



## **Town of Los Altos Hills**

### **1 February 2023**

# **Emergency Operations Center Drill with the Community**

This summarizes the February 1, 2023 Los Altos Hills Emergency Operations Center (EOC) drill and results. This drill took the “Whole Community” approach, engaging not only the Town Staff in the EOC but also first responder agencies, utilities and other response partners; community-based organizations; animal organizations; faith-based organizations; Disaster Service Worker volunteers; and schools.

### Objectives

This February 1<sup>st</sup> drill was the culmination of several months of work to strengthen the Los Altos Hills EOC and its readiness. The Town is committed to strengthening the EOC structure and the response ecosystem made up of first responder agencies, utilities and other response partners. The Town had the following objectives:

- Analyze the roles needed in the Town EOC, update the EOC team structure and assign staff to roles
- Orient Staff to their roles as Disaster Service Workers in the Town EOC
- Provide a training opportunity for Town Staff on their roles
- Conduct a gap analysis on the EOC meeting place, equipment and needs, and make recommendations
- Conduct exercise(s) to strengthen staff readiness for their EOC roles
- Introduce and orient our larger community to the network that will need to rally in the event of a disaster.

This February 1<sup>st</sup> drill came after a series of training activities, EOC restructuring, and a staff-only exercise in October. The drill goals were to:

- Continue EOC Staff learning
  - Continue practicing EOC roles and responsibilities
  - Identify additional areas for improvement
- Collaborate with response partners and practice roles
- Engage with community members
  - Practice partnering for response
  - Improve understanding of resources, capabilities, and needs

### Background Information

The Town of Los Altos Hills is a residential community of about 9 square miles and 8500 people. Incorporated in 1956, the Town of Los Altos Hills is a general law city with a Council-Manager form of government. Formerly a rural agricultural area in the foothills of the Santa Cruz Mountains, the Town now consists of private homes with a minimum lot size of one acre, many with horse stables; and expanses of open space. The Town Pathway System provides 90 miles of recreation trails, winding between neighborhoods.

The Town has a staff of about 25 people. The Town contracts with the Santa Clara County Sheriff's Department for law enforcement and public safety services. The Los Altos Hills County Fire District (LAHCFD) contracts with the Santa Clara County Fire Department for fire protection and emergency medical services to serve the Town and the rest of the Fire District.

In June 2022, the Los Altos Hills City Council formed the Emergency Preparedness and Response Committee (EPRC). The Council directed the EPRC to:

- Advise the Town on its emergency mitigation, preparedness, response, and recovery programs, goals, policies, plans, protocols, and priorities related to emergencies, and make recommendations to Staff and City Council
- Provide guidance and support to the emergency volunteer programs and community outreach programs on their operations, planning, protocols, and procedures.

### **Current State of the Los Altos Hills Emergency Planning Structure**

While the Town does not have an emergency manager role on its staff, it has engaged consultants in long-term emergency management roles. The Town is part of the Santa Clara County Operating Area (OAS), bringing together the cities and towns in the county with the County Office of Emergency Management. Through the OAS, Santa Clara County provides the Town with the emergency notification platform (Everbridge, which hosts AlertSCC and Nixle), the WebEOC tool, training and other EOC tools. Through the support of its long-term emergency manager consultant Marsha Hovey (now retired), the Town has established a solid emergency planning and management structure, including:

- Town Emergency Operations Plan
- Several annexes to the plan, including the evacuations and the emergency communications annexes
- EOC facility in the Heritage House, with a Memorandum of Understanding (MOU) to establish an Alternate EOC at Foothill College, if needed
- Infrastructure of email addresses and phone numbers for EOC use, along with a Dropbox repository of plans, documents, reference materials, forms, etc. to support the EOC
- EOC drills, including an EOC community drill (with what was then called the “Disaster Council” of community organizations) prior to the pandemic
- Operating structure and LAHCFD support for the Los Altos Community Emergency Response Team
- Emergency Communications Committee for the amateur radio Disaster Service Worker Volunteers [this committee has been decommissioned by the City Council]
- MOU with the Foothill College radio station KFJC for public emergency communications if needed

### **Background of the Current Structure of Town Emergency Management Services**

After the Marsha Hovey, the Town’s previous Emergency Management consultant, announced her retirement, the Town brought on the services of Pacific Preparedness to provide emergency management consulting services. The City Manager directed Pacific Preparedness to:

- Revise the Hazard Mitigation Plan (HMP) as part of the County of Santa Clara’s 2023 update process
- Support the chartering and formation of the new Emergency Preparedness and Response Committee; attend the Committee meetings and provide Staff engagement on the work
- Drive improvements to strengthen the Town’s DSW volunteer procedures to enable eligibility for the State DSW program and effective support to the Town
- Develop the Safety Element, which goes along with the HMP
- Represent the Town of Los Altos Hills to entities including the Santa Clara County Office of Emergency Management’s Operating Area Signatories meeting, Santa Clara County Emergency Managers Association, the County Emergency Operating Area Council, County Office of Emergency Management
- ***Strengthen the Town’s EOC capabilities and readiness***

## Preparing for the Drill

### **Town Staff: Strengthen the Los Altos Hills EOC capabilities and readiness**

An EOC is both a *place* and a *team*, so the work addressed strengthening both aspects of the Town EOC.

#### **EOC – Place:**

Los Altos Hills EOC moved from the Heritage House to the City Council Chambers in Town Hall. The Heritage House is not conducive to the type of engagement and emergency management work necessary during a disaster. We realized that the Council Chambers offers more space for the EOC to work, more meeting areas, and better ventilation in the post-Covid environment. Chambers has a back-up power supply, and has easy access to Town Hall facilities and resources. Chambers has several video screens for projecting computers, and portable whiteboards stored in the closet. In addition to the large room where the City Council meets, the space offers a conference room with roll-away doors, and an enclosed conference room at the rear of the space.

#### **EOC – Team:**

As part of the reevaluation, the EOC restructured:

- Updated EOC assignments to reflect current personnel
- Customized the EOC structure to reflect the small staff, their expertise, and response capabilities.

EOC staff members reviewed, updated and trained in their roles:

- Each Section leader reviewed the staffing for their section and updated it as needed
- Each EOC Section attended training to refresh them on their roles as Disaster Service Workers; EOC principles; and the roles and responsibilities of the Section.
- Each EOC Section participated in “section drills,” to walk through their checklists and further discuss roles and responsibilities
- Town staff participated in an EOC Staff drill on 25 October 2022, practicing EOC sign-in and out, meeting as EOC sections, and working a wildfire scenario as an EOC team
- Each Section met with the emergency consultant in advance of the February drill, reviewing learnings from the October drill and the 2023 Storm Response (a partial, virtual EOC activation and Town State of Emergency)

### **Whole Community: Community Groups, First Responder Agencies, and More, Working Together**

During a disaster event, the Town will rely on and work with multiple agencies and utilities to respond to residents, and will need the support of groups from across the Town. The Town invited organizations across the greater Los Altos Hills community to participate in the drill, including some from unincorporated areas of Santa Clara County adjoining the Town. These included organizations who previously had participated in the “Disaster Council” and community drill before the pandemic, along with additional clubs, organizations, and schools. (See Appendix I for a listing of the participating organizations.) The Town held a “briefing” for these community organizations via Zoom to orient them ahead of the drill to the Town’s Emergency Notifications, Town Emergency Planning and Response, EOC, Town Emergency Operations Plan, and Evacuation Planning. A recording of the briefing is available here: <https://vimeo.com/789146073>

The Community Emergency Response Team and amateur radio operators/emergency communications (Disaster Service Worker Volunteers) will be a key resource to the larger Los Altos Hills community right after a disaster. The Town invited these valuable volunteers to run a drill in the field jointly with the EOC drill to practice CERT-EOC communications and reporting.

## Drill Results

The February drill was the next step of the Town EOC staff's learning journey, and engaged outside agencies and community organizations to practice the "whole community" response to an event. Sixty-six (66) outside participants joined the Town EOC staff to work the drill scenario. In addition, the Town invited emergency managers from other agencies to assist as coaches, working with the EOC sections and with the participating groups (City of Morgan Hill, City of Mountain View, City of Palo Alto, City of Sunnyvale, FHDA Police). In addition, consultant Reva Feldman, former Malibu City Manager, was brought in to help coach the community organizations who attended. (See Appendices I and II for a full listing of the drill participants and contacts.)

### **Drill Scenario**

The February 1<sup>st</sup> drill challenged the participants with a significant earthquake occurring just before the EOC convened, with unknown damage and injuries. While the scenario was somewhat simplified, it gave the participants a challenge to gather data, determine their response, and collaborate with partners. (See Appendix III for the scenario, and Appendix IV for photos of the drill.)

### **Drill attendees**

(See Appendix I for the full listing of those organizations invited to the drill and who attended.)

#### **Town Staff in the EOC:**

- Management & Logistics Section: Peter Pirnejad, Deborah Padovan, Sara Robustelli, Chris Knopf, Cody Einfalt
- Planning Section: Elaine Ling, Jeremy Loh, Astha Khanal, Emina Steta
- Operations Section: WooJae Kim, Mike Schloetter, Daniel Liang, John Chau, Melissa Elian-Carillo
- Finance & HR Section: Sarina Revillar, Jocelyn Misola, Michael Nakamura

**Animal-related organizations:** Los Altos Hills Horsemen's Association, Palo Alto Animal Control, Pets in Need, Santa Clara County Large Animal Evacuation Team

**Community-based organizations:** American Red Cross Silicon Valley, CADRE, Community Services Agency of Mountain View and Los Altos; Hidden Villa, Los Altos Hills Club, Los Altos Mountain View Community Foundation

**Faith-based organizations and religious communities:** Bridges Community Church, Congregation Beth Am, Seton Provincialate/Daughters of Charity, St Luke's Chapel in the Hills

**Educational facilities and Schools:** Foothill College, Gardner Bullis Elementary School, Los Altos Christian Schools, Pinewood School, Waldof School of the Peninsula

**Utilities, First Responder Agencies, other Response Partners:** AT&T, Cal Fire, California Highway Patrol, Cal Water, Green Waste, Los Altos Hills County Fire District, Midpeninsula Regional Open Space District, Purissima Water, Santa Clara County Office of Emergency Management, Santa Clara County Fire Department, Santa Clara County Sheriff, Valley Water, Verizon.

**Disaster Service Worker Volunteers:** CERTs and amateur radio operators participated from the field, meeting at the Ark and then holding a training event.

**Other organizations that were invited but could not attend:** Antiochian Orthodox Church of the Redeemer, Center for Independent Living, City of Los Altos, Christ Church Comcast/Xfinity, KFJC-FM, Los Altos FBO

Emergency Preparedness Taskforce, Los Altos/Los Altos Hills Newcomers Club, Los Altos School District, Mountain View Los Altos Union High School District, Office of Marc Berman, PG&E, Pinewood School, Poor Clare, St. Nicholas Catholic School, Town of Portola Valley, Ventana School, Westwind Barn, Windy Hills Equestrian

### **Drill Results**

During the drill, the participants worked the scenario for about 1 hour, and then discussed key learnings and follow-up tasks to improve emergency operations.

### **EOC Staff**

Staff successfully:

- Worked in their Sections and as an EOC team
- Collaborated across Sections, and with outside agencies and groups. They discussed issues with public safety agencies and utilities, asked questions of the schools/hospitals/community organizations.
- Implemented EOC forms they hadn't used in the prior drill—in addition to the 211 sign-in sheet, we added the 214 Activity Reporting Form (which some had used during the January Storm response), the 203 Personnel Roster, 209 Situation Status Report, and 209S Section Status Update Report
- Visibly gained confidence in their roles in the EOC

### **Response Partners and Agencies**

The drill successfully engaged partners in the EOC and in collaboration:

- Santa Clara County Sheriff and Santa Clara County Fire Department served in the Law Unit and Fire Unit, respectively, in the EOC Operations Section. Additional staff outside the EOC simulated managing field response.
- While the drill offered little engagement for CalFire, California Highway Patrol, and sworn officers at Midpeninsula Open Space district, they learned more about the Town's EOC and response, and points of collaboration.
- Cal Water and Purissima Water reported value in sitting together along with Valley Water. They identified some areas for follow-up discussions to strengthen their own response plans.
- Including the representative from Verizon's Crisis Response Team introduced their capability to the Town and to other response partners.
- With both El Camino Hospital and Stanford Health Care participating, the EOC was able to engage them in the drill response as they planned response to injuries.

### **DSW Volunteers**

The CERTs successfully demonstrated their capability to communicate with the DSWV Unit in the EOC Operations Section, using preestablished email addresses. They conducted classroom training on a field-survey app they could use to report damage back to the EOC, and practiced making reports.

### **Community Groups**

During the post-drill discussion, these groups noted that the drill was useful to them. They reported that the experience helped them to consider how they would respond to a disaster scenario; to connect with peer organizations; and to learn more about the Town plans and Los Altos Hills community resources.

### **Post- Drill Discussion**

After ending the scenario, the drill participants shared their comments about what they had learned, sharing remarks such as:

- We recognized some risks today that we had not previously considered

- Our team made some useful connections today
- People will come to our facility looking for help. We need a plan—because we will be involved in event response!
- I’ve been meaning to call [organization] for several months, and now we’re both here!
- Santa Clara County responsible for emergency planning & response for unincorporated areas (County)
- I didn’t know about xxx group but we need to make plans together!
- We need to strengthen interagency communications and planning
- What happens if the event occurs off hours, and our maintenance team is not on site? Need a plan
- Our emergency planning had not considered an event that occurred during school drop-off time

The discussion also highlighted some resources that the participants had not fully comprehended:

- Additional sworn law enforcement and fire suppression resources: Midpeninsula Open Space District rangers are trained in fire suppression and have grassland trucks (18 Type 7, plus some Type 3). The District has 33 sworn officers.
- New sources of data from the field and for situation status: Santa Clara County Fire Department wants to share information from their windshield surveys, and learn from CERT reports. Green Waste trucks will be in the field during the day, and can provide reports.
- Staging areas for large animal evacuations and for large trucks: West Valley College may be a site; should identify others
- Potential locations for evacuation shelters: some of the schools, faith-based organizations may volunteer space to the Red Cross
- Locations for temporary refuge, temporary evacuation points: the Town may be able to establish these at schools and faith-based organizations
- Additional help in the community: feeding, hygiene kits, water supply, etc. from Community Services Agency
- Resources to help Town Staff with clean-ups, downed trees and debris: Green Waste, Purissima may be able to offer help

### Net Promoter Score (NPS)

The community- and faith-based groups were invited to take a Net Promoter Score (NPS) survey and provide feedback on the drill. While only 5 responded, they were highly positive on the experience and gave the drill an NPS score of 100. These participants valued the drill experience, noting: networking, discussing new options, discussing capabilities, meeting key contacts within the Los Altos Hills community, meeting others who have similar challenges, improving their better understanding of the Town emergency response plans and resources, realizing the work we need to do to improve our emergency response, partner collaboration and interaction within their cohort.

What follow-up actions do you plan to take as a result of this drill?

5 responses

- Talked about the drill with county wide partners and EM committee at the hospital.
- Continue growing communication and relationships with other Town agencies.
- Meet with people we met from other FBOs to help with their emergency response planning
- I think we should do it again!!!!
- Follow through on conversations/connections made at the drill.

## Recommendations

### EOC Set-up:

- Staff has purchased and stocked boxes for each EOC Section and placed them in the storage closet in the EOC conference room.
  - *Each Section should review its box and add to it as needed*
  - *Staff needs a plan to provide easy access to the storage closet as not all Staff have a key*
- Staff should draw a map of the standard EOC set-up for the Chambers and post it in the room. This should include steps to take in setting up the EOC and starting up the EOC-EOC radio system.
- Staff should have a plan for periodic testing of the back-up power supply and the cut-over.

### EOC Communications:

- Staff needs a plan to operate the EOC-EOC radio system from Chambers: relocating it from the Heritage House, or providing for easy access once the Heritage House is renovated.
- Staff should deploy FirstNet phones and hotspots to all EOC members and hold training to assure Staff is able to use them.
- Staff should have a plan to engage Verizon or AT&T for emergency communications support such as Hotspots, Cell on Light Truck, Cell on Wheels
- Staff should reassess the WIFI capabilities in Chambers to assure reliable operations and back-up service
- Staff should have a plan for telephone communications within the Chambers-based EOC for each EOC Section so that they can access their assigned telephone numbers
- Staff should make a plan for EOC members to reliably participate in the EOC remotely, if they are unable to travel to the physical EOC location.
- Staff should define EOC distribution lists in Everbridge and periodically update and test them
- Staff should review the EOC email accounts (Gmail and Yahoo) and Dropbox access with the EOC staff
- Town should make a plan for robust voice communications after a disaster, including a procedure to receive and handle calls from the public and setting up an on-demand call center

### EOC Tools:

- The Town currently has a Single Point of Failure on Everbridge, with only 1 staff member fully trained to send out AlertSCC messages. Staff should make a plan to 1) identify and train additional PIO team members and get them certified on Everbridge, 2) periodically drill
- Town should strengthen its emergency notification capability by implementing templates and driving a resident AlertSCC registration campaign
- Town staff should have access to [evac.zonehaven.org](http://evac.zonehaven.org) and know how to change Zone status
- Town staff should train on the Cal COP tool and develop a plan to use it for the EOC Common Operating Picture
- PIO team should follow-through on plans to tailor the Crisis Communications Annex to their needs and implement it in their procedures
- Town should update its MOU with KFJC for public communications after a disaster. Town should request KFJC to use an informational message (such as AlertSCC registration) for its required test of the Emergency Broadcasting System
- The Town should work with Santa Clara County Fire Dept. and with Los Altos Hills CERT on ways to share information about window surveys and CERT recon surveys after an event. The Town should also discuss with Green Waste ways to engage their field teams in damage assessment and reporting.

- The Town should establish a way to engage a GIS analyst in the EOC and in preparing maps and data visualization.
- Staff should review and update the list of critical facilities and vulnerable infrastructure. This updated list should be used by Town and CERT, supplied to PG&E for Public Safety Power Shutoff planning, and uploaded onto Town maps and Common Operating Picture.

#### Alternate EOC and Temporary Evacuation Points:

- The Town should review and update its EOC with Foothill College for Alternate EOC space.
- The Town should move forward on collaboration with the City of Cupertino on an MOU for Alternate EOC space and for working together after a disaster.
- The Town should continue discussions with the City of Sunnyvale and City of Los Altos for establishing an Alternate EOC with them.
- The Town should reach out to the faith-based organizations and schools to collaborate on defining locations as Temporary Evacuation Points for use after a disaster.
- Town staff should follow-up with faith-based organizations to connect them to the FBO Emergency Preparedness Taskforce and work with them to identify ways to help the Town's plans.

#### Emergency Operations and Plans:

- Town should establish an MOU with CADRE and should work to connect community organizations to CADRE
- Town staff should strengthen our plans for the vulnerable populations including the religious communities; elders; others with Access and Functional Needs
- Town should conduct public education briefings on evacuation routes, Town evacuation annex, individual planning for evacuations, etc.
- Staff should review and update Town documentation that is posted to the Dropbox, and assure that key information is printed and placed in the EOC boxes
- Town should conduct public education briefings on large animal evacuations and residents' roles and responsibilities. Staff should recruit volunteers for a team to update large animal emergency planning
- Staff should review and confirm plans for emergency/disaster donation fund with the Los Altos Mountain View Community Fund and implement this information into disaster response and communications procedures.
- Town needs to find a way to motivate its residents to take responsibility and action for their own preparedness and disaster preparation, and to recruit volunteers to help in disaster response (including as CERTs and in ham radio emergency communications).
- Town should begin work to fund a part-time position as emergency manager on Staff. The Town should have someone in house to represent the Town in emergency planning forums and drive work to strengthen the Town's readiness for events.
- Town should name an Assistant Director of Emergency Services. This role is defined in the Municipal Code, serves as a back-up EOC Director, and plays a role on the Town's Disaster Council.
- Town should review and update its Municipal Code including sections on the Disaster Council, activation, and removing references to the decommissioned Emergency Communications Committee.
- The Town should update its field reporting expectations and activation plans for the CERTs

**Thank you for this opportunity to train the Los Altos Hills EOC and help to strengthen emergency planning and preparedness of the staff and across the community.**

*Emergency Management contract services provided by and report on the drill prepared by:*

Ann Hepenstal, Pacific Preparedness, LLC. Contact info: annhepenstal@gmail.com, Phone: 650-314-9696

## Appendix I – Organizations Engaged in the Drill

Los Altos Hills EOC	
Management & Logistics Section	Peter Pirnejad, Deborah Padovan, Sara Robustelli, Chris Knopf, Cody Einfalt
Planning Section	Elaine Ling, Jeremy Loh, Astha Khanal, Emina Steta
Operations Section	WooJae Kim, Mike Schloetter, Daniel Liang, John Chau, Melissa Elian-Carillo
Finance Section	Sarina Revillar, Jocelyn Misola, Michael Nakamura

Animal-related Organizations	
Los Altos Hills Horsemen’s Association	Alisa Bredo
Palo Alto Animal Control	Cody McCartney
Pets in Need	Joel Santana
Santa Clara County Large Animal Evacuation Team	Janye Perryman
Westwind Barn	<i>Did not attend</i>
Windy Hills Equestrian	<i>Did not attend</i>

Community- and Faith-based Organizations and Religious Communities	
American Red Cross Silicon Valley	Ann Herosy, Jim Mollerus
Antiochian Orthodox Church of the Redeemer	<i>Did not attend</i>
Bridges Community Church	Alfred Liu, Arcadio Ramos
CADRE	Marsha Hovey
Center for Independent Living	<i>Did not attend</i>
Christ Church	<i>Did not attend</i>
Congregation Beth Am	Ellen Ratner, Bob Frankle
Community Services Agency of Mountain View and Los Altos	Alex Imbesi
Hidden Villa	Lukas Wiborg
Los Altos FBO Emergency Preparedness Taskforce	<i>Did not attend</i>
Los Altos/Los Altos Hills Newcomers Club	<i>Did not attend</i>
Los Altos Hills CERT	Neil Katin, Janice Carr, Larry Carr, Christine Fawcett, Bill Lattin, Sam Moini, Steve Kelem, Jim Basiji, John Adachi, Dave Stewart, Bridget Coughran, Harry Guy, Kjell Karlsson, Rick Ellinger, Ed Bridgeman
Los Altos Hills Club	Linda Siedel
Los Altos Mountain View Community Foundation	Adin Miller
Poor Clare	<i>Did not attend</i>
Seton Provincialate/Daughters of Charity	Jason Landau, Milton Rivera, Guadalupe A. Alvarado, David Barron, Sr. Miguel
St Luke's Chapel in the Hills	Julia McNeely, Tim Slattery

Educational Facilities and Schools	
Foothill College	Simon Pennington
Bullis Gardner Elementary School	Kate Schermerhorn
Los Altos Christian Schools	David Huang
Los Altos School District	<i>Did not attend</i>
Mountain View Los Altos Union High School District	<i>Did not attend</i>
Pinewood School	Scott Riches

St. Nicholas Catholic School	<i>Did not attend</i>
Ventana School	<i>Did not attend</i>
Waldof School of the Peninsula	Pierre Laurent
<b>Hospitals and Healthcare</b>	
El Camino Hospital	Daniel Peck
Stanford Health Care & Stanford Medicine Children's Health	Kathy Harris, Monica Plumb
<b>Response Partners, Agencies, Utilities, Local Government</b>	
AT&T	Ellen Kamai
Cal Fire	Mark Christensen, Paul Virgen, Josh Shifrin, Jason Prader
California Highway Patrol	Art Montiel, Robert Meyer
Cal Water	Chris Wilson
City of Los Altos Police Department	<i>Did not attend</i>
City of Mountain View	Robert Maitland
City of Morgan Hill Office of Emergency Management	Jennifer Ponce
City of Palo Alto Office of Emergency Services	Nathan Rainey
City of Sunnyvale Office of Emergency Management	Dan Moskowitz
Comcast/Xfinity	<i>Did not attend</i>
Foothill – De Anza Police Department	Jeff McCoy
Green Waste	Ereida Atayde, David Romero
KFJC-FM	<i>Did not attend</i>
Los Altos Hills County Fire District	Victoria Bebee
Midpeninsula Regional Open Space District	Brad Pennington
Office of Marc Berman	<i>Did not attend</i>
PG&E	<i>Did not attend</i>
Purissima Water	Phil Witt, Anthony Stoloski, Cory Burkett
Santa Clara County Office of Emergency Management	Darrell Ray, Mike McKeon, Louay Toma
Santa Clara County Fire Department	Jason Falarski, Jon Black, Matt Yost
Santa Clara County Sheriff	Jason Brown, Mike Low
Town of Los Altos Hills, City Council	Lisa Schmidt
Town of Portola Valley City Manager's Office	<i>Did not attend</i>
Valley Water	Andres Acevedo, Juan Ledesma
Verizon	Paul Wood
<b>Other Organizations</b>	
Haystax	Jason Carroll
Consultant to the Town of Los Altos Hills	Reva Feldman

## Appendix II – Contact Information

Animal-related Organizations	
Los Altos Hills Horsemen’s Association	<a href="mailto:abredo@gmail.com">abredo@gmail.com</a>
Palo Alto Animal Control	<a href="mailto:cody.macartney@cityofpaloalto.org">cody.macartney@cityofpaloalto.org</a>
Pets in Need	<a href="mailto:jsantana@petsinneed.org">jsantana@petsinneed.org</a>
Santa Clara County Large Animal Evacuation Team	<a href="mailto:SantaClaraLAE@gmail.com">SantaClaraLAE@gmail.com</a> <a href="mailto:jayneperryman@yahoo.com">jayneperryman@yahoo.com</a>
Westwind Barn	<a href="mailto:toriedyeatwestwind@gmail.com">toriedyeatwestwind@gmail.com</a>
Windy Hills Equestrian	<a href="mailto:laura.gerst70@gmail.com">laura.gerst70@gmail.com</a>
Community- and Faith-based Organizations and Religious Communities	
American Red Cross Silicon Valley	<a href="mailto:ann.herosy@gmail.com">ann.herosy@gmail.com</a> <a href="mailto:jim.mollerus@redcross.org">jim.mollerus@redcross.org</a>
Antiochian Orthodox Church of the Redeemer	<a href="mailto:fathersamer@gmail.com">fathersamer@gmail.com</a>
Bridges Community Church	<a href="mailto:arcadio@bridges.church">arcadio@bridges.church</a> <a href="mailto:al.s.t.lui@gmail.com">al.s.t.lui@gmail.com</a>
CADRE	<a href="mailto:marsha@cadresv.org">marsha@cadresv.org</a>
Center for Independent Living	<a href="mailto:sherib@svilc.org">sherib@svilc.org</a>
Christ Church	<a href="mailto:diana@ccla.us">diana@ccla.us</a>
Congregation Beth Am	<a href="mailto:ellen@theratners.org">ellen@theratners.org</a> <a href="mailto:bobfrankle121@gmail.com">bobfrankle121@gmail.com</a>
Community Services Agency of Mountain View and Los Altos	<a href="mailto:aimbesi@csacares.org">aimbesi@csacares.org</a>
Hidden Villa	<a href="mailto:lwiborg@hiddenvilla.org">lwiborg@hiddenvilla.org</a>
Los Altos FBO Emergency Preparedness Taskforce	<a href="mailto:th4270@gmail.com">th4270@gmail.com</a>
Los Altos/Los Altos Hills Newcomers Club	<a href="mailto:bindaco@sbcglobal.net">bindaco@sbcglobal.net</a>
Los Altos Hills CERT	Through <a href="mailto:vbebee@lahcfd.org">vbebee@lahcfd.org</a>
Los Altos Hills Club	<a href="mailto:linda.seidel@gmail.com">linda.seidel@gmail.com</a>
Los Altos Mountain View Community Foundation	<a href="mailto:adin@lamvcf.org">adin@lamvcf.org</a>
Poor Clare	Does not use email
Seton Provincialate/Daughters of Charity	<a href="mailto:jlandau@doc1633.org">jlandau@doc1633.org</a>
St Luke's Chapel in the Hills	<a href="mailto:juliamcneely@att.net">juliamcneely@att.net</a> <a href="mailto:tim_slattery@usa.net">tim_slattery@usa.net</a>
Educational Facilities and Schools	
Foothill College	<a href="mailto:penningtonsimon@fhda.edu">penningtonsimon@fhda.edu</a>
Bullis Gardner Elementary School	<a href="mailto:kschermerhorn@lasdschools.org">kschermerhorn@lasdschools.org</a>
Los Altos Christian Schools	<a href="mailto:dhuang@lacs.org">dhuang@lacs.org</a>
Los Altos School District	<a href="mailto:ewalukiewicz@lasdschools.org">ewalukiewicz@lasdschools.org</a>
Mountain View Los Altos Union High School District	<a href="mailto:mike.mathiesen@mvla.net">mike.mathiesen@mvla.net</a>
Pinewood School	<a href="mailto:sriches@pinewood.edu">sriches@pinewood.edu</a>
St. Nicholas Catholic School	Did not attend
Ventana School	Did not attend
Waldof School of the Peninsula	<a href="mailto:pierre.laurent@waldorfpenninsula.org">pierre.laurent@waldorfpenninsula.org</a>
Hospitals and Healthcare	
El Camino Hospital	<a href="mailto:Daniel_Peck@elcaminohealth.org">Daniel_Peck@elcaminohealth.org</a>
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Santa Clara County Fire Department	<a href="mailto:jason.falarski@sccfd.org">jason.falarski@sccfd.org</a> jon.black@sccfd.org matt.yost@sccfd.org
Santa Clara County Sheriff	<a href="mailto:jason.brown@shf.sccgov.org">jason.brown@shf.sccgov.org</a> michael.low@shf.sccgov.org
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## Appendix III – Drill Scenario

# Drill Scenario

### Wednesday, February 1<sup>st</sup>

The Los Altos Hills area was jolted by an earthquake at 8:24 am. Initial reports from the USGS indicate that the quake was centered deep underground about 1 mile from Town Hall and measured a 6.1 magnitude.

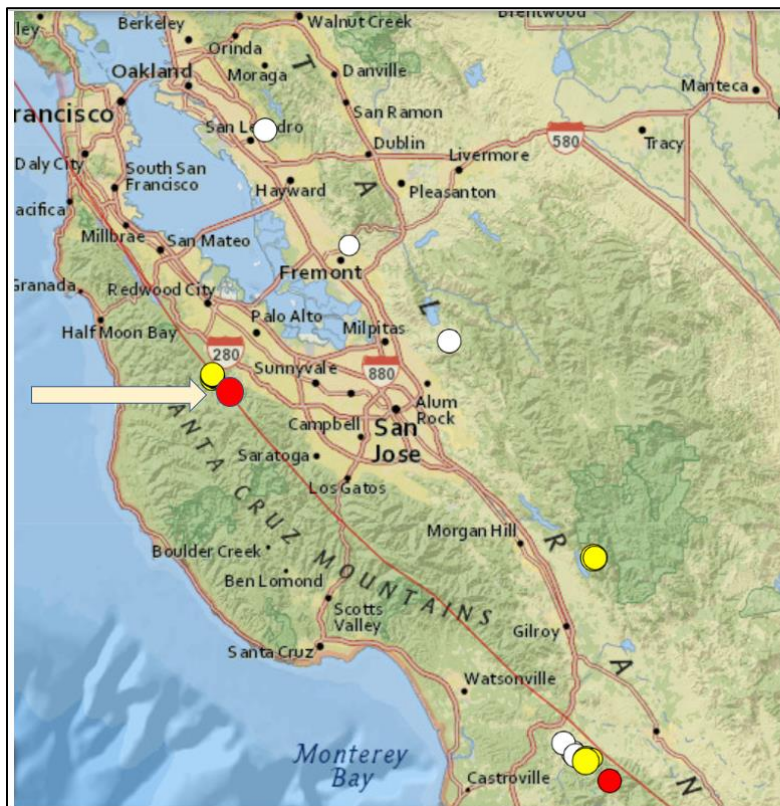
Initial news reports say that the quake was felt all over the Bay Area. However, due to the quake's depth and the geology of its location, the most severe shaking was felt only in the immediate area of the epicenter. Cities further away from the quake experienced shaking and rolling, but initial reports show very limited damage. TV images and Nextdoor and social media posts show dramatic photos of damage inside homes and scared people (some of them bleeding). It's not clear where these images were taken, how severe or widespread the damage is, or how many injuries occurred.

Los Altos Hills staff who were in Town Hall were badly frightened by the shaking, but escaped injury by practicing *Drop, Cover, Hold On*.

We're only now gathering information about damage and injuries.

This is a drill

*Work within the drill scenario,  
even if it seems unrealistic to you*



### For Today's Drill

- Power and Communications are currently working:
  - Electricity
  - Water
  - Mobile phones
  - Internet
- Fire is doing windshield surveys to assess damage
- CERTs and ham radio operators have been activated
- Town Staff and Response partners such as PG&E, Purissima Water are assessing damage

*You don't know:  
If anyone was hurt in Town  
How the quake has impacted Los Altos Hills  
What damage has occurred  
If neighborhoods have been impacted  
If transportation routes are impacted*

## Appendix IV – Photos from Drill Day

## Briefing the drill participants



## Working the drill scenario

