



**CITY OF LOS ALTOS  
CITY COUNCIL MEETING  
June 23, 2015**

**DISCUSSION ITEM**

**Agenda Item # 11**

**SUBJECT:** Receive an update on the status of emergency preparedness in the City of Los Altos, and direct staff accordingly

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**BACKGROUND**

At the January 13, 2015 City Council meeting, Sherie Dodsworth, Program Manager for the Los Altos Community Foundation (LACF) Los Altos PREPARE and Block Action Team programs, requested the Council convene a study group or committee to evaluate preparedness activities in Los Altos.

At the annual Council retreat on January 24, 2015, the Council developed its goals for the year. Included under the 'Promote effective government' goal, was identifying new opportunities for collaboration related to emergency preparedness.

**EXISTING POLICY**

None

**PREVIOUS COUNCIL CONSIDERATION**

Not applicable

**DISCUSSION**

A survey was developed by a group of LACF volunteers to identify the plans, programs and activities that other local municipal agencies have undertaken in the area of emergency preparedness. The City's Fire Services provider, Santa Clara County Fire Department (SCCFD), conducted the survey. Information was obtained from each of the cities SCCFD serves. The cities of Palo Alto, Mountain View, and Sunnyvale were also surveyed. Key highlights are summarized here with the full survey results for each jurisdiction included as attachments to this report.

**West Valley cities and Los Altos Hills**

SCCFD maintains partnerships within the communities it serves (the cities of Campbell, Cupertino, Monte Sereno and Saratoga, and the towns of Los Altos Hills and Los Gatos) to develop well-coordinated emergency management and emergency preparedness activities. Focus is on: community education to increase preparedness and local resilience through education, training and coordination of residents, neighborhoods, community resources and disaster volunteer organizations; and emergency management to increase the jurisdictions' capacity to manage emergency events through plans and checklists, training and exercises and Emergency Operations Center (EOC) logistics. The required Emergency Operations Plans (EOP) are written to comply with local, state, and federal legal and operational frameworks for emergency response and management. Community involvement, particularly by Amateur Radio Operators (ARES) also known as HAM radio operators and Community Emergency Response Teams (CERT), is incorporated into the EOPs.

Each of these jurisdictions manages its individual emergency plan and programs with personnel that are not specifically dedicated to the function, but rather provide the oversight and facilitation of these activities as part of their overall responsibilities. The designated representatives range from senior level staff and Department Directors to senior Police Department managers and the City Manager. Los Altos Hills has utilized the services of an outside emergency management consultant for this purpose. SCCFD personnel that oversee the community education and preparedness programs/services and emergency management include the Director and Deputy Director of Emergency Management, as well as the Assistant Deputy Director and Senior Program Specialist of Community Education Services. Additionally, there are now three full-time positions at the program Specialist II level in both the County Emergency Management and Community Education Services sections to support emergency preparedness-related activities in the cities served by SCCFD.

Emergency Operations Center training, drills and exercises are conducted on at least an annual basis. Most trainings and exercises include a combination of SCCFD personnel, City staff and volunteers. Some training classes may also be offered by specialized agencies, such as the American Red Cross, law enforcement agencies and utility companies. Additional details regarding specific trainings are included in each survey response, under question 5.

As noted previously, ARES are identified in the required EOP. They provide a communication link to and from field operations and the EOC and other emergency management support organizations. CERT members work closely with the ARES in the field during an emergency or disaster. Notification/activation of these groups is typically done by electronic means and members either travel to a predetermined site or are assigned to a location as needed. These individuals are considered to be Disaster Service Workers and as such, receive insurance coverage for their designated responsibilities.

The Community Emergency Response Team (CERT) program educates people about disaster preparedness for hazards that may impact their immediate area and trains them in basic disaster response skills such as: fire safety, light search and rescue, team organization and disaster medical operations. Using classroom and simulation-based education, CERT members can assist others in the neighborhood immediately following an event when emergency responders may not be immediately available to help.

Each city provides some amount of equipment and supplies for use by the ARES and CERTs and/or neighborhood caches of supplies.

In most disasters, there is usually a number of citizens that will present themselves spontaneously and offer to volunteer to assist in whatever way they can. The County has Emergency Volunteer Center (EVC) guidelines to enable a systematic way to receive, process and assign volunteers during an emergency. Three of the five cities served by SCCFD have staff and/or volunteers that are EVC-trained and equipped. One other city recently assigned a Human Resources staff member to develop a plan for managing spontaneous volunteers.

Personal Emergency Preparedness (PEP) classes are offered in each of these communities for a minimum of four years (as currently structured) and as long as 10 years. The classes are designed to prepare citizens to cope in the event of a disaster and to be self-sufficient during the first 72 hours

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or until emergency relief is available. The SCCFD is responsible for teaching these classes and, in Cupertino, Citizen Corps volunteers are also utilized.

The full survey responses for communities served by SCCFD are noted in Attachment 2.

### **Other local jurisdictions**

Mountain View, Palo Alto and Sunnyvale were also surveyed. Each of these communities are considerably larger than Los Altos and have staff dedicated to emergency preparedness – Mountain View and Sunnyvale each have one position and Palo Alto has three and a half full-time equivalent positions. Los Altos is partner agency in developing a joint Emergency Operations Plan, so the emergency preparedness-related programs operated by these cities will be further analyzed for those components that may be incorporated into Los Altos emergency preparedness activities.

Additional details regarding the emergency preparedness activities in these three cities is included in Attachments 3, 4, and 5.

### **Los Altos PREPARE**

The Los Altos Community Foundation (LACF) established the Los Altos PREPARE program in December 2012 to stimulate interest in emergency preparedness by engaging residents, emergency response agencies and other stakeholders to work together on this objective. As a result of Los Altos PREPARE, LACF started the Block Action Team (BAT) program, for the purpose of helping neighbors to develop emergency response plans for their neighborhoods, implement safety and crime prevention measures and build community. The first BAT Leader training program was held in January 2014 and since then, 109 residents have attended trainings and 40 BATs have been mapped which cover 10% of the households of Los Altos.

Los Altos PREPARE also inspired the re-start of Community Emergency Response Training (CERT) for citizens of Los Altos. Since the Fall of 2013, 65 residents have been trained and city officials, including the City Manager, Police Chief and Fire Chief, have participated in the three graduation ceremonies and welcomed the participants to their role in community emergency preparedness.

Los Altos PREPARE has also engaged more volunteers who are actively establishing Emergency Information Reporting Sites (EIRS) throughout the city and at the fire stations which will provide critical information to the EOC in the event of an emergency.

City staff believe these grassroots efforts have been very successful and a key element to expanding and sustaining the emergency preparedness efforts long-term.

### **Los Altos**

The City of Los Altos is staffed to handle day-to-day operations and local emergencies under the oversight of the Police Chief who reports to the City Manager. When necessary during larger or regional disasters, the City relies on the support of neighboring jurisdictions. A CERT program was previously managed by the City, though it appears the last class was completed in 2006.

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The PEP program, however, has been a mainstay of the City's offerings and approximately 300 individuals have attended a class over the last four years.

The Los Altos Neighborhood Watch (NW) Program is one of the most robust in the area. There are currently 110 NW block captains covering approximately 35% of the City's households. Monthly email communication keeps the captains updated and basic supplies, including window decals, security inspections, security/NW booklets are provided. There is also NW signage at each entry points to the City.

The City's Police Department has had a long-standing relationship with ARES and currently has approximately 50-75 active members. The designated lead volunteer and the Police Chief regularly communicate with one another. Ham radio equipment is located at the Municipal Service Center, which is also the site of the City's EOC. Additionally, amateur radio antennas are installed at various locations throughout the City with a base station sited adjacent to the EOC.

Annual EOC exercises are held for City staff and specific EOC staff training is conducted as needed. The exercises have been coordinated by the SCCFD for the last two years, and the 2015 exercise will include participation of the CERT members. The date of this training has not yet been determined.

The City's communication efforts include the use of Nixle, a subscription-based notification system that allows the distribution of emergency alerts via email and text message. The City also utilizes the County-wide Alert SCC broadcast system to notify citizens of emergency situations via telephone, email and text messages. These messages are also automatically posted to other social media sites. Additionally, the City can also activate emergency notification alerts on the website.

City and SCCFD staff make in-person presentations to community groups regarding emergency preparedness throughout the year. The City's website also provides information about items to include in a home emergency kit as well as links to Santa Clara County Office of Emergency Services, Alert SCC, American Red Cross, FEMA and the Center for Disease Control. Moving forward, staff intends to expand the community education and resources materials that are available on the website.

Additional actions taken to date:

- A small Los Altos PREPARE storage unit has been placed at the City's Municipal Service Center (MSC)
- Neighborhood Watch Block Captains have been encouraged to join the BAT program and take part in their meetings
- Neighborhood Watch program for dog walkers is being evaluated
- An exploration of cost-sharing with ARES on mapping software is underway

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## **Next Steps**

Based upon the survey results, discussions with Ms. Dodsworth, and planning efforts with SCCFD, the following items are being initiated or will occur in 2015/16:

- Assumption of the primary responsibility for Los Altos emergency community education and CERT volunteer training by SCCFD
- Exploration of how the current LA/LAH CERT members can assist with the CERT program transition as well as provide ongoing support
- Appropriation of \$15,000 annually for emergency preparedness-related items such as training materials, equipment, supplies, communication strategies, and matching funds for potential grant opportunities
- Completion of an updated joint Emergency Operations Plan with the cities of Mountain View, Palo Alto and Sunnyvale
- Enhancement of information provided via the City website regarding emergency preparedness
- Collaboration with SCCFD, Los Altos PREPARE and other emergency preparedness-related organizations through efforts of senior level staff in the Police and City Manager offices
- Identification of the lead representative for overseeing the Emergency Volunteer Center program
- Evaluation of facility availability for CERT trainings
- Identification of new sustainable communication strategies with a focus on regional/County-wide use

## **PUBLIC CONTACT**

Posting of the meeting agenda serves as notice to the general public.

## **FISCAL/RESOURCE IMPACT**

The Santa Clara County Fire Department has designated personnel to facilitate emergency preparedness community-education activities and CERT volunteer training as one of its core services.

The Police Captain for training and administration and the Assistant City Manager will be assigned to serve as liaisons to SCCFD for this function and to explore additional collaborations with key community organizations, including the Los Altos Community Foundation, and neighboring cities.

The 2015/16 operating budget includes an additional \$15,000 in the Public Safety program for emergency preparedness training, equipment and new potential opportunities for collaboration.

## **ENVIRONMENTAL REVIEW**

Not applicable

## **RECOMMENDATION**

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**ALTERNATIVES**

Not applicable

Prepared by: Marcia Somers, City Manager

**ATTACHMENTS:**

1. SCCFD CERT Programs, 2015
2. Benchmark Survey – Communities served by SCCFD
3. Benchmark Survey – City of Mountain View
4. Benchmark Survey – City of Palo Alto
5. Benchmark Survey – City of Sunnyvale
6. Benchmark Survey – City of Los Altos

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## Santa Clara County Fire Department CERT Programs, 2015



	CERT MANAGEMENT					ACTIVATION					IDENTIFICATION			REQUEST ASSISTANCE			CERT GRADUATES	
	Day-to-Day	Program Authority	Course/Skills Training	In Field	Training Records	Authority	Primary Method	Notification System	Self-Deploy in Earthquake	Initial Response Activities	DSW	ID Card	Background Check	EOC Open	EOC Closed	Advanced Capabilities	Total Trained	Active Members
<b>Campbell</b>	Steven Teeter, Campbell CERT Coordinator 408.371.2317	Captain Joe Cefalu, Campbell PD	Christie Moore, SCCFD	IC established at staging areas upon arrival	Captain Joe Cefalu, Campbell PD	Program Mngnr or Watch Commander	Direct Call, Email	Code Red, AlertSCC	Yes	Go to CP/WS Enroute, Establish ICS, Conduct DA	Yes	Yes, Active Members Expires 2 Years	LiveScan, All	Volunteer Coordinator, Operations 408.364.2564	Program Mngnr or Watch Commander	ARC Shelter Operations	150	60
<b>Cupertino</b>	Ken Erickson, Cupertino Citizen Corps Coordinator 408.777.3176	Carol Atwood, CU Director Rec. & Community Services	Christie Moore, SCCFD	Citizen Corps Incident Commander at ARKs	Ken Erickson, Cupertino Citizen Corps Coordinator	Citizen Corps Coordinator & CU Director of Rec. & Community Services	Direct Call, Email	Cupertino Alert System (CAS)	Yes	Check Zone, WS Enroute to Ark, Establish ICS, Conduct DA	Yes	Yes, Active Members Expires 5 years	LiveScan, CERTs w/ Access to City Facilities	Citizen Corps Unit, Operations 408.777.1380	Citizen Corps Coordinator	ARC Shelter Operations, Sheriff's Office Area Search	1,000	250
<b>Los Altos</b>	Harry Guy, LA Community Foundation 650.949.5908	Los Altos Prepared, LA Community Foundation	Los Altos Prepared, LA Community Foundation	Undetermined	Tom Freed, LA Community Foundation	Undetermined	Undetermined	Nixle, AlertSCC	Yes	Check neighborhood, Connect with Block Action Team (BAT) Leaders	No	No	No	Operations 650.947.2868	Undetermined	Undetermined	65	15
<b>Los Altos Hills</b>	Mike Sanders, SCCFD Community Ed. Program Specialist 650.922.1055	Los Altos Hills County Fire District Commission	Mike Sanders, SCCFD	ICS at Staging Area	Mike Sanders, SCCFD Community Ed. Program Specialist	Town Manager or Mayor	Direct Call, Email	Rapid Notify	Yes	Check Zone, WS Enroute to Ark, Establish ICS, Conduct DA	Yes	Photo ID, All Members No Expiration	No	Management Section 650.941.7222	Town Manager or Mayor	Traffic Control, Public Health PODs	250	200
<b>Los Gatos</b>	Jackie Rose, LG Community Outreach Coordinator 408.354.6853	JR Langer, Lieutenant LG/MS PD	Christie Moore, SCCFD	CERT Volunteer Incident Commander at NICP	Jackie Rose, LG Community Outreach Coordinator	Program Mngnr or Watch Commander	Direct Call, Email	AlertSCC	Yes	Go to CP/WS Enroute, Establish ICS, Conduct DA	Yes	Yes, Active Members No Expiration	No	Volunteer Coordinator, Logistics 408.399.9977 x12	Program Mngnr or Watch Commander	ARC Shelter Operations, Public Health PODs	425	185
<b>Monte Sereno</b>	Jackie Rose, LG Community Outreach Coordinator 408.354.6853	JR Langer, Lieutenant LG/MS PD	Christie Moore, SCCFD	CERT Volunteer Incident Commander at NICP	Jackie Rose, LG Community Outreach Coordinator	Program Mngnr or Watch Commander	Direct Call, Email	AlertSCC	Yes	Go to CP/WS Enroute, Establish ICS, Conduct DA	Yes	Yes, Active Members No Expiration	No	Volunteer Coordinator, Logistics 408.399.9977 x12	Program Mngnr or Watch Commander	ARC Shelter Operations, Public Health PODs		
<b>Saratoga</b>	Jim Yoke, SCCFD Community Ed. Program Specialist 408.378.4010	James Lindsay, Saratoga City Manager	Christie Moore, SCCFD	Division Leaders that Report Directly from ICP into EOC	Jim Yoke, SCCFD & Saratoga Human Resources	City Manager	Direct Call, Email, Text	AlertSCC	Yes, 6.5 or greater	Go to Staging Area/WS Enroute, Establish ICS, Conduct DA	Yes	Yes, Active Members Expires 2 years	No	CERT Branch, Operations 408.867.8967	City Manager	ARC Shelter Operations, Sheriff's Office Area Search, Public Health PODs	250	60

## Benchmarking Survey on Community Disaster Preparedness Plans and Programs February 2015

### Background

The City of Los Altos, CA is evaluating its state of readiness for the impact of a major disaster, and would therefore like to understand the plans and programs offered by nearby cities.

The survey has two parts. Part One has general questions about plans, programs and costs. Part Two has sections focused on some of the more common community type programs and how they are operated within your city.

Participants in this survey will be provided with the results (unblinded unless requested otherwise by the participating organization).

Name: David Flamm, Deputy Director of Emergency Management 408.808.7800, david.flamm@oes.sccgov.org Christie Moore, Assistant Deputy Director Community Education Services 408.378.4010, christie.moore@sccfd.org
Name of City/Town: Santa Clara County Fire Department on behalf of: Campbell, Cupertino, Los Altos Hills, Los Gatos, Monte Sereno and Saratoga
Size <b>Campbell:</b> 40,500 <b>Cupertino:</b> 60,000 <b>Los Altos Hills:</b> 8,300 <b>Los Gatos:</b> 30,500 <b>Monte Sereno:</b> 3,500 <b>Saratoga:</b> 31,000
For additional information about each city/town emergency preparedness program, please visit the following websites:  <b>Campbell:</b> <a href="http://www.ci.campbell.ca.us/265/Emergency-Preparedness">http://www.ci.campbell.ca.us/265/Emergency-Preparedness</a> <b>Cupertino:</b> <a href="http://www.cupertino.org/index.aspx?page=87">http://www.cupertino.org/index.aspx?page=87</a> <b>Los Altos Hills:</b> <a href="http://www.losaltoshills.ca.gov/emergency-preparedness">http://www.losaltoshills.ca.gov/emergency-preparedness</a> <a href="http://www.lahcfd.org/emergency-preparedness">http://www.lahcfd.org/emergency-preparedness</a> <b>LG/MS:</b> <a href="http://www.losgatosca.gov/2026/Emergency-Preparedness">http://www.losgatosca.gov/2026/Emergency-Preparedness</a> <b>Saratoga:</b> <a href="http://www.saratoga.ca.us/cityhall/cmo/emprepinfo/default.asp">http://www.saratoga.ca.us/cityhall/cmo/emprepinfo/default.asp</a>

### **PART 1 - GENERAL QUESTIONS**

#### **1. Please describe your Community Emergency Preparedness Plan**

<p>What is your city's philosophy regarding community and emergency preparedness?</p> <p>County Fire proactively establishes and maintains partnerships with community preparedness stakeholders within each city or town served to develop well-coordinated and effective emergency management and emergency preparedness activities.</p> <p>For County Fire served jurisdictions, community emergency preparedness is broken into two parts: 1) Community education and 2) Emergency management</p> <p>1.) Community education services mission is to increase disaster preparedness and resilience</p>
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<p>through education, training and coordination of residents, neighborhoods, community resources and disaster volunteer organizations</p> <p>2.) The emergency management mission is to increase the jurisdiction’s capacity to manage emergency events of any type or size, planned or unplanned through plans and checklists, training and exercises, and emergency operations center logistics</p>
<p>Briefly describe your city’s emergency preparedness plan, regarding <b>community</b> involvement.</p> <p>For County Fire served jurisdictions, Emergency Operations Plans (EOPs) and Plan Annexes are written in a manner specifically designed to address the established State, Federal, and Local legal and operational frameworks for emergency response and management. Community based organizations (CBOs) and faith based organizations (FBOs), such as Community Emergency Response Teams (CERT) and Amateur Radio Operators (ARES) to name a couple, are purposefully integrated in to the EOPs as they are an integral part to community and jurisdiction response, recovery, and resilience.</p>
<p>Who is responsible for the Plan and how is it managed?</p> <p>Each jurisdiction is required to have a plan, and as County Fire served jurisdictions, the emergency management staff write initial templates then work very closely with city/town employees, volunteer organizations, and other emergency management stakeholders to ensure that the template is tailored specifically and appropriately to that jurisdiction and addresses the needs of the city/town and its’ residents.</p>
<p>Describe the level of involvement your City Council has on the Plan</p> <p>The City Council often reviews, approves, and ratifies the plan upon completion after recommendation, approval, and submission by jurisdiction staff.</p>
<p>What types and frequency of communication are provided to residents/businesses about the Plan?</p> <p>Residents may gain awareness about the EOPs through City Council meetings on the topic, Disaster Council meetings in some jurisdictions, when exercises or drills are planned and announced, and when volunteer organizations are engaged for plan writing or exercise participation. Local business may be engaged when appropriate to participate in local drills or exercises and are encouraged to be familiar with their jurisdiction’s EOP.</p>

**2. What is the budget for the Community emergency plan and programs?**

<p>Please provide a general description of what is included in these \$\$\$</p> <p>Emergency preparedness program budgets vary from community to community. During the last five years, a significant amount of emergency preparedness supplies, equipment and technology has been primarily Emergency Management Performance Grant (EMPG) funded. General funds are typically used to purchase equipment such as helmets, gloves, vests and masks for CERT programs.</p>	
<p>Total Budget</p>	<p>Varies</p>
<p>Personnel (city staff).</p> <p>Please note: Personnel listed below are not dedicated staff, but rather city/town representatives that oversee or facilitate city/town emergency management and emergency preparedness activities.</p>	

<b>Campbell:</b> Captain, Campbell PD & Volunteer Coordinator	
<b>Cupertino:</b> Recreation Director & .5 FTE Citizen Corps Coordinator	
<b>Los Altos Hills:</b> Emergency Management Consultant	
<b>Los Gatos:</b> Lieutenant, LG/MS PD & Community Outreach Coordinator	
<b>Monte Sereno:</b> City Manager & Management Analyst	
<b>Saratoga:</b> City Manager & Senior Planner	
Contracted services or consultants	
Other expenses:	

3. Which of the following programs or activities are city sponsored or acknowledged by the city (included on website etc.) as part of Community emergency preparedness plans.

**Campbell**

Description	City Sponsored	Acknowledged (describe)
Personal Emergency Preparedness classes (PEP)	Yes	City Recreation Guide, City website & County Fire website
Community Emergency Response Training (CERT)	Yes	City Recreation Guide, City website & County Fire website
Neighborhood Watch (NW)	No	N/A
Neighborhood Community Groups: <a href="http://www.ci.campbell.ca.us/547/Neighborhood-Associations">http://www.ci.campbell.ca.us/547/Neighborhood-Associations</a>	Yes	City website, Communicate directly with City Council. Neighborhood associations mapped with website for each on city website
Amateur Radio Operators (Hams): <a href="http://www.campbellaresraces.org">http://www.campbellaresraces.org</a>	Yes, Amateur Radio Emergency Services (ARES)	DSWs connected to law enforcement
Training for Seniors	Yes	County Fire website
Training for Businesses	Per request	County Fire website

**Cupertino**

Description	City Sponsored	Acknowledged (describe)
Personal Emergency Preparedness classes (PEP)	Yes	Newsletters, City website, County Fire website
Community Emergency Response Training (CERT)	Yes	Newsletters, City website, County Fire website
Neighborhood Watch (NW) <a href="http://www.cupertino.org/index.aspx?page=88">http://www.cupertino.org/index.aspx?page=88</a>	Yes	City staffed .5 FTE Neighborhood Watch Coordinator, City website

		and regular meetings and training for NW Block Captains
Neighborhood Community Groups	Yes	Block Leaders facilitate communication with the City
Amateur Radio Operators (Hams) <a href="http://www.cupertinoares.org">http://www.cupertinoares.org</a>	Yes, Cupertino Amateur Radio Emergency Service (CARES)	DSWs, connected through the EOC and has city funded mobile unit
Training for Seniors	Yes	County Fire website
Training for Businesses	Per request	County Fire website

#### Los Gatos/Monte Sereno

Description	City Sponsored	Acknowledged (describe)
Personal Emergency Preparedness classes (PEP)	Yes	City website & County Fire website
Community Emergency Response Training (CERT)	Yes	City website & County Fire website
Neighborhood Watch (NW) <a href="http://www.losgatosca.gov/146/Neighborhood-Watch">http://www.losgatosca.gov/146/Neighborhood-Watch</a>	Yes	LG/MS PD runs the Neighborhood Watch Program
Neighborhood Community Groups	No	N/A
Amateur Radio Operators (Hams)	Yes, LG/MS ARES	DSWs and coordinated through LG/MS PD
Training for Seniors	Yes	City website & County Fire website
Training for Businesses	Per request	Chamber of Commerce and LG/MS PD
Disaster Assistance Response Team (DART)	Yes	DSWs and coordinated through LG/MS PD Community Outreach Coordinator, City website

#### Los Altos Hills

Description	City Sponsored	Acknowledged (describe)
Personal Emergency Preparedness classes (PEP)	Yes	Newsletters, email, direct mail, Nextdoor.com, County Fire website, Town website and LAHCFD website
Community Emergency Response Training (CERT)	Yes	Newsletters, email, direct mail, Nextdoor.com, County Fire website, Town

		website and LAHCFD website
Neighborhood Watch (NW)	No	N/A
Neighborhood Community Groups	No	N/A
Amateur Radio Operators (Hams) <a href="http://www.losaltoshills.ca.gov/city-government/standing-committees/emergency-communications">http://www.losaltoshills.ca.gov/city-government/standing-committees/emergency-communications</a>	Yes, LAH Emergency Communications Committee (ECC)	DSWs, Through town EOC
Training for Seniors	Yes, if requested	Per request, County Fire website
Training for Businesses	No	There are no businesses located in Los Altos Hills

**Saratoga**

Description	City Sponsored	Acknowledged (describe)
Personal Emergency Preparedness classes (PEP)	Yes	County Fire website
Community Emergency Response Training (CERT)	Yes	County Fire website, City website
Neighborhood Watch (NW) <a href="http://www.saratoga.ca.us/cityhall/sheriffs_office/crimeprevention.asp">http://www.saratoga.ca.us/cityhall/sheriffs_office/crimeprevention.asp</a>	Per request	City website
Neighborhood Community Groups	Yes	Aligned with Nextdoor.com and the City is active on Nextdoor.com
Amateur Radio Operators (Hams) <a href="http://www.k6sa.net">http://www.k6sa.net</a>	Yes, Saratoga Amateur Radio Association (SARA)	DSWs, connected through the EOC and has MOU with the City to provide communications during a disaster and to maintain radio equipment
Training for Seniors	Yes	County Fire website, Newsletters
Training for Businesses	Per request	County Fire website, Newsletters

**4. Describe the positions integral to your Community Emergency Preparedness plan and programs. Please indicate if they are a contract position rather than city staff.**

*Information provided below represents Santa Clara County Fire Department personnel that provide emergency management & community education and preparedness programs and services for the cities/towns included in this survey.*

	Full Time	Part-time No. of Hours
Position Title: Director of Emergency Management	1 full time position,	

Reports to: Fire Chief & Deputy County Executive Organizations/groups that report to this position: <ul style="list-style-type: none"> <li>• SCC Office of Emergency Services</li> <li>• SCCFD Office of Emergency Management and Community Education Services</li> </ul>	also serves as Operational Area Director of Emergency Management	
Position Title: Deputy Director of Emergency Management Reports to: Director of Emergency Management Organizations/groups that report to this position: <ul style="list-style-type: none"> <li>• SCC Office of Emergency Services</li> <li>• SCCFD Office of Emergency Management</li> </ul>	1 full time position, also serves as Operational Area Deputy Director of Emergency Management	
Position Title: Asst. Deputy Director of Community Education Services Reports to: Director of Emergency Management Organizations/groups that report to this position: <ul style="list-style-type: none"> <li>• SCCFD Office of Community Education Services</li> </ul>	1 full time position	
Position Title: Senior Program Specialist, Community Education Services Reports to: Asst. Deputy Director, Community Education Services Organizations/groups that report to this position: Program Specialist II, Community Education Services	1 full time position	
Position Title: Program Specialist II, Emergency Management Reports to: Deputy Director of Emergency Management Organizations/groups that report to this position: N/A	3 full time positions, hiring in progress	
Position Title: Program Specialist II, Community Education Services Reports to: 2 positions report to Asst. Deputy Director, Community Education Services and 1 position reports to Senior Program Specialist, Community Education Services Organizations/groups that report to this position: N/A	3 full time positions, hiring in progress	

**5. Disaster drills and emergency response**

Do you hold disaster drills? How often? Do they involve the community? If yes, please describe.

CERT and Emergency Operations Center training, drills and exercises are conducted annually and on an as-needed basis to refresh perishable skills, test neighborhood response capabilities, test and evaluate adequacy of jurisdiction EOPs, and test established field and EOC communications mechanisms, equipment and tools. Many of these exercises and drills involve community-based organizations (CBOs), faith based organizations (FBOs), and other volunteer groups.

Most trainings and exercises are provided by a combination of County Fire personnel, city staff and volunteers. Occasionally, training classes are conducted by the American Red Cross, law enforcement agencies, water district, PG&E, Humane Society, etc.

**Campbell:** EOC annual exercise or tabletop, periodic EOC section training, annual CERT exercise, periodic CERT refresher training (usually two times annually).

**Cupertino:** EOC annual exercise or tabletop, periodic EOC section training, annual exercise that includes all or some of its' Citizen Corps organizations (CERT, ARES, MRC), periodic CERT refresher training and on-going educational emergency preparedness workshops and seminars.

**Los Gatos/Monte Sereno:** EOC annual exercise or tabletop, periodic EOC section training, annual CERT exercise, periodic CERT refresher training that includes LG/MS ARES.

**Los Altos Hills:** EOC training provided by contract consultant. Two annual earthquake exercises that test CERT and Emergency Communications Committee (ECC). Exercises run 4-6 hours. Los Altos Hills staff participates in one of the annual exercises.

**Saratoga:** EOC annual exercise or tabletop, periodic EOC section training, annual CERT exercise, periodic CERT refresher training and one citywide annual earthquake exercise that includes the participation of CERT, Medical Reserve Corps (MRC), Saratoga Amateur Radio Association (SARA), American Red Cross, schools, faith-based organizations, licensed residential facilities and a children's sub-acute hospital.

What groups do you incorporate in your drills and disaster response plans? (Hams, CERTS, Neighborhood Community Groups, Neighborhood Watch Captains)

All of the above organizations, as well as many others (American Red Cross, Neighborhood Watch, law enforcement agencies, schools, etc), are included in exercises and drills when appropriate. Listed below is city/town specific information:

**Campbell:** ARES, CERT

**Cupertino:** Cupertino Citizen Corps (CERT, MRC, CARES)

**Los Gatos/Monte Sereno:** ARES, CERT

**Los Altos Hills:** CERT, Emergency Communications Committee (ECC), Foothill College, Daughters of Charity, schools, places of worship

**Saratoga:** CERT, MRC, Saratoga Amateur Radio Association (SARA)

Briefly explain how Hams are used in your city (to support CERT members only, to send critical information to the City EOC, to act as eyes and ears of the EOC staff, etc.).

Amateur Radio Emergency Service (ARES) operators are not only specifically outlined as part of the established State, Federal, and Local legal and operational frameworks for emergency response and management, they are also a lifeline for communication to and from field operations to emergency management support organizations. Including and integrating ARES into EOPs, checklists, exercises, drills, and overall planning efforts is a cornerstone for County Fire's emergency response and management model.

**Campbell:** ARES volunteers are utilized in the Campbell EOC, at the ARC/City Shelter and at CERT deployment sites.

**Cupertino:** Cupertino Amateur Radio Emergency Service (CARES) volunteers staff the mobile communications van, the Departmental Operations Center adjacent to the EOC, the seven ARKs in the

City, and will shadow field personnel if requested.

**Los Gatos/Monte Sereno:** ARES volunteers are used in the LG/MS EOC, CERT neighborhood incident command posts, dispatch center, CPOD sites, EVC/spontaneous volunteer sites, ARC/Town Shelter sites, Public Health POD sites and also staff 9-1-1 mobile sites which provide emergency radio access to public safety responders (PD, Fire, EMS) if telephone systems become inoperable.

**Los Altos Hills:** Amateur radio operators provide communication and support at all levels of drills and exercises. Emergency Communications Committee (ECC) members will gather and send via packet information from the field to the town EOC. Los Altos Hills also has CERT/Ham Recon teams that will check designated neighborhood zones and report findings to the ARK; this information is then transmitted to the Town EOC. There are 10 ECC members and 25 CERT/Ham Recon members.

**Saratoga:** SARA operators staff the EOC, shelters, CERT Divisions, and shadow city staff (such as damage assessment officials). If necessary, they will also provide communications to schools.

How are CERTS and Hams activated/notified that their service is needed? Do you use services such as AlertSCC and/or Nixle for this notification?

**Campbell:** Code Red, email, phone

**Cupertino:** Cupertino Alert System (CAS)

**Los Gatos/Monte Sereno:** AlertSCC, email groups

**Los Altos Hills:** Rapid Notify, email and established telephone tree if needed

**Saratoga:** AlertSCC and established telephone tree if needed

Which groups do you offer Disaster Service Workers (DSW) coverage to?

**Campbell:** CERT, ARES

**Cupertino:** All Citizen Corps volunteers: CERT, MRC and CARES

**Los Altos Hills:** CERT, ECC, ARES

**Los Gatos/Monte Sereno:** CERT, ARES, Disaster Aid Response Team (DART), Police Explorers, Volunteers in Policing (VIP)

**Saratoga:** CERT, MRC, Saratoga Amateur Radio Association (SARA)

Does the city provide ham radio equipment at the city's EOC location, or is it provided by the volunteer ham?

**Campbell:** Equipment in the EOC is provided by the city

**Cupertino:** Equipment in the EOC is provided by the city

**Los Gatos/Monte Sereno:** Equipment in the EOC is provided by the city

**Los Altos Hills:** The Town provides the equipment, some additional personal equipment is provided by ECC members

**Saratoga:** All equipment is provided by Saratoga Amateur Radio Association (SARA) and its' members

What other equipment/supplies are provided for CERTS/Hams volunteers? (office space, storage space, vests, other equipment)

**Campbell:** Communications equipment, trailer (inoperative) for CERT storage at City Corp Yard, 10 CERT Incident Command Bags, 2 emergency power generators and canopy.

**For CERTs:** CERT manual, helmet, vest, gloves, goggles, mask and baseball cap.

**Cupertino:** There are ARKs at seven locations that stock a significant amount of supplies and equipment (search and rescue supplies, medical supplies, etc.) CARES volunteers are provided a vest. Office and storage space at City Hall is provided.

**For CERTs:** CERT manual, vest, helmet

**Los Gatos/Monte Sereno:** Storage space in a shipping container, mission ready trailer (contains disaster response supplies and equipment), disaster response supplies and equipment at each of the seven Neighborhood Incident Command Posts (NICP).

**For CERTs:** CERT manual, helmet, vest, gloves, goggles, mask, CERT FOG.

**Los Altos Hills:** Office space at fire station with computers, printers and food storage. A large ARK located in Foothill College parking lot that contains emergency disaster equipment and a smaller ARK is stored at Water District storage yard. The ARKs contain water, first aid supplies, tents, chairs, cots, animal supplies, CERT equipment, POD supplies, barricades, lighting, etc. Two mission ready trailers are stored at fire stations that contain disaster supplies to support CERT operations within LAHCFD.

**For CERTs:** CERT manual, CERT FOG, vest, helmet, first aid kit, gloves, flashlight and backpack with supplies

**Saratoga:** Saratoga has three storage locations that contain large supplies of search & rescue equipment, medical supplies, generators, portable lighting, etc.

**For CERTs:** CERT manual, helmet, vest, backpack with supplies, CERT FOG, t-shirt, ball cap

Does your city provide neighborhood caches of supplies? If yes please describe, what is included, who maintains them, how locations are selected, how they will be used etc.

**Campbell:** Communication radios and one generator. When activated, Campbell CERTs will respond to pre-determined locations to begin providing CERT services. The meeting locations are established to work within existing city and CERT neighborhood boundaries.

**Cupertino:** The seven ARKs are strategically placed around the City and contain a wide assortment of supplies and equipment. ARKs are inventoried and maintained by volunteers. During a disaster, ARKs are also designated locations for residents seeking assistance.

**Los Altos Hills:** Los Altos Hills does not maintain caches of supplies in neighborhoods.

**Los Gatos/Monte Sereno:** The Neighborhood Incident Command Post (NICP) caches include ICS forms and documents, radio communications equipment, medical supplies, emergency power supplies and lighting, maps, fire extinguishers, etc. Locations are selected to equip each CERT neighborhood that has an active team. Logical geographic borders establish the neighborhoods. CERT teams will assemble at their respective NICP, and use their team Field Operating Guide (FOG) to commence operations, consistent with the type of disaster or direction from the EOC.

**Saratoga:** In addition to the three storage locations, CERT Division Leaders have custodial possession at their homes of portable supply bags, similar to rolling suitcases. These kits contain the needed supplies for a CERT Division to set up an ICP.

Do you have a plan for handling spontaneous volunteers after a major disaster occurs? Are you planning to use CERTs to help organize these efforts? Does the community know what the plan is?

**Campbell:** Campbell at this time does not have Emergency Volunteer Center (EVC) trained and equipped staff.

**Cupertino:** Cupertino at this time does not have EVC trained and equipped staff. The City recently assigned staff from Human Resources to develop a plan for managing spontaneous volunteers.

**Los Altos Hills:** CERT supervisors are trained and have supplies in the ARK to establish and manage an EVC.

**Los Gatos/Monte Sereno:** A cadre of Town staff and CERTs are trained to set-up and operate an EVC.

**Saratoga:** City Human Resources staff, augmented by CERT volunteers, will open and operate an EVC.

Are there situations where CERT or Ham groups can “self-activate” without notification from the city?

**Campbell:** Yes, following a recognized major disaster event

**Cupertino:** Yes, following an earthquake that is large enough that items fall from shelves

**Los Altos Hills:** Yes, following an earthquake that is large enough that items fall from shelves

**Los Gatos/Monte Sereno:** Yes, following a recognized major disaster event

**Saratoga:** In a 6.5 or greater earthquake

## PART TWO

### PERSONAL EMERGENCY TRAINING PROGRAMS (PEP)

#### 6. Please provide the following information regarding PEP.

##### **Campbell**

How many years has your PEP program been running?	4 years, as currently structured
Number of people who have attended PEP?	+/- 200 annually (reflects total for regional program in five cities)
Number of classes typically held per year	Program offered 12 times annually at locations throughout County Fire's service area
Where are classes conducted?	Various locations
Who teaches the PEP class instruction? (volunteers, Fire Dept., city-staff)	County Fire staff
Is there a fee to attend the class?	No

##### **Cupertino**

How many years has your PEP program been running?	10 years
Number of people who have attended PEP?	+/-100 annually
Number of classes typically held per year	8
Where are classes conducted?	Various locations
Who teaches the PEP class instruction? (volunteers, Fire Dept., city-staff)	County Fire staff, Citizen Corps volunteers
Is there a fee to attend the class?	No

##### **Los Altos Hills**

How many years has your PEP program been running?	9 years
Number of people who have attended PEP?	+/- 150 annually
Number of classes typically held per year	Currently, 8 classes annually
Where are classes conducted?	Fire station located in Los Altos Hills
Who teaches the PEP class instruction? (volunteers, Fire Dept., city-staff)	County Fire staff
Is there a fee to attend the class?	No, and PEP is a pre-requisite to attend CERT

**Los Gatos/Monte Sereno**

How many years has your PEP program been running?	4 years, as currently structured
Number of people who have attended PEP?	+/-200 annually (reflects total for regional program in five cities)
Number of classes typically held per year	Program offered 12 times annually at locations throughout County Fire's service area
Where are classes conducted?	Various locations
Who teaches the PEP class instruction? (volunteers, Fire Dept., city-staff)	County Fire staff
Is there a fee to attend the class?	No

**Saratoga**

How many years has your PEP program been running?	4 years, as currently structured
Number of people who have attended PEP?	+/-200 annually (reflects total for regional program in five cities)
Number of classes typically held per year	Program offered 12 times annually at locations throughout County Fire's service area
Where are classes conducted?	Various locations
Who teaches the PEP class instruction? (volunteers, Fire Dept., city-staff)	County Fire staff
Is there a fee to attend the class?	No

**NEIGHBORHOOD WATCH****7. Please provide the following summary information regarding Neighborhood Watch (NW).  
Campbell**

How many years has your NW Program been running?	N/A, Campbell does not have a Neighborhood Watch Program
Who runs the program (sworn Police officer, lay person)	N/A
Number of people who have signed up to be NW Captains?	N/A
How much of your city (% of households) is covered by a NW Captain?	N/A

Frequency and method(s) of communication (out) to NW Captains	N/A
Do you host any events for NW Captains? If yes please describe	N/A
What other resources do you provide NW Groups? (street signs, decals etc.)	N/A

**Cupertino**

How many years has your NW Program been running?	+/-12 years
Who runs the program (sworn Police officer, lay person)	.5 FTE City employee, supported by sworn personnel
Number of people who have signed up to be NW Captains?	200
How much of your city (% of households) is covered by a NW Captain?	25%
Frequency and method(s) of communication (out) to NW Captains <i>*eCAP is an Email Community Alert Program initiated by the SCC Sheriff's Office to keep residents informed about suspicious persons, vehicles, crime patterns or trends, etc.</i>	*eCAP and Nextdoor.com
Do you host any events for NW Captains? If yes please describe	No
What other resources do you provide NW Groups? (street signs, decals etc.)	Street signs and decals

**Los Altos Hills**

How many years has your NW Program been running?	N/A, Los Altos Hills does not have a Neighborhood Watch Program
Who runs the program (sworn Police officer, lay person)	N/A
Number of people who have signed up to be NW Captains?	N/A
How much of your city (% of households) is covered by a NW Captain?	N/A
Frequency and method(s) of communication (out) to NW Captains	N/A
Do you host any events for NW Captains? If yes please describe	N/A
What other resources do you provide NW Groups? (street signs, decals etc.)	N/A

**Los Gatos/Monte Sereno**

How many years has your NW Program been running?  <i>Special Note: Los Gatos has had for two years the "Los Gatos On Watch" crime prevention program, where residents are urged to</i>	+25 years
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<i>register with the PD if they have video security cameras that cover public areas, so that when crime occurs in a neighborhood or commercial district, potentially helpful video images can be retrieved from nearby establishments or residences. It is a collateral program associated with Neighborhood Watch.</i>	
Who runs the program (sworn Police officer, lay person)	LG/MS PD support staff, supported by sworn personnel
Number of people who have signed up to be NW Captains?	16 Neighborhood Leads
How much of your city (% of households) is covered by a NW Captain?	16 neighborhoods with approximately 1,500 Neighborhood Watch participants
Frequency and method(s) of communication (out) to NW Captains	Weekly messaging to all NW participants including Leads, via Nextdoor.com or email
Do you host any events for NW Captains? If yes please describe	No
What other resources do you provide NW Groups? (street signs, decals etc.)	Signs and public education materials

**Saratoga**

How many years has your NW Program been running?	Neighborhood Watch training is offered by request
Who runs the program (sworn Police officer, lay person)	SCC Sheriff's Office
Number of people who have signed up to be NW Captains?	Informal program
How much of your city (% of households) is covered by a NW Captain?	Informal program
Frequency and method(s) of communication (out) to NW Captains	Informal program
Do you host any events for NW Captains? If yes please describe	No
What other resources do you provide NW Groups? (street signs, decals etc.)	Signs and public education materials

**COMMUNITY INVOLVEMENT**

**8. Please provide the following information regarding Community Involvement**

<p>What is the city's involvement with community groups who are helping residents with emergency preparedness? (neighborhood groups, faith based groups, Chamber of Commerce, other organizations)</p> <p><b>Campbell:</b> The city has a city representative from Campbell PD and a CERT volunteer coordinator that work with various community groups to coordinate and support emergency</p>
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preparedness efforts.

**Cupertino:** Cupertino has an active Disaster Council. The Disaster Council facilitates communication, coordination and planning with emergency preparedness stakeholders.

**Los Altos Hills:** The Town of Los Altos Hills has an active Disaster Council. The Disaster Council facilitates communication, coordination and planning with emergency preparedness stakeholders.

**Los Gatos/Monte Sereno:** A town representative from LG/MS PD and a Community Outreach Coordinator work with various community groups to coordinate and support emergency preparedness efforts. Los Gatos has the "Los Gatos Prepared" emergency preparedness program which provides presentations to civic groups of all types, and conducts a focused campaign in October of each year on the anniversary of the 1989 Loma Prieta Earthquake.

**Saratoga:** Staff and residents from two licensed senior residential facilities have gone through CERT training and are part of the City's CERT, MRC, SARA protocols and places of worship store emergency supplies on site. Schools have worked with SARA to develop an effective communications plan. The Saratoga Chamber of Commerce has promoted the City's CERT program and assisted in city exercises.

Please describe any resources the city provides these group(s). Is there a liaison to the group?

See Above, Question #8.

## AMATEUR RADIO (HAMS)

### 9. Please provide the following information regarding Hams

Approximately how many hams are available to your city?

**Campbell:** 25 ARES

**Cupertino:** 84 CARES

**Los Altos Hills:** 10 LAH ECC, 20 Town ECC Associate Program, 26 CERT/Ham Recon Members

**Los Gatos/Monte Sereno:** 28 ARES

**Saratoga:** 30

Who does the ham organization report to (Chief of Police, Emergency Manager, Fire Dept., Recreation Department, other)?

The amateur radio volunteers report to the following:

**Campbell:** Campbell Police Captain & emergency management staff

**Cupertino:** City of Cupertino Citizen Corps Coordinator

**Los Altos Hills:** LAH ECC and Associates report to Town staff, CERT/Hams Recon teams report to County Fire staff

**Los Gatos/Monte Sereno:** LG/MS Police Captain & emergency management staff

**Saratoga:** MOU with the City of Saratoga

Is this person responsible for managing the hams (providing coverage, tracking participation,

<p>etc.)? If not, explain if and how this is done.</p> <p>The amateur radio volunteers are coordinated and managed day-to-day by the following:</p> <p><b>Campbell:</b> Campbell Radio Officer and ARES Volunteer Emergency Coordinator  <b>Cupertino:</b> CARES Coordinator  <b>Los Altos Hills:</b> Coordination is accomplished within the LAH ECC, ECC Associates and CERT/Ham Recon membership  <b>Los Gatos/Monte Sereno:</b> ARES Volunteer Emergency Coordinator  <b>Saratoga:</b> SARA President</p>
<p>In case of a major emergency and once activated, are there plans in place to “pre-dispatch” hams (and other groups) to predetermined locations such as community centers, senior centers, etc.? Please describe.</p> <p><b>Campbell:</b> ARES reports to EOC and CERT neighborhood staging areas  <b>Cupertino:</b> CARES reports to ARKs and EOC  <b>Los Altos Hills:</b> LAH Town ECC members respond to Town EOC and CERT/Ham Recon teams first respond to neighborhoods and then ARK to begin damage assessment assignments  <b>Los Gatos/Monte Sereno:</b> ARES reports to dispatch center, EOC, CERT NICPs, 9-1-1 Access sites and shelters if/when needed  <b>Saratoga:</b> SARA reports automatically to EOC and schools (as required), the Saratoga Sub-Acute Hospital, the Saratoga Retirement Community, Our Lady of Fatima Villa, Red Cross shelters, and will shadow field personnel as needed.</p>
<p>Is your ham group invited to participate in city emergency planning meetings?</p> <p><b>Campbell:</b> ARES is invited/participates if planning meeting is specifically related to ARES volunteers  <b>Cupertino:</b> CARES regularly attends and participates at Disaster Council meetings as well as other city emergency planning efforts  <b>Los Altos Hills:</b> ECC members and CERT/Ham Recon participants regularly participate and attend Disaster Council meetings and participate in other Town emergency planning efforts  <b>Los Gatos/Monte Sereno:</b> ARES is invited/participates if planning meeting is specifically related to ARES volunteers  <b>Saratoga:</b> Yes</p>
<p>In cases of emergencies, are the hams considered part of your EOC staff, providing situation information and communications to sites?</p> <p><b>Campbell:</b> Yes  <b>Cupertino:</b> Yes  <b>Los Altos Hills:</b> Yes  <b>Los Gatos/Monte Sereno:</b> Yes  <b>Saratoga:</b> Yes</p>
<p>Does your ham group have defined job descriptions? (Operator at the EOC, ham at senior center, etc.)</p> <p><b>Campbell:</b> Minimal</p>

<p><b>Cupertino:</b> Yes  <b>Los Altos Hills:</b> Yes, the Town Charter for the ECC and the CERT/Ham Recon teams have defined job descriptions.  <b>Los Gatos/Monte Sereno:</b> Minimal  <b>Saratoga:</b> Minimal</p>
<p>If defined jobs, is there a training curriculum for these positions? Is the city involved with defining this training, or is this left up to the ham group?</p> <p><b>Campbell:</b> ARES operators identify, define and provide their own training  <b>Cupertino:</b> CARES provides training for radio operators who join the group. CARES leadership creates the training program in cooperation with the City's Citizen Corps Coordinator  <b>Los Altos Hills:</b> ECC members conduct their own meetings and training, CERT/Ham Recon has monthly training and collaborates with County Fire Staff to identify training needs  <b>Los Gatos/Monte Sereno:</b> ARES operators identify, define and provide their own training  <b>Saratoga:</b> SARA members define and provide their own training</p>
<p>Does the city provide ham radio equipment at any city location (corporate yard, senior centers, etc.)? Please describe.</p> <p>See Above, Question #5</p>
<p>Does the ham organization provide support for other groups other than the city (water district, fire district if contracted out, power company, etc.)?</p> <p><b>Campbell:</b> No  <b>Cupertino:</b> SCC Sheriff's Office, SCC Fire Department, San Jose Water Company, Santa Clara Valley Water District, Recology Sanitation District  <b>Los Altos Hills:</b> Various community events  <b>Los Gatos/Monte Sereno:</b> Hospital Net ARES  <b>Saratoga:</b> SCC Sheriff's Office</p>

**CERT PROGRAM**

**10 Please provide the following information regarding CERT.**

<p>Number of CERT-trained individuals in your jurisdiction.</p> <p><b>Campbell:</b> Since new structure, 125  <b>Cupertino:</b> 1,000  <b>Los Altos Hills:</b> 250  <b>Los Gatos/Monte Sereno:</b> 450  <b>Saratoga:</b> 250</p>
<p>Number of CERT-trained individuals you consider as "active. (please describe your definition of active)</p> <p><b>Campbell:</b> 60 active, could be counted on to respond in a disaster  <b>Cupertino:</b> 250 active</p>

<p><b>Los Altos Hills:</b> 200 active, attends at least one CERT event a year  <b>Los Gatos/Monte Sereno:</b> 185 active, attends at least one CERT event a year  <b>Saratoga:</b> 60 active, could be counted on to respond in a disaster and/or attends at least one CERT training or meeting a year</p>
<p>Who delivers the CERT class instruction? Are they paid and who pays?</p> <p><b>Campbell:</b> County Fire personnel, paid by County Fire  <b>Cupertino:</b> County Fire personnel, paid by County Fire  <b>Los Altos Hills:</b> County Fire personnel, paid by Los Altos Hills County Fire District, + a cadre of specially trained CERT volunteers  <b>Los Gatos/Monte Sereno:</b> County Fire personnel, paid by County Fire  <b>Saratoga:</b> County Fire personnel, paid by County Fire</p>
<p>Number of classes typically held per year?</p> <p><b>Campbell:</b> Four CERT academies annually that rotate locations within County Fire’s service area  <b>Cupertino:</b> Four CERT academies annually that rotate locations within County Fire’s service area  <b>Los Altos Hills:</b> One academy annually  <b>Los Gatos/Monte Sereno:</b> Four CERT academies annually that rotate locations within County Fire’s service area  <b>Saratoga:</b> Four CERT academies annually that rotate locations within County Fire’s service area</p>
<p>Number of new CERT members trained per year?</p> <p><b>Campbell:</b> 30 annually  <b>Cupertino:</b> 20 annually  <b>Los Altos Hills:</b> 20-30 annually  <b>Los Gatos/Monte Sereno:</b> 30-50 annually  <b>Saratoga:</b> 10-50 annually</p>
<p>What do participants pay for a class?</p> <p><b>Campbell:</b> \$35  <b>Cupertino:</b> \$35, which is reimbursed upon successful completion of the CERT program  <b>Los Altos Hills:</b> \$90, which is reimbursed upon successful completion of the CERT program  <b>Los Gatos/Monte Sereno:</b> \$35  <b>Saratoga:</b> \$35</p>
<p>What are participants provided besides training? (e.g. manual, supplies or tools)</p> <p>See above, Question #5.</p>
<p>Describe the frequency and method(s) of communication (out) to CERTs.</p> <p><b>Campbell:</b> Weekly, Yahoo Group &amp; email  <b>Cupertino:</b> Bi-monthly, *Volunteer Portal  <b>Los Altos Hills:</b> Weekly emails, Rapid Notify messages for special drills/exercises</p>

<p><b>Los Gatos/Monte Sereno:</b> Monthly emails  <b>Saratoga:</b> Monthly, Yahoo Group and email</p> <p><i>*The Volunteer Portal is a city managed e-mail communications system that volunteers register for and allows the City easy communications with the volunteers, as well as tracking of hours spent by volunteers, and volunteer management (training, qualifications, etc.).</i></p>
<p>Is there a program of ongoing CERT refresher or skill development training, and if so, how often and who conducts?</p> <p>See above, Question #5</p>
<p>How much is budgeted to support CERT activities? What does the budget cover?</p> <p>See also above, response to Question #2 regarding grand funded projects and response to Question #5 regarding purchasing of equipment and emergency supplies.</p> <p><b>Campbell:</b> \$3,000  <b>Cupertino:</b> \$10,000  <b>Los Altos Hills:</b> \$25,000  <b>Los Gatos/Monte Sereno:</b> \$500  <b>Saratoga:</b> \$5,000</p>
<p>Describe how the role, scope and organizational reporting for CERTs are specified in the jurisdiction emergency plan and/or by ordinance.</p> <p><b>Campbell:</b> Not defined in the EOP  <b>Cupertino:</b> The EOP defines how CERTs are utilized and deployed  <b>Los Altos Hills:</b> The EOP defines how CERTs are utilized and deployed  <b>Los Gatos/Monte Sereno:</b> Not defined in the EOP  <b>Saratoga:</b> By ordinance, CERT is answerable to the City Manager. The EOP defines how CERTs are utilized and deployed</p>
<p>Are CERTs organized and deployed by neighborhood, deployed centrally from the jurisdiction command level or another method?</p> <p><b>Campbell:</b> By neighborhood  <b>Cupertino:</b> CERT volunteers report to their nearest ARK and are deployed from there  <b>Los Altos Hills:</b> By neighborhood, then report to ARK for new assignments as CERTs become available  <b>Los Gatos/Monte Sereno:</b> By neighborhood  <b>Saratoga:</b> By neighborhood</p>
<p>Have you implemented written procedures or checklists for CERTs that are specific to your overall jurisdiction or specific neighborhoods?</p> <p><b>Campbell:</b> Minimal  <b>Cupertino:</b> Written standard operating procedures for all Citizen Corps members (CERT, MRC and CARES)  <b>Los Altos Hills:</b> Written job descriptions for incident command staff and written guidelines</p>

address CERT roles, activation procedures and protective clothing.

**Los Gatos/Monte Sereno:** Utilize the CERT FOG

**Saratoga:** Yes

## Benchmarking Survey on Community Disaster Preparedness Plans and Programs February 2015

### Background

The City of Los Altos, CA is evaluating its state of readiness for the impact of a major disaster, and would therefore like to understand the plans and programs offered by nearby cities.

The survey has two parts. Part One has general questions about plans, programs and costs. Part Two has sections focused on some of the more common community type programs and how they are operated within your city.

Participants in this survey will be provided with the results (unblinded unless requested otherwise by the participating organization).

Name: Lynn Brown
Title: Office of Emergency Services Coordinator
Phone Number: 650.903.6825
Email address: lynn.brown@mountainview.gov
Name of City/Town: Mountain View
Size (population and area): 75,000
For additional information about the city's emergency preparedness program, please visit:  <a href="http://www.mountainview.gov/depts/fire/preparedness/default.asp">http://www.mountainview.gov/depts/fire/preparedness/default.asp</a>

### **PART 1 - GENERAL QUESTIONS**

#### **1. Please describe your Community Emergency Preparedness Plan**

<p>What is your city's philosophy regarding <b>community</b> and emergency preparedness?</p> <p>The emergency management and preparedness program is proactive and reaches out to community and has active neighborhood associations. There are 20 firefighters on-duty at any given time, so community preparedness and resilience are critical.</p>
<p>Briefly describe your city's emergency preparedness plan, regarding <b>community</b> involvement.</p> <p>A regional EOP for Sunnyvale, Mountain View, Palo Alto and Los Altos is currently being developed utilizing grant funds. Amateur Radio and CERT programs are primarily coordinated by volunteers with management support provided by Mountain View. For the CERT program, Mountain View has significant support role. CERT is referenced in the EOP, but it is considered a city resource primarily tasked with responding at the neighborhood level, so not likely that CERTS would be called out for another task. Amateur Radio is more likely to be requested as a resource to provide direct support to the city of Mountain View.</p>
<p>Who is responsible for the Plan and how is it managed?</p> <p>Office of Emergency Services Coordinator is responsible for the plan</p>
<p>Describe the level of involvement your City Council has on the Plan</p>

City Council approves the plan and supports emergency management efforts, but mostly involved at a policy level
<p>What types and frequency of communication are provided to residents/businesses about the Plan?</p> <p>The city utilizes their website, twitter, Facebook and a quarterly newsletter (print) that is mailed to each residence in the city of Mountain View. Each newsletter usually contains messages about community education and preparedness.</p>

**2. What is the budget for the Community emergency plan and programs?**

Please provide a general description of what is included in these \$\$\$	
Estimate of 15-25K annually for the purchase of equipment, supplies, training materials.	
Total Budget	Varies
Personnel (city staff) One position @ \$140,000 annually	
Contracted services or consultants	N/A
Other expenses:	

**3. Which of the following programs or activities are city sponsored or acknowledged by the city (included on website etc.) as part of Community emergency preparedness plans.**

Description	City Sponsored	Acknowledged (describe)
Personal Emergency Preparedness classes (PEP)	Supported through OES	City website, newsletters, Facebook, Twitter
Community Emergency Response Training (CERT)	Supported through OES	City website, newsletters, Facebook, Twitter
Neighborhood Watch (NW) <a href="http://www.mountainview.gov/depts/police/crime/watch.asp">http://www.mountainview.gov/depts/police/crime/watch.asp</a>	Supported through Mountain View PD Community Action & Info Unit	City website, newsletters, Facebook, Twitter
Neighborhood Community Groups <a href="http://www.mountainview.gov/depts/comdev/preservation/programs/neighbors.asp">http://www.mountainview.gov/depts/comdev/preservation/programs/neighbors.asp</a>	Supported through the Council Neighborhoods Committee, comprised of three City Council members that convene quarterly	City website, newsletters, Facebook, Twitter. Mountain View has active neighborhood associations and

	neighborhood meetings.	neighborhood groups
Amateur Radio Operators (Hams) <a href="http://www.k6mtv.org">http://www.k6mtv.org</a>	Mountain View ARES, Supported through OES	Newsletters, Mountain View ARES website
Training for Seniors	Per request	
Training for Businesses	Per request	

**4. Describe the positions integral to your Community Emergency Preparedness plan and programs. Please indicate if they are a contract position rather than city staff.**

	Full Time	Part-time No. of Hours
Position Title: OES Coordinator Reports to: Fire Chief Organizations/groups that report to this position: N/A	1 full time position	
Position Title: Reports to: Organizations/groups that report to this position:		
Position Title: Reports to: Organizations/groups that report to this position:		
Position Title: Reports to: Organizations/groups that report to this position:		
Position Title: Reports to: Organizations/groups that report to this position:		

**5. Disaster drills and emergency response**

<p>Do you hold disaster drills? How often? Do they involve the community? If yes, please describe.</p> <p><b>EOC:</b> Exercises are held for EOC staff annually and EOC staff training is conducted quarterly</p> <p><b>CERT:</b> Re-fresher training is offered quarterly. The OES coordinator conducts the refresher training that is supplemented by active CERT volunteer instructors. There are two semi-annual CERT/ARES drills (example winter storm, POD or earthquake) that are coordinated through OES.</p>
<p>What groups do you incorporate in your drills and disaster response plans? (Hams, CERTS, Neighborhood Community Groups, Neighborhood Watch Captains)</p>

<p>ARES and CERT</p>
<p>Briefly explain how Hams are used in your city (to support CERT members only, to send critical information to the City EOC, to act as eyes and ears of the EOC staff, etc.).</p> <p>ARES operators are a back-up communications resource. Amateur radio antennas are installed at each of the five fire stations, base station adjacent to EOC, senior center, community center, school district offices, Municipal Operations Center (Corp yard) and El Camino Hospital. General funds purchased, installed and maintain all of the antennas and base station equipment located at the EOC.</p> <p>ARES operators can send damage assessment reports to the EOC through the packet system and auto-populate neighborhood status on display in the EOC</p>
<p>How are CERTS and Hams activated/notified that their service is needed? Do you use services such as AlertSCC and/or Nixle for this notification?</p> <p>Self-activate following major earthquake. The Fire Chief or his designee has the authority to activate CERTs. They are directed to respond to their own neighborhood following pre-established neighborhood procedures. If requested for another assignment, that would likely be coordinated through Operations in the EOC.</p>
<p>Which groups do you offer Disaster Service Workers (DSW) coverage to?</p> <p>ARES and CERTs</p>
<p>Does the city provide ham radio equipment at the city's EOC location, or is it provided by the volunteer ham?</p> <p>See above, Question #5</p>
<p>What other equipment/supplies are provided for CERTs/Hams volunteers? (office space, storage space, vests, other equipment)</p> <p><b>CERT:</b> CERT manual, helmet, vest, safety glasses and leather gloves. Currently exploring option of seeking grant monies to purchase additional CERT equipment</p> <p><b>ARES:</b> identification vests</p> <p>Through the city and school district, there are 5 locations that store emergency supplies and equipment</p>
<p>Does your city provide neighborhood caches of supplies? If yes please describe, what is included, who maintains them, how locations are selected, how they will be used etc.</p> <p>The city stores 3 trailers at the Municipal Operations Center. The trailers are mission ready and contain emergency supplies, are not intended to be neighborhood caches, but could be utilized as needed. They are maintained by OES. Additionally, one shipping container is maintained with</p>

emergency supplies. Locations are selected as space is available with consideration to security.

Do you have a plan for handling spontaneous volunteers after a major disaster occurs? Are you planning to use CERTs to help organize these efforts? Does the community know what the plan is?

Mountain View is the North County designated Emergency Volunteer Center (EVC). CERTs periodically participate in EVC exercises. The information is made available, but the general public is not aware of these plans.

Are there situations where CERT or Ham groups can “self-activate” without notification from the city?

Yes, but ARES operators will coordinate through the city of Mountain View

**PART TWO**

**PERSONAL EMERGENCY TRAINING PROGRAMS (PEP)**

**6. Please provide the following information regarding PEP.**

How many years has your PEP program been running?	15 years
Number of people who have attended PEP?	50-100 annually
Number of classes typically held per year	2-5
Where are classes conducted?	Various locations
Who teaches the PEP class instruction? (volunteers, Fire Dept., city-staff)	OES staff, Mountain View FD staff
Is there a fee to attend the class?	No fee

**NEIGHBORHOOD WATCH**

**7. Please provide the following summary information regarding Neighborhood Watch (NW).**

How many years has your NW Program been running?	Program managed through Mountain View PD, please contact Jody Pierce for additional information about Neighborhood Watch 650.903.6728
Who runs the program (sworn Police officer, lay person) Jody Pierce 650.903.6728	
Number of people who have signed up to be NW Captains?	
How much of your city (% of households) is covered by a NW Captain?	
Frequency and method(s) of communication (out) to NW Captains	
Do you host any events for NW Captains? If yes please describe	
What other resources do you provide NW Groups? (street signs, decals etc.)	

**COMMUNITY INVOLVEMENT**

**8. Please provide the following information regarding Community Involvement**

What is the city's involvement with community groups who are helping residents with emergency preparedness? (neighborhood groups, faith based groups, Chamber of Commerce, other organizations)
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<p>The City of Mountain View is actively involved with neighborhood groups, private partnerships, service groups, etc. Mountain View has 21 active neighborhood associations and neighborhood groups and is supported by the Mountain View City Council Neighborhoods Committee.</p>
<p>Please describe any resources the city provides these group(s). Is there a liaison to the group?</p> <p>See above, Question #8</p>

**AMATEUR RADIO (HAMS)**

**9. Please provide the following information regarding Hams**

<p>Approximately how many hams are available to your city?</p> <p>75-80 ARES operators on the roster, 30-40 members active. The membership conducts weekly radio checks, monthly training and a quarterly county-wide drill.</p>
<p>Who does the ham organization report to (Chief of Police, Emergency Manager, Fire Dept., Recreation Department, other)?</p> <p>The OES Coordinator</p>
<p>Is this person responsible for managing the hams (providing coverage, tracking participation, etc.)? If not, explain if and how this is done.</p> <p>There is a designated Volunteer ARES coordinator that manages the ARES volunteers and communicates regularly with the OES Coordinator.</p>
<p>In case of a major emergency and once activated, are there plans in place to “pre-dispatch” hams (and other groups) to predetermined locations such as community centers, senior centers, etc.? Please describe.</p> <p>See above, Question #5</p>
<p>Is your ham group invited to participate in city emergency planning meetings?</p> <p>Yes, they participate in designing exercises and other emergency preparedness coordination efforts. They also provide communications support for the Art and Wine Festival.</p>
<p>In cases of emergencies, are the hams considered part of your EOC staff, providing situation information and communications to sites?</p> <p>Yes</p>
<p>Does your ham group have defined job descriptions? (Operator at the EOC, ham at senior center, etc.)</p> <p>Yes</p>

<p>If defined jobs, is there a training curriculum for these positions? Is the city involved with defining this training, or is this left up to the ham group?</p> <p>See above, Question #5</p>
<p>Does the city provide ham radio equipment at any city location (corporate yard, senior centers, etc.)? Please describe.</p> <p>See above, Question #5</p>
<p>Does the ham organization provide support for other groups other than the city (water district, fire district if contracted out, power company, etc.)?</p> <p>Yes, they assist with festivals, events, exercises, etc.</p>

**CERT PROGRAM**

**10 Please provide the following information regarding CERT.**

<p>Number of CERT-trained individuals in your jurisdiction.</p> <p>Over 1,200 trained since 2001</p>
<p>Number of CERT-trained individuals you consider as "active. (please describe your definition of active)</p> <p>949 are in the database. 200 could be considered active. Active is defined as a resident that attends re-fresher CERT training/exercise at least once a year.</p>
<p>Who delivers the CERT class instruction? Are they paid and who pays?</p> <p>The OES Coordinator provides the class instruction and some more involved CERT members that have taken CERT Train-the-Trainer also assist in teaching CERT classes.</p>
<p>Number of classes typically held per year?</p> <p>4 CERT academies per year, one of these is in Spanish. Spanish speaking instructors teach the classes and the OES Coordinator serves as a facilitator.</p>
<p>Number of new CERT members trained per year?</p> <p>90-120 annually</p>
<p>What do participants pay for a class?</p> <p>No fee</p>
<p>What are participants provided besides training? (e.g. manual, supplies or tools)</p>

See above, Question #5
Describe the frequency and method(s) of communication (out) to CERTs.  Database is maintained by a very active CERT volunteer. Emails are usually sent monthly for upcoming training opportunities, volunteer opportunities within the city, etc.
Is there a program of ongoing CERT refresher or skill development training, and if so, how often and who conducts?  See above, Question #5
How much is budgeted to support CERT activities? What does the budget cover?  \$15-20k annually, covers supplies, equipment, refreshments, training materials
Describe how the role, scope and organizational reporting for CERTs are specified in the jurisdiction emergency plan and/or by ordinance.  A new regional EOP is being developed. Prior EOPs for the city of Mountain View did not include CERT volunteer roles, but it is being reviewed as part of the new regional EOP (Sunnyvale, Mountain View, Palo Alto and Los Altos).
Are CERTs organized and deployed by neighborhood, deployed centrally from the jurisdiction command level or another method?  CERTs are deployed by organized neighborhoods, but could be deployed centrally if needed. Email, phone, AlertSCC (established separate group in the system).
Have you implemented written procedures or checklists for CERTs that are specific to your overall jurisdiction or specific neighborhoods?  CERT volunteers are provided CERT Field Operations Guides (FOG), damage assessment forms and inventory checklists for stored emergency supplies

# Benchmarking Survey on Community Disaster Preparedness Plans and Programs February 2015

**Background**

The City of Los Altos, CA is evaluating its state of readiness for the impact of a major disaster, and would therefore like to understand the plans and programs offered by nearby cities.

The survey has two parts. Part One has general questions about plans, programs and costs. Part Two has sections focused on some of the more common community type programs and how they are operated within your city.

Participants in this survey will be provided with the results (unblinded unless requested otherwise by the participating organization).

Name: Nathan Rainey
Title: Emergency Services Coordinator
Phone Number: 650.617.3197
Email address: nathanial.rainey@cityofpaloalto.org
Name of City/Town: Palo Alto
Size (population and area): 65,000 (120,000 day time population)
For additional information about the city's emergency preparedness program, please visit:  <a href="http://www.cityofpaloalto.org/services/public_safety/office_of_emergency_services/default.asp">http://www.cityofpaloalto.org/services/public_safety/office_of_emergency_services/default.asp</a>

**PART 1 - GENERAL QUESTIONS**

**1. Please describe your Community Emergency Preparedness Plan**

<p>What is your city's philosophy regarding <b>community</b> and emergency preparedness?</p> <p>Community preparedness is a vital component to overall emergency management planning and requires whole community engagement to be successful. The community role is essential to ensure the city's resiliency to disasters and other large-scale events.</p>
<p>Briefly describe your city's emergency preparedness plan, regarding <b>community</b> involvement.</p> <p>Currently, the city is revising Palo Alto's EOP. There are a number of community resources that Palo Alto is going to rely on during times of emergency and it is the intent to include those community resources in the next version of Palo Alto's EOP. Community stakeholders are being invited as part of the EOP development, including large businesses, faith-based organizations, education and healthcare organizations.</p>
<p>Who is responsible for the Plan and how is it managed?</p> <p>The Office of Emergency Services is responsible for the plan</p>
<p>Describe the level of involvement your City Council has on the Plan</p> <p>The EOP will be reviewed and approved by City Council when it is completed</p>
<p>What types and frequency of communication are provided to residents/businesses about the</p>

Plan?

For the EOP, an ad-hoc Emergency Services Council was formed to include all sectors of the community. Other emergency preparedness efforts include website updates, utility inserts, mailers, public education and other outreach events.

**2. What is the budget for the Community emergency plan and programs?**

Please provide a general description of what is included in these \$\$\$	
Consulting and contract services, information technology, computers and software, safety equipment, caches of medical and other disaster supplies.	
Total Budget: There is not a fixed budget amount.	Varies
Personnel (city staff): Three full-time personnel + One .5 FTE	
Contracted services or consultants: As needed, averages 500-1,000 hours annually (developing EOC plans and exercises)	Varies
Other expenses:	

**3. Which of the following programs or activities are city sponsored or acknowledged by the city (included on website etc.) as part of Community emergency preparedness plans.**

Description	City Sponsored	Acknowledged (describe)
Personal Emergency Preparedness classes (PEP)	Crime prevention & emergency preparedness combined	Through social media (Facebook, Twitter, Nixle), City website, supported through OES
Community Emergency Response Training (CERT)	Yes	Through social media (Facebook, Twitter, Nixle), City website, supported through OES
Neighborhood Watch (NW) <a href="http://www.paneighborhoods.org/ep">http://www.paneighborhoods.org/ep</a>  <i>Palo Alto Neighborhoods (PAN) partnered with the City of Palo Alto to form the Neighborhood and Block Preparedness Coordinator Program</i>	Designated Neighborhood /Block Preparedness Coordinators	Through social media (Facebook, Twitter, Nixle), City website. There is established reporting system that falls under OES
Neighborhood Community Groups <a href="http://www.paneighborhoods.org">http://www.paneighborhoods.org</a>	Designated Neighborhood /Block	Through social media (Facebook, Twitter, Nixle), City website.

<i>Palo Alto Neighborhoods (PAN) partnered with the City of Palo Alto to form the Neighborhood and Block Preparedness Coordinator Program</i>	Preparedness Coordinators	There is established reporting system that falls under OES
Amateur Radio Operators (Hams) <a href="http://www.cityofpaloalto.org/services/public_safety/get_involved/auxiliary_communications_service.asp">http://www.cityofpaloalto.org/services/public_safety/get_involved/auxiliary_communications_service.asp</a>	Yes, Palo Alto ARES	There is an established reporting system (command system) that falls under OES
Training for Seniors	Per request	
Training for Businesses	Per request	

**4. Describe the positions integral to your Community Emergency Preparedness plan and programs. Please indicate if they are a contract position rather than city staff.**

	Full Time	Part-time No. of Hours
Position Title: Director of OES Reports to: Organizations/groups that report to this position: <ul style="list-style-type: none"> <li>Office of Emergency Services staff</li> </ul>	1 full time position	
Position Title: Emergency Services Coordinator Reports to: Director of OES Organizations/groups that report to this position: <ul style="list-style-type: none"> <li>Emergency Services Specialist</li> <li>Administrative Specialist</li> </ul>	1 full time position	
Position Title: Emergency Services Specialist Reports to: Organizations/groups that report to this position: <ul style="list-style-type: none"> <li>N/A</li> </ul>	1 full time position	
Position Title: Administrative Specialist Reports to: Organizations/groups that report to this position: <ul style="list-style-type: none"> <li>N/A</li> </ul>	1 part time position	.50 FTE

**5. Disaster drills and emergency response**

Do you hold disaster drills? How often? Do they involve the community? If yes, please describe.

Palo Alto conducts two large drills annually. They involve Emergency Services Volunteers (ESVs), which includes CERT, Neighborhoods (\*NPC and BPC), Palo Alto ARES and Medical Reserve Corp (MRC). Annually, OES initiates a campaign for the Great Shake-Out citywide earthquake drill in October.

ESV refresher training is offered 6 times annually and may involve some or all of the ESV groups. The Office of Emergency Services sponsors the training and ESV volunteers lead the instruction for

<p>refresher training.</p> <p>*Neighborhood Block Coordinators and Block Preparedness Coordinators</p>
<p>What groups do you incorporate in your drills and disaster response plans? (Hams, CERTS, Neighborhood Community Groups, Neighborhood Watch Captains)</p> <p>All emergency Services Volunteers (ESV), including CERT, the Neighborhood and Block Preparedness Coordinator Program (NPC and BPCs), Amateur Radio Emergency Services (ARES) and Medical Reserve Corps (MRC). If a senior center, business or school requests assistance in emergency drill planning, OES will provide assistance.</p>
<p>Briefly explain how Hams are used in your city (to support CERT members only, to send critical information to the City EOC, to act as eyes and ears of the EOC staff, etc.).</p> <p>They support ESV members and will provide critical information to the EOC from a pre-designated location (the Division Operations Center) in the city during times of emergency and may be assigned to neighborhood incident command posts or other locations to support field CERT teams.</p>
<p>How are CERTS and Hams activated/notified that their service is needed? Do you use services such as AlertSCC and/or Nixle for this notification?</p> <p>Automated notification through Palo Alto's mass notification system. Additionally, there is a self-activation protocol.</p>
<p>Which groups do you offer Disaster Service Workers (DSW) coverage to?</p> <p>All Emergency Services Volunteers (ESV): CERT, NPC, BPC, ARES and MRC</p>
<p>Does the city provide ham radio equipment at the city's EOC location, or is it provided by the volunteer ham?</p> <p>The city provides equipment at the EOC and at the Division Operations Center. Palo Alto ARES membership provides all other equipment.</p>
<p>What other equipment/supplies are provided for CERTs/Hams volunteers? (office space, storage space, vests, other equipment)</p> <p><b>ARES</b> operators are provided ID vests and maintain a storage cage of supplies at the Division Operations Center</p> <p><b>CERT</b> participants are provided a backpack of supplies, helmet, mask, eye protection, flashlight, whistle, gloves and gas shut-off tool. Additionally, there are five mission ready CERT trailers that are positioned at each of the fire stations that contain key supplies for CERT operations (medical supplies, tools, radios, etc.)</p> <p><b>MRC</b> members are provided ID vests, safety gear and medical supplies, which are stored on the existing five CERT trailers</p>

<p>Does your city provide neighborhood caches of supplies? If yes please describe, what is included, who maintains them, how locations are selected, how they will be used etc.</p> <p>Some Neighborhood Preparedness Coordinators may elect to store caches of supplies. OES works with the neighborhood groups to maintain all supplies with volunteer support to inventory and replace supplies as needed.</p>
<p>Do you have a plan for handling spontaneous volunteers after a major disaster occurs? Are you planning to use CERTs to help organize these efforts? Does the community know what the plan is?</p> <p>Yes, part of the EOC staffing includes a Volunteer Intake Referral Unit and will function as an Emergency Volunteer Center. EVCs will be staffed by a combination of staff from Human Resources and other city staff members.</p>
<p>Are there situations where CERT or Ham groups can “self-activate” without notification from the city?</p> <p>Yes, following a recognized major disaster or earthquake event</p>

**PART TWO**

**PERSONAL EMERGENCY TRAINING PROGRAMS (PEP)**

**6. Please provide the following information regarding PEP.**

How many years has your PEP program been running?	4 years, as currently structured
Number of people who have attended PEP?	50-100 annually
Number of classes typically held per year	4 times
Where are classes conducted?	Various locations
Who teaches the PEP class instruction? (volunteers, Fire Dept., city-staff)	OES staff, Palo Alto PD provides adjunct instructors
Is there a fee to attend the class?	No fee

**NEIGHBORHOOD WATCH**

**7. Please provide the following summary information regarding Neighborhood Watch (NW).**

How many years has your NW Program been running?	4 years, as currently structured
Who runs the program (sworn Police officer, lay person)	OES with the support of Palo Alto PD
Number of people who have signed up to be NW Captains?	N/A, NPCs and BPCs serve in place of Neighborhood Watch Captains
How much of your city (% of households) is covered by a NW Captain?	30%
Frequency and method(s) of communication (out) to NW Captains	Monthly, by email newsletter
Do you host any events for NW Captains? If yes please describe	Not specific to Neighborhood Watch
What other resources do you provide NW Groups? (street signs, decals etc.)	Yard signs

**COMMUNITY INVOLVEMENT**

**8. Please provide the following information regarding Community Involvement**

<p>What is the city’s involvement with community groups who are helping residents with emergency preparedness? (neighborhood groups, faith based groups, Chamber of Commerce, other organizations)</p> <p>OES tries to sponsor various groups that are active with emergency preparedness activities, mostly neighborhood groups and sometimes faith-based organizations and businesses. Palo</p>
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Alto has a new mobile EOC unit that is being utilized to increase community outreach through demonstrations at various events.
Please describe any resources the city provides these group(s). Is there a liaison to the group?
See above, Question #8

**AMATEUR RADIO (HAMS)**

**9. Please provide the following information regarding Hams**

Approximately how many hams are available to your city?
50
Who does the ham organization report to (Chief of Police, Emergency Manager, Fire Dept., Recreation Department, other)?
The Office of Emergency Services, Emergency Services Coordinator
Is this person responsible for managing the hams (providing coverage, tracking participation, etc.)? If not, explain if and how this is done.
The Auxiliary Communications Service (ACS), aka ARES operators, manage themselves and coordinate their efforts through the Office of Emergency Services
In case of a major emergency and once activated, are there plans in place to "pre-dispatch" hams (and other groups) to predetermined locations such as community centers, senior centers, etc.? Please describe.
Yes, ARES operators report to pre-designated locations (the Division Operations Center, CERT trailers (5), the EOC and other locations as needed
Is your ham group invited to participate in city emergency planning meetings?
Yes
In cases of emergencies, are the hams considered part of your EOC staff, providing situation information and communications to sites?
They may be part of the EOC staff depending upon the event and availability of ARES operators
Does your ham group have defined job descriptions? (Operator at the EOC, ham at senior center, etc.)
Yes
If defined jobs, is there a training curriculum for these positions? Is the city involved with defining this training, or is this left up to the ham group?

<p>Training needs are identified by the ARES membership. The City of Palo Alto Emergency Services Volunteers (ESV) Policy Manual and Standard Operating Procedures Handbook provides written guidelines for the Auxiliary Communications Service (ACS), aka ARES membership.</p>
<p>Does the city provide ham radio equipment at any city location (corporate yard, senior centers, etc.)? Please describe.</p> <p>See above, Question #5</p>
<p>Does the ham organization provide support for other groups other than the city (water district, fire district if contracted out, power company, etc.)?</p> <p>No</p>

**CERT PROGRAM**

**10 Please provide the following information regarding CERT.**

<p>Number of CERT-trained individuals in your jurisdiction.</p> <p>Total number trained, unknown</p>
<p>Number of CERT-trained individuals you consider as "active. (please describe your definition of active)</p> <p>100 active, CERT volunteers that attend 1-2 events annually</p>
<p>Who delivers the CERT class instruction? Are they paid and who pays?</p> <p>OES staff with volunteers assisting as co-instructors, OES staff is paid by the City of Palo Alto</p>
<p>Number of classes typically held per year?</p> <p>2 annually</p>
<p>Number of new CERT members trained per year?</p> <p>40-60</p>
<p>What do participants pay for a class?</p> <p>No fee</p>
<p>What are participants provided besides training? (e.g. manual, supplies or tools)</p> <p>See above, Question #5</p>

Describe the frequency and method(s) of communication (out) to CERTs.
Monthly, OES manages communication through an e-newsletter
Is there a program of ongoing CERT refresher or skill development training, and if so, how often and who conducts?
See above, Question #5
How much is budgeted to support CERT activities? What does the budget cover?
\$2,500 annually to purchase basic CERT supplies and support CERT related activities
Describe how the role, scope and organizational reporting for CERTs are specified in the jurisdiction emergency plan and/or by ordinance.
The ESV program (which includes CERT, NPCs and BPCs, ARES volunteers and Medical Reserve Corps (MRC) will be included in the revised EOP. For more details, please see above, Question #1.
Are CERTs organized and deployed by neighborhood, deployed centrally from the jurisdiction command level or another method?
Yes, by neighborhood. CERTs respond to their own neighborhood, but may or may not muster at pre-designated locations as plans vary from neighborhood to neighborhood.
Have you implemented written procedures or checklists for CERTs that are specific to your overall jurisdiction or specific neighborhoods?
Yes, there is a Palo Alto Emergency Services Volunteers (ESV) Policy Manual and Standard Operating Procedures Handbook that provides guidelines for all emergency services volunteers

## Benchmarking Survey on Community Disaster Preparedness Plans and Programs February 2015

### Background

The City of Los Altos, CA is evaluating its state of readiness for the impact of a major disaster, and would therefore like to understand the plans and programs offered by nearby cities.

The survey has two parts. Part One has general questions about plans, programs and costs. Part Two has sections focused on some of the more common community type programs and how they are operated within your city.

Participants in this survey will be provided with the results (unblinded unless requested otherwise by the participating organization).

Name: Vinicio Mata
Title: Lieutenant
Phone Number: 408.730.7198
Email address: vmata@sunnyvale.ca.gov
Name of City/Town: Sunnyvale
Size (population and area): 148,000
For additional information about the city's emergency preparedness program, please visit:  <a href="http://sunnyvale.ca.gov/Departments/PublicSafety/EmergencyPreparedness.aspx">http://sunnyvale.ca.gov/Departments/PublicSafety/EmergencyPreparedness.aspx</a>

### **PART 1 - GENERAL QUESTIONS**

#### **1. Please describe your Community Emergency Preparedness Plan**

<p>What is your city's philosophy regarding <b>community</b> and emergency preparedness?</p> <p>Residents are educated that Sunnyvale DPS is set-up to handle day-to-day emergencies with assistance provided by neighboring agencies during larger events, but if a major disaster occurs, residents will need to be self-sufficient, particularly in the first 72 hours following a major disaster.</p> <p>In the city of Sunnyvale, it is common for incoming councilmembers and mayors to take CERT. Additionally, the Director of Public Safety and the Mayor attend each graduation.</p>
<p>Briefly describe your city's emergency preparedness plan, regarding <b>community</b> involvement.</p> <p>For the City of Sunnyvale EOP, the current EOP is 10 years old and being revised. The revised EOP will be a regional EOP shared with Mountain View, Palo Alto and Los Altos. It is the intent to address community response and involvement in the regional EOP.</p>
<p>Who is responsible for the Plan and how is it managed?</p> <p>The Lieutenant assigned to the Office of Emergency Services is responsible for the plan</p>
<p>Describe the level of involvement your City Council has on the Plan</p>

Once the plan is updated, the City Council will approve the plan
<p>What types and frequency of communication are provided to residents/businesses about the Plan?</p> <p>As part of the planning process for the development of the new regional EOP, residents and businesses as well as other stakeholders will be invited to participate in the development of the revised EOP.</p>

**2. What is the budget for the Community emergency plan and programs?**

Please provide a general description of what is included in these \$\$\$	
Supply purchases to support programs is undetermined because items are purchased through the Bureau of Special Operations budget and are not tracked as a separate line item. Training for the public is a combination of volunteer instructors and full-time paid staff. EOC staff training is taught by 40-hour personnel.	
Total Budget: Unknown, see above	Varies
Personnel (city staff) 1 position @ \$125,000	
Contracted services or consultants: no	N/A
Other expenses:	

**3. Which of the following programs or activities are city sponsored or acknowledged by the city (included on website etc.) as part of Community emergency preparedness plans.**

Description	City Sponsored	Acknowledged (describe)
Personal Emergency Preparedness classes (PEP)	100% volunteer instructors, supported through OES	On City website
Community Emergency Response Training (CERT)	Supported through OES	On city website
Neighborhood Watch (NW) <a href="http://sunnyvale.ca.gov/Departments/PublicSafety/CrimePrevention/NeighborhoodWatch.aspx">http://sunnyvale.ca.gov/Departments/PublicSafety/CrimePrevention/NeighborhoodWatch.aspx</a>	Supported through Sunnyvale DPS Crime Prevention Unit	On city website, has evolved to be social media based (nextdoor.com, Twitter, etc.)
Neighborhood Community Groups <a href="http://sunnyvale.ca.gov/IntheCommunity/NeighborhoodAssociations.aspx">http://sunnyvale.ca.gov/IntheCommunity/NeighborhoodAssociations.aspx</a>  <a href="http://sunnyvaleneighborhoods.org">http://sunnyvaleneighborhoods.org</a>	Supported through Community Services	On city website, City has staff to serve as liaisons for neighborhood associations.

Amateur Radio Operators (Hams) <a href="http://sunnyvale.ca.gov/Departments/PublicSafety/EmergencyPreparedness.aspx">http://sunnyvale.ca.gov/Departments/PublicSafety/EmergencyPreparedness.aspx</a>	Sunnyvale Amateur Radio Emergency Service (SARES)	On city website, supported through OES
Training for Seniors	Per request	
Training for Businesses	Per request	

**4. Describe the positions integral to your Community Emergency Preparedness plan and programs. Please indicate if they are a contract position rather than city staff.**

	Full Time	Part-time No. of Hours
Position Title: Lieutenant assigned to OES Reports to: Special Operations Captain Organizations/groups that report to this position:	1 full time position	No
Position Title: Reports to: Organizations/groups that report to this position:		
Position Title: Reports to: Organizations/groups that report to this position:		
Position Title: Reports to: Organizations/groups that report to this position:		
Position Title: Reports to: Organizations/groups that report to this position:		

**5. Disaster drills and emergency response**

<p>Do you hold disaster drills? How often? Do they involve the community? If yes, please describe.</p> <p><b>EOC:</b> EOC personnel participate in an exercise once a year, HAMS and CERTS are sometime incorporated into the exercises. Additionally, EOC personnel receive small group training that is section and position specific once a year.</p> <p><b>CERT:</b> CERT is offered 3 times annually. Refresher training drills are offered 1-2 times annually. Periodically, mass notification messages are sent to the public to test communication systems.</p>
<p>What groups do you incorporate in your drills and disaster response plans? (Hams, CERTS, Neighborhood Community Groups, Neighborhood Watch Captains)</p>

<p>CERTS and Neighborhood Community groups are being considered for the next version of the regional EOP. In earlier versions of the city's EOP, SARES (Sunnyvale's HAM radio operators) was incorporated into the EOP as back-up communication abilities. SNAP (Sunnyvale's CERT groups) were not incorporated into previous EOPs.</p>
<p>Briefly explain how Hams are used in your city (to support CERT members only, to send critical information to the City EOC, to act as eyes and ears of the EOC staff, etc.).</p> <p>There are pre-planned SARES communication stations at each of the six fire stations in the event of a disaster or large-scale emergency. There is a communications room adjacent to the city's EOC that is reserved for SARES. SARES has the ability to utilize the packet system to exchange communication and documents. Currently, there is consideration to assign a SARES member to the DOC as well as EOC.</p>
<p>How are CERTS and Hams activated/notified that their service is needed? Do you use services such as AlertSCC and/or Nixle for this notification?</p> <p>Sunnyvale uses AlertSCC and Nixle for public notifications, but currently, there are not separated groups in either system to notify SARES. Sunnyvale has SARES group notification capabilities through their dispatch center.</p>
<p>Which groups do you offer Disaster Service Workers (DSW) coverage to?</p> <p>SARES and CERTS are sworn in as DSWs.</p>
<p>Does the city provide ham radio equipment at the city's EOC location, or is it provided by the volunteer ham?</p> <p>The city of Sunnyvale provides SARES equipment (antennas, computers, some radios, AM radio station) for the city EOC, mostly funded through available grants. SARES operators provide their own radios. The city will apply for grants on behalf of SARES when equipment is needed.</p>
<p>What other equipment/supplies are provided for CERTs/Hams volunteers? (office space, storage space, vests, other equipment)</p> <p>For <b>SNAP</b> participants, Sunnyvale provides a helmet, vest, backpack, flashlight, gloves, mask and safety glasses. This equipment has been funded primarily by available grants. Currently, the city of Sunnyvale is using general funds to provide these supplies to SNAP participants.</p> <p><b>SNAP</b> maintains a city-sponsored trailer that is stored at fire station #2. The trailer has training supplies for SNAP exercises.</p> <p><b>SARES</b> operators are provided vests and the workspace in the EOC.</p>
<p>Does your city provide neighborhood caches of supplies? If yes please describe, what is included, who maintains them, how locations are selected, how they will be used etc.</p> <p>The city of Sunnyvale has the capability to stand up 8-9 shelters during a disaster. The city of Sunnyvale maintains 11 cargo containers at 8 locations (school campuses) throughout the city. The containers have shelter supplies, cots, blankets, water jugs and lighting supplies. This is the</p>

result of an MOU between various school districts, the American Red Cross and the city of Sunnyvale. The ARC maintains the containers. Locations are spaced throughout the city and are selected because they have restroom and cooking facilities, some locations also have showers.

Do you have a plan for handling spontaneous volunteers after a major disaster occurs? Are you planning to use CERTs to help organize these efforts? Does the community know what the plan is?

Yes, the city of Sunnyvale works through the Emergency Volunteer Center (EVC) program to maintain the plan and capabilities to handle spontaneous volunteers after a major disaster. Yes, CERTS will be utilized at the EVC locations if needed. Those that are directly and indirectly involved in community preparedness planning are aware of this program, but it is the intention to utilize social media to educate the public about EVCs following a major disaster.

Are there situations where CERT or Ham groups can “self-activate” without notification from the city?

Yes, as part of their training, SARES and SNAP will both activate following a major disaster

**PART TWO**

**PERSONAL EMERGENCY TRAINING PROGRAMS (PEP)**

**6. Please provide the following information regarding PEP.**

How many years has your PEP program been running?	18 months
Number of people who have attended PEP?	200-300
Number of classes typically held per year	Once a month or per request
Where are classes conducted?	Sunnyvale DPS Headquarters classroom or another location per request
Who teaches the PEP class instruction? (volunteers, Fire Dept., city-staff)	SNAP volunteers instruct the class, Sunnyvale DPS facilitates the training classes
Is there a fee to attend the class?	No fee

**NEIGHBORHOOD WATCH**

**7. Please provide the following summary information regarding Neighborhood Watch (NW).**

How many years has your NW Program been running?	There is not a formal NW program. The established neighborhood associations include crime prevention efforts as part of association activities. The neighborhoods use Nextdoor.com to communicate with each other.
Who runs the program (sworn Police officer, lay person)	N/A, but there is a Community Services Bureau with a staff of four Neighborhood Resource Officers (sworn personnel) to serve as liaisons for all of the schools and neighborhood associations.

Number of people who have signed up to be NW Captains?	N/A
How much of your city (% of households) is covered by a NW Captain?	N/A
Frequency and method(s) of communication (out) to NW Captains	N/A
Do you host any events for NW Captains? If yes please describe	N/A
What other resources do you provide NW Groups? (street signs, decals etc.)	N/A

**COMMUNITY INVOLVEMENT**

**8. Please provide the following information regarding Community Involvement**

<p>What is the city's involvement with community groups who are helping residents with emergency preparedness? (neighborhood groups, faith based groups, Chamber of Commerce, other organizations)</p> <p>Both the Office of Emergency Services and SNAP organization work through the neighborhood associations to promote emergency preparedness. The city assigns a liaison to the neighborhood associations to address all concerns that may arise, not specifically a liaison to address emergency preparedness. Emergency preparedness efforts are primarily accomplished through the Office of Emergency Services and SNAP.</p>
<p>Please describe any resources the city provides these group(s). Is there a liaison to the group?</p> <p>See above, Question #8</p>

**AMATEUR RADIO (HAMS)**

**9. Please provide the following information regarding Hams**

<p>Approximately how many hams are available to your city?</p> <p>+100 SARES members</p>
<p>Who does the ham organization report to (Chief of Police, Emergency Manager, Fire Dept., Recreation Department, other)?</p> <p>SARES reports to the Lieutenant/Office of Emergency Services Coordinator</p>
<p>Is this person responsible for managing the hams (providing coverage, tracking participation, etc.)? If not, explain if and how this is done.</p> <p>The Lieutenant assigned to oversee SARES supports the group, but records management,</p>

coverage and other related documentation is completed/managed by the SARES group and submitted to the Lieutenant for record keeping.
In case of a major emergency and once activated, are there plans in place to “pre-dispatch” hams (and other groups) to predetermined locations such as community centers, senior centers, etc.? Please describe.  See above, Question #5
Is your ham group invited to participate in city emergency planning meetings?  See above, Question #5
In cases of emergencies, are the hams considered part of your EOC staff, providing situation information and communications to sites?  See above, Question #5
Does your ham group have defined job descriptions? (Operator at the EOC, ham at senior center, etc.)  Yes, there is an established organizational structure within SARES
If defined jobs, is there a training curriculum for these positions? Is the city involved with defining this training, or is this left up to the ham group?  There are guidelines that are established, but not a formal training curriculum as it relates to serving within the SARES group. The SARES group identifies, plans and delivers its’ own training.
Does the city provide ham radio equipment at any city location (corporate yard, senior centers, etc.)? Please describe.  See above, Question #5
Does the ham organization provide support for other groups other than the city (water district, fire district if contracted out, power company, etc.)?  No

**CERT PROGRAM**

**10 Please provide the following information regarding CERT.**

Number of CERT-trained individuals in your jurisdiction.  The 40 <sup>th</sup> SNAP session is scheduled for April, 2015, for a total of 1,200 trained SNAP members
Number of CERT-trained individuals you consider as “active. (please describe your definition of active)

+200 active SNAP members
<p>Who delivers the CERT class instruction? Are they paid and who pays?</p> <p>Primary instructors are SNAP volunteers. Sunnyvale DPS personnel instruct portions of the training (terrorism, fire suppression, cribbing/shoring)</p>
<p>Number of classes typically held per year?</p> <p>3 times a year</p>
<p>Number of new CERT members trained per year?</p> <p>90 people per year</p>
<p>What do participants pay for a class?</p> <p>\$15.00 for cost of lunch at final exercise and students share bringing refreshment to the other training sessions</p>
<p>What are participants provided besides training? (e.g. manual, supplies or tools)</p> <p>For SNAP participants, Sunnyvale provides a helmet, vest, backpack, flashlight, gloves, mask and safety glasses. This equipment has been funded primarily by available grants. Currently, the city of Sunnyvale is using general funds to provide these supplies to SNAP participants.</p>
<p>Describe the frequency and method(s) of communication (out) to CERTs.</p> <p>The Office of Emergency Services sends out communication to SNAP members via email and Yahoo Groups. Frequency averages monthly</p>
<p>Is there a program of ongoing CERT refresher or skill development training, and if so, how often and who conducts?</p> <p>Yes. The SNAP refresher training is offered annually during the summer. The Office of Emergency Services schedules, facilitates and delivers the refresher training.</p>
<p>How much is budgeted to support CERT activities? What does the budget cover?</p> <p>The SNAP program budget is part of the Sunnyvale DPS Special Operations budget and is not a separate line item for SNAP supplies, so difficult to estimate.</p> <p>Additionally, staff time spent to support this program is also difficult to estimate because staff time is calculated by performance management measures, which is based on total hours and activities. This information would require additional research and can be done if requested.</p>

Describe how the role, scope and organizational reporting for CERTs are specified in the jurisdiction emergency plan and/or by ordinance.

A new regional EOP is being developed. Prior EOPs for the city of Sunnvyale this was not addressed but it is being reviewed as part of the new regional EOP.

Are CERTs organized and deployed by neighborhood, deployed centrally from the jurisdiction command level or another method?

SNAP members are trained to respond to their own neighborhood, but boundaries are not yet defined for each neighborhood. SNAP members do not respond to an ARK, a specific meeting location or other defined assembly location.

Have you implemented written procedures or checklists for CERTs that are specific to your overall jurisdiction or specific neighborhoods?

Procedures and checklists do not currently exist

# Benchmarking Survey on Community Disaster Preparedness Plans and Programs February 2015

**Background**

The City of Los Altos, CA is evaluating its state of readiness for the impact of a major disaster, and would therefore like to understand the plans and programs offered by nearby cities.

The survey has two parts. Part One has general questions about plans, programs and costs. Part Two has sections focused on some of the more common community type programs and how they are operated within your city.

Participants in this survey will be provided with the results (unblinded unless requested otherwise by the participating organization).

Name: Tuck Younis
Title: Police Chief
Phone Number: 650.947.2824
Email address: tyounis@losaltosca.gov
Name of City/Town: Los Altos
Size (population and area): 29,000
For additional information about the city's emergency preparedness program, please visit: <a href="http://www.losaltosca.gov/police/page/emergency-preparedness">http://www.losaltosca.gov/police/page/emergency-preparedness</a>

**PART 1 - GENERAL QUESTIONS**

**1. Please describe your Community Emergency Preparedness Plan**

<p>What is your city's philosophy regarding <b>community</b> and emergency preparedness?</p> <p>The Los Altos community is made aware via a variety of methods that the City is organized and staffed to handle day-to-day operations and local emergencies. When necessary during larger events or regional disasters, the City relies on the support of our neighbouring jurisdictions and the County of Santa Clara to assist in our response.</p> <p>Residents are also educated through the City's Personal Emergency Preparedness (PEP) class that they will need to be self-sufficient for the first 72-hours after a significant event.</p>
<p>Briefly describe your city's emergency preparedness plan, regarding <b>community</b> involvement.</p> <p>The current EOP was developed six years ago and is updated annually by City Staff following our emergency drill each October. A regional EOP for Los Altos, Sunnyvale, Mountain View and Palo Alto is currently being developed utilizing grant funds. Part of the development of the EOP will include community outreach and involvement.</p>
<p>Who is responsible for the Plan and how is it managed?</p> <p>The Police Chief is responsible for the plan and it is managed by the Police Department.</p>
<p>Describe the level of involvement your City Council has on the Plan</p> <p>Once the new regional EOP is finalized it will be presented to City Council for approval.</p>

What types and frequency of communication are provided to residents/businesses about the Plan?

During the development process of the new regional EOP, community stakeholders will be invited to participate in the process. Once the plan is approved by City Council it will be posted on the City website.

**2. What is the budget for the Community emergency plan and programs?**

Please provide a general description of what is included in these \$\$\$

Costs associated with the program are not tracked because they are either part of the overall services provided by the Santa Clara County Fire Department or are included in the general public safety budget.

Total Budget	Varies
Personnel (city staff)	None
Contracted services or consultants	County Fire
Other expenses:	

**3. Which of the following programs or activities are city sponsored or acknowledged by the city (included on website etc.) as part of Community emergency preparedness plans.**

Description	City Sponsored	Acknowledged (describe)
Personal Emergency Preparedness classes (PEP)	Yes, supported by County Fire	City website, Recreation Guide, Nixle, Facebook, and Twitter
Community Emergency Response Training (CERT)	No	N/A
Neighborhood Watch (NW) <a href="http://www.losaltosca.gov/police/page/neighborhood-watch">http://www.losaltosca.gov/police/page/neighborhood-watch</a>	Supported through Los Altos PD	City website, Block Captains, Facebook, Twitter and Nixle
Neighborhood Community Groups	No	N/A
Amateur Radio Operators (Hams)	Yes, as part of the EOP/EOC and supported by the Police Department	Public presentations by City Staff
Training for Seniors	On request	
Training for Businesses	On request	

4. Describe the positions integral to your Community Emergency Preparedness plan and programs. Please indicate if they are a contract position rather than city staff.

	Full Time	Part-time No. of Hours
Position Title: Fire Chief Reports to: City Manager Organizations/groups that report to this position: N/A	Contract Services	
Position Title: Police Chief Reports to: City Manager Organizations/groups that report to this position:	Full time City staff	
Position Title: Reports to: Organizations/groups that report to this position:		
Position Title: Reports to: Organizations/groups that report to this position:		
Position Title: Reports to: Organizations/groups that report to this position:		

5. Disaster drills and emergency response

<p>Do you hold disaster drills? How often? Do they involve the community? If yes, please describe.</p> <p><b>EOC:</b> Exercises are held for EOC staff annually and EOC staff training is conducted as needed</p> <p><b>CERT:</b> N/A</p>
<p>What groups do you incorporate in your drills and disaster response plans? (Hams, CERTS, Neighborhood Community Groups, Neighborhood Watch Captains)</p> <p>City staff and Hams</p>
<p>Briefly explain how Hams are used in your city (to support CERT members only, to send critical information to the City EOC, to act as eyes and ears of the EOC staff, etc.).</p> <p>Ham operators serve as a back-up communications resource. Amateur radio antennas are installed at each various locations in the City and a base station is located adjacent to EOC at MSC. When necessary operators throughout the City can send reports back to the EOC to update City Staff.</p>
<p>How are CERTS and Hams activated/notified that their service is needed? Do you use services such as AlertSCC and/or Nixle for this notification?</p>

AlertSCC is used to notify all EOC staff including Hams.
Which groups do you offer Disaster Service Workers (DSW) coverage to?  Hams
Does the city provide ham radio equipment at the city's EOC location, or is it provided by the volunteer ham?  Both, some equipment is provided by the City and other is privately owned by the individual Hams.
What other equipment/supplies are provided for CERTs/Hams volunteers? (office space, storage space, vests, other equipment)  <b>CERT:</b> Space is provided at MSC for the Block Action Team CERT storage structure  <b>Hams:</b> Misc. equipment and a small amount of storage at MSC. Food and coffee is provided for their meeting.
Does your city provide neighborhood caches of supplies? If yes please describe, what is included, who maintains them, how locations are selected, how they will be used etc.  No
Do you have a plan for handling spontaneous volunteers after a major disaster occurs? Are you planning to use CERTs to help organize these efforts? Does the community know what the plan is?  Yes, it is part of the EOP. City staff will be assigned to organize the volunteers. The general public is not aware of these plans.
Are there situations where CERT or Ham groups can "self-activate" without notification from the city?  Yes, but Ham operators will coordinate through the City EOC

**PART TWO**

**PERSONAL EMERGENCY TRAINING PROGRAMS (PEP)**

**6. Please provide the following information regarding PEP.**

How many years has your PEP program been running?	4 years
Number of people who have attended PEP?	300
Number of classes typically held per year	12
Where are classes conducted?	Various locations
Who teaches the PEP class instruction? (volunteers, Fire Dept., city-staff)	County Fire
Is there a fee to attend the class?	No fee

**NEIGHBORHOOD WATCH**

**7. Please provide the following summary information regarding Neighborhood Watch (NW).**

How many years has your NW Program been running?	Late 1990's
Who runs the program (sworn Police officer, lay person)	Community Services Officer
Number of people who have signed up to be NW Captains?	110
How much of your city (% of households) is covered by a NW Captain?	35%
Frequency and method(s) of communication (out) to NW Captains	Monthly e-mail
Do you host any events for NW Captains? If yes please describe	No
What other resources do you provide NW Groups? (street signs, decals etc.)	Window decals, security inspections, Security/NW booklets, signage at all entry points to the City

**COMMUNITY INVOLVEMENT**

**8. Please provide the following information regarding Community Involvement**

<p>What is the city's involvement with community groups who are helping residents with emergency preparedness? (neighborhood groups, faith based groups, Chamber of Commerce, other organizations)</p> <p>City staff and County Fire personnel make presentations to various community groups regarding emergency preparedness. County Fire personnel are also actively involved in CERT training classes offered by community groups and City staff attends CERT graduations.</p>
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Please describe any resources the city provides these group(s). Is there a liaison to the group?  See #8 above. Liaison is the Fire or Police Chief

**AMATEUR RADIO (HAMS)**

**9. Please provide the following information regarding Hams**

Approximately how many hams are available to your city?  50 to 75
Who does the ham organization report to (Chief of Police, Emergency Manager, Fire Dept., Recreation Department, other)?  Chief of Police
Is this person responsible for managing the hams (providing coverage, tracking participation, etc.)? If not, explain if and how this is done.  There is a designated lead volunteer who coordinates and manages the Ham volunteers. This lead volunteer communicates regularly with and directly to the Chief of Police.
In case of a major emergency and once activated, are there plans in place to “pre-dispatch” hams (and other groups) to predetermined locations such as community centers, senior centers, etc.? Please describe.  Other than their response to the EOC upon activation, there are no “pre-dispatch” plans...it will be determined by scope of the emergency.
Is your ham group invited to participate in city emergency planning meetings?  Yes, they actively participate in the exercises and other emergency preparedness coordination efforts and also provide support during some special events.
In cases of emergencies, are the hams considered part of your EOC staff, providing situation information and communications to sites?  Yes
Does your ham group have defined job descriptions? (Operator at the EOC, ham at senior center, etc.)  Yes
If defined jobs, is there a training curriculum for these positions? Is the city involved with

defining this training, or is this left up to the ham group?
It is left up to the Ham group.
Does the city provide ham radio equipment at any city location (corporate yard, senior centers, etc.)? Please describe.
Yes, at the MSC
Does the ham organization provide support for other groups other than the city (water district, fire district if contracted out, power company, etc.)?
Yes, as part of the County Ham radio mutual aid structure.

**CERT PROGRAM**

**10 Please provide the following information regarding CERT.**

Number of CERT-trained individuals in your jurisdiction.
Unknown
Number of CERT-trained individuals you consider as "active. (please describe your definition of active)
Unknown
Who delivers the CERT class instruction? Are they paid and who pays?
The City of Los Altos does not offer CERT training
Number of classes typically held per year?
N/A
Number of new CERT members trained per year?
N/A
What do participants pay for a class?
N/A
What are participants provided besides training? (e.g. manual, supplies or tools)
N/A
Describe the frequency and method(s) of communication (out) to CERTs.
N/A

Is there a program of ongoing CERT refresher or skill development training, and if so, how often and who conducts?  N/A
How much is budgeted to support CERT activities? What does the budget cover?  N/A
Describe how the role, scope and organizational reporting for CERTs are specified in the jurisdiction emergency plan and/or by ordinance.  N/A
Are CERTs organized and deployed by neighborhood, deployed centrally from the jurisdiction command level or another method?  N/A
Have you implemented written procedures or checklists for CERTs that are specific to your overall jurisdiction or specific neighborhoods?  N/A