

EMERGENCY PREPAREDNESS IN PALO ALTO

*Changing the role of citizens from
victim to partner during emergencies*



Presentation Overview

- ◆ Understanding the City's Emergency Operations/Management Plan
- ◆ Review of baseline City response in a disaster
- ◆ Discussion of key policy issues

Overview

During an emergency, City staff will respond to events in the following order of priority:

- 1) Life & safety
- 2) Property protection with appropriate consideration of the environment.

What is an “All Hazards” Approach to Emergency Preparedness?

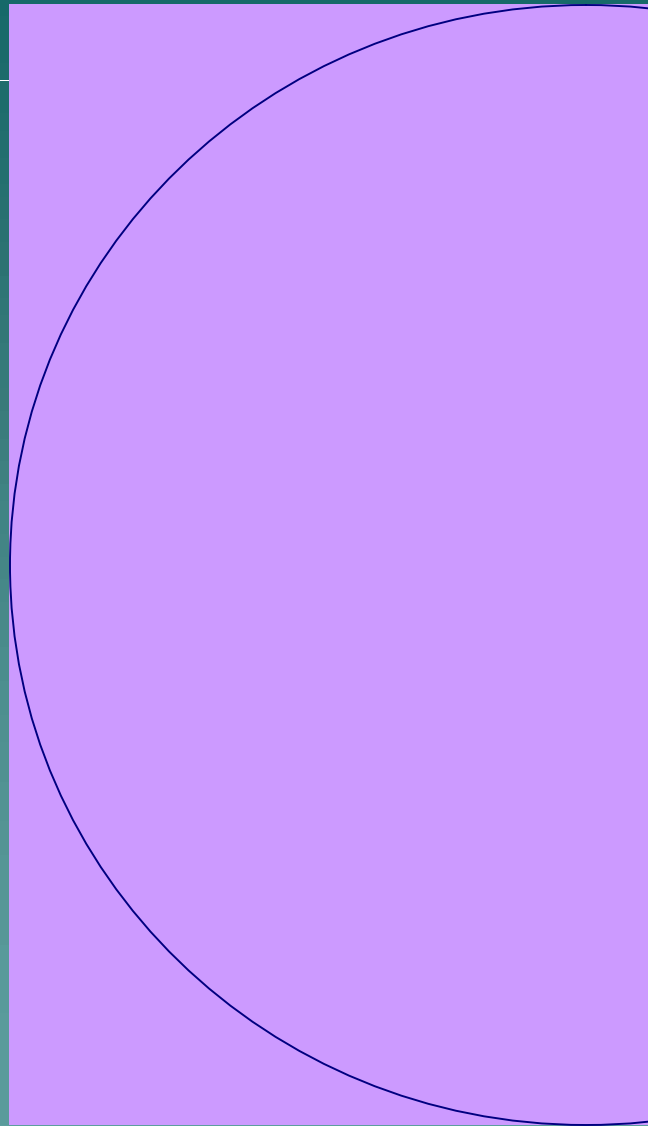
- ◆ Natural hazards (e.g. earthquakes and floods)
- ◆ Human-related hazards (e.g. electrical power failures and communication systems failures)
- ◆ Pro-active human hazards (e.g. threats or bioterrorism)

Emergency Planning includes:

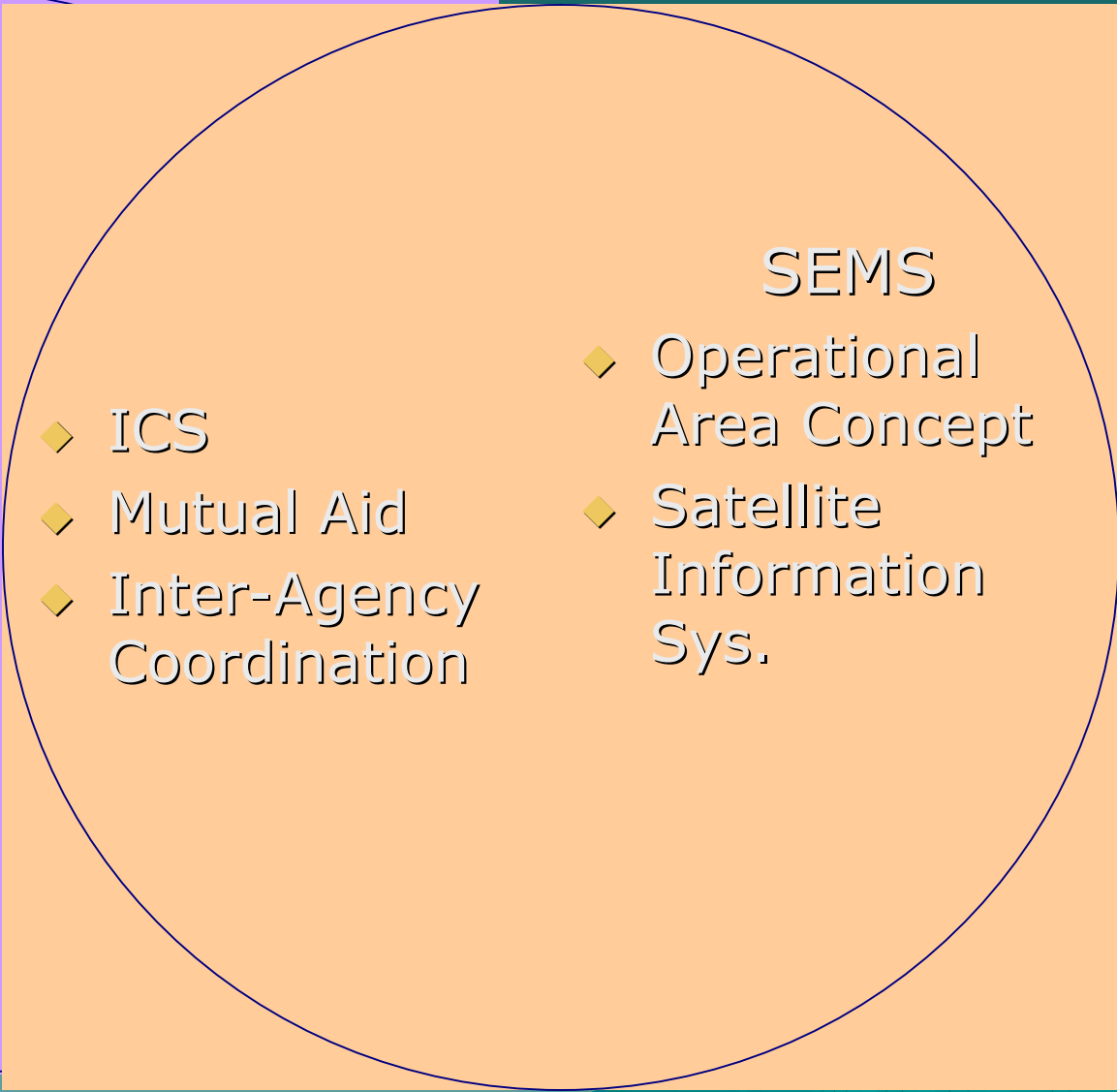
- ◆ Prevention
- ◆ Preparedness
- ◆ Response
- ◆ Recovery
- ◆ Mitigation

Understanding the Emergency Operations Plan

- ◆ Outlines City's organizational structure and response before, during and after a disaster.
- ◆ Identifies roles and responsibilities.
- ◆ Format/content governed by Federal and State guidelines.



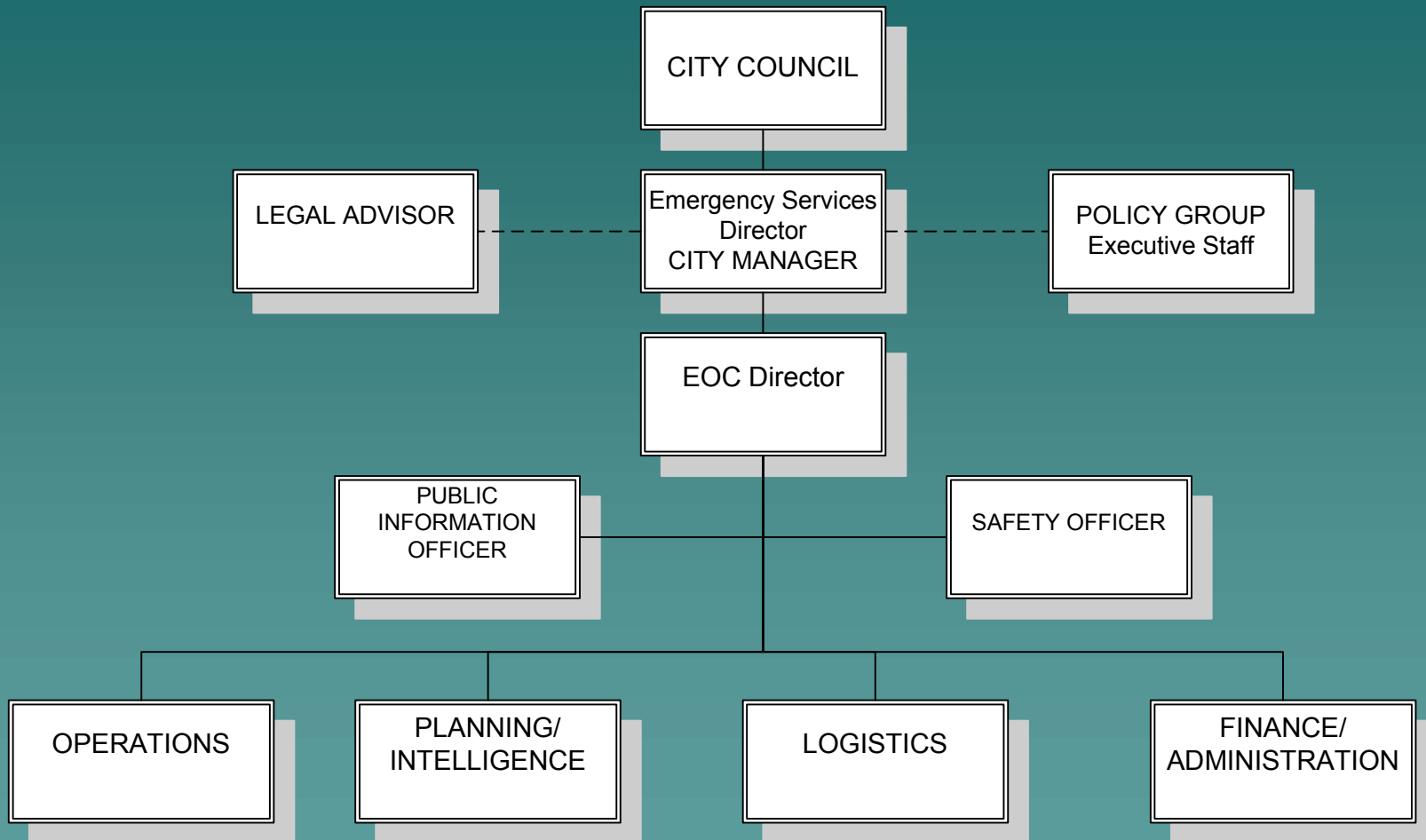
- ◆ ICS
- ◆ Mutual Aid
- ◆ Inter-Agency Coordination



SEMS

- ◆ Operational Area Concept
- ◆ Satellite Information Sys.

Response Organization



Making the Plan Meet Palo Alto's Needs

- ◆ Disaster-specific annexes
 - Severe winter storms/floods
 - Public health/Pandemic
 - Others
- ◆ Council/Emergency Standby Council procedures
 - Activation and roles/responsibilities
 - Training
- ◆ Community notification and partnerships

Understanding Response Parameters

The daytime population in Palo Alto is over 120,000.

There are roughly 27,000 single and multi-family dwellings.

There are roughly 18,000 businesses.

Response Capabilities

- There are 29 firefighters on duty on any given day. (It takes appx. 15-18 firefighters to respond safely to one full-structure fire incident, e.g. single family home or one major rescue response.)
- There are 8-10 patrol officers on duty at any given time of the day.

Response Capabilities

- There are 40 Utilities operational personnel for Electrical Operations & 30 in Water, Gas, and Wastewater.
- There are 40 Public Works operational personnel.
- There are 9 Building Inspectors to conduct safety assessments and inspections.

Response Capabilities

Most of our employees do not live in the immediate area. In a Bay Area event, many employees and their families may be victims as well.

Resources depend on access to Palo Alto after safety assessments of roads, bridges, over/underpasses, and freeways.

Essential Services the Fire Department May Provide...

- ✓ Heavy Search & Rescue for one or two high rise collapses
- ✓ Two full-structure fires
- ✓ Prioritized medical transports

Discretionary Services the Fire Department Won't Provide...

- o Small fire suppression
- o Light search & rescue
- o Damage assessment throughout City
- o Regularly scheduled inspections
- o Regularly scheduled plan checks

Essential Services the Police Department May Provide...

- ✓ Patrol/Urgent life-threatening calls for service
- ✓ Communications/911
- ✓ Crowd control/ evacuations
- ✓ Security operations
- ✓ Escorts-high security
- ✓ Assisting at education facilities
- ✓ Animal services

Discretionary Services the Police Department Won't Provide...

- o Property crimes reports
- o Non-injury accidents
- o Noise complaint calls for service
- o Disturbances
- o Calls relating to the homeless
- o Parking related issues
- o Traffic control
- o Civil situations
- o Court liaison

Essential Services the Public Works Department May Provide...

- ✓ Clean up of debris in the right of way
- ✓ Inspection of bridges, overpasses and structures in the right of way
- ✓ Temporary traffic control devices
- ✓ Continued treatment of waste water
- ✓ Contract services for refuse collection
- ✓ Storm drain system operations and maintenance

Discretionary Services The Public Works Department Won't Provide ...

- Response to damage or debris on private property
- Regular street sweeping
- Response to discretionary service requests that are not health and safety related
- On time delivery of capital improvement programs and infrastructure projects

Essential Services The Utilities Department May Provide...

- ✓ Life & safety corrective service to CPAU facilities
- ✓ Effect restoration of base services
- ✓ Respond to customer concerns based on the severity of emergency
- ✓ Maintain service at all Water/Gas Stations and Electric Substations
- ✓ Maintain City fiber and wireless emergency communication systems
- ✓ Maintain service to major health care providers
- ✓ Re-establish services for local vendors

Discretionary Services The Utilities Department Won't Provide ...

- o Capital improvements to the system (WGW or Electric)
- o New business construction such as service installations and upgrades.
- o New billings or billing inquiries (potentially)

Essential Services the Planning and Community Environment Department May Provide...

- ✓ Safety assessment for critical City structures
- ✓ Inspection & assessment of damaged buildings
- ✓ Plan review, permit issuance, and inspection services for emergency repairs and hazard mitigation

Discretionary Services the Planning and Community Environment Department Won't Provide...

- o Plan review, permitting, and inspection for routine, discretionary building projects
- o Architectural, structural or other specialized consulting services

Other City Departments Have an Active Role ...

- ◆ Support Palo Alto Area Red Cross in shelter assistance (Community Services)
- ◆ Public information and continuity of government (City Council/City Manager's Office)
- ◆ Facilities to support incoming coordinating Federal and State agencies (Libraries)

Other Discretionary Services Unlikely to be Provided ...

- ◆ Regularly scheduled recreation classes and performances
- ◆ Regular library circulation and hours
- ◆ Regularly scheduled Council and Commission meetings

Key Policy Issues for Council Feedback:

- ◆ Confirm community partnership policy statement and goals
- ◆ Discuss role of neighborhoods
- ◆ Identify opportunities for additional partnerships (Citizen Corps Council)
- ◆ Feedback on proposed Council emergency procedures and Council training needs
- ◆ Identify other areas of plan for emphasis

Next Steps

- Review and completion of draft February/March 2007
- Red Ribbon Task Force presentation March 1, 2007
- Policy & Services Committee review April 10, 2007
- Final revisions to plan April/May 2007
- Presentation of plan to Council for adoption By May 21, 2007
- Training on plan Spring/Summer 2007