



Napa Valley COAD General Membership Meeting

Tuesday, September 17, 2019 – 2:00 pm to 4:00 pm
Napa Valley Community Foundation Community Room
3299 Claremont Way, Suite 2

Meeting Minutes – Sent November 13, 2019

Some readily available answers to questions raised are noted in red to facilitate COAD's response in future events.

Welcome and Introductions

COAD Activation Exercise - preparations

- **Exercise roles identified:**
 - Michele Grupe – COAD EOC Liaison
 - Celeste Giunta – COAD Coordinator
 - Kelly Kroll – Exercise controller and trainer
 - Rosa Maria Hammar assisted with managing incoming/outgoing phone calls (exercise inserts).
 - Wendi Piscia, Nathan Schlitz, and Crysta Tim note takers
- **Celeste introduced the exercise scenario:** That National Weather Service states that a Red Flag warning will be in effect for 72 to 96 hours with extreme heat and very low humidity. A PSPS has been call by PG&E for the entire County of Napa which could last from 4 with an additional 2-4 for restoration of power. Notification of the PSPS was very short. The County EOC opened at 10AM. There is concern about the loss of cell coverage.
- **Subcommittees identified:** after a broader exploration three subcommittees were defined for the purposes of the exercise based on needs expressed by the County. Key needs expressed were cooling station, translation and possible transportation support. Subcommittees met for 25 minutes to explore issues related to their area and received exercise inserts from the controller about
 - Public Information
 - AFN/Shelter/Food/Mental Health/Transportation
 - Resources management including donations

Exercise Dynamics

In addition to the initial scenario, the **exercise controller created and delivered inserts throughout the exercise by phone and by notes directly to subcommittees:**

- **Phone inserts** included: shelter in place order to minimize accidents; need for Spanish translation; assistance in setting up additional cooling stations; unmet needs from COAD agencies; need for transportation resources; information for the call center; BOS has requested a briefing; Verizon cell towers running out of battery. (Cell towers on County property are required to have a minimum of 24 hour back up power).
- **Hand delivered** inserts: how to communicate when cell tower power lost; COAD to prepare press release about cooling stations and CRC's (COAD does not prepared press

releases for County resources – the County PIO fulfills this role taking the lead from the EOC Incident Commander); who does COAD need to reach out to; how many will shelter in place; how to care for pets during the heat; schools are predicting closing for a full week, what child support is available (Boys & Girls Clubs); food safety messaging; support to help set up cooling stations.

Exercise Subcommittee Notes and Reports

• Communications

- There needs to be a single source of information from the top at the emergency command center at the city or county level. Work from information provided from the EOC – no adlibbing.
- Need twice a day briefings
- Make sure there is an identified point of contact if power is down and phones can't be used – designate runners to each agency. Make sure each agency has their own communication plan.
- How can we effectively support translation needs. COAD PI&O Subcommittee is working to address this issue in partnership with the County. The group developed fliers in Spanish for use during the October PSPS events.
- Ensure availability of proper handheld radios and have a plan for how they are used.
- Insert about COAD sending out a press release – Press releases and nixes come from the County and Cities and its unlikely COAD would be asked to do a press release. Typically, COAD is asked to amplify County messages through its membership in venues a press release cannot always reach.
- Make sure information is up to date – that information from the County is current and communication was flowing through right channels. Concerns expressed about how quickly information can be out of date.
- Incident Command Systems training needed - Not everyone understood ICS and people were working outside of their lanes. Needed section chiefs and incident commander with full information. ICS training offered on November 6 with hopes for an additional session offered through SF CARD in January.
- How are County EOC briefings made available? Key agencies are invited by the EOC to the morning and evening command briefings and partner briefings daily.
- Establishing lines of communication to the EOC – COAD serves this role with its Liaison in the EOC.
- Subcommittees need to communicate with each other, especially where there is an overlap of services.

• Resources

- So many unknowns – will schools be closed, when will cell tower back up come, when will power start affecting water and sanitation (EOC manages and reports on these factors)
- Identify unmet needs as early as possible – anticipate needs based on experience. Childcare for 0-5? (COAD has a lot of experience now to anticipate needs)
- Database for volunteers who are vetted is needed – working on this with our sheltering children subcommittee
- Ensure a cash reserve in case problems with gift cards when is power down

- Have critical data on paper and/or in flash drives to allow for access during a power outage.
- **Shelter/AFN**
 - The group recognized that a large number of clients no matter how well prepared cannot self sustain without power for a week, especially if dependent on durable medical equipment. **This ongoing concern will continue to be explored by the Shelter/Access and Functional Needs Subcommittee and a work group to address better coordination during emergencies.**
 - The group identified several critical agencies that regularly support vulnerable populations and their transportation capabilities. They explored the need to vet private drivers with background checks, as well as the need to support gas needs and whether gas would be readily available. Molly's Angels resources- 75 active volunteers with potentially 75 vehicles but wondering about gas and money to get gas. How do nonprofits coordinate with Napa Valley Transit during emergency (**NVTA is a first responder for the County. Any additional transportation needs will be sent from the County through COAD**).
 - Will the County be in contact with critical care agencies during PSPS events? **Yes, the County medical/health unit in the EOC checks in with critical care agencies. We need to ensure all are on the list.**
 - Generator needs – some agencies have generators but they only support critical items such as refrigeration and not air conditioning. Does KVYN have generator in their new location?
 - Are pets allowed at cooling stations?
 - Will animals be able to be transported.
- **EOC Perspective:**
 - Answers were timely and helpful on resources available
 - Who needs answers and when
 - Spanish information
 - Good phone tracking
 - Reimbursement structure

Hot Wash

What Worked Well

- Groups got into subcommittees quickly and got to work right away
- Good representation of member organizations at the exercise
- Prompt response back to EOC. Good, clear communication between COAD and COAD Liason
- Good phone tracking
- Collaborating prior to any emergency is important

What can be improved

- Assign roles and pre-determine subcommittee chairs, equipment and supplies **YES!**
- Adopt ICS forms – logs, general message forms, adopt color coding – **YES!**
- In response to requests ask for how many needed by when and where?
- Set the room up to make it most functional.

- Clarify how is communication happening between EOC, cities, COAD throughout the County.
- Identify who else should be part of the COAD.
- Identify who should attend COAD activation meetings. Some individuals need to remain in their local EOC, but should identify representative to send.
- Identify resources that will be available to COAD members and organizations.
- Questions to clarify:
 - Finding out what generator the radio station has now that they have moved
 - Will PSPS be declarable – not likely to be ratified as a declared emergency
 - Now that buses are moving to electric, how will they be recharged during a PSPS?

Next Meeting: Tuesday, November 19, 2019 @ 2:00 pm to 4:00 pm ~ NV Community Foundation Community Room