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DATE 8/23/2021 BY B

City of Petaluma Summary Responses to the Grand Jury Investigation

August 2, 2021

R1. By October 31, 2021 the Sheriff's Office, Department of Emergency Management, and nine cities' departments include within their Emergency Operations Plans action steps to reach all subpopulations within the County who may not otherwise receive an alert.

Grand Jury definition of sub-populations from Finding 4 of the Emergency Alert and Communications Report:

"There are some groups and individuals of the population who may not receive alerts directly; these include the elderly, tourists, farm workers, migrants, those hard of hearing, non-English speaking, and individuals with special needs."

The City is committed to providing outreach to the identified subpopulations as defined by the Grand Jury and considers this congruent with what the City defines and considers vulnerable populations, at risk populations, and People with Disabilities and Others with Access and Functional Needs as defined by the California Office of Emergency Services.

The City also realizes that not every resident or person in the City's boundaries will receive a notification due to a variety of reasons such as access to technology, the internet or a cell phone, physical and mental disabilities, a desire to stay "under the radar" of law enforcement and government officials due to potential deportation or other legal concerns.

The City is committed to strengthening Alert and Warning capabilities to the identified subpopulations and has developed the following recommendations to accomplish this:

1. Mobilize and Deploy Volunteer Resources for Alert and Warning to Vulnerable and At-Risk Populations

The City will deploy volunteer groups to canvass homeless encampments, neighborhoods and unlikely living areas which may still house people – barns, unlicensed secondary cottages, vacant properties etc. The City has reached out to Rebuilding Together Petaluma and is in the process of developing a Memorandum of

Understanding with them to quickly deploy volunteers for Alert and Warning. Throughout the year, Rebuilding Together Petaluma organizes and directs the efforts of over 600 community volunteers to improve the homes of its neighbors and repair community facilities. The City of Petaluma also works closely with Petaluma People Services Center's new program - Specialized Assistance For Everyone (SAFE). SAFE is a community collaboration to address crisis response prevention and intervention for Petaluma's most vulnerable community members experiencing mental health, substance abuse and/or homelessness with mobile crisis and mobile evaluation teams which includes direct client contact in the community, partnering with law enforcement, crisis intervention, field clinical assessments, outreach services, and other related duties as assigned. SAFE is scaling up to be a 24 hour, 365 days a year program, and deals with a wide range of mental health-related crises, including conflict resolution, welfare checks, substance abuse, suicide threats, and more, relying on trauma-informed de-escalation and harm reduction techniques.

This Recommendation is currently being implemented and will be completed by October 31, 2021

2. Hi-Lo Siren Notifications

Based on learnings from the devastating North Bay fires in 2017, Sonoma, Napa and Solano Counties began a pilot project using Hi-Lo sirens. These sirens have a very specific urgent two-toned sound system and are used to communicate the immediate need to evacuate and are not used for any other purpose. They proved very successful after the Kincade Fire in 2019, have become allowed under California State Law, and are being implemented across the State. Petaluma's resources to provide Hi-Lo sirens for evacuation notifications include:

- The Police Department has 18 patrol vehicles outfitted with Hi-Lo sirens ready to go at the onset of any emergency. They are outfitted at 120 decibels for each vehicle.
- The majority of the Fire Department's 18 vehicles including engines, ambulances, general staff vehicles, and prevention staff vehicles have hi-lo sirens in their code three packages. Those that do not will be retrofitted or replaced. They are also outfitted at 120 decibels for each vehicle.

This Recommendation is currently being implemented and will be completed by October 31, 2021

3. Engage CBOs and FBOs to Assist with Outreach

The City will conduct outreach through trusted providers such as Community Based Organizations (CBOs) and Faith-Based Organizations (FBO's) partners of which the City has been closely engaged in recent events since the 2017 wildfires. There are multiple reasons to do this:

- CBOs and FBOs are trusted providers to many vulnerable populations and can quickly help spread messaging through their own internal and external networks.
- CBOs and FBOs have access and can communicate with subpopulations - for example, serving food to homeless populations, knowing their names and where the encampments are, providing translation services, etc.
- CBOs and FBOs can provide critical information on where vulnerable populations are and how to access them. Meals on Wheels is a tremendous example of reaching the elderly, people with disabilities, homebound populations, etc. This is valuable to both push out information and receive information on the needs of these populations in a disaster.

The City is in the process of developing more formal Memorandum of Understandings for its CBO and FBO partner organizations based on what has been learned in recent events and to help CBOs and FBOs be potentially eligible for reimbursement funding.

This Recommendation is currently being implemented and will be completed by October 31, 2021

4. Increase Time Sensitive Translation Capabilities

The City will increase capabilities to provide time sensitive translation of Alert and Warning Information in multiple languages, including ASL, with metrics regarding how fast information can be pushed out. Based on recommendations from the California Office of Emergency Services (CAL OES), the City is investigating contracting services for Video Remote Interpreting (VRI). VRI utilizes a platform which provides on demand support for the top fifteen (15) most common languages including American Sign Language (ASL). VRI provides access to qualified Interpreters in seconds from anywhere, on any device and is HIPAA compliant. VRI has been successfully utilized in shelter

operations and vaccination sites during the past year in the State of California. The City's communications team currently works with live translators to translate some live meetings and written communications. These translators are under contract and available to support Petaluma's efforts as needed. Petaluma's website does provide the google translate tool, but all emergency communications are translated locally by native speakers.

This recommendation will be implemented in the future and completed by October 31, 2021

5. City Nixle Alert and Warning System

Current City Nixle Alert and Warning systems have the capability of not only informing but giving limited instruction to a significant portion of populations. To help with functionality, each department of cities or local governments can have different Nixle accounts, thereby sending notifications that are relevant to that specific department. For example, Petaluma has 3 Nixle accounts, one for the Fire Dept., one for the Police Dept. and one General City (for all other city depts.) This also allows for redundancy of major public notifications such as evacuations. As of July 2021, it has been shown that Petaluma Police Department sends Alert and Warning notifications to approximately 56,000 people in 4 zip codes that geographically include Petaluma. This ability to alert becomes increasingly important when you consider that Petaluma has a population of 60,500. Additionally, this notification system reaches adjacent residents that may be in danger rather than stopping at city borders.

Increasing the outreach of the Nixle service can further its effectiveness. Multilingual materials promoting Nixle participation and providing instruction can be implemented to help reach residents that possess the technology but requires some technical literacy. Hard-to-reach residents may include the elderly, farm workers, non-English speaking community members, and people with special needs. Instruction and information may be in the form of public advertising or as simple as mailing brochures. The development of redundancy in cellular service will increase in significance as Nixle has become such a valuable source of mass communication.

The City of Petaluma uses Everbridge to notify internal personnel, thereby increasing the expediency of making public notifications. For example, if an event happens, Everbridge notifies internal personnel, which expedites the activation of City staff to

provide public notifications. This helps ensure clear and accurate information for public dissemination and contributes to eliminating conflicting information.

This recommendation has been implemented

6. Increase Resources to Strengthen the City's Emergency Services

Prior to the onset of COVID-19, the City retained an Emergency Services Consultant, the Kelle Kroll Group (KKG) to help the City identify and learn from best practices, create a stronger Emergency Management framework, provide training, exercises and assist with implementation of the above recommendations. KKG has produced two After Action Reports based on 2020 events and is contracted with the City to provide a number of improvement services in the upcoming year.

This recommendation has been implemented

7. Support and Strengthen Neighborhood Preparedness Programs

The City of Petaluma has two programs designed to increase neighborhood preparedness with the goal of promoting readiness for neighbors helping neighbors which can be an effective source of Alert and Warning, especially for vulnerable populations. The first one is COPE (Citizens Organized to Prepare for Emergencies). The Petaluma Fire Department encourages community members to take the initiative to train and prepare with their neighbors. The mission of COPE is to encourage residents, families, and neighborhoods to become and remain better prepared to respond to and recover from emergency situations. This includes developing individual response plans, maintaining individual emergency supply kits, and neighbors getting to know and plan with other neighbors in their community. The Petaluma Fire Department holds quarterly COPE training sessions.

The second program the City promotes is Map Your Neighborhood. The Map Your Neighborhood program guides Petaluma residents and their neighbors through simple steps to help enhance preparedness for an emergency. These steps will help neighbors to quickly and safely take actions that can minimize damage and protect lives. It is designed to improve disaster readiness at the neighborhood level, 15-20 homes or a defined area that you can canvas in 1 hour. It teaches neighbors to rely on each other during the hours or days before fire, medical, police or utility responders arrive.

This recommendation has been implemented

R4 By October 8, 2021, the Sheriff's Office, Department of Emergency Management, and nine cities work together to ensure consistent naming for all evacuation maps used by the public and first responders.

The County of Sonoma and all nine incorporated cities within Sonoma County have implemented maps with consistent zone naming. The City of Petaluma hosts its map on its website at <https://cityofpetaluma.org/emergency-evacuations/>.

This recommendation has been implemented

R5 By October 8, 2021, the Sheriff's Office, Department of Emergency Management, and nine cities work together to ensure the public is informed of their evacuation zones by publishing evacuation maps in local media, online, and through SoCo Emergency.

The County of Sonoma and all nine incorporated cities within Sonoma County have implemented maps with consistent zone naming. The City of Petaluma hosts an interactive map of all evacuation zones on its website at <https://cityofpetaluma.org/emergency-evacuations/>. The static version of Petaluma-only evacuation zones is located at https://storage.googleapis.com/proudcity/petalumaca/uploads/2021/07/EvacZones_20210519.pdf. The City of Petaluma publicized the evacuation maps and Hi-Low Sirens through social media on June 24, 2021. The City will regularly provide emergency information through social media, including reminders of the evacuation maps and the meaning of Hi-Low sirens, both during and outside emergency situations.

This recommendation has been implemented

R15 By October 31, 2021, the nine cities update their Emergency Operations Plan to incorporate the most up-to-date information and lessons learned since the disasters of 2017 and post it on their websites.

The City of Petaluma has completed After-Action Reports (AAR's) for the following recent EOC activations and exercises:

- 2021 AAR for Care and Shelter Exercises in the spring of 2021 which Petaluma hosted with the City of Santa Rosa in coordination with the County to increase communication and coordination capabilities
- 2020 City of Petaluma EOC Activations due to LNU Complex and Glass Fires
- 2019 City of Petaluma EOC Activations due to PSPS and Kincade Fire
- 2017 City of Petaluma EOC Activations due to the 2017 Sonoma/Napa Firestorms

The City has contracted with the Kelle Kroll Group to complete an update of the City's Emergency Operations plan and incorporate the most up-to-date information and lessons learned since the Disasters of 2017. This will include lessons learned from Petaluma's AAR's, Sonoma County Department of Emergency Management AAR's, surrounding local jurisdictions' AARs, and findings/recommendations found in the 2021 Civil Grand Jury Report on Emergency Alerts and Communications. A draft is anticipated to be presented to City Council by October 31, 2021 and a final version plans to be completed and implemented by the end of 2021. The EOP Update includes a comprehensive re-structuring of the Emergency Operations Center Management Team to expand redundancy of key positions and provide cross training for staff; it also includes greatly increasing Petaluma's capabilities to staff Mass Care and Shelter operations. The entire EOP or at least pertinent non-confidential parts of highest public interest will be posted on the City website upon its completion.

This recommendation will be implemented in the future and completed by October 31, 2021