

KERN COUNTY OPERATIONAL AREA ADVISORY COMMITTEE MEETING

APRIL 10, 2019, 10:00 AM TO 12:00 PM

EMERGENCY OPERATIONS CENTER

2601 PANORAMA DR., BLDG. B, BAKERSFIELD, CA 93306

SUMMARY OF PROCEEDINGS

MEETING CALLED TO ORDER:

INTERIM FACILITATOR – GEORGIANNA ARMSTRONG

Called meeting to Order at 10:00 am

SELF-INTRODUCTIONS:

- Marlene Acosta, Office Services Tech, Kern County Fire/ Office of Emergency Services
- Georgianna Armstrong, Emergency Services Manager, Kern County Fire/ Office of Emergency Services
- Joseph Cobb, Spill & Emergency Response Coordinator, AERA
- Frank Domingo, Supervising Communications Tech, Kern County Communications
- Irene Fonseca, Supervisor, Community Action Partnership (CAPK)
- John Frando, Battalion Chief, City of Bakersfield Fire Department
- Michelle Hernandez, Communications Manager, Delano Police Department
- Kevin Kimmel, Sergeant, Kern County Sheriff's Office
- Ed Komin, Chief, Kern High School District Police
- Jeremy Kosick, Fire Marshal, California City Fire Department
- Nick Lidgett, EMS Coordinator/RDMHS Coordinator, Kern County Emergency Medical Services
- Chris Maloney, Emergency Management Officer, China Lake NAWS
- Jerald Meadows, Warning Coordination Meteorologist, NOAA
- Rafael Molina, Superintendent, California Water Service
- James Moore, Sergeant, Bakersfield City Police Department
- Jonathan Musto, Corporal, Delano City Police Department
- Mike Nisser, Admin Coordinator, Kern County Department of Human Service
- Jose Pena, Superintendent, California Water Service
- Marty Pepito, Superintendent, California Water Service
- Cal Rossi, Government Relations Manager, Southern California Edison
- Bill Routh, Senior Officer, Bakersfield City Police Department
- Charlene Sargent, Director, Kern County Voluntary Organizations Active in Disasters (VOAD)
- Christy Shaff, ECC Supervisor, Kern County Fire Department
- Christian Shannon, Administrator Support Service, Kern County Superintendent of Schools
- Mark Smith, AmeriCorps, American Red Cross
- Brandon Smith, Battalion Chief, Kern County Fire Department
- Dennis Smithson, Asst. Chief, Cal OES – Law Enforcement

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- Jeannie Taylor, CERT Coordinator, Kern County Fire Department
- Brian Thoburn, Government Relations Manager, Southern California Edison
- Steve Williams, Sergeant, Kern County Sheriff's Office

OPENING STATEMENT:

INTERIM FACILITATOR – GEORGIANNA ARMSTRONG, KERN OES

Georgianna Armstrong opened the meeting by thanking everyone for coming out. Georgianna also thanked Delano City Chief of Police, Robert Nevarez, for hosting the Kern OA Advisory Committee Meeting. Georgiana introduced Chief of Police Robert Nevarez to welcome the OA Advisory Committee.

WELCOMING STATEMENT:

DELANO CITY CHIEF OF POLICE – ROBERT NEVAREZ

Police Chief Nevarez, welcomed everyone to the meeting. Chief Nevarez has been Delano City's Chief of Police for nine months. Prior to becoming Delano's Chief of Police, he worked for the Fresno City Police Department. The last 15 years of his career, he was the Deputy Chief of Police. Having that exposure in a big city has given him the appreciation of what a group like the Kern OA Advisory Committee does. He believes it is imperative that jurisdictions get together and know one another.

He stated he had been in several situations that occurred that the EOC had to be activated. One of the situations was when a military plane went down into an apartment complex in the middle of Fresno City. When the EOC was first activated for that incident it was chaotic. You don't get incident like plane crashes every day and this isn't something that is practice every day either. Another situation that the EOC was activated was for the Marcus Wesson murders, fires, and floods. When significant events happen to try to figure out things and applying them without any muscle memory are extremely difficult.

That is the reason why it is more important today than in the past. Today not only do we have the media but we also have cameras everywhere. There are also many criticisms when an agency doesn't get it right. The media reports as the events are happening and it could be a bit embarrassing if they don't know how they're going to respond to the situation. These meetings are very important to help everyone develop muscle memory, to get familiar with everyone's rolls, and to get familiar with each other. It's also very important to get familiar you're your own department's facilities and equipment. You want to make sure everything is functioning the way they need to functioning.

Police Chief Nevarez mentioned he would like to put together a Table Top exercise in the near future. He would like simulating an event that would allow others to be included in this Table Top exercise. He would like for it to be realistic so that it has value for everyone who participates in the exercise. He is also looking forward to working with the Kern OA Advisory Committee.

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GEORGIANNA ARMSTRONG, INTERIM FACILITATOR – KERN COUNTY FIRE/OES

Georgianna – reiterated what Chief Nevarez mentioned before. She stated that when the taxpayers pay their taxes they're assuming that we know what we're doing. People pay their taxes to pay us to know what we're doing. It's not okay for us to be amateurs, and it's not okay for us to do things on a fly and assume it's all going to work out. The public's expectation of us and our responsibility to the public is to have our acts together and know what we are doing during a disaster.

REVIEWING AND APPROVAL OF SEPTEMBER 12, 2018 SUMMARY OF PROCEEDINGS:

GEORGIANNA ARMSTRONG, KERN OES

Georgianna – adequately explained the importance of carefully reviewing and approving of the meeting Summary of Proceedings from the last OA Advisory Committee meeting. Once the Summary of Proceedings is approved, they will be posted on the official Kern County Fire Department website. The published document will instantly become a public document when it is posted. Once it becomes a public document, it can no longer be revised. It is important that all changes and necessary corrections are made before it becomes a public document. Time was allowed to review the meeting summary. Once meeting summary has been carefully reviewed, a motion must be made to approve the meeting summary. First motion made by Battalion Chief Brandon Smith, seconded the motion made by Jonathan Musto, to approve, receive, and file the Summary of Proceeding. All Ayes and None opposed. Meeting Summary of Proceedings for January 9, 2019, has been approved.

SMART 911 PRESENTATION

CHRISTY SHAFF, KERN COUNTY FIRE DEPT., EMERGENCY COMMUNICATION CENTER (ECC)

Christy – explained that the Emergency Communication Center dispatches call for all of Kern County and other local agencies like Bakersfield City Fire and Cal City Fire. They also handle all medical aid, fire and rescue call for the whole County. Christy was tasked with implementing the new Smart911 application into the Kern County Emergency Communication Cent. There are about 10 other peace apps that are have already implemented the Smart911 and have been operating it for about a year or so.

Once the information is in the Smart911 system, when you dial 9-1-1 the Local 911 operators will have a popup come up on their call screen. This will show them all the information you provided in your Safety Profile. The information is only available to the dispatcher for about 45 minutes. It's only available to the dispatches and first responders that are responding to the call. No one can search or look at your Safety Profile it is completely private. Your Safety Profile can only be seen if a call is made to 9-1-1 from your registered phone.

The Smart911 also enhances your cell phones. When you dial 9-1-1 from a cell phone, the Emergency Communication Center (ECC) only receives the number you're calling from. They don't get an address they only get a generic location from the tower your phone is pinging off. The Smart911 works off the location that you have on your cell phone. It is able to give the location of exactly where you are at. ECC did a test call using a cell

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phone; the dispatcher was able to get a location and the footprint of the building from where the call was made. The old 911 system does not have that kind of capability like the new Smart911.

With the new Smart 911, you can also provide additional information, but not limited to: home address, medical history, mental health history, family member's information, pictures, gate codes, etc. You choose what information in your profile. Smart911 also allow facility like Schools, Banks, Healthcare and other Businesses to create a Facility Profile. You can add key details about your facility such as point(s) of contacts, floor plans, maps, AED locations and more. This will help first responders speed up emergency response, enhances situational awareness and improves safety for first responders. Unlike the Safety Profiles, the Local 911 operator can search a Facility Profile. This allows them to have access to contact responsible parties for those facilities during nights and weekends when no one is available at those businesses. What also great about this system, if a facility creates a profile and someone calls 911 from a school playground using a cell phone. Even though their cell number is not registered with that facility, the 911 operators are still able to pull up that facility's information.

The system also allows the 911 operators to insert a link into their narrative in their CAD report. This allows first responders to click on the link from their mobile data computers (MDC's) and see all the information that the 911 operators can see. If the first responder is not near their MDC they will be able to also use an app on their smartphones to receive the information. Once the response has completed the call, the information is no longer available. There is a two-way text function that allows the 911 operators to text someone who is not able to speak. First responders can also use this the two-way text function to communicate with the caller. Another great think about this system is if you are traveling and you're in LA County, and you call 9-1-1 using a phone that is registered. That 911 operator will be able to see your information too, as long as they are using the Smart911 system. Your Safety Profile information will go where ever you go. Christy highly encourages everyone to sign-up for Smart911. This new system is totally free for anyone to use. You can sign up and create your Smart911 Safety Profile, by going to the website at Smart911.com and if you like to create a Smart911 Facility Profile you can go to Smart911Facility.com. You can also download the Smart911 app. Once you set up a profile the system will send you an email, text or phone call every six months letting you know you need to update your profile. If you do not respond to any of the request to update your profile and no update is made to your profile at least once every six months. Your profile will be deleted after the 9th month if there is an update to your account profile. This ensures that the first responders are getting the most current information.

Last week ECC did a soft launch of the Smart911 system and is now live. It is also live on the law enforcement side as well. ECC is working on writing policies and training the dispatchers on the system. Once training is complete the will work with the PIO's and other departments to roll out the new system to the public sometime in May.

BRANDON SMITH, BATTALION CHIEF, KERN COUNTY FIRE DEPARTMENT

Chief Smith – stated that he will gather information to be distributed to the OA Advisory Committee group. He asked that the information be share and to get your community involved. This system will not only help you, but it will help your family members. Especially if you have a family member or child that may call 9-1-1 because the profile contact information will come up for that registered phone number.

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CHRISTY SHAFF, KERN COUNTY FIRE DEPT., EMERGENCY COMMUNICATION CENTER (ECC)

Christy – mentioned that there is a family that is pushing for a change in the 9-1-1 system. This family had their teenage son died in a minivan after calling 9-1-1 for help. Police could not locate where the teen was calling from. If the Smart911 system had been in place and had the family created a profile that included the teen's phone number. The dispatcher might have been able to get his location or contact the parents to find out where he might be. Maybe the outcome would have been different. That is why the new Smart911 system is so important.

MICHELLE HERNANDEZ, COMMUNICATIONS MANAGER, DELANO POLICE DEPARTMENT

Michelle – Stated the Delano Police Department will also go live with the Smart911 system in July. The Department has been promoting the Smart911 on the Delano Police Departments web page and at community events. The Delano Communication Center has not received any 9-1-1 calls with anyone who has a profile. What they have been able to use the Smart911 for is the text feature. Before when a hang-up call was received the dispatcher would have to call the person back. Some people are afraid they might get in trouble and don't want to answer the phone, but with text messaging they respond more often than not. This has cut down on having to send out an officer to make sure everything is all right.

CHRISTIAN SHANNON, ADMINISTRATOR SUPPORT SERVICE, KCSOS

Christian – Stated that he will present the new Smart911 system at the next Kern County Superintendent of Schools monthly meeting. He believes that this is very important information for the Kern County Superintendent of Schools to know about the Smart911 Facilities profile. This would be beneficial for the Schools and for emergency responders.

NICK LIDGETT, EMS/RDMHS COORDINATOR, KERN COUNTY EMERGENCY MEDICAL SERVICES

Nick – Stated that he will present the information on the Smart911 at next month's Kern County Health Care Coalition. There will be facilities like Hospital's, Urgent Care's, and other medical facilities that need to know this information.

GEORGIANNA ARMSTRONG, INTERIM FACILITATOR – KERN COUNTY FIRE/OES

Georgianna – Mention that every year in September, Kern County has National Preparedness Month. Last year we want to do more for National Preparedness Month. They did several Public Service Announcements (PSA) that were pushed out to the public on different safety tips and information. There was also a National Preparedness Fair held at California State University of Bakersfield (CSUB). ReadyKern has been pushed out to the public for years now and you still get people that haven't heard of it. This year we might think about is putting another PSA together that shows how the Smart911 works for all the peace apps and agencies. If a PSA is created on the new Smart911 system, It will be pushed out to the public during National Preparedness Month.

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2019 OP AREA EXERCISE

GEORGIANNA ARMSTRONG, INTERIM FACILITATOR – KERN COUNTY FIRE/OES

Georgianna – Stated that last year in October we had our first Op Area Communications Drill. The drill was a tiny step to having a real drill. There was very little participation for last year's drill. Only three Cities that took part in the October Kern Operational Area Communications Drill. This year we hope to have more jurisdictions participate in the exercise. Like last year, we would like to have an exercise that coincides with the Great ShakeOut. Since we now will have a Contact database, Mutual Aid agreement and Protocol Plan for activating our Mutual Aid agreement. Georgianna would like to put together a simulated event for this year's exercise. This exercise will simulate an incident that impacts one of the Jurisdictions. That Jurisdiction will request help from Kern EOC. Kern EOC will then be reaching out to other jurisdictions to see if Mutual Aid can be provided. We will be simulating requesting and deploying Mutual Aid resources using the Mutual Aid Plan.

Georgianna would like to move forward with planning the Op Area Mutual Aid Plan exercise. She asked the representative from each jurisdiction state if they will be participating in the exercise. The exercise needs to be planned in advance and a workgroup to plan this exercise. This exercise is not to create stress on the work we already have, but it can only be done if we start a plan now. This will give us enough time to plan something that can be managed by everyone participating.

Jurisdictions that will be participating in the 2019 Kern Op Area Mutual Aid Plan exercise as of April 10, 2019, are **Delano City PD, Cal City Fire, Ridgecrest PD, Bakersfield Fire, China Lake NAWS, Bear Valley Springs Community Service District, Southern California Edison, California Water Service, Kern High School, Kern County Superintendent of Schools and Kern County Sheriff's Office**. There will be an email sent to the cities that have not confirmed to see if they will be participating in the exercise. If they do not confirm by the given date, they will not be participating in the exercise. Having jurisdictions come in at the last minute changes the whole planning process and will only complicate thing. If they don't confirm by the given date and if they want to participate, they will only be allowed to observe the exercise. Since Eastern Kern County is well represented at the meeting, Georgianna thinks that Eastern Kern County should be the primary focus of the exercise. This will not be a fullscale exercise; everything will be simulated. Each jurisdiction will be playing from their EOC's. The scenario will be given to the Jurisdiction that is impacted and that jurisdiction will reach out to Kern EOC for resources. Kern EOC will then reach out to the other jurisdictions to see if they can fill those resource request. Those jurisdictions will then close the loop by stating if they can provide the resources or not. We want to see how our Mutual Aid agreement will work.

BRANDON SMITH, BATTALION CHIEF, KERN COUNTY FIRE DEPARTMENT

Chief Smith – Stated the reason these exercises and drills are important is to find any issue we may have. During last years Communication Drill, Bakersfield City found out about an issue that they had. The issue they had was in the City's EOC. The radio communication was not working. They were able to fix the problem, but if it wasn't for the drill they wouldn't h know that this problem existed. They were able to fix the problem because they found it by participating in the drill.

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JOHN FRANDO, BATTALION CHIEF, CITY OF BAKERSFIELD FIRE DEPARTMENT

Chief Frando – State that unless you get your equipment out and use them during an exercise you don't know if they are functioning correctly. The issue they had was as simple as their portable radio communications system that they rely on every day, but for some reason, they could not communicate within the City's EOC. The radio communication was just not working. It is very important that you practice and use your equipment during drills and exercises. The only way to know if it's going to work is by using the equipment.

GEORGIANNA ARMSTRONG, INTERIM FACILITATOR – KERN COUNTY FIRE/OES

Georgianna – stated that given the planning that Southern Californian is doing and the multiple scenarios they are looking at. Kern County is not anyone's first priority. If the big earthquake happens the way they think it's going to happen, Kern County will be on their own. The Feds and the State focus is not what resources will Kern County need. They're going focusing primarily on Southern California. It is important that all jurisdictions have their acts together because we will be on our own if the big one hits.

ALERT AND WARNING – SYSTEMS AND PROTOCOL

GEORGIANNA ARMSTRONG, KERN OES

This information is mainly for the Cities and the Special Districts. The State of California Legislation has passed a new Bill. This law is SB-833 Emergencies: Office of Emergency Services: Guidelines: Alert and Warning Systems. This was done because of the fires that occurred last year in Northern California. Because of these events that happened during the fires, the State of California requires now standardize processes throughout the State. This will apply to the County and the Cities that do Public Alerts and Warning. With the new legislation, CalOES is allowed to link grant legibility to meeting the standards of the new bill. This means CalOES will link the eligibility to the State Homeland Security and EMPG Grants to meet the standards of the Alert and Warning Bill. If the State does put these requirements on the County. Cities need to be aware the same requirements will need to be met since these grants are shared with all the Cities. If the Cities do not meet the requirements they will be ineligible to receive Homeland Security Grant funding.

Georgianna has started working on a plan for the Alerts and Warnings, the plan is still in draft form. One of the requirements Kern County needs to comply is the Integrated Public Awareness Warning System (IPAWS). This is a Federal Emergency Management Agency (FEMA) system and it is free. Kern County has submitted the application to FEMA, and they have sent back the first paperwork for the County to fill out to move forward. Most of you know the County uses a system call ReadyKern. ReadyKern is a telephone emergency notification system. If someone signs up for ReadyKern and if their address is in an area of an incident they would receive a telephone call, text, or email message.

Kern County works with the National Weather Service on the Emergency Alert System (EAS). The EAS is the alerts that go out over the television and radio stations. The County does have an EAS plan. However, the County is very reluctant to issue EAS alerts. The National Weather Service usually issue EAS alerts on behalf of the County. The reason why the County does it this way is that the equipment the county uses is old, outdated,

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and it is not error proof. If it is done incorrectly the wrong message could be broadcast to the public. When alters go out wrong everyone notices the public, media broadcaster, and the FCC. With IPAWS is it a software capability that allows the user to issue EAS alters that make sense to the user. It also gives the County the capability to use Wireless Emergency Alerts (WEA). This system goes out to all cell phones, and you don't have to sign up to receive WEA alerts. WEA is broadcast from a cellular tower in the designated alert area to any WEA-enable mobile devices that communicate with the cell tower during the altar. People can change the setting on their phones so that they do not receive the local alters but they still receive the Presidential Alerts. IPAWS is also moving forward with future technology, and it will be web-based. This will allow an alert to interrupt a game system or someone who is on a web-based device.

Once the application process is completed, FEMA will assign the County a number and the County will be known as IPAWS Collaborative Operating Groups (COG). This will give Kern County the ability to send and receive messages with other users. As a COG, Kern County will be required to coordinate with other COGs. The County will also be able to issue an IPAWS on behalf of a City. Some of the Cities have their own notification system. Cities can apply for IPAWS on their own if they want to become a COG. If a City does become a GOG then the County would have to coordinate with that City as COG to COG. In the plan that Georgianna has drafted, she listed the Cities and the Special Districts as being part of the plan. FEMA may require the County and the Cities to come up with an agreement, agreeing both will work with one another to issue any alerts through IPAWS. The reason Georgianna listed the Cities and the Special Districts are so that they fulfill the State criteria so that they maintain their eligibility for the grants funds. Georgianna will continue working on the plan. There is still some exercise and process that have to go into the plan. Georgianna will put together a small working group that should include a representative from each City and Special District. The EAS plan will also need to be updated as well. This requirement needs to be done, and Georgianna will be sending out an email requesting the participation of the Cities and Special Districts.

NON-AGENDA:

UPDATE ON MUTUAL AID AGREEMENT

INTERIM FACILITATOR – GEORGIANNA ARMSTRONG, KERN OES

Georgianna stated that the Mutual Aid Agreement that the Committee has been working on had already gone to the City Managers, and they have approved its concepts. It has gone to County Council, and they have approved it as well. This has stated process and she believes that the first City that had it on the agenda for their Council to approve was Tehachapi. She also believes it has already been approved because a reporter from Tehachapi has already reached out for comments. Georgianna will be reaching out to some of the Community Service Districts as well. Once all the Cities have approved the agreement, she will take it before the Board. She was informed by County Council that every time a new organization joins the Mutual Aid Agreement, she would have to take it back before the Board for approval. Rather than taking it the Agreement before the Board every time an organization joins. She is getting as many of the City's to approve before she takes it before the Board for approval.

ROUND TABLE DISCUSSION OF ADVISORY COMMITTEE

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None

MEETING ADJOURNED: 11:45 AM

NEXT MEETING DATE: July 10, 2019

TIME: 10:00 AM – 12:00 PM

LOCATION: Kern County Superintendent of Schools will be hosting the next meeting (Location to be determined)

Please send agenda items to Marlene Acosta [macosta@kerncountyfire.org]

Minutes Taken by Marlene Acosta

DRAFT