



**Public Disaster Education and Preparedness (PDE+P) Committee of
the Marin Operational Area Disaster & Citizens Corps Council (DC3)
Committee Meeting – November 4, 2019**

PDE+P Meeting Minutes for November 4, 2019

Approved at PDEP meeting 1-6-2020

Members Present:

Catherine Way	CoChair, DC3 City of Larkspur Councilmember, MCCMC
Frank Cox	CoChair, DC3 Member, OES Auxiliary
Amber Davis,	H&HS Public Health Preparedness Manager
Garry Lion	DC3 member, Marin Economic Forum
Jay Hubert	RACES / OES j-mhubert@att.net
Maggie Lang	Mill Valley Fire, Emergency Prep Coordinator
Michael Huynh	Countywide Disaster Preparedness Coordinator
Anna Lane, Alternant	for Vincent Valenzuela San Rafael Red Cross Disaster Manager

Members Excused or Absent:

James Wickham	PG&E Safety + Preparedness Specialist, MV Mayor
Peter Mendoza	DC3 / AFN representative
Quinn Gardner	SRFD Emergency Manager
Tom Cromwell MD	Marin Medical Reserve Corps etc.

Members Public Present

Adriana Rabkin	Marin VOAD Coordinator marinvoad@gmail.com
Jim Kasper	Tam Valley Firewise jkasper@gmail.com
Lori Schifrin	CERT, MMRC etc. / lori.sch@att.net
Patti D'Angelo Juachon	Marin Community Foundation pjuachon@marincf.org
Rob Ireson	RACES / OES rob@aqmconsulting.com
Terry Sternberg	NRGMARIN.ORG Central Marin Advisory C. terry@tjstern.com

Handouts distributed:

- Agenda, PDEP meeting 11/04/2019
- Draft PDEP Minutes 09/09/2019(c).pdf
- Marin IJ print: Nov. 1, 2019: Disabled Seniors left behind in outage
- Marin Co. Disaster Council DC3 Subcommittee report 12/14/2017
- Marin VOAD calendar draft as of Oct 22, 2019
- PDEP Contact list 10/22/2019

I. Welcome, Introductions, Handouts. Review of Minutes

- Catherine welcomed attendees, and introductions were made.
- New PDEP members Amber Davis and Michael Huynh were welcomed.
- PDEP thanked outgoing member Keith Kennedy for his work.
- Draft PDEP Minutes 09/09/2019(c) moved by Garry Lion, approved.
(Note: the October PDEP meeting was cancelled.)

II. Sept 17 VOAD workshop and PSPS VOAD calls - lessons learned

- Adriana reported about 170 persons (including volunteers) attended the very successful Disaster Readiness Conference held Sept 17, 2019 at the JCC.
- Jennielynn Holmes, Catholic Charities Santa Rosa, set the tone as a former resident of Coffey Park that was devastated in the 2017 firestorm. Since then, she has participated in a long term recovery group, largely supported by members of neighboring Volunteer Organizations Active in Disasters (VOADs) with a focus on underserved populations.



Public Disaster Education and Preparedness (PDE+P) Committee of the Marin Operational Area Disaster & Citizens Corps Council (DC3) Committee Meeting – November 4, 2019

- A panel of experts¹ reviewed lessons learned from the recent fires, and two keynote speakers, Jim Uhey and Daniel Homsey² both gave valuable talks.
- A few commented Daniel's presentation may have been a bit rushed, and if invited to future events more time may be given him.
- Daniel's presentation was followed by an afternoon panel focused on post disaster collaboration.³
- All agreed SFRD Emergency Manager Quinn Gardner did a masterful job as moderator for the day.
- Overall, the Conference received very favorable feedback, including many attending this meeting.
- Adriana then summarized a few lessons learned from the two separate PG&E Public Safety Power Shutoff (PSPS) events in Marin.
 - The first PSPS, from Oct 9th - 12th, affected about 20% of the County. The Marin VOAD set up a series of conference calls among members, with a special focus on meeting needs in Marin City. The After Action Report meetings that followed that event demonstrated how important it was to have a representative or two of the VOAD physically present in the EOC, and not working from off-site. Further, members should be discouraged from forming their own individual plans of actions and encouraged to expressly collaborate.
 - The Second PSPS, from Oct 19th - October 22nd, affected about 99% of the County. However, the Marin VOAD was able to clearly improve management of the member responses. Adriana and others physically staffed the EOC and worked very closely with H&HS, the PIO, and all elements of the Countywide activation.
 - Adriana noted the Marin VOAD 'Four Cs motto and method' - when put into action - Cooperation, Coordination, Communication, and Collaboration, reduced overlapping and duplicated efforts, and helped meet overlooked needs.
 - The VOAD held daily conference calls with non-profit organizations to share pertinent information about the PSPS and to learn of needs among their clientele and communities such as the need for Spanish alerts and public messaging, and this was adopted immediately by the County PIO. No power was available to the Marshall area until November 4th, and this made cell / other communications very difficult.
 - Rob Ireson added that Marin Radio Amateur Civil Emergency Service (RACES) members also had difficulty reaching members using cellphone. However, RACES remained operational 24/7 during the EOC activation, primarily with Pt. Reyes and WMDC contacts. Radio repeaters lost power for a time, and the ZELLO internet app proved to be a distraction when the internet / Wifi was unstable.

¹ Morning Panelists included Woody Baker-Cohn, Marin County Office of Emergency Services, Dave Jeffries, Novato Emergency Management, Layne Morgado, Marin County Disability Access Program, and Laine Hendricks, County PIO and member of the CAO office.

² Jim Uhey, has worked disasters initially as an ordained Assembly of God minister, and now as a teacher/organizer with the Phoenix Project. See: www.tppusa.org. He is also a leader with NorCal VOAD (see: <http://www.calvoad.org/find-your-voad-2013-05-16/norcal-voad/>). Daniel Homsey is a Director of the SF Neighborhood Empowerment Network for the City Administrator's Office of the City and County of San Francisco (www.empowersf.org).

³ Afternoon Panelists included Dr. Lisa Santora, Marin H&HS, Dave Cort, San Geronimo Community Center, Mike McKinley, Sausalito Emergency Management, and Terrie Green, Marin City CSD and Shore up Marin.



Public Disaster Education and Preparedness (PDE+P) Committee of the Marin Operational Area Disaster & Citizens Corps Council (DC3) Committee Meeting – November 4, 2019

- RACES members attempted to follow WMDC / GMRS hand held radio chatter, but that too was difficult.
- Adriana commented a RACES or HAM radio unit to the Canal Multicultural Center might have been helpful. Adriana found working with Skip Fedanzo, a member of the Marin Amateur Radio Society, very helpful.
- Adriana advised many seniors were not receiving 'official' cell / email / VOIP alerts, and if they received information it tended to be from commercial radio broadcasts. Members were able to do some door to door 'wellness checks' on some seniors and others with known disabilities. Patti D'angelo Juachon, Marin Community Foundation, will meet with Marin VOAD soon to see if there are resources to assist with these issues.
- Amber Davis, H&HS, reported on County efforts to assist with the PSPS --- See notes of her comments under UPDATES, *infra*.
- Anna Lane, Red Cross Community Partnership Coordinator, gave her report during Adriana's presentation - See notes of her comments under UPDATES, *infra*.
- Maggie Lang, recent CERT coordinator, gave her report during Adriana's presentation - See notes of her comments under the Public Preparedness Coordinator / Get Ready Marin UPDATE, *infra*.
- Catherine asked if elderly or other persons with AFN issues who were not on the medically dependent lists were reached. Jay commented these persons might be reached by NRG Neighborhood organizers, and Amber responded that County H&HS asked city officials if they needed help with any of their residential facilities.

III. Marin Preparedness Roundtable: ideas to share with Coordinator

- Michael Huynh, the newly appointed Marin Disaster Preparedness Coordinator, advised he was just finishing 3 scheduled CERT classes in the past five weeks. He hopes to recruit and train CERTs willing to help teach CERT classes, and thus release firefighters from some of the class duties⁴ as part of the year 2020 CERT calendar now being prepared.
- Marin CERTs would not self-deploy for an event such as a PSPS, but would be available if activated by local fire departments.
- The Novato Fire District actively supports citizen response at the neighborhood level, but is reluctant to activate CERTs at the City level at this time.
- Frank noted that Novato's Marin Valley Mobile Country Club is a well organized neighborhood group (MVEST) dominated by CERT graduates.
- Michael hopes to schedule 24 GET READY classes for 2020, with an updated curriculum to make the content more accessible to many. He is reviewing what role online or streaming video / apps might have in this training.
- Frank advised that there is already a massive amount of online video, authoritative printed preparedness guides, and downloadable PDF preparedness information available in the Bay Area. He encouraged Michael to focus on face to face live training, such as the excellent classes offered now by SRFD Emergency Manager Quinn Gardner.⁵ Additional trainings are offered by FireSafe Marin, MMRC, and others.

⁴ Following the PDEP meeting, Michael advised there will be an Advanced CERT Communications Saturday November 16th. 9:00-12:00pm at the Terra Linda Community Center and a CERT train the trainer class January 11th, 2020, from 9:00-5:00 pm.

⁵ SRFD 1 Hour 2 Get Ready classes: <https://www.cityofsanrafael.org/1-hour-2-get-ready/>



Public Disaster Education and Preparedness (PDE+P) Committee of the Marin Operational Area Disaster & Citizens Corps Council (DC3) Committee Meeting – November 4, 2019

- Frank's view is that the SHGP Grant with an allocation of \$75K for printing booklets and other promotional materials duplicate existing free or low cost handouts from other sources.⁶ Existing Get Ready classes often use some of these materials, and do not need yet another (limited by date) iteration of the Marin Get Ready booklet.
- Frank recommended there is great need for offering Get Ready level classes adjusted for existing groups of people: senior centers, neighborhood associations or homeowner groups, large employers, community service groups and centers, etc.. The audiences are easy to reach - what is needed are Get Ready instructors qualified to teach them.
- Others recommended that Michael could build on neighborhood maps already in use, such as CERT or FIRE Agency or FireWise or City or WMDC maps. One of the most developed neighborhood organizations is in Central Marin⁷
- Jim Kasper, Tam Valley Firewise, advised Community Service Districts (CSDs) have existing maps (and perhaps audiences) that would be of use in planning Get Ready classes. Similarly, Parent Teach Associations (PTAs) would be receptive to classes.
- On related topics, Jim commented:
 - In his experience, Southern Marin Fire District CERTs are not well organized, and need attention.
 - The NEXTDOOR social media blog is so filled with trivia it has limited use in disaster alerts or preparedness. There is no effective editing of content, and only local residents can post to local zones.
- All who attended the PDEP meeting offered comments in support of the newly appointed Disaster Preparedness position.

⁶ Some reliable and current preparedness booklets, or videos, or PDFs, free or low cost, are available from many sources including (partial list):

<https://www.earthquakecountry.org/>
<https://www.nfpa.org/Public-Education/Fire-causes-and-risks/Wildfire/Firewise-USA>
<https://www.readyforwildfire.org/>
<https://readymarin.org/>
<https://medlineplus.gov/disasterpreparationandrecovery.html>
<https://www.cert-la.com/disaster-emergency-preparedness/disaster-preparedness/>
<https://www.sf72.org/>
<https://www.nod.org/>
<https://www.ready.gov/be-informed>
<https://www.cdph.ca.gov/Programs/EPO/Pages/BePreparedCalifornia.aspx>
<http://do1thing.com/>
https://community.fema.gov/take-action/hazards?lang=en_US
<https://www.ready.gov/kids>
<http://www.getready94920.org/>
<https://abc7news.com/family/prepare-norcal-emergency-resources/27010/>
<https://www.ready.gov/>
<https://www.ready.gov/business>
<https://www.ready.gov/plan>
<https://www.readyrating.org/>
<https://www.marinhhs.org/public-health-preparedness>
<https://www.redcross.org/>
https://www.pge.com/en_US/safety/safety.page
<https://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness>

⁷ Central Marin Neighborhood Response Groups: <http://www.nrgmarin.org/>



Public Disaster Education and Preparedness (PDE+P) Committee of the Marin Operational Area Disaster & Citizens Corps Council (DC3) Committee Meeting – November 4, 2019

IV. December 12th DC3 meeting, PDEP Recommendations

- Catherine and Frank received multiple suggestions on what PDEP might recommend be included in the December 12th DC3 agenda. Included in the many ideas were:
 - Efforts, legislative or otherwise, to assure reliable cell / VOIP / other communication before, during, and after PSPS events and large scale disasters such as major earthquakes.
 - Priority cell-tower backup power and shared ISP / Service provider collaboration for key geographical hubs.
 - Expanding the staff and resources now available to the (solo) County Preparedness Coordinator position.
 - Perhaps a Joint Power Agreement (JPA) for a larger all hazards preparedness and mitigation program, and not just fire prevention.
 - A long overdue business preparedness and resilience program, such as the underfunded Marin Business Emergency Readiness Program (MBER)⁸. Marin businesses and residents lost literally millions of dollars in lost business income and discarded perishables in the PSPS events. A future loss of this type is likely to re-occur often until business resilience programs are funded.

V. Updates from PDEP members

- MCCMC Marin County Council Mayors + City Councilmembers

- Catherine reported the MCCMC had not met since our last meeting, but Marin BOS member Katie Rice is urging all cities and fire agencies to work together in preparedness efforts, including the proposed JPA Fire parcel tax.

- West Marin

- Lori noted the next WMDC meeting will be held Nov. 21st 1pm at the Pt. Reyes Red Barn.

- Red Cross

- Anna Lane, Red Cross Community Partnership Coordinator, gave her report during Adriana Rabkin's presentation (*supra*.)
- She advised Red Cross was asked by the State to set up a Marin Shelter for Sonoma County evacuees, which they did at the Marin Center. By Sunday, Oct 27th, the shelter was serving about 750 persons in an area designed for about 500 persons.
- Anna had not personally been a part of the year 2017 fire evacuations, and was surprised at the request that Marin staff coordinate closely with Sonoma County shelters. Some of the cots were used in Sonoma for example, then sanitized, were moved to Marin.
- Initial staffing and food supplies for evacuees created immediate problems. However, ARC partners, particularly including the Salvation Army, did a great job of providing food to evacuees. Some markets and other restaurants generously brought in food and drinks, some of which found its way to West Marin. Food servers spoke both English and Spanish. The VOAD coordinated these efforts well.
- Only one evacuee came to mind as needing a case manager for complex problems.
- The Marin Humane Society set up a pet shelter adjacent to the Red Cross shelter.
- There were few 'Popup Shelters' opened during the PSPS, although some evacuees were served by residents at Lawson's Landing. County H&HS expressed concerns over the ability of informal shelters to meet the needs of medically dependent persons.
- CVNL supported 5 shelters in the North Bay: Sonoma, Napa, and Marin.

⁸ The Marin Business Emergency Readiness Program (MBER) see: <https://readymarin.org/get-ready/ready-business/>



Public Disaster Education and Preparedness (PDE+P) Committee of the Marin Operational Area Disaster & Citizens Corps Council (DC3) Committee Meeting – November 4, 2019

- Southern Marin / Business Community

- Garry advised a few Mill Valley businesses, including Whole Foods, Safeway in Strawberry, Goodman's Hardware, and the Community Center were of great help to residents during the PSPS. However, most businesses, such as gasoline stations, internet / WiFi providers, pharmacies, and others were largely unavailable.
- The Marin Economic Forum will review the business impact of the PSPS, but much of the data will be hard to collect, as almost everyone was affected by the PSPS.

- Mill Valley Preparedness, community efforts:

- Maggie confirmed Mill Valley city services, residents, and businesses experienced a major loss of communications and core services during the PSPS.
- The 'neighbor check on your neighbor' message was a positive response to the event.

- Public Health Preparedness and related programs

- Amber Davis, H&HS Public Health Preparedness Manager, also helped staff the PSPS EOC activation. Her department's priority was to help persons known to them with AFN limitations. She commented on the County's effort during Adriana's presentation (*supra*).
- Marin H&HS was able to get lists of Marin residents registered with the Federal HHS emPOWER program⁹ who were receiving Medicare benefits supporting electric driven life sustaining medical equipment. Coupled with local care recipient lists, and the PG&E 'opt in' lists of such persons, they were able to call over 1,000 residents at risk because of the PSPS.
- The County did not have access to lists of persons, such as younger persons with AFN issues, registered to the State's Medi-Cal program.¹⁰
- Marin H&HS worked closely with Marin three hospitals, skilled nursing facilities (SNFs) and other care providers, some of whom lost generator power, to meet critical needs.
- A H&HS Nurse directly assisted 911-Emergency Dispatch Center in triaging calls, and offering advice as needed to callers.¹¹ Emergency transportation was arranged through Whistlestop Wheels, and extra staffing was obtained by reaching out to Marin Medical Reserve Corps (MMRC) members.
- One or more daily conference calls coordinated the County's H&HS effort with partners.

- Access + Functional Needs communities (AFN) and MIDC:

- Frank and Catherine attempted to reach Peter Mendoza by cellphone / conference call, but were unable to reach him. This portion of the agenda is continued to next meeting.

- Public Safety / Emergency Management

- Quinn Gardner, SRFD Emergency Services Manager, was unable to attend the meeting. Her report is continued to our next meeting.

- Utilities including PG&E

- Jim Wickham was unable to attend the meeting. His report is continued to our next meeting.

⁹ The Federal HHS emPOWER program provides to qualified local authorities lists of at-risk electricity-dependent Medicare beneficiaries in a geographic area, down to the ZIP Code. . See: https://empowermap.hhs.gov/Fact%20Sheet_emPOWER_FINALv5_508.pdf and <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4056241/>

¹⁰ California State Department of Health Care Services (DHCS) Medi-Cal program: <http://www.medi-cal.ca.gov/default.asp>

¹¹ Some 911 Dispatch problems were resolved by transferring callers to United Bay Area's 211 telephone resources - <https://www.211bayarea.org/sanfrancisco/> - as well as charging centers and other public resources identified by the EOC Public Information Officer (PIO) staff.



Public Disaster Education and Preparedness (PDE+P) Committee of the Marin Operational Area Disaster & Citizens Corps Council (DC3) Committee Meeting – November 4, 2019

- Marin Medical Reserve Corps (MMRC), etc.

- Dr. Tom Cromwell was unable to attend the meeting. His portion of this report is continued to our next meeting.
- However, Amber Davis reported that 25 MMRC members assisted with the PSPS event, with 7 additional medically qualified volunteers, and provided evacuees with 240 hours of volunteer service.
- The California Emergency Medical Services Authority¹² activated the MMRC members as part of the statewide coordinated system available for emergency medical care and disaster medical response.

- Public Preparedness Coordinator / Get Ready Marin.

- Michael Huynh spoke at length as noted in Part III of these minutes, *supra*. He will co-locate his offices between Ross Valley FD, and 1600 Los Gamos Rd.
- Maggie Lang commented she had requests from Marin CERTs to help in shelters, but under current guidelines, the only way CERTs could assist would be to volunteer as individuals at the CVNL Emergency Volunteer Center (EVC) and perhaps be deployed as individuals from there. As CERTs are trained responders, perhaps the existing protocol could be improved.

- OES RACES Chief Radio officer, San Rafael CERT steering.

- Jay Hubert advised RACES members staffed the EOC and offsite in Pt. Reyes during the PSPS activation 24/7 with some 23 operators.
- The communication among members by cellphone contact was spotty, and could have been much worse if all cell towers had failed.
- A key coordinator for RACES efforts, OES Emergency Services Coordinator Tom Jordan, was busy at the County EOC. His position should have one or more backups qualified to fill his role.
- Terry Sternberg asked if local neighborhood groups, such as NRGMarin, set up a service site for members (first aid, etc.) could RACES help provide communication?
- Amber commented the EOC would need to approve deployments of supplies and personnel to help neighborhood groups.¹³ The State Disaster Medical Services Division California Medical Assistance Team (CAL-MAT)¹⁴ may be a resource if more medically trained personnel were needed in a disaster.
- Popup and ad hoc first aid sites may not be supported by the EOC.
- Jay concluded: RACES is activated by the Sheriff. RACES members do not self-deploy.

- OES, Training and other Events:

- Frank reported County OES and County H&HS are planning a Annual Functional Full Scale Exercise November 21st.
- Amber explained this event, based on a flood scenario, will coordinate with the Statewide Medical Health Exercise.¹⁵ Included will be OES, HHS, DPW, Novato & possible other jurisdictions.

¹² The California Emergency Medical Services Authority see: https://emsa.ca.gov/about_emsa/

¹³ The Marin Commission on Aging (415) 457-INFO Hotline that seniors and others can call for services is described here: https://www.marinhhs.org/sites/default/files/aging_adult_services_brochure.pdf

¹⁴ The State Disaster Medical Services Division California Medical Assistance Team (CAL-MAT) <https://emsa.ca.gov/cal-mat/>

¹⁵ California Statewide Medical Health Exercise for Year 2019: https://www.cdph.ca.gov/Programs/EPO/Pages/swmhe_current.aspx



**Public Disaster Education and Preparedness (PDE+P) Committee of
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Committee Meeting – November 4, 2019**

- Frank also mentioned the County will also participate in the December 6th Integrated Public Alert and Warning System (IPAWS)¹⁶ Bay Area exercise, and a four day Homeland Security Homelands Security Exercise and Evaluation Program (HSEEP) advanced training starting December 9th for EOC level staff.

VI. Open Time / Public Comment

- Jim Kasper recounted an example a senior neighbor experienced was likely experienced by many in Marin. This senior had little knowledge how to user her ‘flip phone’, was surprised when another showed her she had 21 unanswered voicemails, and was wholly unable to make use of radio advice such as ‘go to a charging center to charge your phone’ or ‘go to this website for more information on resources to help you’.
- Jim concluded volunteers are needed to reach out to homebound seniors or others with special needs to help them with basic communications and preparedness advice.

Closure: 3:00 pm end of meeting

- Catherine thanked all for their participation.

Next Meetings:

Dates may be flexible as circumstances require.

PDEP Meetings: PDEP Year 2019: Dec. 2, 2019

PDEP Year 2020: 1/6, 2/3, 3/2, 4/6, 5/4, 6/1, 7/6, 8/3, 9/14, 10/5, 11/2/, 12/7/2020

Site: PDEP unless otherwise posted: Central Marin Police Community Rm.

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**DC3 Meetings: 3-5pm: Board Chambers, Civic Center, Dates may be flexible**

**DC3 Year 2019: 9/12/2019, 12/12/2019**

**DC3 Year 2020: 3/12/20, 6/11/2020, 9/10/2020, 12/10/2020 (may be adjusted)**

**Online:** <https://www.marinsheriff.org/about-us/field-service-bureau/office-of-emergency-services>

**Email:** [pdepcommittee@gmail.com](mailto:pdepcommittee@gmail.com)

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<sup>16</sup> Integrated Public Alert and Warning System (IPAWS) <https://www.fema.gov/integrated-public-alert-warning-system>