

Seattle Office of Emergency Management (OEM) Accomplishments for 2010

The key accomplishments for the Office of Emergency Management in 2010 include:

1. Disaster Response

The EOC activated four times during 2010. The most significant activation came on November 22nd, 2010 when a lowland snow event coupled with freezing rain impacted the evening commute for the entire region. The EOC activated for the 3 days to manage the impacts to transportation and coordinate public information. An after action report for the event was created that captured areas for improvement for future winter storm events.

Other activations were:

- July 31, 2010 Torchlight Parade Mission #10-2316
- December 12, 2010 Heavy Rain (after action report produced)
- December 29, 2010 Winter Weather

2. Sound Shake 2010

Sound Shake 2010 was a series of regional exercises that tested a variety of earthquake response capabilities for the City of Seattle. A key goal of the series was to facilitate communication and joint planning among area partners. A series of smaller tabletops, planning sessions, and drills were held throughout the year which tested capabilities such as logistics, communications, regional shelter capabilities, and medical surge capacity. One of these exercises was a field radio exercise involving Seattle Community Hubs. Nine Seattle Hub Sites in West/Southwest, Magnolia/Queen Anne and Capitol Hill tested communications with the EOC and other capabilities during the half day exercise.

The centerpiece of the series was a two-day functional exercise held on October 6 and 7. The EOC exercise focused on testing strategic response capabilities 48 hours after a 6.7 magnitude earthquake. Sound Shake 2010 included more than 25 public and private agencies from across King County and the region.

3. Management of Open Disaster Declarations & Mitigation Grants

OEM staff continued work on managing five open Federal disaster declarations:

- January 2009 Floods (DR 1817)
- December 2008 Snow (DR 1825)
- December 3, 2007 Severe Winter Storm recovery (DR 1734)
- December 14 & 15, 2006 Severe Winter Storm recovery (DR 1682)
- November 2006 Flood recovery (DR 1671)

OEM is providing support to City departments on the following mitigation grants:

- Queen Anne CC Seismic (Parks) – in progress
- Gas Valve Shut-Off Installation (FFD) – in progress
- Post Alley Areaway Seismic (SDOT) – in progress

OEM also provided assistance for two priority projects as they move forward for application in the mitigation grant application process. They are the City Light Transformers Seismic Retrofit and FASCritical Building Risk Assessment (as part of Mitigation Plan update for 2014).

4. Delivered 215 Preparedness Classes to Over 10,000 people

The mission of public education is to motivate people through education to prepare to be self-sufficient for a minimum of three days following a disaster. SNAP (Seattle Neighborhoods Actively Prepare) is designed to promote individual and neighborhood preparedness. In partnership with Seattle Libraries, SNAP classes are delivered throughout the city. In addition to general preparedness programs, Seattle OEM also offers classes such as Leadership Academy, skills training and continuing education classes throughout the year. In total, OEM staff delivered 215 programs to more than 10,000 people in 2010.

5. Promoting Community-Level Preparedness

A key component of resident preparedness lies in community-level preparedness. Since 2007, OEM has worked with community councils, committees, and clubs to promote preparedness and encourage self-sufficiency after a disaster independent of city services. This neighborhood hub concept provides the districts with the ability to share resources and information. This year, neighbors from West Seattle, Queen Anne/Magnolia, Wallingford, Capitol Hill, Fremont and View Ridge met in the Seattle EOC on a monthly basis.

This year, Seattle OEM hosted two Community Hub summit meetings. These half-day forums brought together community members from around the City to learn about hub-specific best practices and issues. During the year, OEM staff met with the following communities and/or districts to provide them more information on participating in Seattle community programs:

- View Ridge Community Council
- Belltown
- Eastlake Community Council
- Northeast District Council
- Capitol Hill Preparedness People
- Magnolia Community Club
- Phinney Community Council
- Greenlake Community Council
- Madison Park/Broadmoor/Washington Park/Denny Blaine

Other Accomplishments

Preparing Residents for Disaster

A strategy for improving preparedness within our most vulnerable populations is to create partnerships with other government agencies and community-based organizations that already work with low-income, immigrant/refugee, senior and disabled communities. One area of successful outreach was partnering with Seattle Fire Department and Seattle Housing Authority to provide workshops for managers of low-income apartments and housing units. Managers were taught how to develop apartment evacuation and disaster plans and organize their buildings so that the residents are self-sufficient after a disaster. The program also provided information on the most common fire and disaster hazards found in multi-family housing. The workshops generated a significant amount of follow-up requests from resident and property managers for more site-specific training on what they can do.

Some other examples of training and workshops delivered to the community in 2010 include:

- Four sessions of staff training to 200 SHA employees.
- 175 employees of Family Resource Home Care – a private provider of 24/7 in-home care.
- 90 staff members from the Low-Income Housing Institute who provide and manage housing for 1,600 housing units in six counties.
- Preparedness program at the Festival Sundiata at Seattle Center.
- 16 immigrant and refugee elders trained to be trainers
- Asian Counseling & Referral Services Staff retreat for 200 people
- Housing Resources Group to prepare staff and residents
- Delivered 3 programs at the Mexican Consulate and developed a relationship to provide additional training classes.
- Greater Seattle Dental Hygienists
- Retired Seattle Employees Association

OEM staff also spoke at a number of conferences this year, including the Washington Food Coalition Conference, Partners in Emergency Preparedness Conference, and the Aging at Home Workshop.

Enhancing Community Outreach through Partnerships

Another successful partnership was a program designed for those who use the services of the local food banks. Seattle OEM teamed with the Seattle Food Committee and other partnering agencies to gather emergency supplies, develop safety messages, recruit volunteers, and build and distribute kits at food banks in Seattle. For this project, four food banks, each of which serves up to 500 households, were selected from within the Seattle Food Committee. The program provided a total of 1,550 kits to families. Recipients included low-income, seniors, people with disabilities, immigrant and refugee communities and folks affected by the economic down turn. This program received national recognition by the International Association of Emergency Managers.

OEM staff continued to reach out to immigrant and refugee communities by serving on county-wide committees such as the Immigrant and Refugee Coalition and the Vulnerable Population Action Team. These outreach efforts have led to making new contacts within the Burmese, Filipino, and Chinese

communities. New partnerships with Seattle OEM and King County Public Health and the faith-based community are also underway to foster relationships on preparedness and response in disasters.

Examples of other local and regional non-profit agencies that have partnered to improve preparedness in 2010 are:

- Meals Partnership Coalition
- Lifelong AIDS Alliance
- Solid Ground
- Just Service
- Immigrant and refugee elders
- Catholic Community Services
- Microsoft Gates Foundation
- Assumption St. Bridget school
- Seattle Public Schools
- Total Reclaim
- AmeriCorps
- International District Housing Alliance

Plan Development

In 2010, Seattle OEM completed a comprehensive update of the Seattle Hazard Identification and Vulnerability Analysis (SHIVA). SHIVA identifies Seattle's hazards and then looks at them in the context of how Seattle's unique qualities as a community affect the severity of the hazards. It also describes what impacts can be expected when hazards happen.

- Updated SHIVA
- Completed Nationwide plans review and submitted.
- Winter Weather Plan
- City's logistics management plan

Training & Exercises

Besides Sound Shake, OEM participated in a number of other local and regional exercises in 2010. A series of Emergency Executive Board meetings were held in 2010. One meeting focused on providing directors a short scenario where they prioritized 12 major problems resulting from a 7.1 scale earthquake. In another meeting, the Board was presented examples of policy issues related to an earthquake to practice the process for when the Mayor needs advice from his senior executive staff

Other key exercises supported by the office included:

- May 5th Cyber Exercise.
- Two ACS/HUBs field exercises: One in May, and the other in October.
- Columbia Center exercise (March)
- South Center Mall exercise (March)
- The Interagency Biological Restoration Demonstration (IBRD) Project Regional Tabletop Exercise (June)

The OEM also continued to provide EOC operations training to department representatives. These included EOC basic, intermediate, and advanced training courses as well as WebEOC courses for department representatives. Other training highlights included:

- EOC Logistics Section Drill (four drills involving 38 participants)
- EOC Plans Section Chief training (22 students)
- EOC Public Information Officer Training (16 students)
- Law Department EOC Operations Training (8 students)
- Human Services EOC Operations Training (32 students)

- GIS Analyst Training

Two OEM staff members assisted SPD in the delivery of “Perspectives in Profiling” training – a program that encouraged thoughtful discussion and candor on a number of issues affecting race and culture. All SPD employees were required to take the training in 2010.

Regional Collaboration

The eight-county Puget Sound Regional Catastrophic Preparedness Grant Program (RCPGP) achieved several key milestones in 2010. The 21-member Regional Catastrophic Planning Team (RCPT) approved the first three of its regional plans in 2010: two Long Term Care Mutual Aid Plans (King and Pierce Counties) and the Structural Collapse Rescue Annex (the latter is an “annex” to the Regional Coordination Plan that is still being developed). Both Mutual Aid Plans already have significant participation, including nearly two-thirds of facilities in King County. In late 2010, RCPT members began their 45-day review of final drafts of the Pre-Hospital Emergency Triage and Treatment Annex and the Transportation Recovery Annex. The Puget Sound RCPGP also received notification of award of a third phase of funding emphasizing training and exercising of the plans. This phase totals \$1.68 million for FFY 2010, which will run through July 2013.

One of the most significant public education initiatives this year was the region-wide 3 to Get Ready campaign. The campaign challenged people to take three steps toward their own preparedness for a disaster, and then teach three others to do the same. More than 2,000 people engaged in the campaign and impressions/hits on the OEM website nearly doubled from 2009. King County OEM provided additional financial and staff assistance allowing it to be delivered county-wide.

On September 15-17, Seattle OEM hosted a three-day emergency management information exchange program between the U.S. and Japan. Delegations from San Francisco, and Honolulu were joined by representatives from the Cities of Kobe, Osaka, Hiroshima and Prefectures of Hyogo, Osaka, and Hiroshima. Participants shared best practices through a series of presentations, case studies, and exercises that helped to make cities better prepared for natural disaster in the Pacific “Ring of Fire.”

On September 22, 2010, OEM hosted a one-day All Hazards Disaster Recovery Workshop, held in conjunction with the IBRD Capstone Exhibition. The first-of-its-kind workshop provided an opportunity for local governments and private agencies to learn more about best practices and ideas on how best to facilitate recovery from a major disaster. Informal comments from participants suggested that the event was very well received.

Seattle Auxiliary Communication Service

The Seattle Auxiliary Communications Services (ACS) is a team of approximately 100 trained amateur radio volunteers, sponsored by the Office of Emergency Management ready to provide communications in support of the City of Seattle and its neighborhoods in times of emergency or disaster. The ACS Annual Field Day happened the weekend of June 26 & 27. Over 180 persons attended the event which demonstrated the capability of amateur radio operators to set up and operate field radio stations under emergency conditions for an extended period of time. Events like this help our volunteer emergency communications teams train and prepare for responding in times of disaster and emergency.

The following are highlights of ACS's program accomplishments for 2010:

- Conducted two communications field exercises in cooperation with Community Preparedness HUBs, Hospitals and other emergency communications teams involving over 60 participants in each event.
- Recruited eleven new team members.
- Conducted 52 weekly radio check-in nets (over the air training), 9 monthly training meetings, and several miscellaneous workshops and seminars.
- Launched a winter transportation roster program, with trained volunteers ready to transport medical patients for dialysis and other services during a snow emergency.
- Utilized ACS volunteers as observers for field information during November and December EOC activations.

Seattle ACS was a co-sponsor of the Communications Academy providing emergency communications training for approximate 400 participants from across the region and Field Day – a two day simulated emergency event where radio communications are operated off-the power grid. Both events were held at South Seattle Community College