



January 2, 2019 Plane Crash into the American River



2019

# ANNUAL REPORT

SACRAMENTO COUNTY  
OFFICE OF EMERGENCY SERVICES

# EXECUTIVE SUMMARY


The Sacramento County Office of Emergency Services (SAC OES) is responsible for emergency preparedness for the County and the Operational Area (when the County acts as a sub-division of the state during emergencies). We are tasked with creating a safer county and region by collaborating with our stakeholders to increase our ability to prepare for, respond to, and recover from natural or man-made disasters and emergencies. SAC OES coordinates with local, state, federal, private, non-governmental entities, and community groups to minimize the impact of all potential hazards facing the County of Sacramento.

While the county received 26.11" of rain (130% of normal) we escaped activation of the EOC due to storms or flooding. Though throughout 2019, Sacramento County did not directly experience proclaimed emergencies, during the Camp Fire in Butte County, we were subject to the regional effects of that disaster. Sacramento County participated in the mutual aid program and offered a total of 104 staff to Butte County and the Town of Paradise. Smoke from the Camp Fire further impacted Sacramento County rising to hazardous air quality on multiple days. Our office has worked with Public Health over the last several months to better coordinate responses to similar incidents in the future.

Our staff continues to excel professionally and sit on various local, state and federal committees for the advancement of practices and policies in emergency Management, strengthening systems for mutual aid deployment, collecting data for lessons learned, and offering updates to state Emergency Management curriculum.

We are proud to demonstrate some of our accomplishments this past year with the publication of this annual report.

Stephen Cantelme  
Chief of Emergency Services



*"Most people think 'I see it on TV, it'll never happen to me — I'm not going to make the time or investment.' We haven't solved the problem in a significant way."*

*~Pete Gaynor, acting FEMA director*

# MEET OUR TEAM

## STEPHEN CANTELME

Oversees the Office of Emergency Services ensuring that the Emergency Operations Center is ready for activation 24/7.

## DAVID GIESELMAN

Provides administrative services and logistical support for the Office of Emergency Services.

## ROGER INCE

Coordinates emergency planning efforts in the Delta, including flood and risk assessment and mitigation planning. Oversees areas involving public health and disease outbreak planning. Supervises the county Medical Reserve Corps and is a liaison to the cities of: Elk Grove, Galt and Isleton.

## MARY JO FLYNN

Oversees planning, training and exercise design and delivery. Oversees public education, including the OES social media program and development of the JIC, GIS and technology. She is a liaison for the cities of: Citrus Heights and Sacramento as well as county school districts.

## MATTHEW HAWKINS

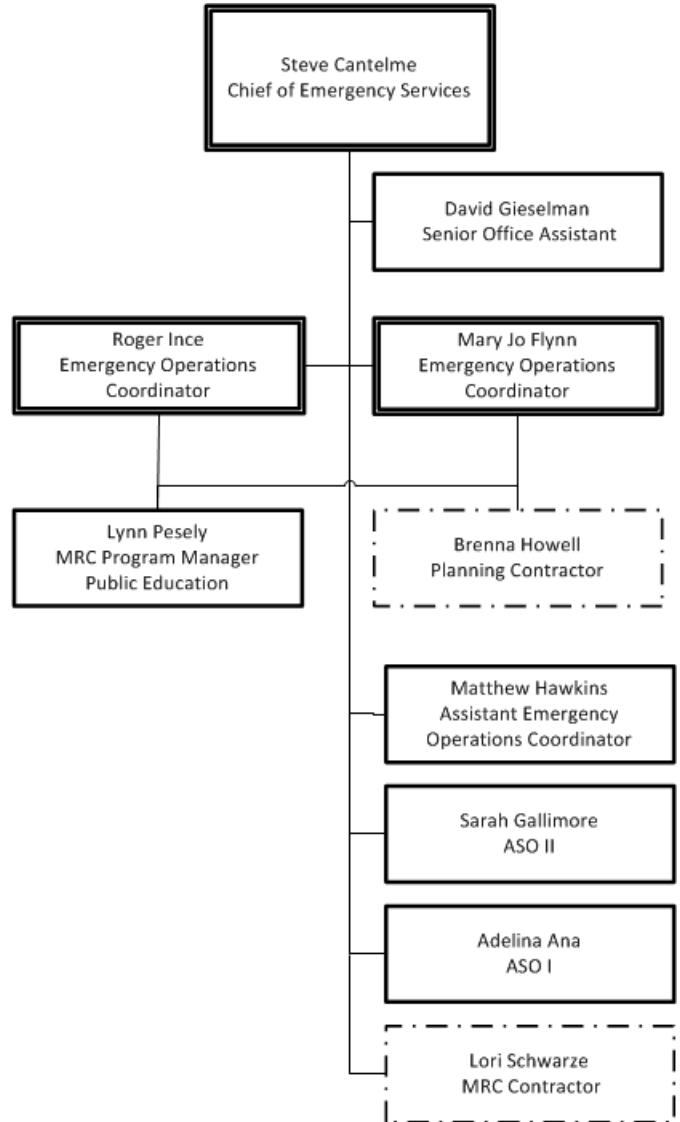
Responsible for the County’s Mass Care & Sheltering program. Designs and delivers exercises; supports the Regional VOAD; and, serves as the Operational Area Mass Notification & Alert and WebEOC Administrator. He is the liaison for the cities of Folsom and Rancho Cordova.

## SARAH GALLIMORE

Coordinates the OES purchasing and budget, contracts, board letters and resolutions.

## ADELINA ANA

Serves as the Operational Area grant administrator.



## LYNN PESELY

Manages the county Medical Reserve Corps volunteer program and Disaster Public Education programs.

## LORI SCHWARZE

Supports the Medical Reserve Corps volunteer program and administrative support.

## Brenna Howell

Provides technical support and plan development.

# EXERCISES & TRAINING



2018 NOVEMBER FLOOD FULL-SCALE EOC EXERCISE

Assistant Coordinator, Matthew Hawkins, discusses exercise activities with Colonel Hawkins from the California National Guard.

Through homeland security funding Sacramento OES has been able to offer regional training and exercises this past year. In alignment with the Multi-Year Training and exercise plan, the current training and exercise program focuses on an approach of building blocks of training, information, and practical skills.

On November 1, 2018 we conducted multiple exercises, with an early morning activation of the Emergency Operations Center (EOC), a mid-day tabletop for executive managers, and a full-day field component testing a Commodities Point of Distribution (CPOD).

Leading up to these exercises was a full complement of training classes designed to prepare those assigned to the EOC at both the County and local levels to perform their roles in the exercises and ready themselves for an activation of the EOC.

Outcomes of these trainings and exercises include: Standard Operating Procedures for CPOD, an Executive Playbook and practice within the EOC to develop knowledge and skills regarding operations and procedures during disasters.



115

Exercises Players



451

Students Trained



6

Exercises Offered



19

Classes Offered

# COMMODITIES POINT OF DISTRIBUTION



*Commodities Point of Distribution— Vehicular TYPE III: Commodities Point of Distribution (CPOD) — Full Scale Exercise (FSE) served as a day-long exercise where staff and volunteers received just-in-time training to work together to deploy & manage a fully operational CPOD. The purpose of the FSE is to assess the ability of local agencies to coordinate the set-up and management of CPOD to feed and supply a community during disaster events.*

*(Left & Below)*

The type and severity of any given emergency will dictate the needs of the community. Commonly during a disaster, community members are told either to evacuate their homes or to shelter in place. Leaving one's home and possessions is quite stressful and it is within our capacity at the Sacramento County Office of Emergency Services (Sac OES) to assist in the organization and direction of reliable and safe sheltering.

Moreover, in the event an individual or family shelters in place, it is essential that access to food and water is local and available. Given either of these circumstances, the Sacramento County Department of Human Assistance (Sac DHA) maintains a trained Emergency Response Team (ERT) that can carry out *mass care* emergency support functions. This past year the DHA ERT participated in OES, American Red Cross & VOAD-led training and exer-

cises, specifically, an exercise erecting and operating a full scale Commodities Point of Distribution, and an exercise in opening and directing a shelter facility.



# ANIMALS IN DISASTERS SUMMIT



VOAD, in collaboration with the Sacramento County Office of Emergency Services, the American Red Cross—Gold Country, and the Sacramento Food Bank hosted a first of its kind Summit on Animals in Disasters (Above).

The devastation and destruction inflicted upon Northern California communities by the 2019 firestorms in Butte County cast new light upon on the Sacramento Region’s Voluntary Organizations Active in Disasters’ (VOAD) unique multi-disciplinary response capability as well as its commitment to action as it surged its response assets. Round the clock partners coordinated delivery of American Red Cross shelter leaders, First Baptist Chaplains and kitchens, Animal rescue and shelter resources, and volunteers to support survivors, among others.

The overwhelming impact to families with domestic pets and the broader animal community resulting from the destructiveness of the fires, generated a serious demand for a rapid and long-term response architecture comprised of a diversity of animal services. Supporting this need through the provision of appropriate mutual aid support in response to requested mission taskings and resource need requests proved challenging. Matching

the response resource type to the requested need was often difficult insofar that effectively interpreting the need being communicated was a difficult task. As such, this area of operational response process was quickly flagged for after action.

VOAD, in collaboration with the Sacramento County Office of Emergency Services, the American Red Cross Gold Country, Sacramento SPCA, and the Sacramento Food Bank & Family Services, hosted a first of its kind summit “Animals in Disasters,” in Sacramento. This forum brought together animal care and rescue specialists from 10 counties, the non-profit sector, Sacramento operational area municipalities and the State of California in an endeavor to take the first steps in identifying best practices 7 lessons learned, and the forging of pre-coordination planning for animal rescue, care, sheltering and reunification during California’s next large-scale disaster.

# EXERCISES



Sac OES staff participated in the Medical Shelter Tent set-up and operation exercise led by the Sacramento County EMS Agency. The shelter may be used to treat disaster survivors in austere conditions when medical facilities may be overwhelmed. The Medical Reserve Corps could be utilized in supporting such a facility.



Staff participated in the Bay Area UASI Alert & Warning Exercise. Mary Jo Flynn was a guest speaker on utilizing social media as part of an alert and warning strategy.

# SACRAMENTO—SAN JOAQUIN DELTA



*Nutria is a rat-like creature that could threaten the Sacramento Delta with burrows up to 8 feet deep and up to 150 feet in length. Burrows could threaten the stability of our Delta levees.*

## NUTRIA

In the past few years the Nutria has become a large threat to the Sacramento – San Joaquin Delta area. Nutria were first introduced in California for their pelts, however, became less valuable for their fur as trade changed. Nutria burrow deeply in levees and consume 25% of their body weight in plant material each day. These habits can have a devastating impact on agriculture, soils, and the structure and stability of the levees, potentially causing significant implications for flood protection, water delivery, and agricultural irrigation. CA Fish & Wildlife have tracked and trapped nutria in the counties of Merced, Stanislaus, San Joaquin Fresno, Tuolumne, and Mariposa.

Nutria are not native to California and there is a signifi-

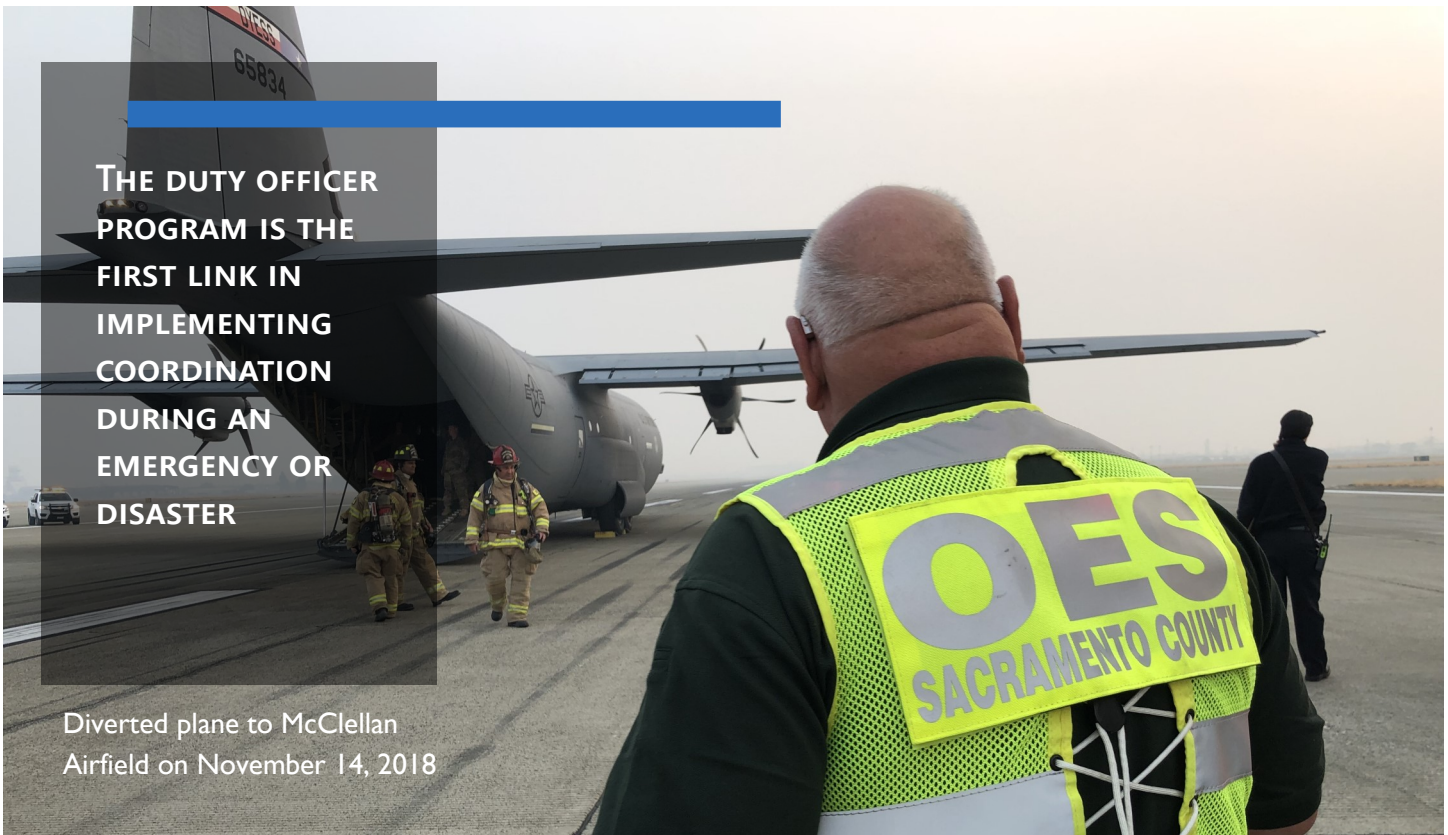
cant eradication effort underway by the California Department of Fish and Wildlife, but this will take a number of years to complete. Sacramento OES are closely monitoring the movement of the Nutria and its impacts on our Delta levee system.

## GRANTS

CA DWR has provide Sacramento OES with funding through Proposition IA, to purchase Flood Fight equipment and supplies for both the Delta area and non-Delta areas of Sacramento County. These supplies and equipment will be located around County to provide all areas of the county that could be affected by flooding or levee failures.



# OES DUTY OFFICER



THE DUTY OFFICER PROGRAM IS THE FIRST LINK IN IMPLEMENTING COORDINATION DURING AN EMERGENCY OR DISASTER

Diverted plane to McClellan Airfield on November 14, 2018

Sac OES Coordinators (serving as Duty Officers) are on-call 24 hours a day, 7 days a week to respond to incidents throughout the County. They respond to calls ranging from hazardous materials, large structure fires or wildfires, rain events and to major incidents that may require coordination and assistance from OES, but may not trigger activation of the Emergency Operations Center.

When in the field, Duty Officers may support an Incident Commander with logistics needs, pre-activation coordination, and provide for timely and accurate public

alert and warning, including information that may be disseminated on social media.

During after-work hours, Duty Officers coordinate elements of an EOC response. On November 14, 2018 Duty Officers were notified of an aircraft diverted to McClellan Airfield. A C130 Air Force plane carrying 34 service members made an emergency landing after a hydraulic malfunction. OES Staff arranged transportation for uninjured passengers via Regional Transit from the runway to a hangar.



## 128

*Duty Officer Responses*



## 443

*Duty Officer Notifications*



## 88

*Weather Alerts*

# HOMELAND SECURITY GRANTS

Sacramento County OES serves as the administrator for the State Homeland Security Grant Program (SHSGP) for the Sacramento Operational Area. This is a FEMA federal grant, passed through the State of California and the Sacramento Operational Area, to public safety agencies within the County. The purpose of the grant is to build capabilities to protect against, prevent, respond to, and recover from terrorist acts and other emergencies or disasters. Funds are available under the following four categories: Equipment, Planning, Training, or Exercise.

The Sacramento OA Approval Authority traditionally prioritizes projects which bring substantial benefit to the entire Operational Area, and emphasizes projects which address operational necessities, improve compliance with new/developing State & Federal standards, build new regional capabilities, measurably improve existing capabilities, or create sustainable solutions.

Sacramento OA was awarded SHSGP funding in the following federal fiscal years:

FFY 2017, Sac OES was awarded \$1,588,589 from which RTAC was \$450,000 allocating 28% of the grant to law enforcement.

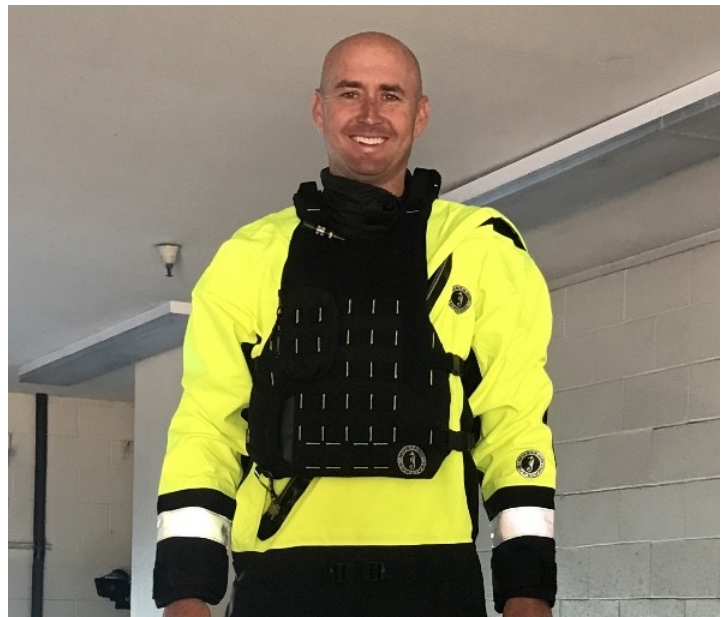
FFY 2018, Sac OES was awarded \$1,592,326 from which RTAC was awarded \$397,147 allocating 25% of grant law enforcement.

FFY 2019 Sac OES was awarded \$1,648,650. The project allocation for this grant was not initiated at the time of this report. This grant requires that we allocate 25% to law enforcement a minimum of \$412,163 from the SHSGP grant.

A priority investment across the Sacramento Operational Area is personal protective equipment for every public safety agency. Some equipment trends include: Rescue Taskforce Equipment for Fire Departments totaling \$136,942; Regional Personal Water Equipment for Fire

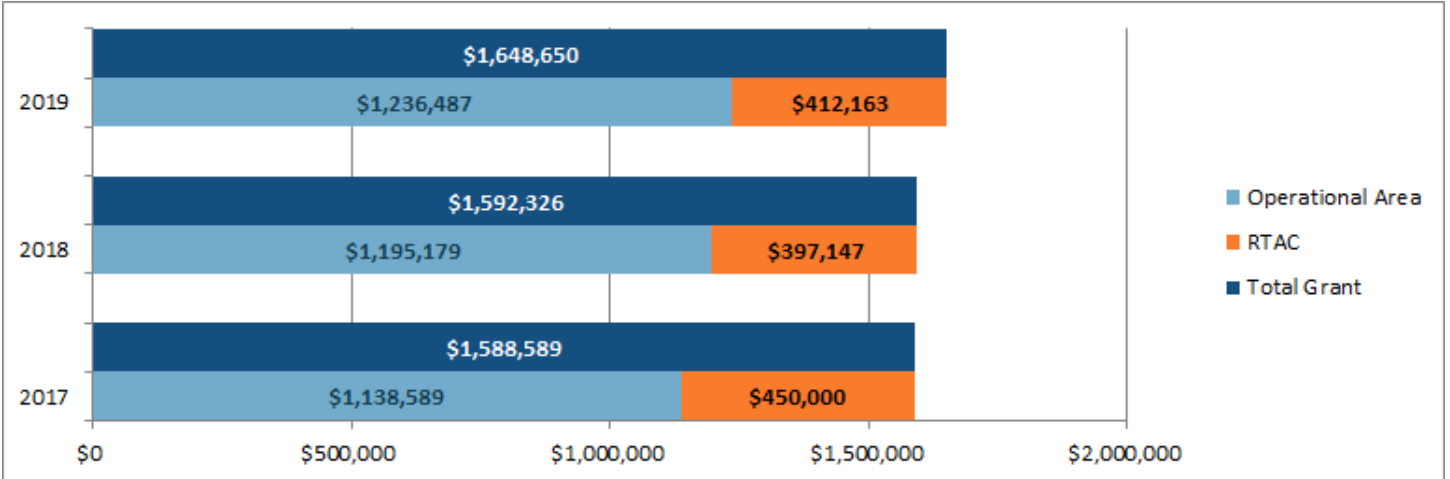
Departments totaling \$173,238; Personal Protective Equipment for DHHS- Public Health Division and Coroner totaling \$72,623; and Ballistic Protective Personal Equipment and Mobile Field Force Personal Protective Equipment for Law Enforcement and Fire Departments totaling \$116,776.

The second major project within the Sacramento OA these past two years was the Project 25 (P25) radio system network upgrade. The P25 Compliance Assessment Program (P25 CAP) is a key component to achieve interoperability among different suppliers' products. The P25 CAP works with first responders at all levels and disciplines, industry and industry organizations to ensure the program addresses interoperability requirements. The congressionally mandated P25 CAP provides responders with confidence that the communications equipment they use has been tested against the appropriate P25 standards and determined interoperable, regardless of manufacturer. This project was budgeted over the course of three years in the amount of \$1,140,000.



*A sample of personal flotation devices, personal protective equipment, procured through Homeland Security funding.*

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2018 SHSGP List of Projects

AGENCY	PROJECT	FUNDED
Sheriff Department	RTAC/CCIC	\$397,147
Sacramento Fire Department	Regional HazMat Equipment	\$83,816
Sacramento County Office of Emergency Services	Area Operations Plans	\$66,237
Community Link Capital Region	HandsOn Sacramento	\$46,650
CERT	CERT Equipment	\$70,000
Sheriff's Department	Automated License Plate Reader	\$127,000
Sacramento Medical Reserve Corps	MRC Equipment	\$26,500
Sacramento County Office of Emergency Services	Operational Area Training	\$65,000
Sacramento County Office of Emergency Services	Operational Area Exercise	\$42,500
Metro Fire Dept.	Ballistic Protective Equipment	\$87,400
Metro Fire Dept.	Flood Response Equipment	\$62,164
Citrus Heights PD	Emergency Operations Plan	\$8,100
Sacramento Police Dept.	Radios for Helicopter and fixed wing airplane	\$153,752
Sacramento County Office of Emergency Services	Management and Administration	\$79,429
Sacramento County Office of Emergency Services	Regional Alert and Warning	\$183,900
Sacramento Coroner	Mass Fatality Equipment	\$3,355
Sacramento Sheriff Department	Mobile Field Force Protective Equipment	\$29,376
<b>Total Allocation</b>		<b>\$1,592,326</b>

# MEDICAL RESERVE CORPS

The Sacramento Medical Reserve Corps (SMRC) engages volunteers to strengthen and support Sacramento Office of Emergency Services (Sac OES) fire, Law Enforcement Public Health the Coroner’s Office and other medical agencies when a disaster impacts our community. Our volunteer members are Doctors Nurses Medics and medically trained support staff that are currently employed or retired professionals. Volunteers provide critical support and extra staffing during disasters. They further assist emergency response partners with exercises, flu clinics, health screenings, and first aid stations throughout the year. The SMRC conducted 15 various trainings including: You Are the Help Until Help Arrives; First Aid; Psychological First Aid and more. Volunteers attended 30 different events and exercises representing the Medical Reserve Corps and providing public education to attendees.



1,508

*Donated Hours*



\$40,550

*Value of Donated Time*

\*independentsector.org Value of a Volunteer Hour, CA 2018



187

*Volunteers*



3,500

*Citizens reached at events*

## EMERGENCY ASSISTANCE

- Provided medical care at shelters in Butte County for the Camp Fire.
- Assisted the Coroner’s office with identification of the Camp Fire decedents
- On call for
- Helped with
- Organized

## FIRST AID STATIONS

- CA International Marathon
- Capitol Air show
- Fair Oaks Library Color Run
- Sacramento Public Library foundation’s Walk4Literacy
- Run with the Cops 5K, Shriners Hospital for Northern CA Community Day

## EXERCISES

- CA Emergency Medical Services Authority CAL-MAT
- CA Highway Patrol Academy—EMS Unit Scenario Day
- Sac OES Commodities Points of Distribution
- Public Health Aerosol Anthrax Tabletop and Full Scale

## PUBLICATIONS AND PRESENTATIONS

- MRC In Touch—”Integrating MRC Volunteers into Mass Fatality Response”
- Sacramento Sierra Valley Medicine—”Join the Medical Reserve Corps”
- CA EMSA/Public Health Emergency Prep Training Workshop—Presentation on SMRC role in Camp Fire response effort
- CA EMSA MRC Coordinators Workshop—Presentation on SMRC Role in Camp Fire response effort

## AMATEUR RADIO EMERGENCY SERVICES (ARES) TEAM



*California Marathon received radio support from dedicated ARES volunteers who relayed critical information throughout the race course.*

Whether during real-world disaster operations or surging for special events, the Sacramento County Amateur Radio Emergency Services (ARES) Team provides critical and technical tactical communications support throughout the operational area. This support is vital in that their technical expertise and rapid response ability, provides a dependable communications capability ensuring ongoing information sharing.

2018/2019 was an exceptionally productive year for ARES. In addition to the hundreds of hours volunteered by the team in support of the Sacramento County Office of Emergency Services (Sac OES) daily operations – performing system maintenance, communications checks, or radio accountability, among other things – regularly participated in training and exercises. Specifically, they served as the communications liaison during the Sac OES 2018 Annual Exercises.

More importantly, they sent teams as part of the response element during the 2018 Camp Fires. They provided immediate support alongside the Sacramento Medical Response Corps (SMRC) for impacted area sheltering operations. Moreover, during Emergency Operations

Center (EOC) activations, emergencies and weather events (such as: power outages and flooding) they supported direct missions such as information conveyance from the field to the EOC.

They have successfully integrated with and directly supported the Sacramento County Sheriff as well as Sacramento Metro Fire with radio communications operations for events throughout the county. This includes, deploying radios / systems to the field, providing on-scene radios operations support, and providing post-event maintenance and accountability. Beyond this, they have provided communications support to additional organizations and events which include: the California Amgen; the Great American Triathlon, and the Clarksburg Country Run, among others.

Finally, in an effort to bolster their abilities, they undertook the opportunity to build new capabilities, while expanding their capacity through the enhancement of their communications platforms, within their new operational space inside the recently renovated Sacramento County EOC.

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Blood Stopper Training



Medical Reserve Corps volunteers assisting within the shelter at the Camp Fire in Butte County.

# EOC REMODEL AND UPGRADE



The Sacramento County Emergency Operations Center (EOC) underwent an expansion and upgraded. Approximately 1,350 sq. ft. was added to the EOC to accommodate changes to both the Joint Information Center and the Plans/Intel room improving operations in those areas. A storage room was also added inside the EOC to improve access to needed equipment and supplies during activations. Another component of the expansion expected to improve overall functionality of the EOC was the relocation of the Radio/GIS operations into the EOC. GIS and Plans/Intel work closely together during activations and now that they are adjacent to each other to

better facilitate their interaction.

In addition to expanding the EOC footprint, we also upgraded the A/V system, changing the controls within each of the ancillary rooms, adding TV monitors, new operating software and new air media capabilities inside the expanded areas. All 102 desktop computers in the EOC and OES office suite were replaced as well as the 20 laptop computers and 5 notebooks. These improvements are meant to improve the overall functionality of the EOC and better ensure our ability to manage disasters should they occur.

# PARTNERSHIPS



Staff and volunteers from Cal Volunteers utilized the Sacramento County EOC to film messages for the 2019 California For All conference.

## GOODWILL PARTNERSHIP TO MANAGE IN-KIND DONATIONS

Sacramento County OES has partnered with Goodwill Industries to manage in-kind donations during major incidents or disasters. A Memorandum of Agreement was signed in May of 2019 between the two parties authorizing Goodwill Industries to manage these donations made for the purpose of assisting the people hardest hit by disaster.

Goodwill will receive the donated goods and make them available to the impacted public through their warehouse and distribution system. Managing donated goods is a huge challenge during disasters and Goodwill Industries has the experience and expertise to fulfill that mission. This new partnership strengthens our ability to serve our communities when disasters occur.





# VOAD ACTIVITIES



*Sacramento OES Chief, Steve Cantelme, and coordinators Matthew Hawkins and Roger Ince visit with VOAD members at the Camp Fire*

The Sacramento Region Volunteer Organizations Active in Disaster (VOAD) brings together organizations active in disaster recovery to foster effective response to those impacted by disaster.

One hundred sixty-eight members and partners strong and growing, the Sacramento Region VOAD is led by an Executive Team with representatives from Sacramento County OES, HandsOn Sacramento, Sacramento Medical Reserve Corps, Sacramento Food Bank and Family Services, Salvation Army, American Red Cross, Sacramento SPCA, United Way, Southern Baptist Disaster Relief, City of Sacramento, and 2-1-1 .

VOAD response efforts, membership meetings and activities in fiscal year 2019 included: Mendocino-Complex Fire response effort, Animal in Disasters Summit in Oak

Park, Commodities Points of Distribution Functional Exercise with Sacramento OES at McClellan. Sacramento Region VOAD provided presentations to Sacramento County Public Health, the California Victim's Assistance Summit, California Association of Food Banks, Corporate Volunteer Council and international delegations from the Ukraine, Middle East and South Korea. Over a nine month period, VOAD members helped launch the Central Sierra VOAD covering Calaveras, Tuolumne and Amador counties. Finally, the Sacramento Region VOAD was represented at the Senior Leadership Symposium for Fleet Week in San Francisco, the USDA and Regional Conference in Seattle, Washington, and the CA Emergency Medical Services Authority and CA Public Health Emergency Preparedness Training Workshop.

# MASS NOTIFICATION

The Sacramento County Office of Emergency Services (Sac OES), in partnership with neighboring Yolo and Placer counties, manages the county operational area Alert and Warning Mass Notification Program – Sacramento Alert. This program – deployed via the Everbridge platform – enables the county, its partners in the sheriff’s office and various municipalities and special district to communicate important public safety information to community members during special events and crises situations. Voice, text and email messaging serves as the primary mechanisms through which to channel information.

Sac OES continues efforts to promote community member participation in this program via our Citizen Opt-In feature wherein individuals may elect, and update at their convenience, their preferred contact information as well as what type(s) of notifications they desire to receive. Though, individual Opt-In selections do not negate our ability to launch a Federal Emergency Management Agency Wireless Emergency Alert (WEA) message to virtually every cell phone located within the vicinity of a cell phone tower within the county, whereas WEA’s do not require the end-user to opt-in or provide data in order to receive alerts.

Additionally, Sacramento County has experienced continued growth in the number of county departments

electing to implement the Sacramento-Alert system internally as a mechanism to communicate important information, vertically and horizontally, to staff throughout offices. Critical programs such as Sacramento’s Continuity of Operations (COOP) / Continuity of Government (COG) rely on effective and clear distribution of information to employees and departmental leadership should a department face an event requiring immediate workplace relocation, service disruption and realignment, or other essential personnel COOP actions.



**46,000**  
*New Citizen Opt-In Accounts*



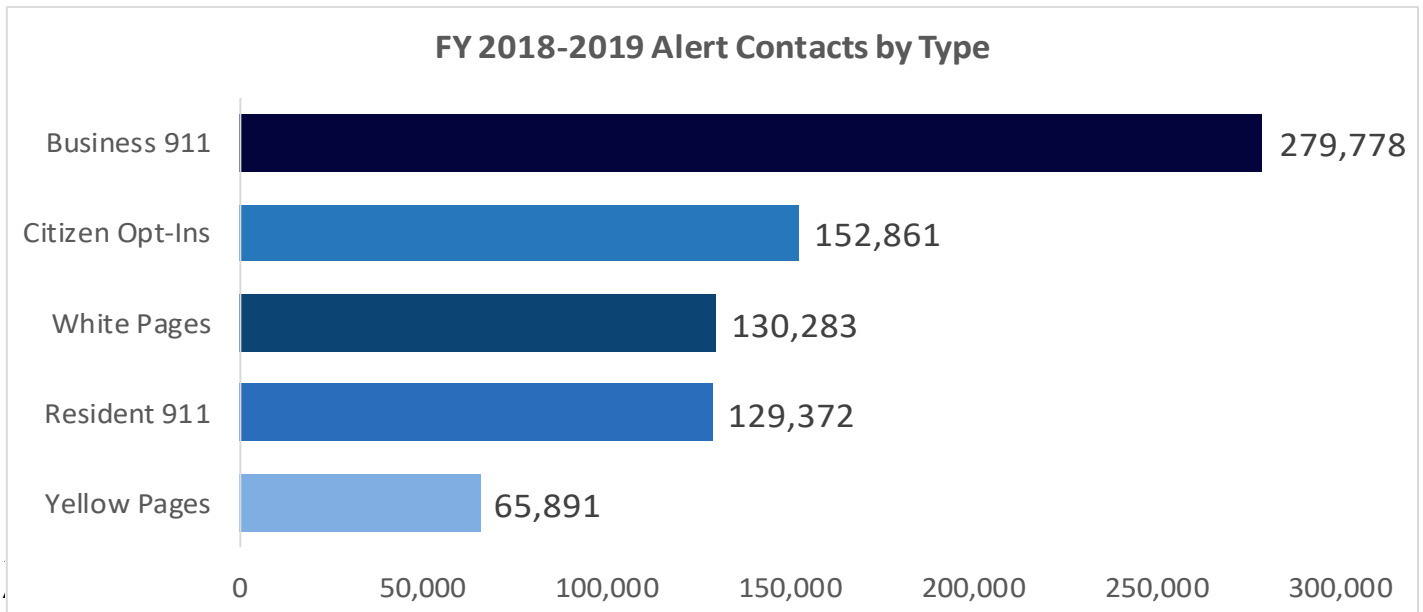
**479,102**  
*Contacts engaged via 37 Alerts*

### ALERT TEST MEDIA COVERAGE

<http://bit.ly/Fox40AlertTest>

<http://bit.ly/SacBeeAlertTest>

<http://bit.ly/CBSAlertTest>



# SOCIAL MEDIA ANALYTICS

## SOCIAL MEDIA GOALS

1. Promote disaster preparedness conversation by responding to at least 80% of posts and comments on Facebook and Twitter.
2. Augment alert and warning information by ensuring accurate information is posted to social media within 20 minutes of Duty Officer Notification.
3. Increase engagement by 5% by asking individuals to engage in discussion and share posts with their colleagues and friends.

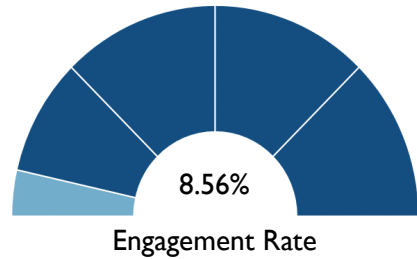
## FOLLOWERS AND GROWTH

	Facebook	Twitter	Instagram	Nextdoor
Jul	5,157	4,134	*	*
Aug	5,159	4,160	*	*
Sept	5,176	4,183	*	*
Oct	5,191	4,210	*	*
Nov	5,279	4,241	*	*
Dec	5,276	4,310	*	266,017
Jan	5,445	4,341	*	272,893
Feb	6,448	4,412	*	277,743
Mar	5,404	4,434	*	285,284
Apr	6,505	4,435	200	305,430
May	6,519	4,444	200	312,830
Jun	6,566	4,475	200	325,417
<b>Growth</b>	<b>27%</b>	<b>8%</b>	<b>0%</b>	<b>22%</b>

## NEXTDOOR.COM

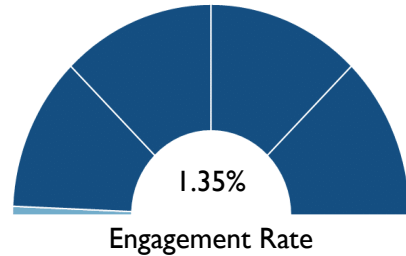
Nextdoor.com is by far the fastest growing platform in terms of volume of members with 59,400 new members added between December 2018 and June 2019 (22% growth). Nextdoor is a great tool to augment our emergency alerting software as the platform lets us post to specific neighborhoods or the whole county.

## FACEBOOK



**0.59%** Extension Rate  
**1,139,270** Impressions  
**97,482** Clicks

## TWITTER



**0.10%** Extension Rate  
**366,017** Impressions  
**1,630** Clicks

\* Data unavailable

# VOLUNTEER DEPLOYMENTS

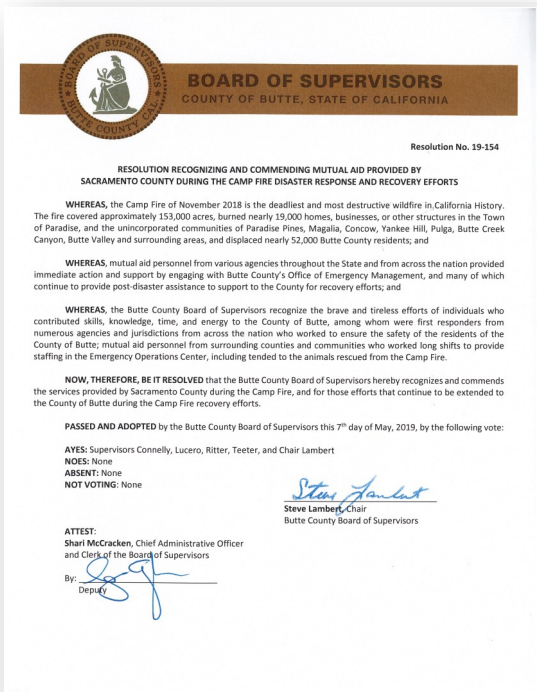
Sacramento VOAD member organizations were very active in the Camp Fire response efforts. The American Red Cross opened shelters for evacuees. Southern Baptists provided showers, laundry facilities, feeding, Disaster Spiritual Care Chaplains at all the shelters, assistance in recovery of personal property for people returning to their home/business, chainsaw work, participated in the participated in the LAC/DRO, and served as a member of the Mass Care and Shelter Task Force serving as the Feeding Lead for the Camp Fire as well as the Carr/Mendocino Complex Fires. VOAD members from HandsOn Sacramento and the City of Sacramento staffed an Emergency Volunteer Center and HandsOn Sacramento staff created a website of displaced pets in search of their owners. Salvation Army and the Sacramento Food Bank provided food for evacuees and the Sacramento SPCA provided animal care services.

Unique to this particular disaster, the Sacramento Medical Reserve Corps not only provided medical care at shelters, they staffed Sacramento County Coroner's Office to assist Coroner staff who worked to identify remains of people who died in the fire.

**2018 Camp Fire**  
**19** MRC Volunteers  
**235** Volunteer Hours




*You make a*  
**difference**



MRC Volunteers assisted the Sacramento Coroner's Office who was tasked with victim identification during the Camp fire.

# PLANNING PROJECTS

This year Sacramento OES completed revisions on seven (7) separate plans: Alert and Warning, Evacuation Plan, Executive Disaster Playbook, Joint Information System, Multi-Year Training and Exercise Plan, Operational Area Plan, and Animal Care & Sheltering Plan (not pictured).

The newest plan is the Executive Disaster Playbook which outlines the basic critical information executive leadership needs to access during an extreme crisis. This plan was an outcome of the November 1, 2018 Executive Tabletop Exercise which was meant to review basic emergency protocols and department actions for a critical emergency.

Lessons learned from the Sonoma and Butte County fires over the last two years have been incorporated into our updated Alert and Warning Annex. This plan highlights our alerting capabilities, both Federal Wireless Emergency Alert (WEA) system as well as our Tri-County System, Sacramento-Alert.

In conjunction with the Alert and Warning Annex the Joint Information System Annex was also updated. This plan is the guiding document for Public Information Officers to gather, exchange and disseminate information during disasters. It specifies how the Joint Information Center may be activated and organized.

Another critical plan that incorporated lessons learned from fires is the updated Evacuation Plan. Previous disasters utilized unclear language in describing evacuations and as such Sacramento County has eliminated the term “Voluntary Evacuation,” opting to use instead “Evacuation Advisory” when evacuations may be called, or people who may need additional time to evacuate should leave early, and “Mandatory Evacuation” which is a lawful order to evacuate a location. This plan further clarifies authorities and responsibilities for the various departments and agencies that need to coordinate during a major evacuation of the area.

