2018 Bay Area Annual Stakeholder Feedback

Summary Report Appendix A

I.   INTRODUCTION

This spring, the Bay Area UASI Program Team conducted multi-agency meetings across the region to begin the FY 2019 annual program planning cycle. The purpose of these meetings was to gain an understanding of the following:

1. Local public safety priorities;
2. How the UASI team can support jurisdictions in achieving these goals; and
3. The impact of UASI programs and past initiatives

This memo outlines common themes that emerged during these discussions.

Thirteen meetings were held with approximately 80 members from Bay Area local government leadership staff. Representatives from law enforcement, fire, emergency medical services, emergency management, and regional public and medical health participated in these discussions. The UASI Program Team coordinates these stakeholder outreach discussions annually with the Bay Area local jurisdictions' OES Managers in order to inform UASI program planning efforts.

The Bay Area UASI Management Team thanks all stakeholders for their time and input. Much valuable feedback – beyond what is summarized here in this report – was received and will be applied by the Management Team in the future.

II.   FINDINGS

Local Priorities
In terms of local public safety priorities, many Bay Area stakeholders expressed interest in the following:

- *Unified Command Operations:* Continued exercise and training towards physically integrating Unified Command tactical operations between Law, Fire and EMS to achieve seamless integration of unified command response activities in field operations is needed.

- *North Bay Fires:* Half of the Bay Area counties were heavily affected by the October 2017 North Bay Fires. Fire, Law, EMS, Mental Health, EOC, and community based organization resources were overwhelmed due to direct response missions or recovery support operations. A variety of operational and planning gaps in areas such as mass notification system training and messaging, mutual aid resource coordination with the state, and recovery operations were all highlighted.

- *Capability Sustainment:* Operational capabilities and agency relationships built through UASI work group initiatives and regional efforts need to be maintained.

- *Interoperable Communications and First Net:* Heightened attention to interoperable communications capabilities in all locations of the Bay Area is needed. Aging antennae towers and wiring infrastructure, lack of service in outlying areas, insufficient frequency and bandwidth capabilities, and radio channel programming support to facilitate interoperable communications among responding agencies during an incident were expressed as common concerns throughout the region. Staying up to date on statewide FirstNet activities and technology, regional planning for potential cost savings, and performing as a pilot area for FirstNet implementation is desirable.

- *Mass Notification and Warning Technologies:* Continuing interest in building a Bay Area regional mass notification system and related protocols was expressed. Utilizing 911 communication center staff and computer aided design (CAD) technologies in the field, coordinating effective public information messaging techniques with mass public notifications, and staying updated in mass notification technologies with related training opportunities were identified by many as critical needs.

Bay Area UASI Management Team Support
In terms of how the Bay Area UASI Management Team can better support local priorities, the following themes emerged:

- *UASI Technical Assistance (TA) Program*: Positive feedback on the introduction of this program was received during all stakeholder meetings. Follow up to schedule various TA sessions discussed is being conducted over the next 30 days.

- *State OES Coordination:* Regional projects that support local government OES operational coordination with the state is needed to build essential mutual aid resource request gaps. Updates to the UASI funded Emergency Management Mutual Aid (EMMA) plan need to be finalized.

- *Annual Training Schedule:* Pre-scheduling commonly requested training courses, such as ICS 300-400 and PIO sessions, in different Bay Area locations to provide all stakeholders an opportunity to calendar ahead and attend a near-by venue was discussed as an effective regional process.

- *Long Term Strategic Planning:* Developing multi-year action plans for UASI working groups, as well as supporting local government to strategically plan to build local Incident Management Teams and execute effective disaster planning cycles is desired. This would allow local governments to measure investments against planned metrics and better align staff work load planning.

Bay Area UASI Program Impact
In terms of the impact of UASI Programs, the following feedback was frequently shared:

- *Urban Shield:* This exercise is viewed positively by first responder participants. Urban Shield exercise training techniques were used to effectively respond to the 2018 YouTube active shooter incident.

  - *Yellow Command:* The Yellow Command regional exercise better addressed local needs by using a two year building process with a focus on local government sheltering activation responsibilities. Continuing work with critical transportation goals is welcomed.

- *NCRIC Program Support:* NCRIC support for cyber resilience via the UASI TA Program is welcome. Local Terrorism Liaison Officer (TLO) access to the NCRIC was understood and used as needed.

- **Cyber Resilience Initiative:** The addition of a regional Cyber Resilience Work Group to utilize local government IT staff and assess the cyber threat in the Bay Area is viewed as an effective and timely approach to build this critical capability.

- **Public and Medical Health Program Support:** Coordinating with the 2017-18 Yellow Command exercise design to focus on medical conditions in shelters will address critical operational gaps realized in the 2014 Napa earthquake, 2015 Valley Fire, and 2017 North Bay Fires. The new medical health position at the NCRIC will fulfill a necessary critical gap in the Bay Area.

- **CalCOP System:** Introduction and training on the new user friendly interface "Constellation" to support creating a common operating picture in EOCs is welcome.