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## **Summary of Disaster Preparedness Training for the Residents of Cities in San Mateo County**

### **A disaster in the making**

#### **Issue**

Are the cities of San Mateo County adequately preparing their residents to deal with major disasters?

#### **Summary**

As Americans learned with Katrina, residents must rely on themselves during the first hours and days of a major disaster. Individual actions can determine whether or not one has food, shelter, medicine, or even life itself. Community Emergency Response Teams (CERT) are a critical means of training individuals for an immediate response in a disaster. Implementation of CERT training by cities and towns in San Mateo County is mixed, at best.

The San Mateo County Civil Grand Jury (Grand Jury) recommends that every city in San Mateo County establish an active and ongoing CERT training program, with the initial goal of training 5% of its households.



# **Disaster Preparedness Training for the Residents of Cities in San Mateo County**

## **A disaster in the making**

### **Issue**

Are the cities of San Mateo County adequately preparing their residents to deal with major disasters?

### **Background**

As Americans learned from Katrina, people must rely on themselves during the first hours and days of a major disaster. It takes considerable time for a city, state, or national disaster relief organization to respond to cataclysmic events. Individual actions can determine whether or not one has food, shelter, medicine, or even life itself. Often ignored is the advanced training and preparation that is essential to bridge the gap until help arrives.

### **Investigation**

The San Mateo County Civil Grand Jury (Grand Jury) contacted 21 cities and towns and interviewed police and fire personnel to ascertain whether they had disaster preparedness programs designed for training individuals.

### **Findings**

Community Emergency Response Teams (CERT) are highly organized and monitored programs developed to provide specific and coherent disaster preparedness training of individual residents.

Various cities use different names and acronyms for their community emergency response programs, but all the programs are based on the original Community Emergency Response Team program that originated in Los Angeles and was adopted as a standard by the Federal Emergency Management Agency (FEMA). Menlo Park has retained the

name CERT for its program, while Woodside calls its program CERPP for Citizens Emergency Response and Preparedness Program. Other cities use such acronyms as NEST for Neighborhood Emergency Services Team (La Honda), NERT for Neighborhood Emergency Response Team (San Francisco), and PANDA for Palo Alto Neighborhood Disaster Activity.

CERT programs are conducted by fire department personnel and benefit from close cooperation with police departments and coordination support from San Mateo County's Office of Emergency Services (OES). This training is free to citizen participants and consists of several modules usually taught in weekly evening classes. The number and topics of the modules vary from one city to another. For example, Menlo Park's six subjects include:

- Emergency Preparedness, Earthquake Preparedness
- Fire Safety, Hazmat
- Basic First Aid, Triage
- Light Search and Rescue
- Incident Command System
- A Hands-On Exercise

A survey of the cities and municipalities in San Mateo County (County) found the following:

<b>City</b>	<b>CERT Program</b>	<b>Number of Individuals Trained</b>
Atherton	Yes	30
Belmont	Yes	38
Brisbane	Yes	65
Broadmoor	No	0
Burlingame	Inactive	0
Colma	No	0
Daly City	Yes	40
East Palo Alto	Yes	50
Foster City	Yes	214
Half Moon Bay	No	0
Hillsborough	Yes	50
Menlo Park	Yes	300
Millbrae	Inactive	0
Pacifica	No	0
Redwood City	Yes (New In2006)	0
San Bruno	Inactive	0
San Carlos	Yes	36
San Mateo	Yes (New In 2006)	0
South San Francisco	Yes (New In2006)	0
Woodside Fire District (Woodside, Portola Valley, and nearby County)	Yes	300+
	<b>Total</b>	<b>1123</b>

The total trained is approximately 0.1% (or 1 in 1,000) of the population of San Mateo County. Expressed another way, only 0.4% of all households in the County have trained residents, ranging from more than 5% in the Woodside Fire District to 0% in many cities.

CERT programs often turn to Neighborhood Watch programs (Watch programs) to recruit residents to train in emergency preparedness. Watch programs are coordinated by police departments and are primarily used for crime prevention. These programs have existed for several years and are widespread throughout the County. They take several forms and vary in physical boundaries, membership, organization, goals, and scope. Some Watch Programs have begun limited disaster preparedness training, covering such topics as:

- Where to meet in an emergency
- Where non-ambulatory residents live
- Communications basics

## **Conclusions**

Community Emergency Response Teams (CERT) programs provide excellent training for local residents and instructs them how to prepare for and respond to local disasters. Very little of this training, however, is actually carried out. Only 1,123 individuals in the County have been trained and, of these, 800 reside in only three communities. Indeed, 10 out of the 21 cities and municipalities in the County have not trained a single individual.

The more common Neighborhood Watch programs could provide a greater cadre of people interested in CERT training.

## **Recommendations**

1. The San Mateo County Civil Grand Jury recommends that the city council of every city and town in San Mateo County establish and promote an active and ongoing CERT training program with the initial goal of training 5% of its households.
2. Because leadership matters the San Mateo County Civil Grand Jury recommends that:
  - 2.1. All members of the Board of Supervisors become CERT trained as a demonstration of their commitment to this critical individual effort.
  - 2.2. All members of the city council of every city and town in San Mateo County become CERT trained as a demonstration of their commitment to this critical individual effort.

October 4, 2006

Hon. Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center, 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

Re: Disaster Preparedness Training for the Residents of Cities in San Mateo County

Dear Judge Hall:

Pursuant to Penal Code section 933, the City of Belmont provides the following comments to the 2005-2006 Civil Grand Jury report dated July 19, 2006.

**Recommendation 1**

The San Mateo County Civil Grand Jury recommends that the city council of every city and town in San Mateo County establish and promote an active and ongoing CERT training program with the initial goal of training 5% of its households.

**Response**

The City of Belmont is proud to provide and promote an active CERT training program. We will continue to offer training for our citizens in an effort to grow the program, though we do not expect to reach to goal of training 5% of all households during this year.

**Recommendation 2**

The San Mateo County Civil Grand Jury recommends that all members of the city council of every city and town in San Mateo County become CERT trained as a demonstration of their commitment to this critical program.

**Response**

The members of the Belmont City Council have received information and presentations on CERT and are very supportive of the program. City Council members will consider active participation in the CERT program as their schedules permit.

The City of Belmont appreciates the efforts of the Grand Jury as it provides the residents of San Mateo County with guidance in the area of disaster preparedness.

Respectfully Submitted,

Donald J. Mattei  
Chief of Police

Cc: City Council  
City Manager  
City Clerk



## CITY OF BRISBANE

50 Park Place  
Brisbane, California 94005-1310  
(415) 508-2100  
Fax (415) 467-4989

September 27, 2006

Honorable Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center; 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

Subject: Response to 2005-2006 Civil Grand Jury report on Disaster Preparedness  
Training for the Residents of Cities in San Mateo County

Dear Judge Hall,

Thank you for the opportunity to review and comment on the findings of the Grand Jury. This letter serves as the City of Brisbane's response to the recommendations found therein.

### Grand Jury Recommendation 1

The San Mateo County Civil Grand Jury recommends that the city council of every city and town in San Mateo County establish and promote an active and ongoing CERT training program with the initial goal of training 5% of its households

### CITY RESPONSE TO RECOMMENDATION 1

The City agrees with the finding. We are proud to note that the Brisbane Community Emergency Volunteer (CEV) program is one of the oldest CERT programs within San Mateo County. The City currently participates actively with its CEVs; including joint sponsorship of a local Emergency Preparedness Event on April 22, 2006, annual sponsorship of a CEV information and recruiting booth at the City's October community festival, ongoing CEV training classes provided by the Fire Department, attendance at CEV Advisory Committee and quarterly membership meetings by the City's Director of Emergency Services, and participation by CEV members in City EOC exercises.

### Grand Jury Recommendation 2

Because leadership matters the San Mateo County Civil Grand Jury recommends that:

#### Grand Jury Recommendation 2.1

All members of the Board of Supervisors become CERT trained as a demonstration of their commitment to this critical individual effort.



CITY RESPONSE TO RECOMMENDATION 2.1

The City agrees with the finding and lauds the Board of Supervisors for their presumed willingness to undertake this effort.

Grand Jury Recommendation 2.2

All members of the city council of every city and town in San Mateo County become CERT trained as a demonstration of their commitment to this critical individual effort.

CITY RESPONSE TO RECOMMENDATION 2.2

The City agrees with the finding; staff will prepare a Resolution for the City Council's adoption that incorporates this recommendation along with the Council's adoption of and commitment to NIMS certification training

Please call me at (415) 508-2131 if there are any questions regarding this matter.

Very truly yours,



Randy L. Breault, P.E.  
Director of Emergency Services

Cc: City Manager, Council Members, City Clerk, Fire Chief



## The City of Burlingame

CITY HALL — 501 PRIMROSE ROAD  
BURLINGAME, CALIFORNIA 94010-3997

TEL: (650) 558-7204  
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WEB: [www.burlingame.org](http://www.burlingame.org)

September 6, 2006

Hon. Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center, 2nd Floor  
Redwood City, CA 94063-1655

Re: Disaster Preparedness Training for the Residents of Cities in San Mateo County

Dear Judge Hall:

Pursuant to Penal Code section 933, the Burlingame City Council provides the following comments to the 2005-2006 Civil Grand Jury report dated July 19, 2006.

The City agrees with the finding of the Grand Jury that CERT programs can provide excellent training to citizens and that the Neighborhood Watch programs may be a good source of interested persons.

The City also agrees with the recommendation that the City Council participate in CERT training and will implement the recommendation over the coming year. However, the City does not agree with the goal of training 5% of households in the CERT training program. As explained in the attached memorandum from the Central Fire Department, the City believes that a more expansive and flexible training program is needed that would provide meaningful training to even more household members. Public service announcements will be placed in our local newspapers and on cable TV, advertising the times & locations of CERT classes and Emergency Preparedness workshops. We will also take advantage of our relationship with the school districts to send flyers home with the students.

Sincerely,

Cathy Baylock, Mayor

cc: City Council  
Chief, Central Fire Department



**City of Burlingame**  
**Response to Grand Jury Report**  
**Re: Disaster Preparedness Training for the Residents of Cities in San Mateo County**

**Issue**

The San Mateo County Civil Grand Jury questioned whether the cities of San Mateo County have adequately prepared their residents to deal with major disasters. The Grand Jury suggests that Community Emergency Response Teams (CERT) are a critical means of training individuals for an immediate response in a disaster. The Grand Jury also points out that the implementation of CERT training by cities and towns in San Mateo County is mixed, at best.

**Grand Jury Recommendation**

The San Mateo County Grand Jury recommends that every city in San Mateo County establish an active and ongoing CERT training program, with the initial goal of training 5% of its households. Using the 2005 census figures, Burlingame would have to train approximately 600 households.

**Background**

In the early 1990's after the experience of the 1989 Loma Prieta Earthquake the Burlingame Fire Department developed a CERT training program and trained approximately 180 people. At that time the training was modeled after the City of San Francisco's NERT program. The training was administered in five 2 ½ hour segments over a period of 5 weeks. There were 5 subjects covered:

- Emergency Preparedness, Earthquake Preparedness
- Fire Safety, Hazmat
- Basic First Aid, Triage
- Light Search & Rescue
- A Hands on Exercise

The initial training was very well received by those who attended but there was no concerted effort to organize those that were trained into neighborhood teams. Many of those trained were living in apartments and rental units; it became very difficult to contact them just a few years after they completed their training.

As years passed and apathy set in it became very difficult to get people to sign up for the CERT class. In 1995, the Burlingame Fire Department offered classes in cooperation with San Mateo and Millbrae. Even with that only 2 or 3 people would sign up. At that point the program became inactive.

In recent years, the City has put an emphasis on training our City workers as disaster workers to prepare them to respond in non-traditional roles when called upon in an emergency or disaster. The City believes that it is well prepared to respond to any emergency or disaster with a workforce that is well prepared.

The City feels that providing basic disaster preparedness training and information to individual families is the first step in the process and can be accomplished in a two to three hour session. Burlingame has offered this class and has had limited attendance.

The City does agree that the higher level of training that is provided to CERT teams would be a distinct advantage. There is a greater time commitment (12 to 15 hours) and as described above, keeping CERT team members current and organized by neighborhoods has been problematic. San Mateo County OES has received a grant to provide CERT training at no cost to residents of San Mateo County that can benefit us. Centralizing this training would allow for larger class attendance, standardization of instruction, and a larger pool of experienced instructors.

The City believes that centralizing and standardizing CERT training is in the best interest of all of the cities in the county. We know that when a disaster occurs, we will have to rely on our neighboring jurisdictions for assistance. This became very apparent when a team of 75 government workers, representing many of the cities and the county, attended a week long disaster training class sponsored by FEMA at Emmitsburg, MD. During the exercise it became clear that regionalizing resources is necessary to be successful in dealing with large disasters. To manage this regional approach standardization is an extraordinary benefit.

### **Central County Fire Department Recommendations for the City of Burlingame**

The Department recommends that the City and the Department continue to offer two to three hour Emergency Preparedness classes to provide residents with the basic information needed to deal with an emergency or disaster and encourage them to attend CERT training.

The department recommends that the two agencies improve our marketing of these classes to encourage as many residents as possible to attend.

We recommend that CERT training be standardized and administered through San Mateo County OES in cooperation with local jurisdictions.

The Department recommends that the two agencies identify neighborhood leaders that would be willing to participate in the training and recruit neighbors to join them.

The Department recommends that once trained the two agencies provide local ongoing training and exercises to keep their skills and knowledge current and maintain their interest.

The Department recommends that the City Council consider attending CERT Training along with their neighbors as recommended in the Grand Jury Report.

CITY COUNCIL

MICHAEL P. GUINGONA  
MAYOR

SAL TORRES  
VICE MAYOR

JUDITH A. CHRISTENSEN  
MAGGIE A. GOMEZ  
CAROL L. KLATT

PATRICIA E. MARTEL  
CITY MANAGER

MARIA E. CORTES  
CITY CLERK

ANTHONY ZIDICH  
CITY TREASURER

PHONE (650) 991-5125



OFFICE OF THE MAYOR

# CITY OF DALY CITY

333-90TH STREET

DALY CITY, CA 94015-1895

November 27, 2006

Hon. Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center, 2nd Floor  
Redwood City, CA 94063-1655

RE: Disaster Preparedness Training for the Residents of Cities in San Mateo County

Dear Judge Hall:

The City of Daly City agrees with the Grand Jury's conclusion that Community Emergency Response Training (CERT) programs provide excellent training for local residents and instructs them how to prepare for and respond to local disasters. Daly City offers CERT classes to its residents on an ongoing basis. Unfortunately, despite our best efforts to promote the program, very few residents have enrolled in the 24-hour course required to complete CERT training.

The Grand Jury's recommendation that cities have a goal of training 5% of their respective households is honorable. We have not set a specific goal for CERT training, since the rate of participation is largely beyond our control. Nonetheless, we do not dispute the Grand Jury's recommendation.

I am pleased to report that some members of our City Council have already completed emergency response and preparedness training courses. We will consider the Grand Jury's recommendation of completing CERT training as a demonstration of our commitment to the effort we expect our constituents to undertake.

On behalf of my colleagues on the City Council, I would like to applaud the Grand Jury's efforts to promote CERT training across San Mateo County. Hurricane Katrina provided a valuable lesson in the importance of training residents to be self-reliant in the aftermath of any major disaster.

Sincerely,



Michael P. Guingona  
Mayor



**CITY OF EAST PALO ALTO  
POLICE DEPARTMENT**

2415 University Avenue  
East Palo Alto, CA 94303

***RONALD L. DAVIS***

*CHIEF OF POLICE*

(650) 853-3125

rdavis@cityofepa.org

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**RESPONSE TO THE GRAND JURY INQUIRY REGARDING THE CITY OF EAST  
PALO ALTO'S PLAN TO PROVIDE COMMUNITY EMERGENCY RESPONSE  
TEAMS TRAINING**

**Inquiry**

In a letter dated July 19, 2006, the San Mateo County Civil Grand Jury requested an update report on the City's efforts to provide Community Emergency Response Teams (CERT) training to the community. Specifically, the Grand Jury requested responses to the following recommendations.

**Recommendations**

1. The San Mateo County Civil Grand Jury recommends that the city council of every city and town in San Mateo County establish and promote an active and ongoing CERT training program with the initial goal of training 5% of its households.

**Response**

The City Council of the City of East Palo Alto has made disaster preparedness a top priority. At the direction of East Palo Alto Mayor Ruben Abrica, the City of East Palo Alto formed a committee comprised of Mayor Abrica, City Councilmember Donna Rutherford, city staff, Menlo Park Fire District, San Mateo County Office of Emergency Services, Ravenswood City School District, Ravenswood Community Clinic, East Palo Alto Sanitary District, and the American Red Cross. The committee has been meeting on a monthly basis to discuss emergency preparedness, strengthen the internal capacity of the City to respond to disasters, and develop a comprehensive plan that extends beyond emergency personnel response.

To date, the committee has developed mutual aid "agreements" that outlines and designates available resources during a disaster. The City of East Palo Alto has entered into or is in the process of entering into these agreements with the Ravenswood City School District, the East Palo Alto Sanitary District and the American Red Cross. As part of their agreement, the American Red Cross has begun the process of certifying all potential emergency shelters within the City of East Palo Alto. These locations include schools, churches and private entities such as the Boys and Girls Club.

The East Palo Alto City Council has officially endorsed the CERT concept and has encouraged residents to participate in the CERT training. The Menlo Park Fire District is now offering Personal Emergency Preparedness (PEP) training. This is a 2 hour course that gives residents an overview of how community members can prepare their shelves and residences for a disaster. Information on the PEP and CERT classes is routinely handed out at neighborhood meetings and other community events. This is an effort to meet the both the City's goal and the Grand Jury recommendation to have 5% of the households receive the CERT and or PEP training. Due to the diverse make-up of the City of East Palo Alto the CERT and PEP trainings will be offered in Spanish and Tongan.

The City is collaborating with the Menlo Park Fire District to increase the number of CERT training offered for East Palo Alto residents. Our goal is to hold a least three CERT training classes per calendar year. It should be noted that the Ravenswood Community Health Clinic is also a partner in this effort and they have 8 certified CERT instructors on staff of which four are Spanish speaking and two speak Tongan.

**Recommendation**

2.2 All members of the city council of every city and town in San Mateo County become CERT trained as a demonstration off their commitment to this critical effort

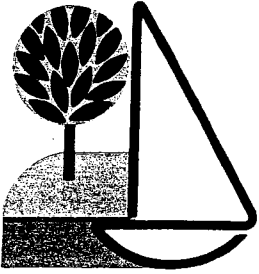
**Response**

The City Council has not yet received CERT training, but the Mayor has agreed to take this training and encourage the rest of the Council to do the same. To further demonstrate its commitment to CERT, the Mayor repeatedly emphasizes the importance of CERT class during Council sessions, and has included disaster preparedness as a regular City Council agenda item.

In an attempt to implement the Grand Jury's recommendation, staff will provide the City Council PEP training at a future special session of Council. Staff will also make CERT classes available to each Councilmember.

Respectfully,

Ronald L. Davis, Chief of Police



## *City of Foster City*

### **ESTERO MUNICIPAL IMPROVEMENT DISTRICT**

610 FOSTER CITY BOULEVARD  
FOSTER CITY, CA 94404-2222  
(650) 286-3200  
FAX (650) 574-3483

September 18, 2006

Honorable Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center, 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

Re: Disaster Preparedness Training for the Residents of Cities in San Mateo County

Dear Judge Hall

Thank you for the opportunity to review and comment on the San Mateo County Civil Grand Jury's Report on Disaster Preparedness Training for the Residents of Cities in San Mateo County. The following are the City's responses to each of the Grand Jury's recommendations including the steps that have been or will be taken to implement the recommendations where appropriate:

#### Recommendation 1

The San Mateo County Civil Grand Jury recommends that the city council of every city and town in San Mateo County establish and promote an active and ongoing CERT training program with the initial goal of training 5% of its households.

#### Response to Recommendation 1

Because of renewed interest in Emergency Preparedness and with the support of the members of City Council, the Foster City Fire Department has reactivated the NERT program with a start date for the first class being October 18, 2006 with the following changes:

- First, the name of the program has been changed to CERT (Community Emergency Response Team) to align ourselves with the California Citizen Corps Program.
- The emergency preparedness program is more comprehensive and the course has been expanded to five 2.5 hour classes ending with a 6 hour skill session for a total of 18.5 hours.
- To date, 132 residents have registered for this training, as well as three large homeowner associations.

This CERT training will be offered several times each year which should allow Foster City to achieve the initial goal of training 5% of its households.

Recommendation 2

Because leadership matters the San Mateo County Civil Grand Jury recommends that:

2.2 All members of the city council of every city and town in San Mateo County become CERT trained as a demonstration of their commitment to this critical individual effort.

Response to Recommendation 2

The City Council continues to show support for Disaster Preparedness and Training for its residents with council members signing up to participate in the CERT program as their time and schedules permit.

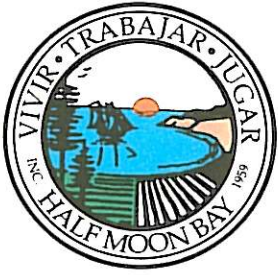
The City of Foster City appreciates the efforts the Grand Jury has undertaken to provide the Residents of Cities in San Mateo County with guidance in the area of Disaster Preparedness Training. We are hopeful that recommendations made by the Grand Jury will bring about positive change.

Respectfully submitted,



Linda Koelling  
Mayor

Cc: Members of the City Council  
James C. Hardy, City Manager  
Tom Reaves, Fire Chief  
Therese Calic, City Clerk



## CITY OF HALF MOON BAY

City Hall, 501 Main Street  
Half Moon Bay, CA 94019

November 8, 2006

Hon. Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center, 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

Re: Response to Grand Jury Report  
*Disaster Preparedness Training for the Residents of Cities in San Mateo County*

Dear Judge Hall:

Before responding to the above-referenced request, I would like to apologize for the City of Half Moon Bay's delay in this response to your July 19, 2006, letter. Recent transition in the City Manager's office resulted in my starting as City Manager on October 31, 2006.

The City of Half Moon Bay does not have its own Fire Department, but is a part of the Half Moon Bay Fire District (HMBFD). As such, the HMBFD provides CERT training. Chief Paul Cole of the HMBFD said that his agency has trained over twenty (20) Coastside citizens in CERT. They are working on adding classes and he will update us on their progress in December.

Sincerely,

*Marcia Raines*  
Marcia Raines  
City Manager *by rmf*

cc: Half Moon Bay City Council  
Half Moon Bay Police Chief Israel Ortiz  
Paul Nagengast, Deputy City Manager



October 17, 2006

Hon. Stephen M. Hall  
Superior Court of San Mateo County  
Hall of Justice and Records  
400 County Center, 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

RE: Grand Jury Response from Mayor Nicholas Jellins

Dear Judge Hall:

The 2005 – 2006 Grand Jury report filed on 7/19/06 regarding Disaster Preparedness Training for the residents of the cities in San Mateo County and the City of Menlo Park agrees with the findings by the Grand Jury.

- 1) **Recommendation 1 – The San Mateo County Civil Grand Jury recommends that the city council of every city and town in San Mateo establish and promote an active and ongoing CERT training program with the initial goal of training 5% of its households.** The recommendation that the City of Menlo Park establishes and promotes an active and on-going CERT program has been implemented. The City of Menlo Park and the Menlo Park Fire Protection District has provided CERT training annually since January 2003, training 200 Menlo Park residents and a total of 367 residents within the Menlo Park Fire Protection District. The next CERT training is scheduled to begin October 28, 2006.
- 2) **Recommendation 2 – All members of the city council of every city and town in San Mateo County become CERT trained as a demonstration of their commitment to this critical individual effort.** This recommendation has not been fully implemented. One Menlo Park council member has been CERT trained, one council member has attended (NIMS) Training, and all have attended other Disaster Preparedness Training. The City Council of Menlo Park is fully dedicated to preparing for local as well as regional disasters. Council members attend training as their duties and schedules allow.

Respectfully,

Mayor Nicholas Jellins  
City of Menlo Park

cc: Chief Bruce Goitia  
Commander Terri Molakides  
Commander Lacey Burt

August 3, 2006

Hon. Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Government Center, 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

Re: 2005-06 Grand Jury Reports

Dear Judge Hall:

Thank you for your letter dated July 19, 2006, and the attached Grand Jury reports regarding training residents in disaster preparedness and the implementation of improvements to law enforcement radio networks.

Disaster preparedness is obviously critical to our communities. It is estimated that it could take up to 3 to 6 days after a major event before local government or outside resources could provide any assistance to residents in a significant emergency. Thus, there exists the need for training and organization of residents and neighborhoods to assist one another. Millbrae started to organize neighborhoods and to designate a neighborhood block captain for the purpose of disaster response as well as neighborhood watch. This effort started in the spring and there have been four neighborhood organizational meetings and two more are scheduled.

From the neighborhood meetings, the City is recruiting volunteers to take the CERT training. This will begin in the fall. To date, twenty five residents have been through the CERT training. The Fire Department, which is taking the lead in the training, expects to instruct another twenty five persons over the next nine months.

With respect to the Grand Jury's findings regarding law enforcement (and other public safety) radio communications, I would share my thoughts as to what might best serve Millbrae and our residents. Though I recognize the FCC mandate to implement the bandwidth change by 2013, that is still six years away, and it will have limited enhancement for law enforcement. I believe that time and resources would be better spent implementing 911 capability of cellular telephones, a matter mandated by the FCC to be implemented over a year ago.

Currently, all 911 calls on cell phones are answered in Vallejo by the California Highway Patrol. These calls are then transferred to the appropriate call center (Millbrae moved to San Mateo County last January and does not operate a law enforcement dispatch center). Thus, all 911 calls

Honorable Stephen M. Hall  
Judge of the Superior Court  
August 3, 2006  
Page 2

on a cell phone for police, fire, and medical are delayed by transfer. Emergency response would be faster if the technology were put in place to have those calls answered directly by the responding agency (in Millbrae's case that would be San Mateo County in Redwood City). This requirement of 911 calls being directed to the responding agency was mandated by the FCC over a year ago, and has been implemented in many other states and regions. San Mateo County is currently studying this implementation. I believe that for our community, with so many cell phone users, this should be a priority over the implementation of 2013 bandwidth changes.

Thank you for the reports and for receiving my comments.

Sincerely,

Ralph L. Jaeck  
City Manager

cc: City Council  
Dennis Haag, Fire Chief  
Tom Hitchcock, Police Chief

August 11, 2006

Hon. Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center; 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

**Re: Pacifica's Response to Disaster Preparedness for Cities/Recommendations**

Dear Hon. Judge Hall:

The following is our response to the San Mateo County Civil Grand Jury:

- 1) The City of Pacifica agrees that Pacifica should establish and promote an active and ongoing CERT training program.

We do not agree to the goal of training 5% of the households. The reason is very simple as we do not have the necessary resources (funds) to accomplish this task as it would be enormously expensive. However, we will strive to train as many as our budget will allow.

The recommendation has not yet been implemented but will be implemented in the future. We expect to have our first CERT training class within 90 days of this letter.

- 2) We do not agree it is necessary for every City Council member to be CERT trained. Leadership does matter but we find no connection with leadership and CERT training. This recommendation will not be implemented because it is not warranted or reasonable to require Council members because of their status in the community to be CERT trained. Council members donate hundreds and hundreds of hours every year; therefore to make this additional demand is not appropriate. However, we will offer the training to all members of the City Council.

Sincerely,

Joseph M. Tanner  
City Manager

JMT:yfd

Cc: Mayor and City Council  
Fire Chief – North County Fire Authority

Mayor Barbara Pierce  
Vice Mayor Rosanne Foust

Council Members  
Alicia Aguirre  
Ian Bain  
Jim Hartnett  
Diane Howard  
Jeff Ira



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Voice (650) 780-7220  
Fax (650) 261-9102  
mail@redwoodcity.org  
www.redwoodcity.org

October 9, 2006

The Honorable Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice, 400 County Center, 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

Subject: Response to Grand Jury Report: "Disaster Preparedness Training for the Residents of Cities in San Mateo County"

Dear Judge Hall:

Thank you for the opportunity to respond to the 2005-2006 Grand Jury recommendations as contained in its report dated July 19, 2006. Specifically, I am responding to recommendations 1 and 2.2, as those are the ones which apply to Redwood City.

The City Council and the Redwood City Fire Department concur with the findings and recommendations of the Grand Jury regarding the need to take a leadership role in assuring our community is engaged in CERT training. Our program is underway, our first class has recently graduated (including one member of the City Council), and we are in the planning stages for the next class. We are also providing CERT and other disaster preparedness information on the City's website. An initial goal of training 5% of our households is challenging, but we feel achievable.

The City is going even one step further, by initially focusing its brand new "Neighborhood Liaison" initiative on neighborhood emergency preparedness, in order to bring emergency preparedness to a very local, personal level in our community.

We agree that the members of our City Council can further their leadership role by going through the CERT training.

Sincerely,

A handwritten signature in cursive script that reads "Barbara Pierce".

Barbara Pierce  
Mayor

cc: Members, City Council  
Ed Everett, City Manager  
Gerry Kohlmann, Fire Chief



October 10, 2006

Hon. Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center; 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

Dear Judge Hall,

I would like to take this opportunity to commend the report prepared by the San Mateo County Civil Grand Jury regarding Disaster Preparedness Training for the Residents of Cities in San Mateo County. The report questions whether cities in San Mateo County have adequately prepared their citizens to deal with the effects of major disasters and the Grand Jury recommends that Community Emergency Response Teams (CERT) be established in all communities as a critical means of training individuals and families. The report further identifies that at the current time only a relatively small number of the County's residents have been trained and that CERT implementation in the County's cities is limited.

The report correctly identifies that the City of San Bruno does not currently provide CERT training and organization in the community. At the same time, the report does not appear to investigate or identify other actions that cities, including San Bruno, have taken to address the critical issues related to community preparedness and planning. Our response to the Grand Jury recommendations intends to address these items and express the City of San Bruno's continuing commitment to actions which support this community's preparation for response to major disaster situations.

The City of San Bruno has a long standing commitment both to provide an adequate level of training and preparation to City staff who will respond and operate as disaster service workers and to assist City residents to develop and maintain an acceptable level of preparation to sustain their individual households and neighborhoods in the aftermath of a disaster. For over 20 years the City of San Bruno has maintained a Community Preparedness Committee which consists of residents appointed by the City Council to work with staff and within the community to assist the City's preparedness planning and to provide preparedness information, resources and support to residents. The Community Preparedness Committee meets monthly and provides an annual report to the City Council on its activities and accomplishments. The Committee's most recent

report to the City Council is attached to this letter. The Community Preparedness Committee works closely with another City Council-appointed citizen advisory committee, the Citizens Crime Prevention Committee, to organize neighborhood watch groups with the dual purpose of family/neighborhood preparedness and crime prevention. The City provides regular information and resources for family and neighborhood preparation through the City's "Focus" newsletter, its Cable Television channel and other community outreach..

In prioritizing the City's work effort to maximize its effectiveness in the area of disaster preparedness, the City of San Bruno places an emphasis on training for City staff and development of the City's Emergency Operations Center (EOC) and its capacity to provide disaster response services in San Bruno. Just a small sampling of the City's recent work effort include:

- The Community Preparedness Committee has worked closely and effectively with City staff to equip our EOC with emergency communications equipment and is continuing to work on fully equipping the Center for operations.
- This month the City completed training attended by every City staff person in the National Incident Management System (NIMS) protocols and procedures and is continuing to develop and implement specialized training for staff responsible for each of the disaster response functions.
- Last spring an interdisciplinary team of 5 City staff joined other staff from throughout the County to attend a week-long disaster response training sponsored by FEMA at Emmitsburg, Maryland.

In closing, the City of San Bruno commends the Grand Jury for its focus on the importance of community preparedness. The City remains committed to actions which will further preparation within our community and our entire region. Thank you again for the opportunity to comment on this report.

Sincerely,

Larry Franzella, Mayor  
City of San Bruno



**City of San Bruno  
Community Preparedness  
Committee**

*City Council Annual Report*

*2005*



# Mission Statement

The San Bruno Community Preparedness Committee promotes emergency preparedness planning and education to prepare residents to mitigate the potential consequences of natural and man-made disasters.

# San Bruno Community Preparedness Committee

## Members

George Peponis - Chair

Dena Gunning - Vice Chair

Cliff Biggs – Member

Kevin Butler - Member

Helen DuBois – Member

Steven Johnson – Member

## City Department Staff

Dan Voreyer - Fire Chief

George Devendorf - Fire Division Chief

Neil Telford - Police Captain

Larry Smurthwaite - Public Works

## Ex-Officio Members

Jim Begansky - District Coordinator,  
San Mateo County Sheriff's  
Office of Emergency Services

Marva Thomas - American Red Cross

Dan Lyttle - School District Representative

# 2005 Accomplishments

- Monthly Community Preparedness Messages on CATV
- Participation in Countywide Disaster Exercise - April
- Continuation of Emergency Operations Center Modernization
- Completion of Emergency Operations Center Radio Equipment Installation
- Continuation of CPR/SEMS Training for all city employees

# 2005 Accomplishments



## Participation in Community Events

- County OES Disaster Preparedness Fair – November
- San Bruno Chamber of Commerce October Fest – October
- San Bruno Chamber of Commerce Business Expo - September
- San Bruno Operation Clean Sweep - May

# 2006 Goals

Partnership with Residential Care Facilities to provide Preparedness Training

Produce San Bruno Community Preparedness Brochure (*English and Spanish versions*)

## *Community Outreach Projects*

- Participate in Bethany Presbyterian Church Senior Health Fair
- Neighborhood Preparedness Training
- Senior Center Preparedness Training
- Information Booth at local and County events

October 9, 2006

Hon. Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center, 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

**Re: Grand Jury Report: Disaster Preparedness Training for  
the Residents of Cities in San Mateo County**

Dear Judge Hall:

Please consider this letter the response of the City Council of the City of San Carlos to the above Grand Jury Report forwarded by letter of July 19, 2006 from John C. Fitton. The letter requested a response on or before October 17, 2006.

Grand Jury Report: Summary of Disaster Preparedness Training for the Residents of  
Cities in San Mateo County

Response to Findings

**1. Community Emergency Response Teams (CERT) are highly organized and monitored programs developed to provide specific and coherent disaster preparedness training of individual residents.**

Response - The City of San Carlos agrees with this finding.

**2. Various cities use different names and acronyms for their community emergency response programs, but all the programs are based on the original Community Emergency Response Team program that originated in Los Angeles and was adopted as a standard by the Federal Emergency Management Agency (FEMA). Menlo Park has retained the name CERT for its program, while Woodside calls its program CERPP for Citizens Emergency Response and Preparedness Program. Other cities use such acronyms as NEST for Neighborhood Emergency Services Team (La Honda), NERT for Neighborhood Emergency Response Team (San Francisco), and PANDA for Palo Alto Neighborhood Disaster Activity.**

Response - The City of San Carlos agrees with this finding.

**3. CERT programs are conducted by fire department personnel and benefit from close cooperation with police departments and coordination support from San Mateo County's Office of Emergency Services (OES). This training is free to citizen participants**

and consists of several modules usually taught in weekly evening classes. The number and topics of the modules vary from one city to another. For example, Menlo Park's six subjects include:

**Emergency Preparedness, Earthquake Preparedness  
Fire Safety, Hazmat  
Basic First Aid, Triage  
Light Search and Rescue  
Incident Command System  
A Hands-On Exercise**

Response - The City of San Carlos agrees with this finding.

**4. A survey of the cities and municipalities in San Mateo County (County) found the following:**

**Survey - San Carlos. CERT Program/Yes. Number of Individuals Trained/36.**

Response - The City of San Carlos acknowledges this finding. We note that the City of San Carlos presently has at least 36 individuals trained in Emergency Preparedness and believes this is a good start to the program.

**5. The total trained is approximately 0.1% (or 1 in 1,000) of the population of San Mateo County. Expressed another way, only 0.4% of all households in the County have trained residents, ranging from more than 5% in the Woodside Fire District to 0% in many cities.**

Response - The City of San Carlos acknowledges this finding.

**6. CERT programs often turn to Neighborhood Watch programs (Watch programs) to recruit residents to train in emergency preparedness. Watch programs are coordinated by police departments and are primarily used for crime prevention. These programs have existed for several years and are widespread throughout the County. They take several forms and vary in physical boundaries, membership, organization, goals, and scope. Some Watch programs have begun limited disaster preparedness training, covering such topics as:**

**Where to meet in an emergency  
Where non-ambulatory residents live  
Communications basics**

Response. The City of San Carlos agrees with this finding.

Response to Conclusions

**1. Community Emergency Response Teams (CERT) programs provide excellent training for local residents and instructs them how to prepare for and respond to local disasters. Very little of this training, however, is actually carried out. Only 1,123 individuals in the County have been trained and, of these, 800 reside in only three communities. Indeed, 10 out of the 21 cities and municipalities in the County have not trained a single individual.**

Response - The City of San Carlos acknowledges this conclusion.

**2. The more common Neighborhood Watch programs could provide a greater cadre of people interested in CERT training.**

Response - The City of San Carlos agrees with this conclusion.

Response to Recommendations

**1. The San Mateo County Civil Grand Jury recommends that the city council of every city and town in San Mateo County establish and promote an active and ongoing CERT training program with the initial goal of training 5% of its households.**

Response - The City of San Carlos acknowledges that it has established an active CERT training program. It plans to continue to promote the program and train additional individuals. The City has concerns about being able to achieve a goal of 5% of households being trained, which in the City of San Carlos would amount to 550 trainees, but intends to proceed towards that goal.

**2. Because leadership matters the San Mateo County Civil Grand Jury recommends that:**

**2.1. All members of the Board of Supervisors become CERT trained as a demonstration of their commitment to this critical individual effort.**

**2.2. All members of the city council of every city and town in San Mateo County become CERT trained as a demonstration of their commitment to this critical individual effort.**

Response - 2.1. This recommendation is not applicable to the City of San Carlos. 2.2. We agree that city council members as well as key staff personnel should become CERT trained and we are committed to doing so in the very near future.

Sincerely,

Mayor



August 9, 2006

Superior Court of San Mateo County  
Civil Grand Jury 2005-2006  
400 County Center  
Redwood City, CA 94063

To the Civil Grand Jury 2005-2006 Foreman:

This letter is written in response to the Grand Jury Report on Disaster Preparedness Training dated July 19, 2006.

The City of San Mateo has offered a civilian training program for many years. This program was called NEST (Neighborhood Emergency Support Team) The Grand Jury report reflects a period during which the program was being re-certified and renamed to CERT to meet Federal curriculum standards. As such, the report does not capture our work in this area.

Since 2000, the San Mateo Fire Department has trained 299 citizens. We recently conducted a CERT class of 48 civilian students, which concluded August 12, 2006, with a six-hour exercise/final exam.

The CERT classes are offered in 2 1/2 hour sessions over a five week period finishing with a six-hour skills practice exercise. The sessions consist of:

- Earthquake Awareness and Preparedness
- Basic Disaster Skills
- Medical
- Light Search and Rescue
- Team Organization and Management
- Skills Development and Application

In addition to the CERT program, we now offer the 1 1/2 hour 'R-U-Ready Class' for the general population. This program teaches citizens basic emergency preparedness for themselves and their families.

The longer, more advanced CERT program is intended for those citizens who are willing to go a great deal further in their commitment to emergency preparedness. It is our intent to establish six ERDs (Emergency Response Districts) throughout the City of San Mateo, to set up ERD operations, communications, and triage capability. Volunteer graduates of the CERT Program will staff the various ERDs.

On May 13, 2006, an Emergency Preparedness Fair was held at the San Mateo City Hall to “kick-off” the new ‘R-U-Ready’ series. One hundred and thirty-one citizens attended the fair and registered their interest in the classes. Nine sessions have been scheduled for 2006 with six sessions having been held to date. So far, one hundred and twenty people have taken the “R-U-Ready” class this year.

The San Mateo Fire Department also conducts public education outreach throughout the year. Home Owner Associations and neighborhood groups, businesses, schools, and service groups have requested and received emergency preparedness and fire safety orientations. These classes are presented by Fire Prevention Inspectors and Fire Suppression personnel.

In accordance with State of California regulations, all new City employees (approximately 550 employees) are SEMS (Standardize Emergency Management System) trained. Currently all employees who have responsibilities in the City EOC Center or a field command post are receiving NIMS training.

The current level of citizen interest in the emergency preparedness programs offered by the City of San Mateo will continue into the future. We are in the process of filling our full time Emergency Coordinator Position.

The City recognizes the need to better prepare our citizens to be self-reliant in the event of a disaster. We believe that the CERT and “R-U-Ready” programs we currently offer to our citizens deliver the necessary training to develop the skills necessary for self reliance, but we need the involvement of all citizens.

### **Response to Recommendations**

1. The City of San Mateo agrees with this recommendation. We have partially implemented this recommendation and continue to work toward its fulfillment.
- 2.1. N/A
- 2.2. The City of San Mateo agrees with this recommendation and is working toward its fulfillment.

Thank you for looking in to this important topic and for reemphasizing the need for continued work in emergency preparedness for our county and cities.

Please contact my office should you have questions or require additional information.

Sincerely,

Arne Croce  
City Manager

cc: Honorable Mayor John Lee  
San Mateo City Council Members  
Deputy City Manager Susan Loftus  
Fire Chief Brian Kelly



Fire Department

October 12, 2006

Superior Court of San Mateo County  
Civil Grand Jury 2005-2006  
400 County Center (formerly 401 Marshall Street)  
Redwood City, California 94063

To the Civil Grand Jury 2005-2006 Foreman:

This is to clarify information included in the recent report of the Grand Jury regarding the City of South San Francisco's civilian disaster training programs.

The City of South San Francisco has offered the Community Emergency Response Team (CERT) training program to its citizens for many years. The Grand Jury report incorrectly reflects the absence of a CERT program in South San Francisco. Since 1994, the South San Francisco Fire Department has trained over 300 of its citizens, including two of our current City Council members.

Currently, we are preparing to present CERT training to 100 of our citizens and will conclude in March, 2007. Once training has been completed, five twenty-person teams will have been created. Each team will be assigned to one of the Fire Department's five fire stations. This will make the CERT teams readily available throughout the City. Fire station personnel will be responsible for providing monthly CERT training to their assigned team. In the event of an emergency and the CERT teams are activated, they will respond to their assigned fire station and await assignment. Examples of the assignments that a CERT team may be given include but are not limited to rescue of trapped victims, first-aid, building damage control, incipient firefighting, traffic control, distribution of emergency food and water, establishing and operating community shelters.

Each fire station will have a designated storage area where the CERT team members can access portable radios, tools, equipment, supplies and their CERT vehicle. The CERT vehicle will be a six-wheel drive, 2 ½ ton truck equipped with a winch and trailer. The vehicle has the capability to run on gasoline, diesel, and kerosene or jet fuel. The trailer will contain chain saws, medical supplies, emergency food and water rations, cribbing and shoring materials and other useful items.



**COUNTY OF SAN MATEO**  
**Inter-Departmental Correspondence**

County Manager's Office

**DATE:** October 6, 2006  
**BOARD MEETING DATE:** October 17, 2006  
**SPECIAL NOTICE:** None  
**VOTE REQUIRED:** None

**TO:** Honorable Board of Supervisors  
**FROM:** John L. Maltbie, County Manager  
**SUBJECT:** 2005-06 Grand Jury Response

**Recommendation**

Accept this report containing the County's responses to five 2005-06 Grand Jury reports: (1) Disaster Preparedness Training for the Residents of Cities in San Mateo County; (2) Disaster Preparedness at San Francisco International Airport; (3) Preparing for FCC-Mandated Changes in County Law Enforcement Radio Networks; (4) Disaster Preparedness in SamTrans, Environmental Services and Public Works; and (5) San Mateo County Detention Facilities.

**VISION ALIGNMENT:**

**Commitment:** Ensure Basic Health and Safety for all; and Responsive, Effective and Collaborative Government.

**Goals 7 and 20:** Maintain and enhance the public safety of all residents and visitors; and Government decisions are based on careful consideration of future impact, rather than temporary relief or immediate gain.

This activity contributes to these commitments and goals by ensuring that all Grand Jury findings and recommendations are thoroughly reviewed by the appropriate County departments and that, when appropriate, process improvements are made to ensure the public safety of County residents and visitors and to improve the quality and efficiency of services provided to the public and other agencies.

**Discussion**

The County is mandated to respond to the Grand Jury within 90 days from the date that reports are filed with the County Clerk and Elected Officials are mandated to respond within 60 days. It is also the County's policy to provide periodic updates to the Board and the Grand Jury on the progress of past Grand Jury recommendations requiring ongoing or further action. To that end, attached are the County's responses to the four above-mentioned Grand Jury reports on disaster preparedness issued July 19, 2006 and the Grand Jury report on detention facilities issued July 5, 2006.

**(1) Disaster Preparedness Training for the Residents of Cities in San Mateo County**

**Findings:**

The Board of Supervisors agrees with the Grand Jury findings.

**Recommendations:**

- 2.1 All members of the Board of Supervisors should become CERT trained as a demonstration of their commitment to this critical individual effort.**

**Response:** The Board of Supervisors is committed to ensuring that all residents are prepared in the event of an emergency, as exemplified by the County's participation in the annual "Disaster Preparedness Day." The Board of Supervisors agrees that CERT training is a critical component of individual preparation. As time and schedules permit, Board members may participate in CERT training offered by the city in which they reside.

**City of South San Francisco Civilian Disaster Training Programs  
October 12, 2006**

**Page Two**

In years past, the program was called Neighborhood Emergency Response Team (NERT). The name has since been changed to Community Emergency Response Team (CERT), meeting the new Federal Citizen Corp's recommendations.

The CERT classes are offered in 2 1/2 hour sessions over a five week period, finishing with a six hour skills practice exercise. The sessions consist of:

- Earthquake awareness and preparedness
- Basic disaster skills
- Care of the sick or injured
- Light search and rescue
- Team organization and management
- Skills development and application

In addition to the CERT program, a Business Emergency Response Team (BERT,) based on the CERT curriculum, is now being offered. In the event of an emergency, these specially trained personnel will be available to assist emergency personnel at their place of business or be utilized elsewhere as circumstance requires.

In addition to the CERT and BERT programs, the Fire Department offers a two-hour R U Ready Class for citizens and employees of local businesses. This program teaches the participants basic emergency preparedness for themselves, their family, or co-workers. Some of the topics covered include:

- How to make a home/business disaster kit
- Care of the sick or injured
- Building evacuation
- Sheltering-in-place
- Incipient fire fighting
- Controlling building utilities (gas/electric/water)

On April 7, 2007, The City will host an emergency preparedness fair to "kick-off" Emergency Preparedness Week which runs from April 8 - 14. The City will use this opportunity to increase awareness among its citizens and local businesses so they can be prepared in the event of a disaster. To assist in this effort, vendors of disaster supplies and equipment will also be in attendance. Fire Department, CERT and BERT team personnel will demonstrate their disaster knowledge and skills for the public. Sign up for the various disaster preparedness programs that the Fire Department offers will also be available.

The South San Francisco Fire Department also conducts public education outreach throughout the year that includes presentations to home owner associations, businesses, schools and service groups. These classes are presented by employees from the Fire Prevention, Suppression and

**City of South San Francisco Civilian Disaster Training Programs  
October 12, 2006**

**Page Three**

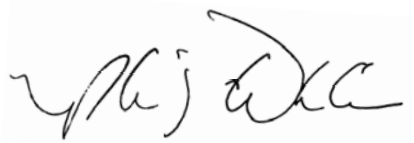
Health and Safety Divisions. Using a fire safety trailer purchased with a grant from the Fireman's Insurance Company, participants are taught the following topics:

- Fire safety
- Poison prevention
- Drowning prevention
- How to use a fire extinguisher
- Building evacuation
- Sheltering-in-place
- Severe weather emergencies
- Earthquake

In accordance with State of California regulations, all new City employees (408 full-time) are Standardized Emergency Management System (SEMS) trained. Currently, all employees who have responsibilities in the City EOC Center or a field command post are receiving NIMS training.

The City recognizes the need to better prepare its citizens and businesses to be self-reliant in the event of a disaster. It is believed that the CERT, BERT and R U Ready programs that are currently offered deliver the necessary training to develop the skills necessary for self reliance; however, the involvement of all citizens is needed.

Should you have any questions, contact Battalion Chief Dave Quasney or Captain Terry Long at 650-829-3950.

A handwritten signature in black ink, appearing to read 'Philip D. White', is written over a light gray rectangular background.

Philip D. White  
Fire Chief

cc: City of South San Francisco  
Honorable Mayor Joe Fernekes and City Council Members



September 26, 2006

Hon. Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center: 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

Dear Judge Stephen M. Hall,

As the Town of Atherton Emergency Management Coordinator, and under the direction of Chief Robert Brennan, I have included comments related to the findings of the San Mateo County Civil Grand Jury's "Summary of Disaster Preparedness Training for Residents of Cities in San Mateo County" dated July 14, 2006.

The Town of Atherton agrees with the findings of the Grand Jury related to disaster and emergency preparedness of San Mateo County residents.

The Town of Atherton is actively engaged in the Community Emergency Response Team (CERT) and Personal Emergency Preparedness (PEP) programs and is continuing with efforts to train residents, employees and elected officials of the Town. Training dates have been set for October 2006 for all employees and elected officials of the Town who will participate in eight (8) hours of instruction in the implementation of the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). Future CERT training will be schedule for each employee and elected official to participate. In cooperation with the Menlo Park Fire Protection District we have held and will continue to hold ongoing CERT and PEP classes for our residents.

We concur with the San Mateo County Civil Grand Jury's recommended of an initial goal of training and preparing 5% of a city's households. It is our goal that all of the households in Atherton have at least one trained person residing in the home.

Sincerely,

Eric Grimm, Sergeant  
Atherton Police Department



## TOWN OF COLMA

1198 El Camino Real • Colma, California 94014-3212  
Tel 650-997-8300 • Fax 650-997-8308

October 17, 2006

### City Council

Helen Fiscaro  
Mayor

Frossanna "Fro" Vallerga  
Vice Mayor

C. R. "Larry" Formalejo  
Council Member

Philip J. Lum, Jr.  
Council Member

Joseph Silva  
Council Member

### City Officials

Diane McGrath  
City Manager

Laura Allen  
Assistant City Manager

Robert L. Lotti  
Chief of Police

Rae P. Gonzalez  
City Treasurer

Roger Peters  
City Attorney

Richard Mao  
City Engineer

Andrea Ouse  
City Planner

Brian Dossey  
Director of Recreation  
Services

Honorable Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center, 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

Dear Judge Hall:

I am writing in response to the Grand Jury report on Disaster Preparedness Training for the Residents in San Mateo County.

The Town of Colma, in collaboration with the Colma Fire Protection District, will initiate a Citizen's Emergency Response Team (CERT) training program in January. The Town promoted the training in the October issue of its newsletter and at the September 30, 2006 San Mateo County Emergency Preparedness Day.

The Town will strive toward the recommended goal of 5% of Colma households, and 100% of the City Council Members participating, as much as budget constraints allow.

I attached a flyer distributed at the Emergency Preparedness Day which summarizes the Town's activities in this area, for your information.

Sincerely,

Diane McGrath  
City Manager

cc: City Council

# DISASTER PREPAREDNESS

## WHAT WOULD YOU DO IN THE EVENT OF AN EMERGENCY?

### COMMUNITY PREPAREDNESS

- An emergency kit with basic supplies such as water, food, first aid, a radio and candles are stored at each Town facility, as well as several flashlights.
- The Town has one basic emergency kit per dwelling unit available to residents in the event of an emergency.
- The Community Center stores enough blankets and water to support 20-30 people for 72 hours.
- Safety Emergency Preparedness Guides were sent to every residence in January 2006.
- The Town offers free Disaster Preparedness training to residents in partnership with the American Red Cross. The next session has been scheduled for October 11, 2006 at the Community Center from 7:00 pm to 8:00 pm.
- The Town of Colma and the Colma Fire District are developing a Citizen's Emergency Response Team (CERT) training program for Colma residents. The program is expected to start in January 2007.
- The Police Department has an electronic system which enables emergency messages to be sent over the phone lines to all Colma residents simultaneously.

In an effort to promote safety within our community, the Town of Colma has promoted a series of activities dedicated to increasing awareness of disaster preparedness and developing an emergency response system.

### STAFF PREPAREDNESS

- Disaster Preparedness training by the American Red Cross was provided to Town employees.
- Town employees completed Standardized Emergency Management Systems (SEMS) training, and fulfilled the National Incident Management Systems (NIMS) training requirement.
- New Police Department building contains a regional Emergency Operations Center.
- The City Manager and the Chief of Police attended Disaster Preparedness training at the Federal Emergency Management Agency (FEMA) last year with other San Mateo cities and the County.

TOWN OF COLMA  
1198 EL CAMINO REAL  
COLMA, CA 94014-3212  
PHONE: 650.997.8300  
FAX: 650.997.8308  
WEB: WWW.COLMA.CA.GOV







# TOWN OF HILLSBOROUGH

1600 FLORIBUNDA AVENUE

HILLSBOROUGH

CALIFORNIA

94010-6418

October 10, 2006

Honorable Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center, 2<sup>nd</sup> Floor  
Redwood City, CA. 94063-1655

re: ***FCC-Mandated Changes in County Law Enforcement Radio Networks & Disaster Preparedness Training for Residents of Cities in San Mateo County***

Dear Judge Hall:

Thank you for the opportunity to review and comment on the Grand Jury's recommendations in the above referenced reports. The Hillsborough City Council has been advised that the San Mateo County Police Chiefs and Sheriff Association undertook the task of constructively analyzing and responding to the report on radio frequency migration relative to items that reference our local jurisdiction. The Hillsborough City Council was also provided with a comprehensive response on disaster preparedness from the San Mateo County Fire Chief's Association.

On behalf of the Town of Hillsborough, the Hillsborough City Council agrees with the findings of the San Mateo County Police Chiefs and Sheriff Association's collaborative response to this report. Please see attached President Matthew O'Connor's letter to the Grand Jury regarding the report on mandatory radio frequency migration to narrow band in San Mateo County.

Additionally, please see attached President Bill Reilly's response on disaster preparedness. The City Council will endeavor to lead by example by continuing to be active participants in disaster readiness training and will ensure that Hillsborough works in conjunction with Central County Fire representatives along with SMCO OES to provide awareness training and support for our residents.

The Hillsborough City Council appreciates the efforts that the Grand Jury has undertaken to maintain and improve the quality of public service to San Mateo County residents. We are confident that the recommendations made by the Grand Jury will ensure positive transitions for the future.

Sincerely,

A handwritten signature in blue ink, appearing to read "Thomas M. Kasten". The signature is fluid and cursive, with a prominent initial "T" and "M".

Thomas M. Kasten, Mayor  
Town of Hillsborough

cc: City Council  
City Manager  
Police Department

**Town of Hillsborough**  
**Response to Grand Jury Report**  
**Re: Disaster Preparedness Training for the Residents of Cities in San Mateo County**

**Issue**

The San Mateo County Civil Grand Jury questioned whether the cities of San Mateo County have adequately prepared their residents to deal with major disasters. The Grand Jury suggests that Community Emergency Response Teams (CERT) are a critical means of training individuals for an immediate response in a disaster. The Grand Jury also points out that the implementation of CERT training by cities and towns in San Mateo County is mixed, at best.

**Grand Jury Recommendation**

The San Mateo County Grand Jury recommends that every city in San Mateo County establish an active and ongoing CERT training program, with the initial goal of training 5% of its households. To meet this goal the Town of Hillsborough would have to train approximately 210 households.

**Background**

In the 1990's after the experience of the 1989 Loma Prieta Earthquake the Hillsborough Fire Department developed a CERT training program and trained approximately 120 people. At that time the training was modeled after the City of San Francisco's NERT program. The training was administered in five 2 ½ hour segments over a period of 5 weeks. There were 5 subjects covered:

- Emergency Preparedness, Earthquake Preparedness
- Fire Safety, Hazmat
- Basic First Aid, Triage
- Light Search & Rescue
- A Hands on Exercise

The initial training was very well received by those who attended but as years passed and apathy set in it became more difficult to get people to sign up for the CERT class and the program became inactive.

In recent years the Town of Hillsborough has put an emphasis on training our City workers as disaster workers to prepare them to respond in non-traditional roles when called upon in an emergency or disaster. In doing so, we feel that the Town of Hillsborough will be better prepared to respond to any emergency or disaster with a workforce that is well prepared.

The Town does feel providing basic disaster preparedness training and information to individual families is the first step in the process and can be accomplished in a two to

three hour session. Central County Fire Department has offered this class through the Burlingame Recreation Department and have had limited attendance.

The Town does agree that the higher level of training that is provided to CERT teams would be a distinct advantage. It should be noted that there is a greater time commitment (12 to 15 hours) and as described above keeping CERT team members current and organized by neighborhoods has been problematic. San Mateo County Office of Emergency Services (OES) has received a grant to provide CERT training at no cost to residents of San Mateo County that can benefit us. Centralizing this training, would allow for a larger class attendance, standardization of instruction, and a larger pool of experienced instructors.

The Town believes that centralizing and standardizing CERT training is in the best interest of all of the cities in the county. We know that when a disaster occurs we will have to rely on our neighboring jurisdictions for assistance. This became very apparent when a team of 75 government workers, representing many of the cities and the county, attended a week long disaster training class sponsored by FEMA at Emmitsburg, MD. During the exercise it became clear that regionalizing resources is necessary to be successful in dealing with large disasters. To manage this regional approach standardization is an extraordinary benefit.

#### **Central County Fire Department Recommendations for the Town of Hillsborough:**

- The Department recommends that the Town and Department offer two to three hour Emergency Preparedness classes to provide residents with the basic information needed to deal with an emergency or disaster and encourage them to attend CERT training.
- The Department recommends that the two agencies improve our marketing of these classes to encourage as many residents as possible to attend.
- The Department recommends that CERT training be standardized and administered through San Mateo County OES in cooperation with local jurisdictions.
- The Department recommends that the two agencies identify neighborhood leaders that would be willing to participate in the training and recruit neighbors to join them.
- The Department recommends that once trained the two agencies provide local ongoing training and exercises to keep their skills and knowledge current and maintain their interest.
- The Department recommends that the City Council consider attending CERT Training along with their neighbors as recommended in the Grand Jury Report.

Mailed & emailed  
9/18/06



# TOWN of PORTOLA VALLEY

COUNCIL:  
Steve Toben - Mayor  
Ted Driscoll - Vice Mayor  
Maryann Moise Derwin  
Richard T. Merk  
Ed Davis

September 14, 2006

Honorable Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center, 2nd Floor  
Redwood City, CA 94063-1655

TOWN OFFICERS:  
Angela Howard  
Town Administrator  
Sandy Sloan  
Town Attorney

**Re: Response to 2005 – 2006 Grand Jury Report**

Dear Judge Hall:

In response to the 2005 – 2006 Grand Jury report, the Portola Valley Town Council (“Respondent”) reviewed the pertinent recommendations of the reports affecting the Town of Portola Valley (“Town”). In summary, we offer the following responses:

**ACCURATE ALLOCATION OF PROPERTY TAX REVENUE:**

**State Recommendation 1:** Cities should not rely entirely on the county to look after their interests. As demonstrated here, to do so is a false economy. The city councils of Colma, Half Moon Bay, Woodside, and Portola Valley should:

**State Recommendation 1.1:** Align their expectations of receiving services with those of the professionals providing services. Contracts should clearly specify all expectations. Specifically, agreements with contract city attorneys should clearly state the scope of the city's expectations with regard to their monitoring and reporting of state legislation that impacts the city. Likewise, job descriptions for full-time city attorneys should also clearly state the full scope of activities expected of them by the city council.

**Response 1.1:** Portola Valley agrees with the finding. The contract with the current Town Attorney implicitly includes monitoring state legislation that impacts the Town. This recommendation will be implemented by amending the Town Attorney’s contract to be more explicit.

**State Recommendation 1.2:** Assign city staff to participate in relevant financial organizations such as SAMFOG or CSMFO, participate in and monitor bulletins of the League of California Cities and report on items of interest at city council meetings.



**Response 1.2:** Portola Valley agrees with this recommendation. The Town Administrator shall assign staff to participate in SAMFOG and/or CSMFO and to monitor League of California Cities bulletins and will report on items of interest at town council meetings. This recommendation will be implemented by the end of the year.

**DISASTER PREPAREDNESS TRAINING FOR THE RESIDENTS OF CITIES IN SAN MATEO COUNTY:**

**State Recommendation 1:** The city council of every city and town in San Mateo County establish and promote an active and ongoing Community Emergency Response Team ("CERT") training program with the initial goal of training 5% of its households.

**Response 1:** Several years ago citizens in the area served by the Woodside Fire district formed Citizens Emergency Response and Preparedness Program ("CERPP"). The Portola Valley Town Council has actively participated and promoted CERPP programs and training of citizens and will continue to do so. As the Grand Jury report notes, over 300 individuals from Portola Valley, Woodside and neighboring County areas have received CERT training. Therefore, this recommendation has been implemented.

**State Recommendation 2.1:** All members of the Board of Supervisors become CERT trained as a demonstration of their commitment to this critical individual effort.

**Response 2.1:** Portola Valley agrees with this finding.

**State Recommendation 2.2:** All members of the city council of every city and town in San Mateo County become CERT trained as a demonstration of their commitment to this critical individual effort.

**Response 2.2:** We agree with this finding and are pleased to report that some of the Portola Valley councilmembers have become CERT trained. The other councilmembers will become CERT trained by the end of the current fiscal year.

Please let me know if you require additional information.

Sincerely,



Steve Toben  
Mayor

cc: Town Council  
Town Administrator  
Town Attorney

July 26, 2006

The Honorable Stephen M. Hall  
Judge of the Superior Court  
Hall of Justice  
400 County Center, 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

**RE: 2005-06 GRAND JURY REPORT – PREPARING FOR FCC-MANDATED  
CHANGES IN COUNTY LAW ENFORCEMENT RADIO NETWORKS AND  
DISASTER PREPAREDNESS TRAINING FOR THE RESIDENTS OF CITIES OF  
SAN MATEO COUNTY**

Dear Judge Hall:

The Town of Woodside received a copy of each of the above captioned Grand Jury Reports on July 19, 2006, and the staff has studied the reports and recommendations contained therein. On behalf of the Town Council, I would like to offer the Town's formal response.

The Town of Woodside does not operate its own radio system and is therefore not directly impacted by the FCC mandate concerning the bandwidth change. We receive our police services through a contract with the County of San Mateo and this includes radio service. We are fully prepared, however, to work cooperatively with the Sheriff and all other law enforcement agencies to ensure that the FCC mandate is met on a county-wide basis. We thank the Grand Jury for bringing this to our attention.

The Town of Woodside is served by the Woodside Fire Protection District and the Citizens for Emergency Response and Preparedness Program (CERPP). The Town was instrumental in the formation of CERPP in the late 1990's and has provided over \$60,000 in direct financial support to the organization, in addition to staff support. We remain committed to CERPP's success and continuing training programs. It is gratifying to see that CERPP is responsible for one of the most active disaster preparedness training programs in the County. The members of the Town Council are also individually supportive of CERPP's mission and we are willing to commit ourselves to the training recommended by the Grand Jury in order to demonstrate leadership in this area.

On behalf of the Town Council, I would like to extend our thanks to the Grand Jury for its work and for an opportunity to respond to the work of the 2005-06 Grand Jury. Please do not hesitate to call our Town Manager, Susan George, should you require any further information.

Sincerely,

Deborah Gordon  
Mayor  
Town of Woodside