



# Update: Los Altos Community Emergency Preparedness

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January 12, 2021

# Agenda

## Community Emergency Preparedness in Los Altos

- Update: Los Altos PREPARES program in calendar year 2020
  - Covid-19 Public Health Emergency
- Plans: Los Altos PREPARES in calendar year 2021

# 2020 Plans

- Emergency Preparedness and Faith-based organizations
- Partnerships with LAHCFD CERT and other Cities
  - Public educational programs
  - CERT Skill training
- Community & Emergency Preparedness Grants Program
  - Grant recipient selection under the new requirements
    - Added: CERT, AlertSCC requirements
    - Expanded to Small Businesses: emergency communications plan, NIXLE requirement
  - **Round 1:** 14 grants awarded on January 30
    - \$17K to fund projects like ham radio stations, emergency preparedness training events in neighborhoods, neighborhood supplies
    - Covering 918 households: 2 new BATs, 7 new applicants to the Grants Program
  - **Round 2:** applications due February 26
- Expand outreach and awareness efforts
  - Access & Functional Needs (AFN) emergency preparedness: Educational programs and training
  - School districts: outreach and partnering

Since the February 2020 report to Council...





# Los Altos PREPARES Update 2020

Since the February 2020 report to Council...



COVID-19!



# Los Altos PREPARES Update 2020

## 2020: the “Before Times”

- Los Altos Community & Emergency Preparedness Grants
  - City awarded 25 grants totally \$31K in January & February
  - Plans included neighborhood community projects, first aid/emergency kits, generator, Ham radio EIRS stations, etc.
- Amateur radio operators (“Ham”) volunteers held drills:
  - Fun Run in January
  - County Ham drill in February
- At the start of 2020:



### Block Action Team

25% of City covered by a BAT  
101 BATs in Los Altos  
241 trained BAT leaders



### CERT Team:

75 registered as Disaster  
Service Worker Volunteers



### Hams:

49 registered as Disaster  
Service Worker Volunteers



# Los Altos PREPARES Update 2020

## March: COVID-19 Public Health Emergency

- Emergency Coordinator, Police City Staff – focused on COVID-19
- Emergency Operations Center (EOC) team: partial, virtual activation
  - City Manager, his staff, and emergency managers met regularly to assess the current situation and plan the response
  - City operations realigned for safety of community members and City staff
  - EOC deactivated in July
- Cancelled all in-person Community Emergency Preparedness events and activities
  - CERT training academy--cancelled
  - Any in-person training events, Inspiration Session, outreach—cancelled



Pivot!



# Los Altos PREPARES Update 2020



Outreach and Education under  
COVID-19 Public Health Emergency

# “Whole Community” Approach

## Basic Approach for Community Emergency Preparedness!

- Draw the circle large!
- Community Emergency Preparedness
  - Community members, including
    - CEP volunteers
    - Those with Access & Functional Needs
    - Seniors
    - Youth
    - Veterans
  - Community-based organizations
  - Faith-based organizations
  - Schools
  - Business community
  - Healthcare providers
  - Skilled nursing care and assisted living communities
  - City Staff and City Council
  - Professional First Responders
  - ...







# Update: EP Community Education and Outreach

## Webinars for the community in 2020

- **“COVID-19 Q&A with Dr. Yu”**
  - Over 24 webinars delivered
  - Connect the community with current medical and scientific information
- **Webinars on emergency preparedness topics**
  - Presented live and recorded for “on-demand” viewing
  - Info for emergency preparedness volunteers
  - Community emergency preparedness education and encouragement



City of LOS ALTOS

**POLICE**

- About Us
- Maintaining Transparency Within Our Community
- Where We Stand On B Can't Wait
- Code Enforcement
- Crime & Prevention
- Emergency Preparedness
- 2021 Emergency Preparedness Calendar-Available now!
- Los Altos Evacuation Routes
- Los Altos PREPARES

**Los Altos PREPARES Training**

Los Altos PREPARES presents educational programming throughout the year on emergency preparedness topics. Please join us for these **free** events and - **Get Ready to Stay Safe!**

Click [here](#) to view a screen-by-screen guide to joining a RingCentral webinar.

2020 Los Altos PREPARES Training				
Date	Topic	Upcoming Webinars	Time	Link
Jan 8	Latest COVID-19 data and knowledge: Have your questions ready!	1-hour webinar presented by Dr. Edward Yu, local family practice physician. Dr. Yu will update us on the current COVID science, health advice and data and will answer your questions.	7:30 p.m.	<a href="#">Click here to register</a>
Jan 12	Be Ready: Be Prepared for Disasters	1.5-hour webinar presented by Santa Clara County Fire. When a disaster strikes it may be several days before emergency services arrive in your neighborhood. Let's be ready and prepared!	10:00 a.m.	<a href="#">Click here to register</a>
Jan 20	Preparing for Medical Emergencies	1+ hour webinar presented by Santa Clara County Fire. Learn how to recognize medical emergencies and when to call 9-1-1 and more!	6:00 p.m.	<a href="#">Click here to register</a>
Jan 21	Family Emergency Communications Plans and Evacuation Planning	1-hour webinar focusing on evacuation planning, evacuation routes out of Los Altos and Los Altos Hills, and being ready. Instructors: Ann Hepenstal (City of Los Altos) and Retired Fire Captain Denise Gluhan (Los Altos Hills County Fire District)	7:30 p.m.	<a href="#">Click here to register</a>
Jan 27	Latest COVID-19 data and knowledge: Have your questions ready!	1-hour webinar presented by Dr. Edward Yu, local family practice physician. Dr. Yu will update us on the current COVID science, health advice and data and will answer your questions.	7:30 p.m.	<a href="#">Click here to register</a>

[www.losaltosca.gov/prepares](http://www.losaltosca.gov/prepares)



# Update: EP Community Education and Outreach

## CERT skills webinars for CERT volunteers

- Training opportunities through other jurisdictions on the County CERT Leadership Team
- CERT Skills Refresh training webinar series
  - Partnership with Los Altos Hills County Fire District
  - Keep CERTs engaged, remind them of key CERT skills
- Santa Clara County Fire District planning 2021 CERT Skills Refresh webinars



<https://www.loaltosca.gov/police/page/cert-skills-refresh-training>

## BATs, CERTs and hams volunteers developed refresh classes on their Los Altos-specific procedures

- Preparedness and initial response for BATs, CERTs and hams
- PSA form training
- Packet radio for Los Altos hams
- BAT-CERT-HAM virtual drills

**2020-2021 Los Altos BAT-CERT-HAM Workplan - virtual classes and drills**

- **Work teams are developing Zoom classes/drills**
  - Preparedness and Initial Procedures for BATs, CERTs and Hams in Emergencies (two team dry runs completed)
  - PSA form training
  - PSA/EIRS training
  - LAARES packet training (team dry run and first class completed)
  - Virtual BAT-CERT-HAM drills
    - 90-min drill (two team dry runs completed)
    - 30-min flash drills (preparing for a dry run)
- **2021 - delivering classes and drills, while maintaining ongoing program work**

2020 CERT Skills Refresh Training				
Date	Topic	Upcoming Webinars	Time	Link
Jan 14	Incident Command System (ICS) Review	Join fellow CERT team members to review the Incident Command System (ICS) and how we use it to manage the response. Instructor Marsha Hovey will do an overview of ICS, and we'll do an exercise to put ICS principles into action	7:30 p.m.	<a href="#">Click here to register</a>
Jan 28	Stop the Bleed and Tactical First-Aid	Join fellow CERT team members to review principles of tactical first-aid and Stop The Bleed with instructor Michael Grodin	7:30 p.m.	<a href="#">Click here to register</a>
Feb 18	CERT Skills Refresh: CERT Search and Rescue Real Life Experiences	Los Altos Hills CERTs Terry Kearney and Mauri Okamoto-Kearney will share their experiences with search and rescue "in real life"	7:30 p.m.	<a href="#">Click here to register</a>
Now	Topic	Pre-Recorded Webinars		Link
On-Demand	Injured Person Assessment Skills	Review the basics for conducting a Head-to-Toe Assessment of a patient, along with primary and secondary assessment skills with instructor Victoria Beebe		<a href="#">Click here to view</a>
On-Demand	MCI Triage Song	This is a review of the color triage system. This is meant to be a memorable way to remember the different priorities and treatments. The lyrics are written to Billy Joel's 'Uptown Girl'		<a href="#">Click here to view</a>
On-Demand	Basic Principles of search and rescue, safety and team radio usage	1-hour presentation by Sean St. Cin, member of the Campbell CERT. Recorded on December 3, 2020		<a href="#">Click here to view</a>
	Organizing			<a href="#">Click</a>



# Update: EP Community Education and Outreach

- COVID and EP for **business** webinar in September
  - Only 11 views of the webinar

Haven't "Cracked the Code" for outreach to the business community  
Continuing to try out new things

A screenshot of a YouTube video player. The video title is "EMERGEN PREPARE & THE LOS ALTOS BUSINESS COMMUNITY". The video features two speakers: Ann Hepenstal, Community Emergency Preparedness Coordinator, and Anthony Carnececca, Economic Development Coordinator. The video was recorded on September 16, 2020. The video player shows a progress bar at 0:06 / 22:36. Below the video player, the text "City of Los Altos Emergency Preparedness Webinar for Business" is visible, along with "11 views • Sep 16, 2020".

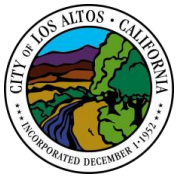
EMERGEN  
PREPARE  
& THE LOS ALTOS  
BUSINESS  
COMMUNITY

ANN HEPENSTAL  
COMMUNITY EMERGENCY PREPAREDNESS COORDINATOR

ANTHONY CARNESECCA  
ECONOMIC DEVELOPMENT COORDINATOR  
SEPTEMBER 16, 2020

City of Los Altos Emergency Preparedness Webinar for Business  
11 views • Sep 16, 2020

[www.losaltosca.gov/prepares](http://www.losaltosca.gov/prepares)



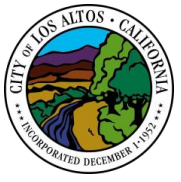
# Update: EP Community Education and Outreach

## **Faith-based Organizations (FBOs) Emergency Preparedness Group**

- Meeting periodically to share best practices, learn about emergency preparedness, and plan
  - 2020: In-person in February; Videoconference in July and September
  - FBOs working to improve security at their campuses, mitigate active shooter risks, improve emergency preparedness planning as an FBO and among their congregants
- Email list to ask questions, share help and updates, etc.
- Recruited congregations across Los Altos and Los Altos Hills
  - 11 FBOs currently engaged in the group

Moving into discussions about FBOs' roles in community preparedness and response

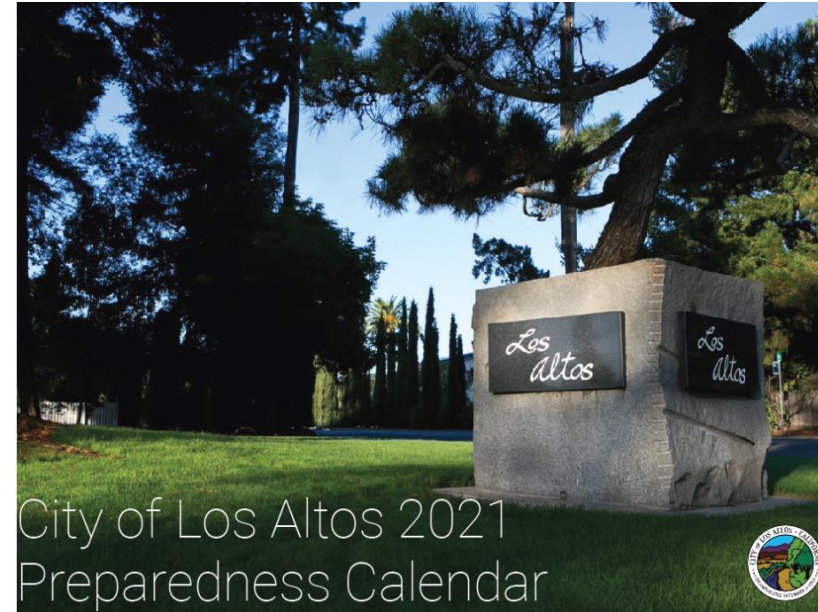




# Update: EP Community Education and Outreach

## Los Altos 2021 Preparedness Calendar

- Limited quantities available now
- Bring emergency preparedness outreach into community members' homes
  - Scenes of our City
  - Emergency preparedness “theme” for each month
  - Emergency preparedness “prompts” throughout each month



April 2021

May 2021						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

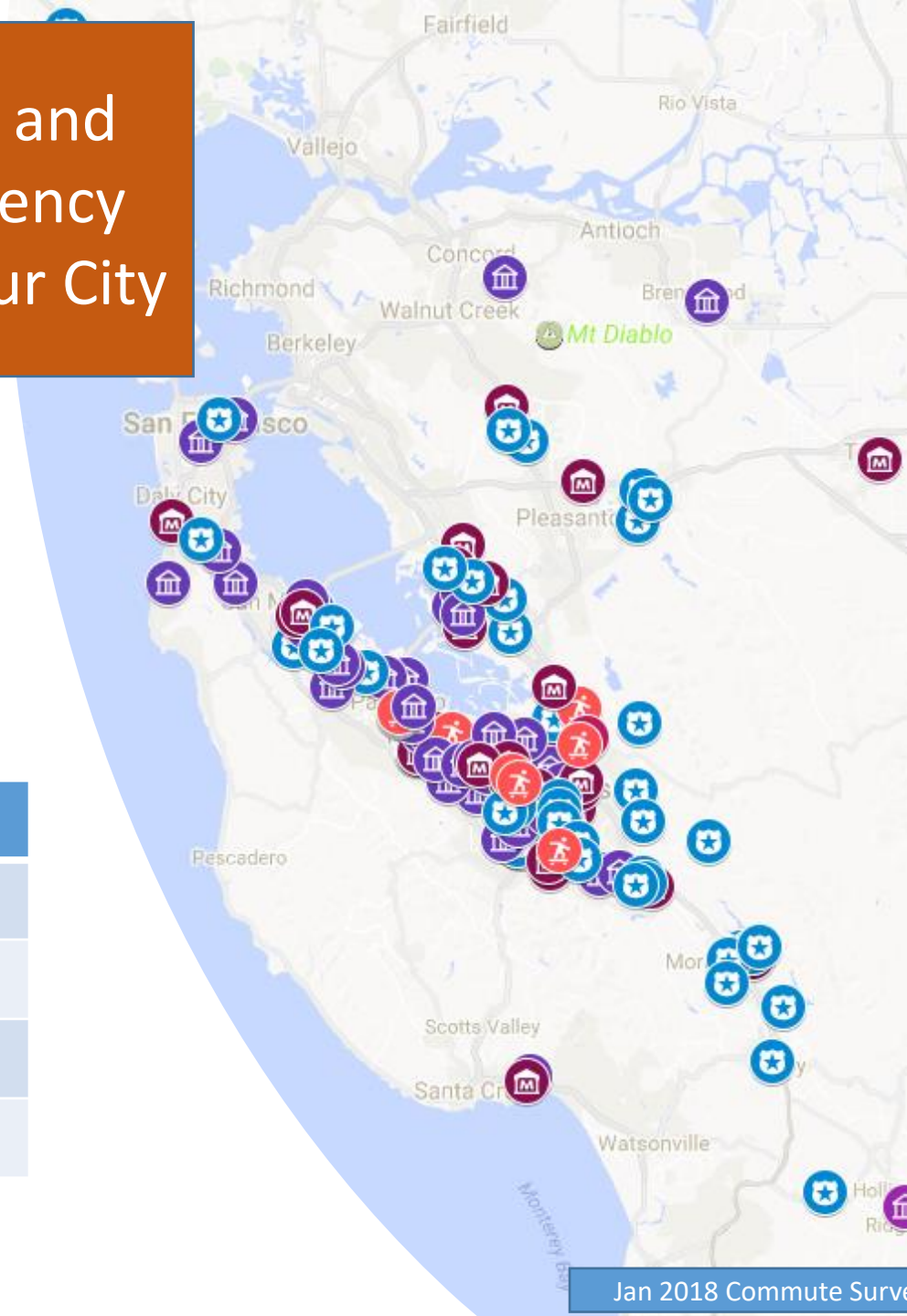
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28 Financial Preparedness Month	29	30	31	1	2	3
4	5	6	7	8 Check your emergency food supply. How have your family's needs changed?	9	10
11	12	13	14	15	16	17
Week					23	24 LASD Junior Olympics Scheduled Date
25	26 Become an emergency preparedness volunteer! See losaltosca.gov/emergen cyprep	27	28	29	30	1

<https://www.losaltosca.gov/police/page/2021-emergency-preparedness-calendar>

# Household emergency preparedness and resilience and the Community Emergency Preparedness Volunteers are vital to our City

Los Altos employees begin their commutes in many corners of the Bay Area.

City employees (full-time)	Average commute
All	23.9 miles
City Hall	19 miles
Police Dept	28.8 miles
Municipal Services	26 miles



# Community emergency preparedness volunteers Ready to help their neighbors!



**BAT** –Block Action Team\* leaders

*241 BAT leaders in **101 BATs** covering **25% of the City***

*After event: will check on their neighborhoods, and compile damage assessment/injury information [www.losaltosbat.org](http://www.losaltosbat.org)*



**CERT** – the Community Emergency Response Team

***73 in Jan 2021***

*After event: will partner with BATs, check on their neighborhoods, and compile damage assessment/injury information. Might be directed to other duties in the City. [www.losaltosca.gov/cert](http://www.losaltosca.gov/cert)*

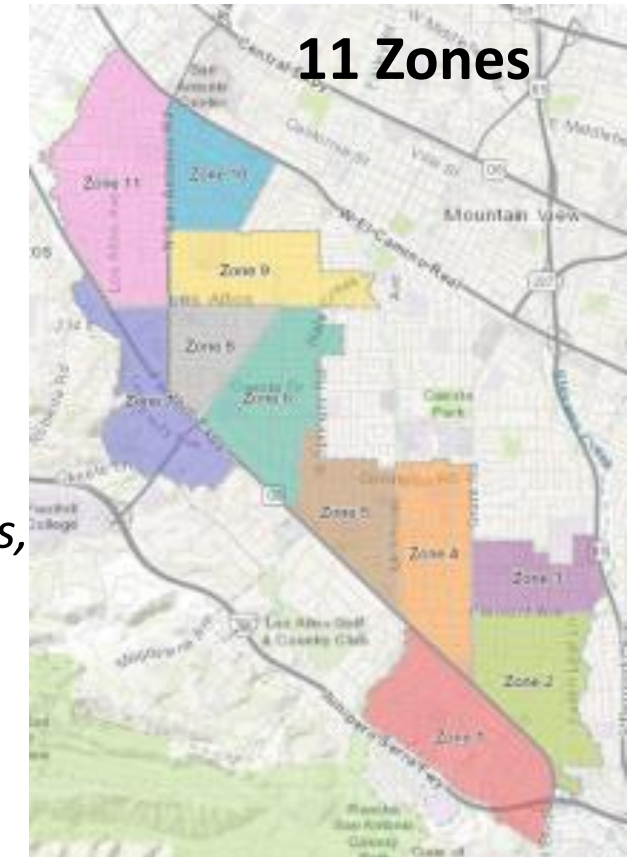


**Hams**—amateur radio operators

***49 Hams in Jan 2021***

*After event: will get on the air right away.  
If needed, hams will run packet radio stations and report damage assessment data to City EOC Planning Section. Hams might be stationed in the EOC or directed to other duties in the City.*

*[www.laares.org](http://www.laares.org)*



**11 Zones**

**Zone map**  
<http://losaltosbat.org/map>  
**Damage assessment form**  
<https://bit.ly/3kQZRwn>

\*Block Action Team is a managed program of Los Altos Community Foundation in partnership with the City of Los Altos



# 2020 CEP Volunteer Update



- **BAT Program:**

- 25% of the City covered by a Block Action Team
- LACF BAT work has been on hold since March 2020 due to Foundation COVID response; 2021 will deliver volunteer-developed online training to re-engage current BATs and help recruit and onboard new ones

- **CERT Volunteers: 73**

- No new CERTs trained in 2020 (COVID)
- COVID halted registering new DSW volunteers

	End of year		
	<u>2020</u>	<u>2019</u>	<u>2018</u>
CERT	<b>73</b>	75	64
Ham	<b>49</b>	49	34

- **Amateur Radio volunteers (Hams): 49**

- Supported communications for the January Fun Run and November Festival of Lights parade float viewing while conducting ham drill
- Los Altos ham-developed software now deployed across the county to improve packet radio communication
- Built four new “Gen 2” packet stations; now operational with packet hams trained in a new Zoom class
- Delivered Los Altos PREPARES-funded basic radio gear and vests for Hams



# 2020-21 Emergency Preparedness Objectives

- Increase numbers and coverage of Emergency Preparedness volunteers in Los Altos
  - Work to increase the Block Action Teams' (BATs)\* coverage of City neighborhoods in support of City Council Priorities *[Note: LACF manages the BAT program.]*
- Increase engagement with Emergency Preparedness volunteers in Los Altos
- Build partnership with organizations in the City to recruit volunteers and educate on EP
  - Extend relationship with FBOs, Rotary, Kiwanis, American Legion, scouts and public schools
  - Build relationship with additional community groups
  - Continue outreach to business community on emergency preparedness
- Strengthen City of Los Altos EP infrastructure
  - Build and deploy group notification lists in Everbridge tool and business processes to maintain them
  - Drive visualization of volunteer damage reports and zone map in the EOC

*\*Block Action Team is a managed program of Los Altos Community Foundation in partnership with the City of Los Altos*

# 2021 CEP Plans

- Offer training and information to CERTs, CEP volunteers and the community via virtual classes
- Support Santa Clara County Fire District's community education program and CERT skills refresh webinars
- Offer CERT skills refresh webinars with LAHCFD
- BATs, CERTs and hams volunteers will deploy the new Zoom classes on Los Altos procedures
- Continue work with the FBO EP working group
- Continue and expand engagement with the public school districts
- Community Emergency Preparedness Grants Program
  - Invite applications during Q1 2021
  - "Block grants" versus open-ended

## Budget:

CEPG: \$40000

Los Altos PREPARES: \$20000

## Spent and Planned:

Memberships and conferences: \$966

2019-20 grants carryforward: \$1411

2020-21 grants: \$40000

Calendar: \$4251



Still discussing CEPG design with Los Altos PREPARES Steering Committee

Current thoughts:

- CPR/AED training
- Emergency Medical kits

# Questions, Guidance and Discussion



Thank you!

City of Los Altos EOC Drill November 2019