to verify information in a timely manner. The verification /vetting process currently used to ensure accurate information is released does not facilitate the goal of real-time information sharing with the public.	OA EOC staff in close consultation with CCO staff will continue to work with lead agencies to find mutually agreed upon solutions in an effort to streamline the vetting process. JIC staff will also continue to enhance our social media capabilities both in monitoring and dispensing verified information.	CCO/OES	Ongoing

TECHNOLOGY/EQUIPMENT				
#	**Issue**	**Recommendation**	**Responsible Party/Agency**	**Completion Date**
16	The process of transferring evacuation information from AlertSanDiego to public maps for use on the emergency website and mobile app is time-consuming and arduous.	Work with external vendors to streamline the process of posting evacuation-related images to the website and mobile app, and to more quickly share with partners such as 2-1-1, the JIC and regional PIOs.	OES – partially completed (process complete for automated .jpg files to be sent to external partners like 2-1-1). Automated process to create shape files for the mobile app and website is forthcoming.	September 30, 2014
17	Contact information posted in WebEOC for both internal and external agencies, including regional EOCs, was not as comprehensive or up to date as possible.	Regularly review contact information for both internal and external agencies to ensure comprehensive and up to date information is posted in WebEOC.	OES, Regional Emergency Managers	July 31, 2014
18	Initial air attack is paramount in quickly getting the upper hand on large fires. The County's "Call When Needed" aircraft program provides a limited ability to pre-stage firefighting aircraft in San Diego County. The Sheriff currently operates two firefighting helicopters.	Increase the Board's allocation of $250,000 for the "Call When Needed" program to $750,000. That will allow for the flexibility to bring in more aircraft for a severe wind event or to fund one or two aircraft for several different wind events. Additionally, consider the purchase of a third firefighting helicopter to further enhance our ability to fight wildfires throughout the region.	OES, PSG Executive Office, Sheriff	Upon allocation of funds

19	There is an opportunity to leverage new technology to allow for better imaging of fire hot spots and perimeters, as well as for the protection of firefighters and civilians at risk in the fire area.	Consider allocating $50,000 to purchase a small number of Forward Looking Infrared (FLIR) thermal imaging devices and conduct a pilot to determine efficacy and how the technology could best be integrated into the region's fire response efforts.	Fire Authority, CAL FIRE	Upon allocation of funds

CITIZEN PREPAREDNESS				
#	**Issue**	**Recommendation**	**Responsible Party/Agency**	**Completion Date**
20	Not all San Diego County residents understand the importance of evacuating promptly when told to do so by first responders.	Develop and execute a comprehensive wildfire public awareness campaign, to be implemented throughout the remainder of this year's fire season, to emphasize the importance of immediately evacuating threatened areas when notified to do so by first responders.	Fire Authority, County Communications, OES	Ongoing through the end of fire season 2014

21	There still remains a significant need for residents to understand and improve individual and family disaster preparedness.	Allocate $400,000 to develop and execute a comprehensive wildfire public awareness campaign, to be implemented throughout the remainder of this year's fire season, to enhance awareness among San Diego residents to improve individual and family planning and wildfire preparedness.	Fire Authority, County Communications, OES	Ongoing through the end of fire season 2014

Appendix A

PROCLAMATIONS

PROCLAMATION OF EXISTENCE OF A COUNTY-WIDE LOCAL EMERGENCY
(UNINCORPORATED AND INCORPORATED AREAS)
AND RESOLUTION
REQUESTING GOVERNOR TO PROCLAIM A STATE OF EMERGENCY

WHEREAS, the California Emergency Services Act, including but not limited to Government Code section 8630, the County of San Diego Emergency Services Organization Ordinance (Code of Regulatory Ordinances, sections 31.101 et seq.) empower the Chief Administrative Officer of the County of San Diego as Director of Emergency Services, to proclaim the existence or threatened existence of a local emergency when said County is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session; and

WHEREAS, the Chief Administrative Officer of the County of San Diego as Director of Emergency Services, does hereby find that on May 14, 2014, conditions of extreme peril to the safety of persons and property have arisen within the County of San Diego, as a result of wildland fires in Fallbrook, the City of Carlsbad and Camp Pendleton that began at approximately 10:00 a.m.; and

WHEREAS, the Board of Supervisors of the County of San Diego is not in session and cannot immediately be called into session; and

WHEREAS, on May 13, 2014, due to fires in the City of San Diego and some unincorporated areas of the County, the City of San Diego proclaimed a local emergency; and

WHEREAS, on May 14, 2014, the City of Carlsbad proclaimed a local emergency; and

WHEREAS, the Chief Administrative Officer of the County of San Diego as Director of Emergency Services, finds that these emergency conditions are beyond the control of local resources, services, personnel, equipment and facilities; and

WHEREAS, the Chief Administrative Officer of the County of San Diego as Director of Emergency Services, finds that these emergency conditions of extreme Santa Ana winds will require additional resources, services, personnel, equipment, facilities, including the combined forces of the mutual aid region, and funding as follows:

Portions of communities within the City of Carlsbad, Fallbrook and Camp Pendleton have been evacuated and remain threatened. More than 20 structures, including homes, have been destroyed. Potential needed resources may include extensive logistical and personnel assistance with firefighting; aerial support; evacuation operations; shelters; Emergency Managers Mutual Aid; National Guard troops; Local Assistance Centers; debris removal that poses immediate threat to public health and safety; and smoke damage. We are requesting consideration for a U.S. Small Business Administration Disaster Declaration for Individual Assistance.

This list is not necessarily reflective of the total extent of the assistance that may be required. Additional resources may be requested as the disaster progresses and worsens.

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED by the Chief Administrative Officer of the County of San Diego as Director of Emergency Services, that a local emergency exists throughout San Diego County pursuant to Government Code section 8630 and as defined by Government Code section 8558 and shall be deemed to continue to exist subject to ratification, review and termination by the Board of Supervisors pursuant to Government Code section 8630; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the emergency organization of this county shall be those prescribed by State law including but not limited to Government Code section 8634, County ordinances and resolutions, and the current Emergency Services Agreement and Operational Area Emergency Plan.

PROCLAMATION OF EXISTENCE OF A COUNTY-WIDE LOCAL EMERGENCY
(UNINCORPORATED AND INCORPORATED AREAS)
AND RESOLUTION
REQUESTING GOVERNOR TO PROCLAIM A STATE OF EMERGENCY

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Governor of California with the request that he proclaim San Diego County to be in a State of Emergency and further that the Governor request a Presidential Declaration.

IT IS FURTHER ORDERED that Helen Robbins-Meyer, Chief Administrative Officer, or her representative is hereby designated as the authorized representative of the County of San Diego for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

COUNTY OF SAN DIEGO

Date/Time: 1:25 p.m.
5/14/14

By:

Helen Robbins-Meyer,
Chief Administrative Officer

DECLARATION OF LOCAL EMERGENCY

WHEREAS, the City Council of the City of Carlsbad empowers the City Manager to proclaim the existence of a local emergency when said City is affected by a public calamity and the City Council is not in session; and

WHEREAS, the City Manager of the City of Carlsbad, California does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within the City of Carlsbad caused by wildfires that are currently burning in Carlsbad; and

That these conditions are creating unexpected occurrences that pose a clear and imminent danger and required immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential public services, and are or are likely to be beyond the control of the services, personnel, equipment and facilities of the City of Carlsbad; and

That these conditions do not permit a delay resulting from a competitive solicitation for bids, and that the action is necessary to respond to the emergency; and

That the City Council of the City of Carlsbad was not in session and could not immediately be called into session.

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout the City of Carlsbad, California; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency, the powers, functions and duties of the emergency organization of the City of Carlsbad are those prescribed by state law, by ordinances and resolutions of the City of Carlsbad Emergency Plan.

Dated: 5/14/2014

By: _____
Steven R. Sarkozy, City Manager
City of Carlsbad, California

PROCLAMATION OF EXISTENCE OF A LOCAL EMERGENCY

(By Assistant Director of Emergency Services)
Escondido Municipal Code Section 7-6

WHEREAS, Escondido Municipal Code (EMC) Chapter 7 contains procedures for local emergencies, and EMC Section 7-6 empowers the City Manager or the Acting Director of Emergency Services , to proclaim the existence or threatened existence of a local emergency when said City is affected or likely to be affected by a public calamity and the City Council is not in session; and

WHEREAS, the Assistant Director of Emergency Services of the City of Escondido does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within the City, caused by fire.

That the City Council of the City of Escondido is not in session (and cannot immediately be called into session);

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout said City; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions and duties of the emergency organization of this City shall be those prescribed by state law, by ordinances and resolutions of this City, and by the City of Escondido Emergency Plan, as authorized by Chapter 7 of the Escondido Municipal Code.

Charles Grimm, Assistant
City Manager
Director of Emergency Services
City of Escondido

5/15/14
Date

14:50
Time

Approved as to Form

Jennifer K. McCain
Assistant City Attorney

PROCLAMATION OF EXISTENCE OF A LOCAL EMERGENCY
BY THE DIRECTOR OF EMERGENCY SERVICES

WHEREAS, Ordinance No. 73-22 of the City of Oceanside Municipal Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when said City is affected or likely to be affected by a public calamity and the City Council is not in session; and

WHEREAS, the Director of Emergency Services of the City of Oceanside does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within said City, caused by fires burning in the City

and

That the City Council of the City of Oceanside is not in session (and cannot immediately be called into session)

NOW, THEREFORE, it is hereby proclaimed that a local emergency now exists throughout the said City; and

IT IS FURTHER proclaimed and ordered that during the existence of said local emergency the powers, functions, and duties of the emergency organization of this City shall be those prescribed by State law, by Municipal Code, Ordinances, and Resolutions of this City, and by the City of Oceanside Emergency Plan, as approved by City Council, on May 15, 2002.

Approved as to form:

John Mullen
City Attorney

Date: 5.14.14

Steven R. Jepsen
Director of Emergency Services

Date: 5-14-14

CITY OF SAN DIEGO

PROCLAMATION OF A LOCAL EMERGENCY
BY THE MAYOR

WHEREAS, State Government Code Sections 8558 and 8630, et seq. and San Diego Municipal Code Section 51.0106(a)(1) empower the Director of Emergency Services (Mayor) to proclaim the existence or threatened existence of a local emergency when the City is affected by a disaster and the City Council is not in session; and

WHEREAS, at the time of this proclamation the City Council is not in session; and

WHEREAS, conditions of extreme peril to safety of persons and property have arisen within the City of San Diego as a result of a wildfire in northeastern San Diego County which ignited during the early afternoon hours of May 13, 2014, and continues to directly affect the safety of persons and property within this City; and

WHEREAS, the conditions of extreme peril warrant and necessitate the proclamation of a local emergency; and

WHEREAS, these emergency conditions are beyond the control of local resources, services, personnel, equipment, and facilities; NOW, THEREFORE,

IT IS HEREBY PROCLAIMED that a local emergency currently exists within the City of San Diego.

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of this local emergency, the powers, functions and duties of the Mayor of this City shall be those prescribed by State law and the Charter, ordinances, resolutions and approved plans of the City of San Diego in order to mitigate the effects of this local emergency, including the receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

IT IS FURTHER PROCLAIMED AND REQUESTED that a copy of this proclamation be forwarded to the Governor of California with the request that he proclaim the City of San Diego to be in a State of Emergency.

IT IS FURTHER PROCLAIMED AND ORDERED that a state of local emergency shall be deemed to continue to exist for the next seven days unless ratified by the City Council, and then until its termination is proclaimed by the City Council of the City of San Diego.

CITY OF SAN DIEGO

Dated: May 13, 2014
Time: 4:20 P.M.

By:

Kevin Faulconer, Mayor

Proclamation of the Existence of a Local Emergency
(By Director of Emergency Services)

WHEREAS, Chapter 2.28 of the San Marcos Municipal Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when the City of San Marcos is affected or likely to be affected by a public calamity and the City Council is not in session, which proclamation shall be subject to ratification by the City Council within seven (7) days; and

WHEREAS, the City Manager, acting as Director of Emergency Services for the City of San Marcos, does hereby find that:

1. Conditions of disaster or extreme peril to the safety of persons and property have arisen within the territorial limits of the City of San Marcos as a result of the following event(s):

- ☐ Air Pollution
- ☐ Civil Unrest
- ☐ Drought
- ☐ Earthquake
- ☐ Energy Shortage
- ☐ Hazardous Material Incident
- ☒ Fire
- ☐ Flood
- ☐ Landslide/Mudflow
- ☐ Public Health Emergency (Pandemic)
- ☐ Storm
- ☐ Terrorism
- ☐ Transportation Incident
- ☐ Other (_____); and

2. Such conditions of disaster or extreme peril commenced on or about 3:30 p.m. a.m./p.m. on the 14 day of MAY, 2014; and

3. The aforementioned conditions of disaster or extreme peril warrant and necessitate the proclamation of the existence of a local emergency.

4. The City Council of the City of San Marcos is not in session and cannot immediately be called into session.

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED by the Director of Emergency Services that:

1. A local emergency exists in the City of San Marcos.

2. During the existence of said local emergency, the powers, functions and duties of the Director of Emergency Services and the emergency organization of this City shall be those prescribed by the laws of the State of California and by the ordinances and resolutions of the City of San Marcos, including the City of San Marcos Emergency Plan.

5/14/14 4:21 pm
Date/Time

Director of Emergency Services

APPROVED AS TO FORM:

City Attorney

DECLARATION OF CAMPUS EMERGENCY

Date: May 14, 2014
Time: 15:57

As result of wildland fires in San Diego's North County occurring on the California State University San Marcos campus and surrounding communities, conditions of extreme peril to the safety of university personnel and property now exist. Appropriate response to these conditions is not possible without all available university resources.

Under the authority of the California State University and the CSU Board of Trustees, I, as President of California State University San Marcos, hereby declare an emergency in order to protect the lives and property of this institution and to comply with laws and regulations for requesting assistance and aid from local, state, and federal agencies.

It is further proclaimed and directed that during these emergency conditions the powers, functions, and duties of the emergency organization of California State University San Marcos shall be those prescribed by the University Emergency Plan.

Karen S. Haynes, PhD
President, California State University San Marcos

Appendix B

FIRE PERIMETER MAPS

LUEG GIS
Land Use & Environment Group Geographic Information Services

N

1:306,750

0 3.75 7.5 Miles

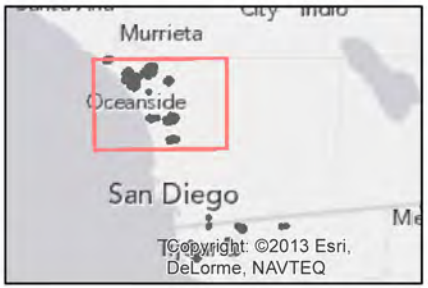
Date: 6/10/2014

Major North County Wildfires- May 2014

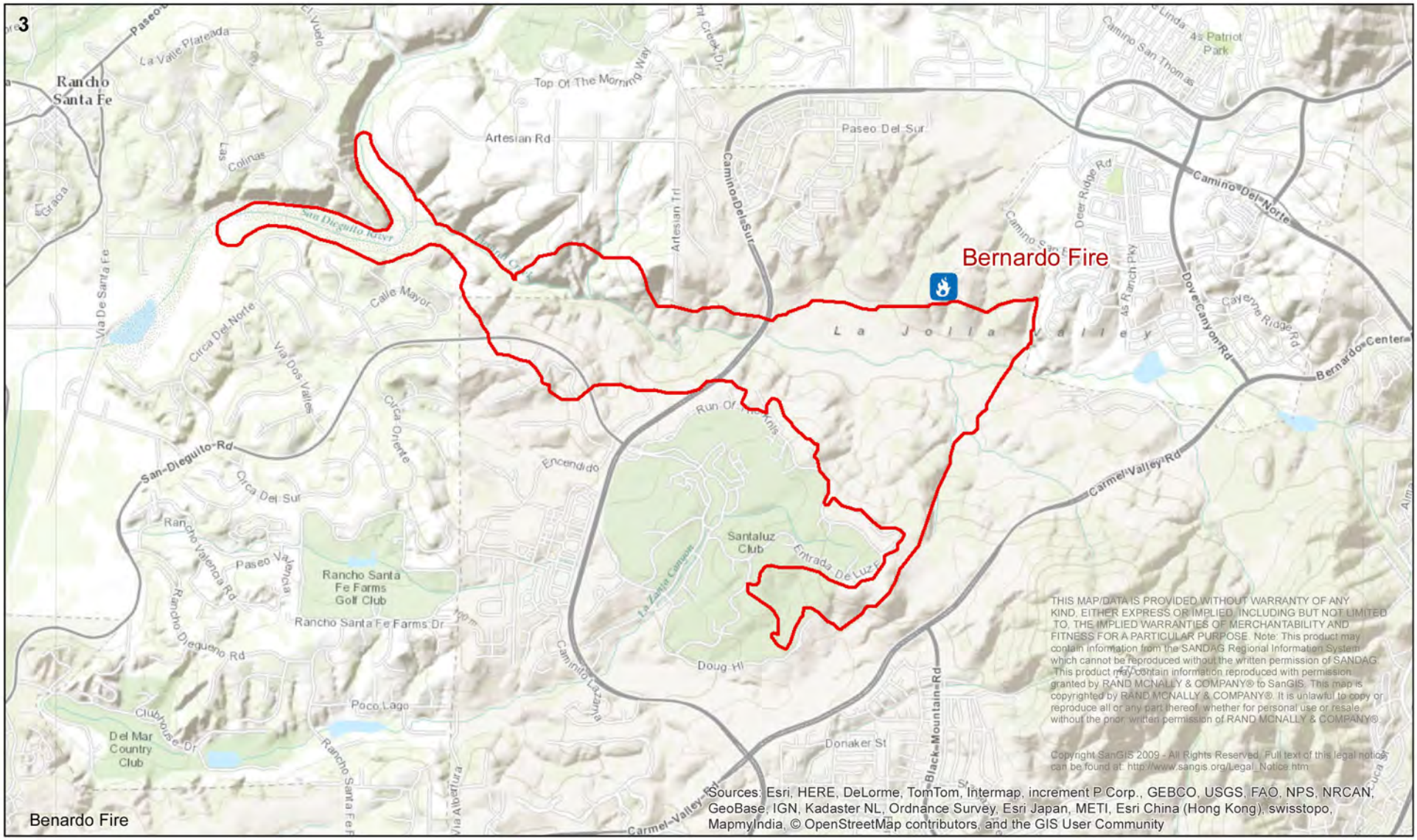
Official data is derived from SanMAPS, MODIS, CAL FIRE, GeoMAC, NICS, and WebEOC. All data stored in the program of record PA-ID 2340 County of San Diego Enterprise GIS system.

Legend

- Fire Name
- Fire Perimeter



Author: Ross Martin



LUEG GIS
Land Use & Environment Group Geographic Information Services

N

1:36,860

0 0.25 0.5 Miles

Date: 6/10/2014

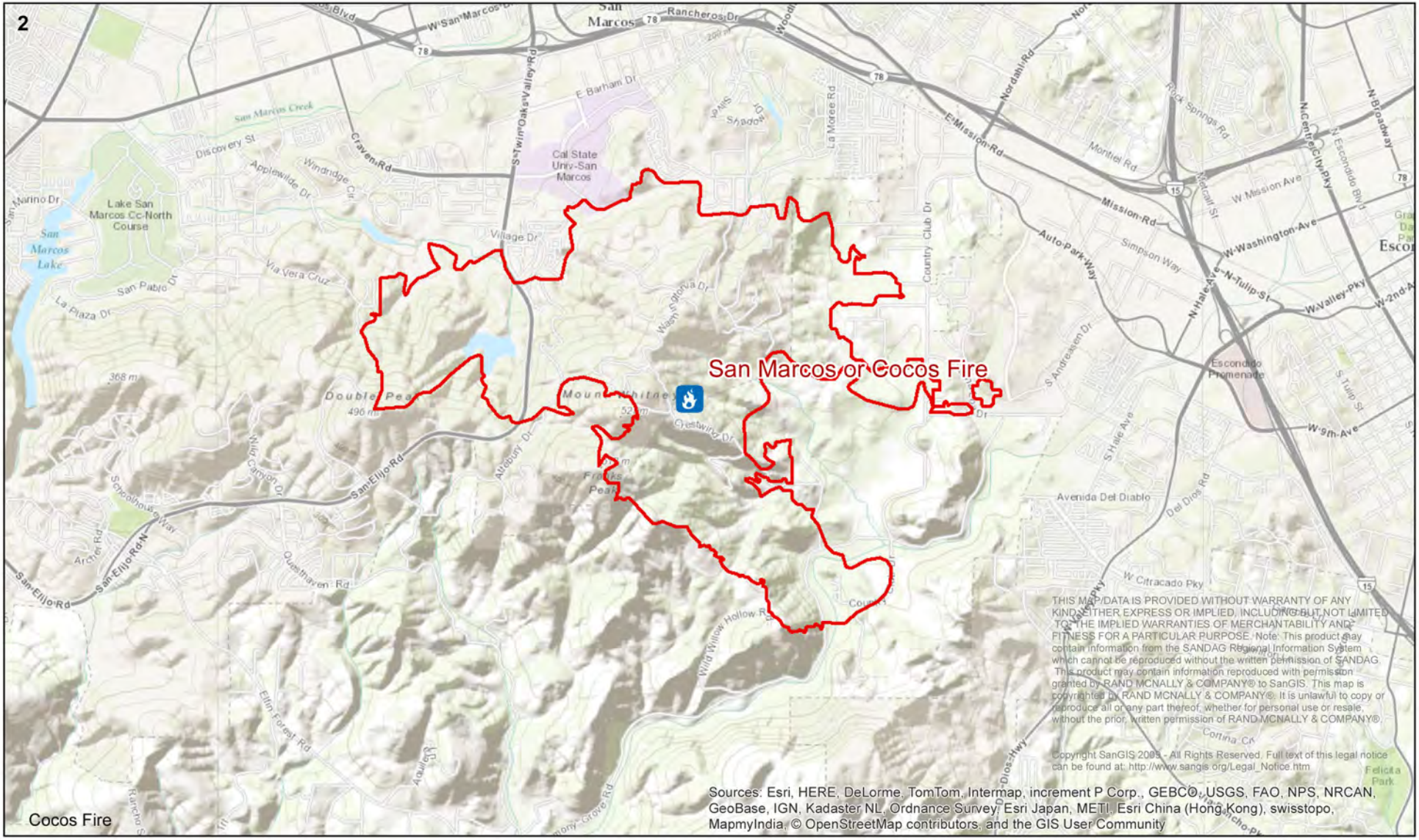
Major North County Wildfires- May 2014

Official data is derived from SanMAPS, MODIS, CAL FIRE, GeoMAC, NICS, and WebEOC. All data stored in the program of record PA-ID 2340 County of San Diego Enterprise GIS system.

Legend

- Fire Name
- Fire Perimeter

Author: Ross Martin



LUEG GIS
Land Use & Environment Group Geographic Information Services

N

1:41,460

0 0.25 0.5 Miles

Major North County Wildfires- May 2014

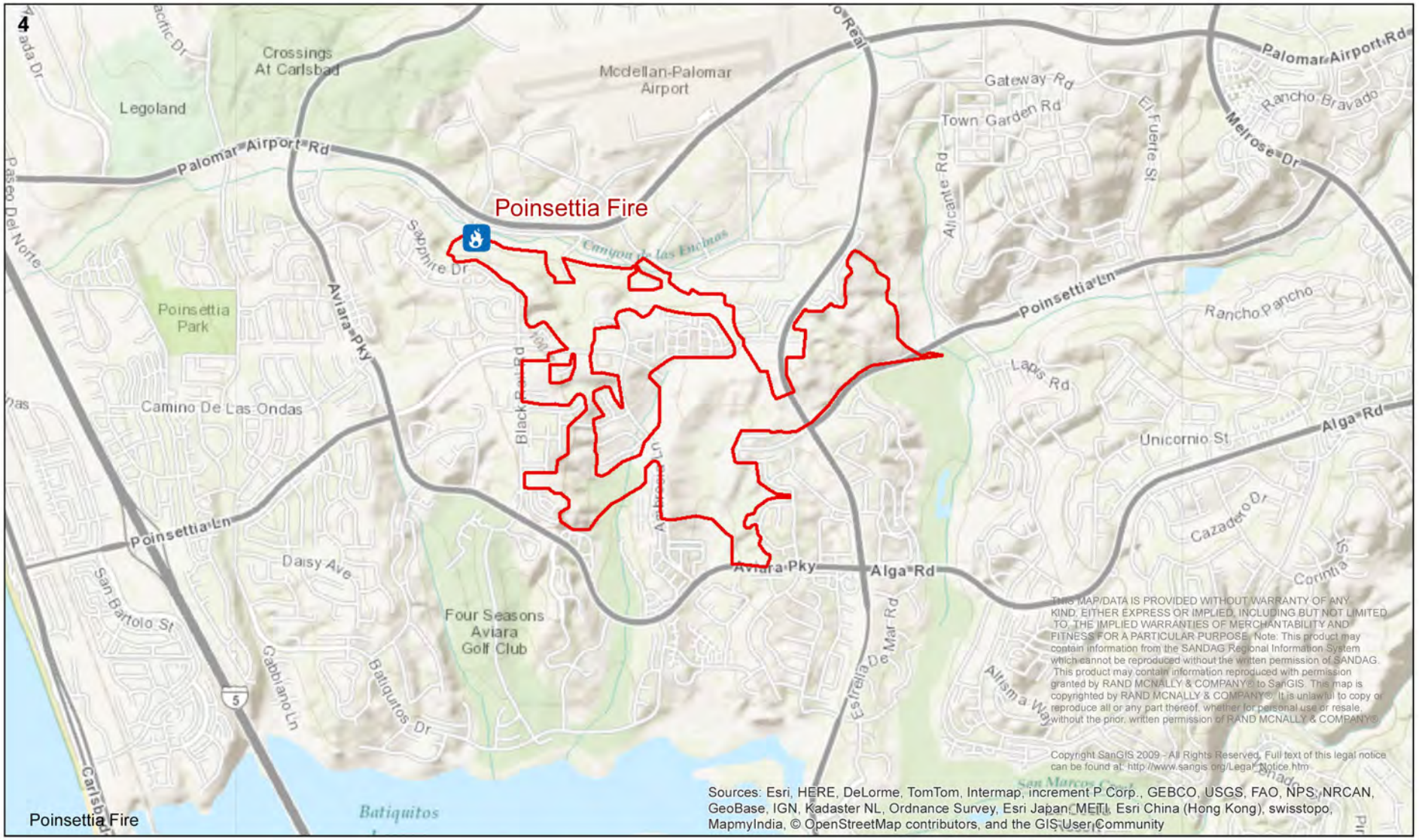
Official data is derived from SanMAPS, MODIS, CAL FIRE, GeoMAC, NICS, and WebEOC. All data stored in the program of record PA-ID 2340 County of San Diego Enterprise GIS system.

Legend

- Fire Name
- Fire Perimeter

Date: 6/10/2014

Author: Ross Martin



LUEG GIS
Land Use & Environment Group Geographic Information Services

N

1:27,960

0 0.325 0.65 Miles

Date: 6/10/2014

Major North County Wildfires- May 2014

Official data is derived from SanMAPS, MODIS, CAL FIRE, GeoMAC, NICS, and WebEOC. All data stored in the program of record PA-ID 2340 County of San Diego Enterprise GIS system.

Legend

- Fire Name
- Fire Perimeter

Author: Ross Martin

Appendix C

INCIDENT UPDATES

Report Date	Report Time	Message
May 14, 2014	1150	Evacuations Ordered in Carlsbad due to Brush Fire
May 14, 2014	1220	County Activates Emergency Operations Center (EOC)
May 14, 2014	1240	Evacuation Area for the Poinsettia Fire in Carlsbad has been Expanded
May 14, 2014	1311	New Fire Reported in Bonsall
May 14, 2014	1320	Evacuations Ordered Due to Brush Fire Aboard Naval Weapons Station Fallbrook
May 14, 2014	1405	County Proclaims Local Emergency
May 14, 2014	1425	Evacuations Ordered in Bonsall Area Fire
May 14, 2014	1440	Carlsbad Issues 15 K Evacuation Notifications; Two Structures Lost
May 14, 2014	1545	Fire Related Highway Closures
May 14, 2014	1605	Additional Evacuations in Highway Fire
May 14, 2014	1620	Carlsbad Schools Closed Thursday and Friday
May 14, 2014	1626	Evacuations in San Marcos Fire
May 14, 2014	1650	I-15 Re-Opened
May 14, 2014	1705	New Shelter Opening in Carlsbad
May 14, 2014	1716	San Marcos Evacuation Centers Open
May 14, 2014	1740	Highway Fire Evacuation Center is Fallbrook High
May 14, 2014	1813	Avoid Foodborne Illness During Power Outages
May 14, 2014	1800	County School Closures
May 14, 2014	1815	City of Carlsbad Damage Assessment
May 14, 2014	1812	Lakeside Evacuations
May 14, 2014	1835	San Diego Unified Schools to Close Tomorrow
May 14, 2014	1915	Additional Road Closures
May 14, 2014	1936	Lakeside Temporary Evacuation Site Closed
May 14, 2014	1945	County Public Health Officer: Avoid Exposure to Smoke
May 14, 2014	2005	Governor Brown Declares State of Emergency in San Diego County
May 14, 2014	2045	Evacuations Lifted for Highway Fire in Bonsall
May 14, 2014	2055	Camp Pendleton O'Neill Heights Housing Evacuation Lifted

May 14, 2014	2125	County Park Closures Due to Fires
May 14, 2014	2150	New San Marcos Evacuations
May 14, 2014	2200	Wildfires Fact Sheet
May 14, 2014	2230	New Fire Updates
May 14, 2014	2322	Poinsettia Fire Damage Updated, Evacuation Orders Lifted for Some Areas
May 15, 2014	0245	Status of Cocos Fire in San Marcos
May 15, 2014	0305	Additional Cocos Fire Evacuations
May 15, 2014	0400	Carlsbad Road Closures
May 15, 2014	0645	Road Closures Issued for San Marcos
May 15, 2014	0715	Update on Carlsbad Road Closures
May 15, 2014	0800	Two Large Animal Shelters Close, Escondido Shelter Still Open
May 15, 2014	0925	Regional Wildfire Response Highlights
May 15, 2014	1100	CAL FIRE Map Files
May 15, 2014	1315	NCTD Stopping Service at CSUSM Sprinter Station
May 15, 2014	1330	Tips to Reduce Exposure to Smoke, Particulate Matter
May 15, 2014	1413	New Evacuations in Cocos Fire
May 15, 2014	1430	Base Housing Evacuation Order Lifted
May 15, 2014	1455	County School Closures for Friday
May 15, 2014	1505	Portion of Del Dios Highway Closing for Evacuations
May 15, 2014	1545	New Fire Aboard Camp Pendleton
May 15, 2014	1555	Additional AlertSanDiego Calls Made in Cocos Fire
May 15, 2014	1700	List of Road Closures in Cocos Fire
May 15, 2014	1710	Further Fire Evacuations in Fallbrook, Camp Pendleton
May 15, 2014	1805	Most Evacuations Lifted in Carlsbad
May 15, 2014	1845	Fallbrook Evacuation Order Lifted
May 15, 2014	1850	All Evacuations Lifted in Carlsbad
May 16, 2014	2400	Some Evacuation Notices Lifted in San Marcos
May 16, 2014	0030	Evacuations Lifted for Del Dios Corridor and Mount Israel Areas of San Marcos
May 16, 2014	0330	Shelters Providing Assistance to Almost 250 People
May 16, 2014	1040	Active Fires in San Diego County
May 16, 2014	1515	Base Evacuations in New Camp Pendleton Fire
May 16, 2014	1615	County to Open Recovery Office Today

May 16, 2014	1619	Partial Repopulation in Cocos Fire
May 16, 2014	2105	Cocos Fire 50 Percent Contained
May 16, 2014	2150	Initial Damage Assessment Released for the County
May 16, 2014	2300	Partial Repopulation Plan
May 16, 2014	2355	Camp Pendleton Fire Update
May 17, 2014	0915	Cocos Fire 70 Percent
May 17, 2014	1230	Camp Pendleton Evacuations and Fires
May 17, 2014	1800	Partial Repopulation Plan
May 17, 2014	1905	Last Shelter Closed at 7 p.m.
May 18, 2014	1100	All Fire Evacuations Lifted
May 18, 2014	1815	Camp Pendleton Road Openings and Fire Containment
May 18, 2014	1845	County School Districts to Resume Classes on Monday

Appendix D

FAMILY DISASTER PLAN

San Diego County Office of Emergency Services

Family Disaster Plan and Personal Survival Guide

Family Disaster Plan and Personal Survival Guide

I. PREPARATION

Family Meetings

At least once a year, have a meeting with your family to discuss and update your disaster plan. Determine what additional training, equipment, and supplies are needed to meet your family's needs. Don't forget to practice! Occasional drills can improve reaction time and help to avoid panic in an actual emergency.

A. Know how and where to shut off utilities.

Location of Main Water Valve: _____

Location of Gas Valve*: _____

Location of Wrench: _____

Location of Garage Door Manual Override: _____

Location of Other Utilities: _____

* Do not shut off gas unless you suspect a leak exists.

B. On a separate sheet of paper, draw a floor plan of your home showing the location of exit doors and windows, utility shutoffs, first aid kit, and emergency supplies. Ensure EVERYONE in your household is familiar with it. Show it to babysitters and house guests when you're going away.

C. Reunion locations: Establish two places where you and your family can meet following an emergency. One immediately outside of your home, e.g. a neighbor's mailbox, or community park **AND** another site outside of your immediate community in case you are unable to return home.

Home Location: _____

Away-from-Home Location: _____

D. Out-of-State Contact: Name and telephone number of a person outside of the state for family members to call and report their location and condition. Everyone should memorize this number!

Name: _____

Location: _____ Phone: (_____) _____

E. What is your children's school disaster policy?

_____

_____

_____

Are medical consent forms for your children complete and current? _____

Where are they located? _____

F. Assemble a Home Emergency Supply Kit. Store it in a convenient and accessible location. See Section VII for details on what to put inside your Home Emergency Supply Kit.

Location of Home Emergency Supply Kit: _____

Family Disaster Plan and Personal Survival Guide

II. TRAINING

A. Learn how to protect yourself from falling objects, smoke, fire, toxic fumes, etc.

B. Learn First Aid/CPR

Person(s) Trained:

Name: _____ Date Training Expires: _____

Name: _____ Date Training Expires: _____

III. BEFORE A DISASTER

There are many different kinds of disasters, such as earthquakes, fires, floods, airplane crashes, chemical spills, and explosions, which seldom give warning and can be equally devastating to their victims. Although this guide is primarily about earthquake preparation, the steps you take will help your family prepare for any type of disaster that could strike in your community. For additional information on local disaster preparedness for your home, school, and business visit **www.ReadySanDiego.org**.

A. Register your cell phone, Voice over Internet Protocol (VoIP) phone, and email address with AlertSanDiego*. **Listed and unlisted landlines are already registered. Registering makes it more likely that you will receive an emergency notification. Registration is quick and simple.** **Also available in accessible formats such as American Sign Language.*

B. Download the **SD Emergency App** for Android and iOS devices.

C. Inspect your home. Identify potential hazards and evacuation routes.

D. Secure water heater and tall or heavy furniture to wall studs.

E. Move heavy items to lower shelves in bookcases.

F. Install clips, latches and other locking devices on cabinet doors.

G. Provide strong support and flexible connections on gas appliances.

H. Remove or isolate and secure flammable materials.

I. Review and practice this plan.

IV. DURING AN EARTHQUAKE

A. If you are indoors STAY THERE. Move away from windows, bookcases, and high/overhanging shelves. Get under a sturdy table or desk and hold onto it. Be prepared to move with it and HOLD that position until the shaking stops and it is safe to relocate. If there is no desk or table to get under, brace yourself in an interior corner. Watch for falling, flying and sliding objects, and be especially careful around windows, as they can shatter during an earthquake.

> **NOTE:** *If you are in a mobile home which is resting on A-Frame supports, get on top of the bed or sofa and cover your head and face. If a mobile home slips off the supports they may penetrate the flooring and cause injuries.*

B. If you are outdoors, move to an open area away from buildings, trees, power poles, brick or block walls and other objects that could fall.

C. If you are in an automobile, stop and stay in it until the shaking ends. Avoid stopping near trees and power lines or on or under overpasses or bridges.

D. If you are in a multi-level building, get under a desk and hold on, or crouch next to an interior wall until the shaking stops. **DO NOT USE THE ELEVATOR TO EVACUATE.** Use the stairs.

E. If you are in a store, get under a table or any sturdy object. Avoid stopping under anything that could fall. **DO NOT RUN FOR THE EXIT.** After the shaking has stopped, choose your exit carefully.

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V. IF YOU EVACUATE

A. Take with you:

- Medicines and first aid kit
- Flashlight, radio and batteries
- Important documents and cash
- Blankets and extra clothes
- Personal sanitary items
- Any additional items you feel are necessary (e.g. photos, heirlooms, jewelry, etc.)

B. Make arrangements for pets. Don't forget food, medications, vaccination records, and other important items.

VI. AFTER A DISASTER

A. Put on heavy shoes immediately to avoid injury from stepping on glass.

B. Locate a light source, such as a flashlight, if necessary.

C. Check for injuries and administer first aid.

D. Check for fires and fire hazards.

- Sniff for gas leaks, starting at the hot water heater. If you smell gas, hear a hissing sound or suspect a leak, turn off the main gas valve, open the windows and carefully leave the house. **DO NOT TURN LIGHTS ON OR OFF. DO NOT STRIKE MATCHES.**

  NOTE: *Do not shut off the gas unless you suspect a leak exists. Only the gas company can restore service.*

- If necessary, turn off the electrical system at the main circuit breaker or fuse box.

E. Check on your neighbors.

F. Visit **www.SDCountyEmergency.com** or the **SD Emergency App** for updates, shelter locations, interactive mapping information (e.g. evacuation areas and hazard perimeters), official social media feeds, and other critical information.

G. Listen for advisories using a battery powered radio. The primary Emergency Alert System station for San Diego County is KOGO AM 600. The secondary station is KLSD AM 1360.

H. Do not use the phone except in emergencies. Only call 9-1-1 for life threatening emergencies. Have a plug-in analog phone in case the power is out, but phone lines are still working.

I. For general and updated disaster information or volunteer opportunities, call 2-1-1.

J. Do not touch downed power lines or objects touching downed wires. Do not stand in water near downed lines.

K. Remove fallen debris that may cause personal injury.

L. Assess house, roof, and chimney for damages.

M. Be prepared for aftershocks.

N. Open closets and cupboards carefully because items may have fallen or become rearranged.

O. Cooperate with public safety officials.

P. Be prepared to evacuate when/if necessary.

Q. DO NOT GO SIGHTSEEING!

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VII. HOME EMERGENCY SUPPLIES

This list contains items usually available in your home. It is recommended that they be organized and located together for easy access during an emergency. Your emergency supplies should be sufficient to sustain you, your family and pets for a ***minimum of 72 hours***. A two (2) week supply of prescription and necessary over-the-counter medications is recommended**.**

Basic Supplies

- ❒ Water* – minimum of 1 gallon per person per day
- ❒ Non-Perishable Foods*
- ❒ First Aid Kit and Manual
- ❒ Can opener – non-electric
- ❒ Watch or clock – non-electric
- ❒ Plug-in analog telephone
- ❒ Cash
- ❒ Important documents
- ❒ Blankets or sleeping bags for each member of the family
- ❒ Radio – portable, with spare batteries
- ❒ Prescription and over-the-counter medications*
- ❒ Additional equipment – glasses, dentures, hearing aids
- ❒ Flashlight – spare batteries and light bulb
- ❒ Fire extinguisher – multipurpose labeled "ABC"
- ❒ Whistle
- ❒ Dust mask
- ❒ Activity items for adults (e.g. deck of cards) and kids (e.g. coloring books with crayons)

*Rotate food, water, and medications as necessary. Remember to consider household members with unique needs: infants, elderly, disabled, allergies. Avoid salty foods, as they will make you thirsty.

Water Tips

The best option is to store drinking water prior to a disaster, in appropriate containers. If purified water is not available, water should be boiled for 1 full minute, keeping in mind that some water will evaporate. Let the water completely cool before use.

Sanitation Supplies

- ❒ Large plastic trash bags for waste, sanitation, and protection
- ❒ Pre-moistened towelettes
- ❒ Hand soap and liquid detergent
- ❒ Shampoo
- ❒ Toothpaste & toothbrush
- ❒ Feminine supplies
- ❒ Infant supplies
- ❒ Toilet paper and paper towels
- ❒ Deodorant

Cooking Supplies

- ❒ Plastic bags – various sizes, sealable
- ❒ Paper plates, plastic utensils, paper towels
- ❒ Pots (cooking) – at least two
- ❒ Barbecue or gas grill; charcoal and lighter or propane (**for outdoor use only**); Sterno® stove

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VII. HOME EMERGENCY SUPPLIES (CONTINUED)

Safety Supplies

- ❒ Knife, razor blade, and multipurpose tool
- ❒ Clothes – complete change for each family member (Preferably long pants and long sleeves for protection)
- ❒ Heavy gloves for each adult
- ❒ Heavy shoes for each family member

Pet Supplies

- ❒ Carrier
- ❒ Food
- ❒ Medications
- ❒ Important documents such as vaccination records and license information
- ❒ Collar with ID tag and harness or leash
- ❒ Water
- ❒ Sanitation items – Litter and litter box if appropriate

Car Survival Kit

- ❒ Non-perishable food
- ❒ Flares
- ❒ Bottled water
- ❒ First Aid Kit and Manual
- ❒ Fire extinguisher
- ❒ Blanket
- ❒ Sealable plastic bags
- ❒ Flashlight with batteries
- ❒ Tools and rubber hose
- ❒ Critical medications
- ❒ Pre-moistened towelettes and tissues
- ❒ Extra clothing

VIII. IMPORTANT TELEPHONE NUMBERS

USE "9-1-1" FOR LIFE THREATENING EMERGENCIES ONLY

NON-EMERGENCY FIRE DEPARTMENT: _____

NON-EMERGENCY LAW ENFORCEMENT AGENCY: _____

PRIMARY DOCTOR: _____

GAS COMPANY: _____

ELECTRIC COMPANY: _____

WATER COMPANY: _____

OUT-OF-STATE CONTACT: _____

POISON CONTROL: 1-800-222-1222 _____

OTHER: _____

PREPAREDNESS STARTS WITH YOU!

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IX. PRACTICE YOUR PLAN AS A FAMILY

A. Practice helps people feel less disoriented and better organized in case of a disaster – even in the middle of the night.

B. Make sure your family knows where to locate fire extinguishers, gas and water valves, and the main circuit breaker.

C. Update your Family Disaster Plan every year.

- Verify the telephone numbers and personal information of everyone listed in the plan.
- Print updated copies for all the members of your family.

D. In case of emergency, you should know the school's disaster plan.

- Determine what is required to release your child to your representatives if you cannot get there yourself.
- Ensure that the school knows your current contact information and those people authorized to pick up your child.

E. Check the contents of your emergency kits.

- Change the batteries in your flashlights and portable radio; replace spare batteries.
- Replenish your emergency kits. Replace bottled water; ensure that all food is still safe to eat and that medications have not expired.

Every family member should carry a copy of this important information:

EMERGENCY CONTACT INFORMATION

Out-of-State Contact

Name:_____

Telephone: _____

Neighborhood Meeting Place:

_____

Out-of-Area Meeting Place:

_____

Call 2-1-1 for disaster information such as shelters, road closures, affected areas, and recovery and relief programs.

EMERGENCY CONTACT INFORMATION

Out-of-State Contact

Name:_____

Telephone: _____

Neighborhood Meeting Place:

_____

Out-of-Area Meeting Place:

_____

Call 2-1-1 for disaster information such as shelters, road closures, affected areas, and recovery and relief programs.

EMERGENCY CONTACT INFORMATION

Out-of-State Contact

Name:_____

Telephone: _____

Neighborhood Meeting Place:

_____

Out-of-Area Meeting Place:

_____

Call 2-1-1 for disaster information such as shelters, road closures, affected areas, and recovery and relief programs.

EMERGENCY CONTACT INFORMATION

Out-of-State Contact

Name:_____

Telephone: _____

Neighborhood Meeting Place:

_____

Out-of-Area Meeting Place:

_____

Call 2-1-1 for disaster information such as shelters, road closures, affected areas, and recovery and relief programs.

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NOTICE:

The information presented in this brochure is believed to be accurate and of practical value in preparing for a disaster, however, no guarantee can be given that the guidance presented will provide protection.

The County of San Diego, the San Diego County Office of Emergency Services, the Unified San Diego County Emergency Services Organization, the Unified Disaster Council and each organization's officers, employees, and agents, assume no legal liability for the accuracy, completeness, or usefulness of any information, product, or process disclosed herein, or for any injuries or damages arising from any disaster or occurrence giving rise to the use or application of the information, products or processes described or disclosed herein.

ReadySanDiego.org
Prepare. Plan. Stay Informed.

County of San Diego Office of Emergency Services
Phone: (858) 565-3490
Website: www.ReadySanDiego.org

San Diego County Board of Supervisors

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