



# 2024 POINT FIRE AFTER ACTION REPORT

July 16th-24th, 2024

Sonoma County Department of Emergency Management

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# Executive Summary

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## Incident Overview

The 2024 Point Fire began on the 16<sup>th</sup> of June and continued through the end of the day on the 24<sup>th</sup>. A Red Flag Warning was issued by the National Weather Service on June 16<sup>th</sup> at 1200 PM, indicating the mix of extremely hot temperatures, breezy wind conditions, and low relative humidity in the area create a high probability for a fire to break out. The Red Flag Warning was issued just 30 minutes before the fire started. This information was shared across the Sonoma County Operational Area by the Department of Emergency Management (DEM) Duty Officer via an Operational Area call and Situation Status Report.



Around 12:30 PM on June 16<sup>th</sup>, the fire began near Lake Sonoma off Stewarts Point-Skaggs Springs Rd. and Marina Rd. in Geyserville. It was initially reported at 4-5 acres with potential for rapid growth but rapidly expanded over the course of the next couple of hours. The Sheriff's Office issued a Nixle alert to the impacted area, warning of the fire danger and potential for evacuation orders. By 2:38 PM, the fire was reported at 100 acres and growing. The Sonoma County EOC was activated at 2:30 PM with the arrival of the County EM Director and 2<sup>nd</sup> Duty Officer and would remain open until June 19<sup>th</sup>. County DEM Staff managed the EOC operations and conducted multiple Operational Area calls to provide situational awareness to partners throughout the event, while pushing daily situational status reports and coordinating meetings between response partners.

The Point Fire grew to over 1200 acres, forcing the evacuation of Zone 2E2 and a Warning for Zone 2E3. The fire destroyed 3 residences and damaged 7-8 others, mainly unoccupied sheds and outbuildings. The Temporary Evacuation Point processed 2 evacuees and shelter locations remained on standby in case evacuee numbers grew but were never activated. A County Proclamation of Emergency was signed on June 17<sup>th</sup> by the Board of Supervisors, and ratified June 19<sup>th</sup>. The Sheriff's Office lifted the evacuation order on the evening of June 19<sup>th</sup>, allowing the community back into the area with the fire over 90% contained while fire

crews mopped up hot spots. The fire was fully extinguished by the end of the day on June 24<sup>th</sup>.

## Incident Timeline

### June 16<sup>th</sup>, 2024

Time	Event
1230	Initial notification of fire
1409	DEM Alert and Warning Manager deploys to ICP
1412	Sheriff issues initial Evacuation Warning Nixle for partial Zone SON-2E2
1430	EOC Activated at Level 3
1447	DEM Duty Officer launches WEA and SoCoAlert for partial zone evacuation warning in SON-2E2
1452	Sheriff issues Evacuation Warning Nixle for full Zone SON-2E2
1503	Sheriff issues Evacuation Order Nixle for partial area of SON-2E2
1518	DEM Duty Officer launches WEA and SoCoAlert for partial area of SON-2E2
1607	DEM Duty Officer launches WEA and SoCo Alert for Evacuation Order for SON-2E2, and Warning for Zone 2E3
1610	TEP opened by Human Services in Forestville
1614	Sheriff issues Evacuation Order for SON-2E2, Evacuation Warning for SON-2E3
1641	Situation Status Report #1 sent to OA
1943	Fire reported at 900 acres
2112	Situation Status Report #2 sent to OA
2129	Northern Sonoma County Air Pollution Control District issues Air Quality Advisory for smoke

### June 17<sup>th</sup>, 2024

Time	Event
0940	County Proclamation of Emergency Signed by Board of Supervisors
1000	Operational Area Call/Situation Briefing conducted by DEM Duty Officer
1631	Fire reported at 1190 acres
1751	Situation Status Report #3 sent to OA partners

### June 18<sup>th</sup>, 2024

Time	Event
1000	Operational Area Call/Situation Briefing conducted by DEM Duty Officer
1300	Initial re-entry meeting hosted at ICP
1530	PIO re-entry Call conducted; hosted by DEM

### June 19<sup>th</sup>, 2024

Time	Event
1200	Board of Supervisors ratify Emergency Proclamation

<b>1300</b>	Duty Officer conducted final re-entry coordination meeting
<b>1700</b>	Sheriff lifts Evacuation Order and Warning. Re-entry process begins.
<b>1800</b>	EOC Deactivated

#### June 23<sup>rd</sup>, 2024

<b>Time</b>	<b>Event</b>
<b>1640</b>	Fire 90% contained, 1,207 acres total

#### June 24<sup>th</sup>, 2024

<b>Time</b>	<b>Event</b>
<b>0730</b>	SoCoAlert website banner notifications removed

## Summary of Key Findings

While small in scope and impact compared to the catastrophic fires of 2017, 2019 and 2020 in Sonoma County, the response to the 2024 Point Fire highlighted some continued areas for improvement in the coordination and collaboration needed to successfully respond to a fast-moving, rapidly changing incident. Following the event, the Department of Emergency Management conducted both internal and external after-action meetings to discuss both successes from the response and areas that require more attention and improvement heading into fire season in Sonoma County. The below items were common themes identified during the after-action process:

### 1. Emergency Public Information Coordination

County Communications plays a vital role in providing Sonoma County with accurate and up to date information during emergency incidents via multiple social media accounts and the County-run SoCoEmergency website. Delays occurred in updating these accounts due to the inability to contact the PIO Duty Officer after hours and being unable to reach secondary contacts within the Department. Once contact was established, PIO was able to begin pushing messages and drafting press releases but struggled with the translation of the messages into Spanish. Additionally, coordination between County Communications PIO and key public safety partner PIO's was slow to occur, including County Sheriff's Office, CalFIRE, and County Public Health. Coordinated communications and consistent public messaging needs to be a priority and focus for future events.

### 2. Need for EOC Operations Training

More regularly conducted EOC training would better familiarize incoming Disaster Service Workers and assigned EOC staff with their roles and responsibilities within the EOC environment. Use of WebEOC boards and proper sign-in procedures, the resource

request and approval process, and general understanding of each Section within the EOC were all identified as necessary and needed trainings for EOC staff. County DEM staff were able to fill critical positions within the EOC throughout the event but would need to transition those roles to assigned County staff for longer duration events. Command and control structures need to be reviewed to ensure the Operations Section Chief is included in all relevant meetings and information is being shared to make proper decisions.

### 3. Additional Pre-Event Coordination Needed

Pre-event coordination between County partners is necessary to develop relationships and work through gaps in knowledge or identified issues prior to an emergency occurring. The 2024 Point Fire identified programs that would benefit from additional coordination prior to the next event:

- Department of Agriculture, Weights, and Measures Agriculture Verification Card Program
- Permit Sonoma and EOC Recovery Team for short and long-term recovery planning
- County PIO and Public Safety Partner PIO's for message coordination
- DEM and Sheriff's Office on Alert and Warning Programs

While these particular topics were identified in this AAR, pre-event coordination should occur between all response organizations to establish contacts and build working relationships ahead of an emergency situation.

## After Action Discussion

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### 1. Alert and Warning

#### Best Practices:

#### 1.1 : DEM Duty Officer Familiarity with Alerting Systems

The Department of Emergency Management (DEM) Duty Officer was able to successfully craft and send EAS, WEA, and SoCoALERT messages to the required zones for evacuation warnings and orders within a few minutes of the request from the Sheriff's Office. Internal training programs and exercises prepared the Duty Officer to be able to respond quickly and generate the necessary alerts for the real-world emergency. Additionally, the emergency alerts were sent in both English and Spanish, able to reach a wider population within the impacted zones.

## 1.2: Automated Message Generator

The Automated Message Generator tool utilized by DEM to develop the language and meet the character requirements for both WEA and EAS emergency alerting saved a significant amount of time during the alerting process. The tool allows the DEM Duty Officer to input evacuation zones, alerting authority, and level of evacuation, and outputs the required messaging in both English and Spanish to be copied into the alerting systems. This tool saves valuable time during an emergency and allows messages to be crafted and sent much quicker than manually developing the messaging.

## 1.3: Communication Between DEM Duty Officer and Sonoma County Sheriff's Office

DEM Duty Officer and the SoCo Sheriff's Office (SO) were quickly able to make contact and coordinate response actions due to pre-existing relationships and familiarity with each other's programs. Decisions being made by the Sheriff's Office in the field were quickly communicated to the DEM Duty Officer, resulting in enhanced coordination of alerting and public messaging. Collaboration between DEM and the SO is vital to the emergency evacuation process.

## Areas for Improvement:

### 1.1 : Partial Zone Alerting Delay

#### **Discussion:**

During the evacuation process, the Sheriff's Office asked for a partial zone evacuation of Zone SON-2E3. The process for alerting partial zones takes significantly longer than full zone evacuations due to the required time necessary to draw the zones in the alerting tool, craft the messaging to fit the character requirements for the alerting methods, and provide the correct information/boundaries for the partial zone evacuations. While the DEM Duty Officer was able to initially create and send the partial zone alert, a full zone alert would have been faster and more efficient.

#### **Recommendation for Improvement:**

Conduct additional training with evacuation order authorities to help decision makers understand the process of creating and sending alerts and why partial zone evacuations are more difficult to create.

#### **Responsible Agency/Organization:**

County DEM, Sheriff's Office, County Fire Districts



## 1.2: Alert and Warning Manager Deployed to Incident Command Post (ICP)

### **Discussion:**

During the initial response to the Point Fire, the DEM Alert and Warning Manager deployed to the ICP to gain situational awareness and support on scene command. While on scene, evacuation warnings and orders were given, but required the DEM Duty Officer to process due to limited communications and technology available at the ICP. The Alert and Warning Manager, as the subject matter expert and having the most familiarity with the Alert and Warning programs, should be the primary point of contact for any alerts and warnings that need to be sent.

### **Recommendation for Improvement:**

The Alert and Warning Program Manager, upon being notified of potential evacuation or alerting scenarios, should make themselves available and be ready and prepared to push messaging quickly from their home office or the EOC. Alert & Warning Staff's primary duty in the first hours of an incident should be crafting and sending of alert and warning messaging. Other trained DEM Emergency Coordination staff can be activated and deployed to the ICP to gain situational awareness and act as a liaison to the Incident Commander.

### **Responsible Agency/Organization:**

County DEM

## 1.3: Sheriff's Office Nixle Coordination

### **Discussion:**

The Sheriff's Office released a Nixle message from the field without prior coordination or notification to DEM. This resulted in some confusion and delays in coordinating messaging between DEM alerting methods and SO alerting methods.

### **Recommendation for Improvement:**

Sheriff's Office field staff should review Nixle messaging process and procedures to ensure actions are coordinated with DEM and other necessary agencies. Conduct training with Field Sergeants on the complexities of partial vs. full zone alerting.

### **Responsible Agency/Organization:**

Sheriff's Office, County DEM

## 1.4: Zone Maps at ICP

### **Discussion:**

When evaluating potential zones that need to be evacuated, Incident Commander's did not have access to physical hard copies of the evacuation zone maps. Interrupted reception and cellular service at the ICP limited the ability for cell phones and tablets to be utilized to bring up the evacuation zone maps.

### **Recommendation for Improvement:**

Provide hard copies of evacuation zone maps to all public safety agencies with evacuation authorities and ensure DEM response vehicles carry maps that can be deployed at the ICP if requested.

### **Responsible Agency/Organization:**

County DEM, Sheriff's Office, County Fire Districts

## Finding 1.5: DEM Duty Line Handoff

### **Discussion:**

DEM Duty Officer kept the Duty Line while trying to create and send alert and warning messages, creating distractions and undue stress. Emergency alerting procedures require full attention to detail to ensure there are no mistakes and coordinate messaging with other alerting authorities. While DEM Duty Officer was able to handle both, the DEM Duty Line can be taken over by other qualified Duty Officers to reduce the burden.

### **Recommendation for Improvement:**

DEM Duty Officer can activate a 2<sup>nd</sup> Duty Officer to support the response to an incident as needed. If the DEM Duty Officer is required to send the alert and warning, 2<sup>nd</sup> Duty Officer should proactively take over the duty line to relieve responsibility from the current Duty Officer.

### **Responsible Agency/Organization:**

County DEM

## 2. Communications

### Best Practices

#### 2.1 : Department Coordination Between DEM, Department of Health Services Department Operations Center (DHS DOC), Human Services Division (HSD) and the Emergency Operations Center

Early and ongoing communication between DEM, DHS, and HSD allowed for increased departmental awareness and quick activation of departmental resources to support both the DOC and EOC. HSD staff were able to quickly mobilize and report to the EOC, while DHS stood up their DOC for internal coordination and supporting EOC operations.

#### 2.2: Frequent Updating of Information on Sonoma County Websites and Social Media

County Communications pushed out constant updates to the SoCoEmergency website as new information became available. There were over 100 social media posts, community engagement on information being posted, and information calls/requests being made to the County Communications office.

#### 2.3: DHS and County Communications AQI Workers Rights Messaging

County Communications and DHS quickly responded to COAD's request to push Worker's Rights messaging during degraded air quality timeframe related to smoke from the fire. Messaging included a video that was well-received and appreciated by the COAD and the community. Pro-active work with CalOSHA assisted in the messaging pushed to ensure employers were aware of requirements for worker protection in degraded air quality environments.

### Areas for Improvement

#### 2.1 : Initial Contact with County Communications Team

##### **Discussion:**

In the initial stages of the incident, the DEM Duty Officer attempted to contact County Communications team via the provided Communications Duty Line to provide awareness

of the incident and request support for updating the SoCoEmergency website with event information without any success. After trying additional contacts within the County Communications Office with no response, the DEM Duty Officer proceeded to update the website and evacuation zone maps while awaiting a call back. The County Communication duty line does not roll over to the next available person, creating delays in response.

**Recommendation for Improvement:**

County Communications should review their processes and procedures for their Duty Officer program to ensure the line is staffed and available 24/7 for emergency incidents. County Communications are a critical part of the emergency response and need to be informed and available early on for future incidents.

**Responsible Agency/Organization:**

County Communications

## 2.2: PIO Difficulty Responding to Smaller Incidents

**Discussion:**

The County Public Information Officer had difficulty in staffing up and responding to an incident when the EOC was not fully activated and functioning, which brings additional resources to support communications. PIO being unable to respond early during the Point Fire required DEM staff to initially update SoCoEmergency website and coordinate information with public safety PIO's at the Incident Command Post.

**Recommendation for Improvement:**

Develop EOC training for the Public Information Section centered around crisis incident information/emergency public information, along with the development of specialized outreach/engagement with LatinX and migrant farmworkers community groups.

**Responsible Agency/Organization:**

County Communication, County DEM

## 2.3: Spanish Translation of Emergency Alerts

**Discussion:**

When the evacuation order was given, there was a significant delay in translating the messaging on the SoCoEmergency website into Spanish to reach the large Spanish speaking population in Sonoma County. When the translation was eventually posted, it was incorrectly translated and advised the community that the evacuation order was lifted while the evacuation order was still in effect. Proper translation was conducted by DEM bilingual staff member while waiting for County Communications translation to occur.

**Recommendation for Improvement:**

Identify and develop list of bilingual County staff members available at no-notice to assist County Communications with Spanish translation of emergency messaging. Review notification and internal procedures for response to emergency incident and ensure Spanish translation of all emergency messaging is included.

**Responsible Agency/Organization:**

County Communications

## 2.4: Internal PIO Chain of Command Slow to Activate for Fast-Moving Incident

**Discussion:**

Internal coordination procedures for response to fast-moving incidents like wildfire and evacuations limited the ability for PIO to quickly respond to the changing situations and activate staff to support the response. Internal notifications were slow and resulted in a delayed pushing of critical information to SoCoEmergency website and social media accounts.

**Recommendation for Improvement:**

Internal exercising of notification processes and procedures and review of emergency protocols will assist in identifying potential gaps or challenges in quickly activating for an emergency. Public information needs to be readily available and quickly ramped up to support rapidly changing conditions and information requirements as the incident unfolds. Deployment to the EOC in a timely manner is also critical to coordinate actions being taken.

**Responsible Agency/Organization:**

County Communications

## 2.5: Lack of Coordination between County and Incident Public Information Officers

**Discussion:**

County PIO did not connect with response partner PIO's at the Incident Command Post early in the incident, including CalFire, Sheriff's Office, and Health Department. DEM Duty Officer had to coordinate a virtual meeting of all PIO's to ensure coordination was taking place and messaging was consistent across agencies.

**Recommendation for Improvement:**

A DEM PIO position would serve as a coordinator for emergency crisis communications and provide a central POC for coordinating across agencies. A focus on disaster information

planning and joint information planning and sharing would resolve some of the coordination issues faced during this and future events. Additional disaster-specific PIO trainings and exercises would assist in understanding the role and responsibilities necessary for emergency coordination.

**Responsible Agency/Organization:**

County Communications, County DEM

## 2.6 : Pushing Public Messaging on Temporary Evacuation Points (TEP's)

**Discussion:**

During the response to the incident, a TEP was established to support the evacuation order given for Zone 2E3. Public awareness of the TEP was limited however due to limited social media posts about opening, identifying what the TEP is and what resources it can provide to the community, and additional outreach regarding TEP operations. Posts were made when it opened and closed, but no additional information was provided.

**Recommendation for Improvement:**

Creating and sharing non-emergency informational posts about TEP's and other emergency evacuation locations would support outreach and awareness efforts to familiarize the public with the services provided and what to expect when TEP's are opened in the future. Opportunities exist for creating informational posts/videos ahead of the next major events to be able to utilize during an emergency on TEP operations.

**Responsible Agency/Organization:**

County Communications, County DEM

## 2.7 : Delayed Press Releases on Air Quality Index and Safety Messaging

**Discussion:**

As fire conditions progressed, air quality and smoke became an issue for farmworkers and the general public closer to the fire location. Additionally, a fire in a nearby County impacted Sonoma County with smoke and air quality issues. Press releases on air quality were delayed in being pushed out and general in nature, where they could have been more targeted to the individuals in the impacted areas. Additional guidance on masking and public health issues were needed as part of the press releases.

**Recommendation for Improvement:**

Develop pre-recorded messaging on air quality and smoke impacts to be able to push immediately when needed as well as general awareness information that can be pushed as safety messaging prior to an incident occurring.

**Responsible Agency/Organization:**

### **3. Mass Care and Recovery**

#### Best Practices:

##### 3.1 : Universal Disaster Intake Process (UDIP) Tool

The UDIP tool was utilized at the TEP to conduct intake on 2 individuals. It provided a good opportunity to test the system for a real-event and identify any challenges or issues ahead of a larger event and for UDIP staff to use this incident as a training opportunity due to the small number of evacuees. A new TEP form built for the UDIP was used and feedback was positive from TEP workers.

##### 3.2 : County/American Red Cross Coordination (ARC)

Early and constant communications and coordination between County DEM and ARC allowed for the quick activation and deployment of Red Cross Staff to the TEP and EOC. ARC was ready to support HSD and DEM in the activation of a shelter if the need arose.

##### 3.3 : Early Contingency Planning for Shelters

Shelter locations were identified and contacted early in the event to stand by and be prepared to open if the need arose. The shelter location in Petaluma at the Vets Center was available and ready to receive evacuees with short notice if needed. Pre-planning work done at the EOC by the Mass Care and Shelter team also identified additional resources to support the shelter if it was opened.

##### 3.4 : Recovery Team Brought in Early

The Recovery Planning Team was brought into the EOC early in the event for situational awareness and to begin planning for short- and long-term recovery operations. While the impact and extent of the fire did not require extensive recovery operations, the Recovery Team was able to coordinate with EOC staff and pre-plan for supporting evacuees and those who may have lost property in the fire.

## Areas for Improvement

### 3.1 : Pre-Event Coordination Between Permit Sonoma and Recovery Team

**Discussion:**

During the re-entry discussion process, there was some confusion on the tagging process for damaged homes and structures and sharing of that information between Permit Sonoma and the Recovery Team located in the EOC. This resulted in some delays in approving re-entry and ensuring all stakeholders had the same information.

**Recommendation for Improvement:**

Conduct training between Recovery Team and Permit Sonoma on recovery process and necessary information for decision-makers pre-event. During response, ensure connection is made between Recovery Team and Permit Sonoma for situational awareness and coordination.

**Responsible Agency/Organization:**

Permit Sonoma, Recovery Team

### 3.2 : Job Aids and Spanish Translation for UDIP Intake

**Discussion:**

The UDIP tool is still in development and the Point Fire response offered a good opportunity to test it in a real-world event. The UDIP position in the EOC was created to support field staff utilizing the tool but lacked job aids or position guides to help understand their reporting structure and role in the EOC. Additionally, the UDIP tool currently does not offer Spanish translation of the questions and intake forms. Sonoma County has a large Spanish-speaking population that would require the UDIP to be available in their native language.

**Recommendation for Improvement:**

Create EOC position checklist for the UDIP position in the EOC to outline steps and procedures to effectively support the UDIP teams in the field and back-end program. The UDIP is currently in the process of being translated to Spanish.

**Responsible Agency/Organization:**

County Office of Equity, County Human Services Department

### 3.3 : Establishing Public Debris Management Program

**Discussion:**



It was not clear during the incident what criteria should be used in determining whether to establish a public debris removal/management operation.

**Recommendation for Improvement:**

Insert additional language into Recovery Operations Plan that clearly identifies criteria for implementing a public debris removal/management operation.

**Responsible Agency/Organization:**

County DEM

## **4. Response Operations**

### Best Practices

#### 4.1 : DEM Staff Trained to Fill Critical Positions

After initial notification of the incident from the DEM Duty Officer, DEM staff responded to the EOC to begin activation and coordinate response actions. Staff members were assigned critical positions in the EOC, including Operations Chief, Planning Section Chief and Deputy, Logistics Chief, and Emergency Services Coordinator roles. Utilizing DEM staff in these positions until they are relieved by County DSW allowed for initial actions to be accomplished and continuing actions set-up for incoming Disaster Service Workers to continue through the end of the event.

#### 4.2: Utilization of DEM Command 1 Unit at the Temporary Evacuation Point

DEM's Command 1 Trailer unit was deployed to the TEP as soon as it was opened to provide an office space and shelter to the TEP workers on site. When the TEP is activated in large open spaces or parking lots without physical buildings nearby, using the Command 1 trailer unit as a base of operations for the TEP staff allows for enhanced coordination and protection from the elements.

#### 4.3: WebEOC Utilized to Track Incident Costs and Expenditures

Tracking and identifying incident related costs and expenditures in WebEOC worked well throughout the incident and allowed Logistics Section Chief and Finance Section Chief to track in real-time. Early identification of incidents costs also allows for additional funding requests or reporting to County Administrators as the incident continues.

## 4.4: Involvement of CalOSHA Early in Response

CalOSHA was identified as a key agency necessary to assist in the safety of workers in the fire evacuation zones or working nearby due to air quality issues and enforcing the standards and regulations necessary to protect them. Community based organizations identified the lack of information and lack of employer response to degraded air quality as an issue for those working in heavy smoke conditions, asking for CalOSHA to respond. A 24/7 CalOSHA phone number was identified for future events to call to report potential violations or requests for inspections.

## Areas for Improvement

### 4.1 : Lack of Space in EOC

#### **Discussion:**

Current County EOC space is not adequately sized for the growing number of staff necessary to run a full EOC operation. With just County EOC staff, space was tight and spread out to all rooms in the EOC. This limits the amount of additional stakeholders that can be brought in to support larger scale events or support from outside agencies and emergency services.

#### **Recommendation for Improvement:**

Evaluate the potential for new EOC space within County confines and work with County Administration to identify/build/move to adequately sized EOC operation.

#### **Responsible Agency/Organization:**

County DEM, County Administration

### 4.2: Unfamiliarity with Resource Request Process in EOC

#### **Discussion:**

During the incident, resource requests were being incorrectly passed through the system and assigned to the wrong users in WebEOC. This caused confusion between different Sections in the EOC and the approval process was slightly delayed while routing issues were addressed.

#### **Recommendation for Improvement:**

Conduct training for all EOC staff on roles and responsibilities within the EOC, with a focus on the resource request process and information flow. Post resource request process in clearly visible areas throughout the EOC for staff reference during events.

#### **Responsible Agency/Organization:**

County DEM, County EOC Staff

#### 4.3: Underutilization of WebEOC Boards

**Discussion:**

WebEOC is used in the EOC to provide situational awareness and manage resource requests throughout the incident. The Planning Section struggled to track staff within the EOC and develop accurate organization charts as the sign in/sign out board was only utilized by a limited number of EOC staff. Additionally, while situation reports and information were being pushed to the Operational Area via email and Zoom calls, there was limited visibility within the EOC of current actions and incident operations due to WebEOC Significant Events or Activity Logs being underutilized by all EOC Staff.

**Recommendation for Improvement:**

Review and update position checklists within the EOC to ensure WebEOC information and sign in/sign out process is highlighted. Conduct internal review of current WebEOC boards to identify opportunities to build better situational awareness within the EOC. Build WebEOC training into DSW curriculum.

**Responsible Agency/Organization:**

County DEM

#### 4.4: Lack of Awareness of Workforce Housing in Impacted Areas

**Discussion:**

After evacuation orders were given, there was a lack of awareness or ability to identify bunkhouses or workforce housing that existed in the impacted areas. Without this information, there was difficulty in developing maps or identifying potential populations that may need additional support during and following the incident that may not self-present at the TEP or shelter locations.

**Recommendation for Improvement:**

Work with large county employers or employer associations to identify shared bunkhouse or worker housing in unincorporated areas and develop GIS mapping layers that can be overlaid on evacuation maps and planning tools to better identify structures and potential populations in the area.

**Responsible Agency/Organization:**

County DEM, County ISD, COAD, OoE

## 4.5: Lack of Agriculture Pass (AgPass) Program Information

### Discussion:

The AgPass program was activated once the evacuation order was lifted and the main fire danger was suppressed. There was a lack of information from the program at the EOC on who was able to re-enter the zones and be able to track re-entry of AgPass holders. This is especially important for knowing who is in a dangerous area should the situation change and for tracking re-population of evacuated zones.

### Recommendation for Improvement:

Review process with Agriculture, Weights, and Measures and Sheriff's Office to identify how this information is tracked within their departments and discuss opportunities to share within the EOC.

### Responsible Agency/Organization:

County DEM, Agriculture, Weights, and Measures, County Sheriff

## Corrective Action Matrix

Finding Number	Finding	Corrective Action	Responsible Agency(ies)
1.1	Partial Zone Alerting Delays Response Time	Conduct additional training with evacuation authorities on partial vs. full zone evacuation orders	County DEM, Sheriff's Office, County Fire Districts
1.2	Alert and Warning Manager deployed to ICP	Designate Alert and Warning Staff as primary sender of emergency messages	County DEM
1.3	Nixle sent by Sheriff without coordinating messaging with DEM	Sheriff's Office field staff should review alert and warning procedures and train on partial vs full zone alerting	Sheriff's Office
1.4	No physical Zone Maps available at ICP	Provide hard copies of evacuation zone maps to field level decision makers	County DEM, Sheriff's Office, County Fire Districts
1.5	DEM Duty Officer kept duty line while trying to coordinate emergency messages	Activate 2 <sup>nd</sup> Duty Officer early and 2 <sup>nd</sup> Duty Officer proactively takes duty line	County DEM

2.1	DEM Duty Officer unable to contact Duty PIO	Review of County Communications emergency procedures and receive crisis communications training	County Communications
2.2	County PIO had difficulty staffing for smaller incident	Develop EOC crisis incident information/emergency public information training for the Public Information Section. Additional outreach/engagement with LatinX and migrant farmworkers community groups.	County Communications, County DEM
2.3	Spanish translation of emergency alerts was incorrect	Identify and create list of County bi-lingual staff available no-notice to support translation.	County Communications
2.4	Internal PIO chain of command slow to activate	Internal exercising of notification and activation procedures	County Communications, County DEM
2.5	Lack of coordination between County PIO and Incident PIO's	Conduct disaster-specific PIO exercises and training. Have dedicated DEM PIO	County Communications, County DEM
2.6	Limited messaging surrounding Temporary Evacuation Points	Conduct public awareness messaging surrounding TEP's and create pre-incident TEP videos/informational posts	County Communications, County DEM
2.7	Delayed press releases on poor air quality	Develop pre-recorded messages and safety messaging on air quality	County Communications
3.1	Closer pre-event coordination between Permit Sonoma and Recovery Team	Hold regular meetings between Permit Sonoma and Recovery Team to coordinate and share information	Permit Sonoma, Recovery Team
3.2	Need job aids and Spanish translation for UDIP tool	Create EOC position checklist for UDIP Coordinator. Spanish translation is in progress already.	County Office of Equity, Human Services Department

3.3	Public Debris Management Program	Develop criteria for implementing debris management within Recovery Ops Plan	County DEM
4.1	Lack of space in EOC for response	Identify new locations for EOC space within County confines to build/move to adequately sized space	County DEM, County Administration
4.2	Resource request process not understood by all EOC Staff	Conduct EOC Operations training for all County staff assigned to EOC support to review processes and positions. Post resource request process in visible locations in EOC.	County DEM, County EOC Staff
4.3	WebEOC boards not utilized to potential in EOC	Update EOC position checklists to highlight proper WebEOC usage. Build WebEOC training in DSW training.	County DEM
4.4	Lack of awareness of workforce housing in impacted area	Work with employers in County and ISD staff to identify and map bunkhouses and worker housing	County DEM, County ISD, OoE, COAD
4.5	Lack of information on AgPass users/program	Review AgPass program with Ag, Weights, and Measures. Conduct training for EOC staff on program.	County DEM, County Agriculture, Weights, and Measures, County Sheriff