

Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Raymond Riordan

SUBJECT: COMMUNITY EMERGENCY
RESPONSE TEAM UPDATE

DATE: June 24, 2018

Approved

Date

7-25-18

INFORMATION

The purpose of this memorandum is to inform Council that the Community Emergency Response Team (CERT) training is planned to be re-initiated during Winter 2018/19, after completing key steps required to create a certified California Office of Emergency Services CERT program.

BACKGROUND

While CERT is a well-organized national public training, less than 1% of the population attend and complete the 20 hour CERT program (Little Hoover Commission). To support the notion of Community Resilience and Readiness, the focus of effective public preparedness measures rely on multiple City actions:

- Public Education
- Public Coordination
- Public Action

The City of San José City Council provided one time funds of \$130,000 in both FY 2016/17 and FY 2017/18 to support the delivery of the CERT program. These funds have been rebudgeted in FY 2018/19 for the delivery of 24 courses in two years' time with up to 50 in attendance.

Public Education

The greatest number of public requests for training is for awareness and preparedness information. The Office of Emergency Management regularly offers and schedules two programs: Awareness Education (30 min) and Basic Preparedness for all hazards (60 min). The Awareness Education provides a description and understanding of the hazards the City, residents and businesses face, and it provides basic information on what audience the needs to do (be

aware, be prepared, be trained). It covers preparedness activities in the home or business; planning activities including emergency communications; resources to have on hand, and where to find additional training (CERT, RACES, CPR, etc.).

Public Coordination

With potentially hundreds of CERT neighborhoods, Public Coordination to deliver an effective CERT program requires six key components:

1. **Policy**: Running a CERT program requires an active Disaster Council, which has not met since 2004. The Disaster Council approves the curriculum and training schedules. To effectively integrate the volunteers in response, the City must have an updated Emergency Management Ordinance, Volunteer Disaster Service Worker registration process, and CERT operational plan. Actions between now and Winter 2018/19 include: identify membership for the Disaster Council; scope needed changes to Emergency Management Ordinance; work with City Clerk on Volunteer Disaster Service Worker Registration; and coordinate a Disaster Council meeting date in October/November.
2. **Coordinator**: Program development and delivery requires staff dedicated to coordinating and monitoring delivery of the program, scheduling course deliveries, and managing trainers. Actions between now and Winter 2018/19 include: Website improvements have been made to accept CERT interest sign ups; once a schedule is established and approved, the (350 on the wait list will be contacted so they can sign up; over time available classes should meet the those interested in the course); and hire and on-board staff that were included in the 2018-19 Adopted Budget.
3. **Trainers**: San José hosted and completed a Train the Trainer program in February for 40 City representatives within Santa Clara County, including 12 San José firefighters. More trainers are needed for a program the size that the City requires. Actions between now and Winter 2018/19 include: Work with the Fire Department, Office of Employee Relations, and firefighters' union on use and costs of overtime for additional firefighter trainers; identify trainer needs that other cities can support; and schedule additional Train the Trainer programs to include other city staff interested in training CERT volunteers.
4. **Materials**: FEMA provides English and Spanish language materials. No Vietnamese materials are available. The City will need to produce these. Supplies for the course delivery will need to be acquired. Actions between now and Winter 2018/19 include: identify translation services for Vietnamese materials; identify translation service needs for delivery; and procure materials to conduct courses.
5. **CERT Operational Plan**: A conceptual plan of how to organize and integrate the CERT response teams into the City response and operations is required to complete CalOES liability and workers compensation coverage. Actions between now and Winter 2018/19

include: Produce a request for proposal for contractual services to develop plan; and finalize CERT and the Emergency Operations Plan integration.

6. **Implementation:** The delivery of the course is the start. Follow up trainings, developing communications protocols and systems, and exercises are the next step. Actions between now and Winter 2018/19 include: Convene Disaster Council to approve curriculum, training schedule and plan, and approve ordinance and policy updates, as needed; present ordinance to City Council, if amended; and deliver course instruction.

Public Action:

In order to put CERT training into practice, the City **and** trained CERT members must take action to gather resources, communicate needs and practice response to an emergency. Ongoing support by the City is required to provide updates, refresher training and engagement. Refresher training is required to maintain engagement and provide active leadership. This will take ongoing City resources.

Using established groups to initiate the CERT rejuvenation and ensure a “response team” mentality will be key for deploying the training and building the reliance on a “community army” of responders. Key groups that can be used to help identify organizational response and help coordinate the delivery of the training include: neighborhood associations, leadership councils, and interfaith groups.

Additionally, key facilities for points of coordination in each City Council District can include: libraries, community centers and district disaster offices. The latter are facilities the Councilmembers identify as their location to meet with constituents. These are in the planning phases and in the Office of Emergency Management work plan for FY 2018-19.

SUMMARY

The following actions outline the path forward to accomplish CERT rejuvenation in San José:

Action	Status	Next Action	Target Timeframe
Policy	<ul style="list-style-type: none">• Ordinance requires update• No DSW registration process exists• Disaster Council (DC) hasn't met since 2004	<ol style="list-style-type: none">1. Scope needed changes to ordinance (in progress)2. Identify DC membership (completed)3. Work with City Clerk on DSW Registration4. Coordinate a DC meeting date in October	July July Aug Sept
Coordinator	<ul style="list-style-type: none">• No staff on board to coordinate CERT program delivery	<ol style="list-style-type: none">1. Improve website to accept CERT interest sign up (completed)2. 2018/19 Adopted Budget includes staff (completed)3. Hire staff and On Board	Aug – Sept

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Action	Status	Next Action	Target Timeframe
Trainers	<ul style="list-style-type: none"> Conducted a Train the Trainer program in Feb Currently have 12 Firefighters trained 	<ol style="list-style-type: none"> Work with Fire Department, OER, and firefighters' union on use and costs of overtime. (initiated, continues) Identify needs that other cities can support 	Sept
Materials	<ul style="list-style-type: none"> Only English and Spanish Materials exist 	<ol style="list-style-type: none"> Identify translation services for Vietnamese materials Identify translation service needs for delivery Procure materials to conduct course 	Aug Oct Nov
Plan	<ul style="list-style-type: none"> No plan exists for how to integrate CERT response 	<ol style="list-style-type: none"> Produce RFP for contract service to develop plan (completed) Finalize CERT & EOP Integration Plan 	Sept
Implementation	<ul style="list-style-type: none"> Continue current Preparedness Public Education 3,500 CERT trained members since 1998-2014 Currently 350 are on wait list No current CERT program 	<ol style="list-style-type: none"> Convene Disaster Council <ul style="list-style-type: none"> Approve Curriculum, Training Schedule and Plan Approve Ordinance and Policy Updates Present Ordinance to City Council, if amended Deliver course instruction 	Oct Nov Winter 2018/19

COORDINATION

This memorandum has been coordinated with the City Attorney's Office.

/s/
 RAYMOND RIORDAN
 Director
 Office of Emergency Management

For questions, please contact Raymond Riordan, Director of the Office of Emergency Management at (408) 794-7050.