

211 California Annual Report 2020



211 California hereby files this Annual Report to the Director of the Communications Division of the California Public Utilities Commission pursuant to Decision 11-09-016, Appendix A.

I. Discussion of Lead Entity's Compliance with these and all other rules governing the performance of its duties:

211 California certifies that it was in compliance with the requirements set forth for the Board of Directors under section 2.a.i - 2.a.v and 2.b.i during 2020.

List of Board of Directors for 2020:

1. Gary Madden, Director, 211 San Bernardino County, United Ways of the Inland Empire
2. Maribel Marin, Executive Director, 211 Los Angeles County and President, CAIRS
3. James Gore, Board of Supervisor - Sonoma County
4. Richard Abrusci, President and CEO, Goodwill Industries Sacramento Valley & N. Nevada (211 Sacramento and 211 Yolo)
5. Kelly Brown, Community Information Officer, 211 Ventura County
6. Greg Cox, Board of Supervisors - San Diego County
7. Tara Sullivan-Hames, Executive Director, Help Central Inc./Butte Glenn 211

II. Review of activities performed in the past calendar year, including but not limited to those listed below in Item 5 of these rules:

A. Overseeing and monitoring the implementation of Alliance of Information and Referral Systems (AIRS) Standards, and any additional California-specific quality guidelines and performance requirements that 211 service providers develop with the Lead Entity:

Monitored the adherence to AIRS Standards through tracking agency accreditations via annual communications with AIRS on agency Accreditation and staff Certifications. 211 of LA County and 2-1-1 San Bernardino County/Inland Empire United Way renewed their accreditation in 2020.

B. Organizing a network for coordinated, mutual assistance response when faced with a local or regional disaster or emergency that would lead 211 call centers to receive more calls than they are able to answer:

Organized and held 211 network meetings that included coordinating mutual assistance response for local or regional disasters or emergencies:

1. October 14, 2020 Joint Board/Network Collaborative Meeting
2. November 18, 2020 Joint Board/Network Collaborative Meeting
3. December 19, 2020 Joint Board/Network Collaborative Meeting

C. Soliciting, allocating, and managing funding for statewide 211 activities:

Conversations were held with many stakeholders as to the future of 211 funding including CalFIRE and the California Department of Public Health. As 211 is still in the process of being implemented on a statewide basis even just for disaster-only service there are not full statewide vehicles for service currently available.

D. Determining methods for assuring coverage in counties not yet served by 211:

The CPUC chose to manage the SB1212 implementation process independently instead of in partnership through 211 CA as was originally planned. The CPUC issued their own Request for Proposals to bring disaster coverage to those not served.

211 CA continued through the year to be engaged with all unserved counties and their stakeholders to educate them and assist in their future implementation as well as encourage the development of full 211 systems in those counties.

E. Negotiating on behalf of 211 service providers with statewide and regional agencies and organizations that may be interested in contracting for services that span more than one 211 call center coverage area:

Ongoing development and implementation of a multi-county collaboration with transportation authorities for 211 Ride, a portal that contains both the daily public transportation schedule for all public transportation services and the 211 database transportation resources like all dial-a-ride, shuttles, etc. Current Counties participating in this project include Riverside, San Bernardino, Los Angeles, Orange, and Contra Costa Counties.

F. Providing oversight and management to those statewide and regional contracts that are established:

No statewide contracts were active/procured during this time period.

G. Collecting, analyzing and reporting data regarding call volume and outcomes, contract monitoring, staff training, quality control, gap analysis, and other areas as mutually agreed:

211 CA produced data reports on problem needs, and 2-1-1 calls/texts/emails handled annually by each 211 state-wide entity and overall. Staff visited multiple call centers to understand their training, quality standards, and challenges. Through 211 CA, individual 211 systems were able to share and receive input/feedback on efficiencies.

H. Setting up a redundant statewide telecommunications systems through the 211 Emergency Network operating in California:

No activities were conducted during this time period.

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- I. Because Emergency Response and Recovery Only 211 services are complementary to first responder and other emergency services, coordination is primarily focused around procurement and/or verification of information that needs to be communicated to impacted residents and the general public. In addition to receiving California Emergency Management Agency incident reports, a Lead Entity will work to get placed on the alert notification systems or web based emergency operations center (Web EOC) management databases of local emergency management agencies in unserved areas. A Lead Entity will communicate with these local emergency management agencies to inform them in the event of a disaster, the statewide 211 network has been activated so that they can alert and inform the public about 211 service availability.**

Coordinated with EOCs from multiple counties regarding various fire, weather, disaster and public health related events.

- J. Perform call analysis and assess effectiveness and penetration of disaster related information within county or locality served:**

No activities were conducted during this time period.

- K. Act as liaison with governmental, non-governmental, and voluntary organizations that 211 service providers work with during both normal periods and emergencies:**

Acted as a liaison with organizations such as California State Association of Counties, California State Sheriffs Association, Rural Counties Representative of California, CalFire, United Way WorldWide and others.

Provided advocacy and consultation to multiple state and locally elected officials.

- L. Ensure that the public is aware of 211 service during an emergency, develop a redundant statewide 211 telecommunications system throughout California:**

Presented multiple times to local elected and appointed officials in an effort to educate the public to use the 211 system during an emergency in lieu of offering multiple ten-digit numbers. Participating in post-emergency debriefs with multiple counties on their use of the 211 networks.

- M. In order to ensure the provision of the 211 service during an emergency, develop a redundant statewide 211 telecommunications system throughout California:**

During each disaster, the 211 CA network was fully activated to assist in the handling of overflow call and texting services.

- N. Develop an infrastructure and trained staff familiar with the populations that will be served by 211 during both normal periods and emergencies:**

Open communication via email updates and network calls amongst 211 CA network members to ensure all stakeholders and other call centers assisting were fully informed.

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- III. Within 60 days of the end of a declared emergency, a Lead Entity must electronically serve any reports issued to other agencies by it and its members regarding a specific declared emergency, to the Director of Communications Division and its successor divisions.**
Received after action reports were properly served to the CPUC and are attached herein.

VALLEY FIRE AFTER ACTION REPORT

SEPTEMBER 2020



PHOTO CREDIT: CAL FIRE/K. BORTISSER



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This report includes commentary on components of the regional response but is not intended as a comprehensive analysis for all responding agencies. This report focuses on the response of the County of San Diego Office of Emergency Services with recognition that other responding agencies will conduct their own after-action planning process.

EXECUTIVE SUMMARY

On the morning of September 4, 2020, the National Weather Service (NWS) issued an Excessive Heat Warning for San Diego County deserts, valleys, mountains, and coastal areas. The NWS forecasted record breaking heat and warned of elevated fire danger due to dry brush and low humidity. On the morning of September 5, 2020, NWS then issued a Red Flag Warning due to strong gusty winds predicted to reach 40 mph.

During the early afternoon hours of September 5, the Valley Fire ignited in the area of Carveacre Road and Japatul Road, southeast of Alpine, in the Cleveland National Forest. This fast-moving fire quickly consumed dry, combustible vegetation to reach a critical rate of spread. The County Office of Emergency Services' (OES) Staff Duty Officer (SDO) was monitoring radio transmissions which prompted a call to the CAL FIRE Duty Chief to verify the severity of the fire. The Duty Chief reported that the fire was in the U.S. Forest Service's (USFS) area of responsibility, but CAL FIRE and USFS would be in a Unified Command.

During the afternoon of September 5, the first Evacuation Orders were issued prompting County OES to activate the Operational Area Emergency Operations Center (OA EOC) at a Level III (lowest) to centralize emergency response coordination. The EOC activation level transitioned to a Level II by mid-day September 6. Staff from various County departments, including OES, Public Safety Group, County Communications Office, Animal Services, and the Sheriff's Department Emergency Planning Detail (EPD) quickly mobilized in the EOC, both physically and virtually. Liaisons from several partner organizations were also activated, including 2-1-1 San Diego, American Red Cross (ARC), and the California Governor's Office of Emergency Services. A local emergency was proclaimed the evening of September 6.

By the evening of September 10, the forward rate of spread had stopped at 17,665 acres (acreage has since been downgraded to 16,390 acres burned) with a containment level of 35%. The EOC activation level was reduced to Level III. The EOC was deactivated the afternoon of September 11. The fire was reported 100% contained on September 24.

In total, 24 homes, 31 accessory structures, 6 RVs, and 5 commercial structures were destroyed.



PHOTO CREDIT: CAL FIRE

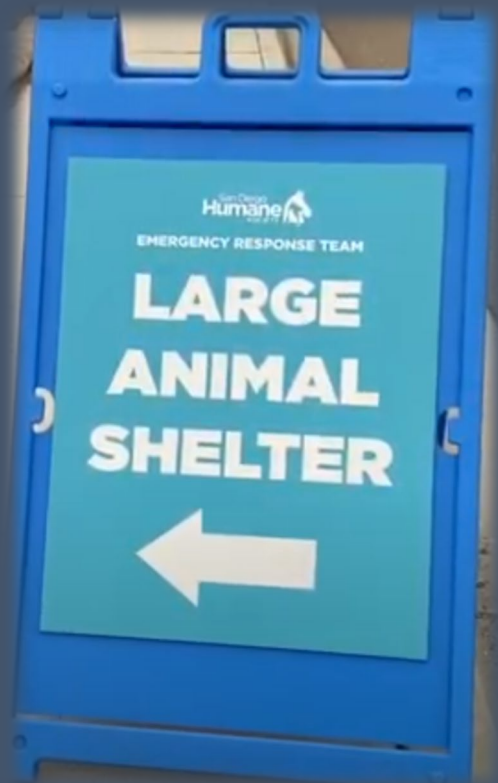


PHOTO CREDIT: COUNTY DEPARTMENT OF ANIMAL SERVICES



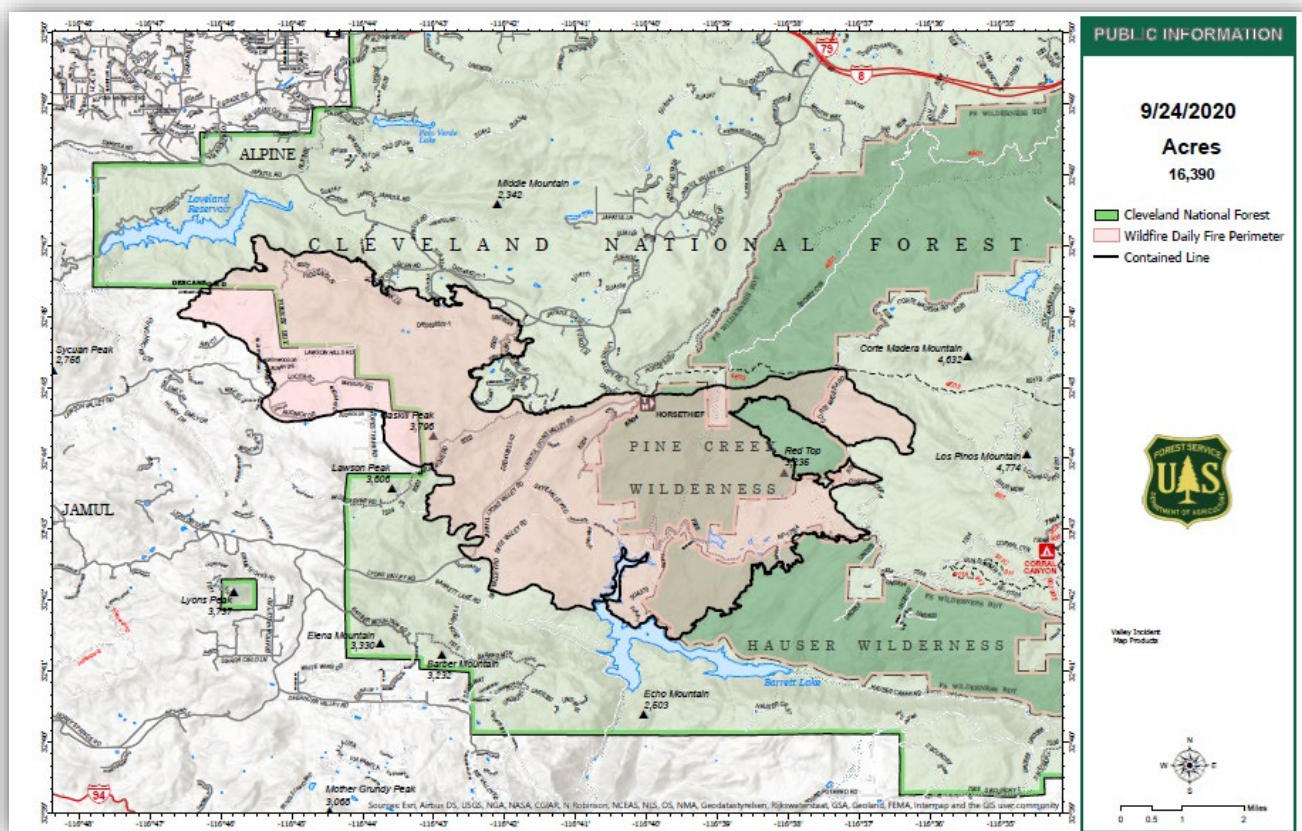
PHOTO CREDIT: CAL FIRE

During the incident, 8 Wireless Emergency Alerts (WEAs) and 13 AlertSanDiego campaigns were sent. Approximately 12,405 residents were impacted by Evacuation Orders and Warnings.

The ARC opened and operated three Temporary Evacuation Points (TEPs), with assistance from Community Emergency Response Teams (CERT) and County Public Health Services. The ARC also provided temporary non-congregate lodging to 399 people in 150 rooms across 9 hotels. The non-congregate hotel operation was closed on September 21.

In order to support people affected by the Valley Fire, the County's Animal Services Department opened three large animal shelters and one small animal shelter for displaced animal populations.

To assist residents who were impacted by the Valley Fire, the County opened and operated a Local Assistance Center (LAC) from September 12-14. On October 16, a Presidential Major Disaster Declaration was issued for California Wildfires. The Valley Fire was included in this declaration, which made available both Public Assistance and Individual Assistance programs. The Federal Emergency Management Agency (FEMA) operated a Mobile Registration Intake Center from October 29-31 to determine residents' eligibility for Individual Assistance.



SEQUENCE OF EVENTS

Events are according to Pacific Daylight Time (PDT) and may reflect the actual time of the event or the time an event was reported.

FRIDAY, SEPTEMBER 4, 2020

- | | |
|------|--|
| 1000 | The NWS issued an Excessive Heat Warning for San Diego County deserts, mountains, valleys, and coasts. |
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SATURDAY, SEPTEMBER 5, 2020

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|------|--|
| 1000 | The NWS issued a Red Flag Warning for all of San Diego County. |
| 1416 | The Cleveland National Forest and CAL FIRE report a vegetation fire in the Japatul Valley area, southeast of Alpine; rapid rate of spread with structures threatened. |
| 1539 | USFS report the number of acres burned to be 300 – 400. “Multiple air and ground resources are on scene and en route.” |
| 1539 | The County’s Animal Services Department began receiving animals from evacuation areas at the Bonita Shelter and began deploying Emergency Response Team (ERT) staff to assist with animal evacuations. |
| 1542 | San Diego County Sheriff’s Department WEA #1 : Instructs residents who live in the area of the fire to shelter-in-place if they are unable to evacuate. |
| 1545 | San Diego County Sheriff’s Department AlertSanDiego Campaign #1 : Issued a shelter-in-place order for residents in the vicinity of the Japatul Road and Carveacre Road intersection. |
| 1620 | CAL FIRE Incident Update : 500 acres burned; Unified Command with the USFS. |
| 1626 | San Diego County Sheriff’s Department AlertSanDiego Campaign #2 : Issued an Evacuation Warning for the area north of Skyline Truck Road and west of Japatul Road prompting residents to evacuate to Temporary Evacuation Points (TEPs) at Steele Canyon High School (Spring Valley) or Joan MacQueen Middle School (Alpine). |
| 1636 | San Diego County Sheriff’s Department WEA #2 : Instructed residents who live in the area of the fire to shelter-in-place if they are unable to evacuate. |
| 1651 | San Diego County Sheriff’s Department AlertSanDiego Campaign #3 : Issued an Evacuation Order in the Carveacre Road area west to Lawson Valley Road. |
| 1658 | CAL FIRE Incident Update : 1,000 acres burned. |
| 1705 | San Diego County Sheriff’s Department AlertSanDiego Campaign #4 : Issued an Evacuation Warning for the Lawson Valley area. |
| 1730 | County OES deployed an Agency Representative to the Incident Command Post (ICP). |
| 1752 | CAL FIRE Incident Update : 1,500 acres burned. |
| 1856 | The Operational Area (OA) EOC was activated at a Level III (lowest level). |
| 2309 | San Diego County Sheriff’s Department AlertSanDiego Campaign #5 : Issued an Evacuation Warning in the Lawson Valley area. |

SUNDAY, SEPTEMBER 6, 2020

- | | |
|------|--|
| 0351 | San Diego County Sheriff’s Department AlertSanDiego Campaign #6 : Issued an Evacuation Order for the area west of the Japatul Road and Lyons Valley Road intersection. |
|------|--|

0850	CAL FIRE Incident Update: 4,000 acres burned, 0% contained, and 10 structures destroyed.
0958	To consolidate resources, the San Diego County Sheriff's Department announced the TEP at Joan MacQueen Middle School was closed and directed residents under Evacuation Order to go to the TEP at Steele Canyon High School.
1223	San Diego County Sheriff's Department AlertSanDiego Campaign #7: Issued an Evacuation Order for the area along Lyons Valley Road southwest of the Japatul Road and Lyons Valley Road intersection.
1228	County of San Diego identifies two pet friendly hotels with immediate availability and provides point of contact information to the American Red Cross.
1237	San Diego County Sheriff's Department WEA #3: Issued an Evacuation Order for the Lyons Valley Road and Japatul Road intersection to Honey Springs Road.
1300	ARC reported that the U.S. Grant Hotel (San Diego) would be used to lodge evacuated residents. They reserved 10 rooms, 3 were filled the previous evening. Hotel was not pet friendly.
1339	San Diego County Sheriff's Department announced the TEP at Joan MacQueen Middle School was reopened.
1403	San Diego County Sheriff's Department WEA #4: Issued an Evacuation Order for the Barrett Lake area.
1413	San Diego County Sheriff's Department AlertSanDiego Campaign #8: Issued an Evacuation Order for the Barrett Lake area.
1506	San Diego County Sheriff's Department AlertSanDiego Campaign #9: Issued an Evacuation Order for the Barrett Lake area.
1513	San Diego County Sheriff's Department WEA #5: Issued an Evacuation Order for Lyons Valley to Barrett Lake, and Barber Mountain Road north to Horsethief Canyon Road.
1533	San Diego County Sheriff's Department AlertSanDiego Campaign #10: Issued an Evacuation Warning in SR94/Marron Valley Road and Lyons Valley Road areas out to Morena Reservoir.
1548	CAL FIRE Incident Update: 5,350 acres burned, 1% contained.
1626	San Diego County Sheriff's Department AlertSanDiego Campaign #11: Issued an Evacuation Warning near Lyons Valley Road east toward Barrett Lake.
1700	County of San Diego proclaimed a local emergency.
1801	CAL FIRE Incident Update: 9,850 acres burned, 1% contained, 11 single residences destroyed, and 25 other minor structures destroyed.
1830	County of San Diego Behavioral Services (BHS) deployed to the Steele Canyon High School TEP to assess behavioral health needs. BHS conducted verbal discussion with clinical staff at Joan MacQueen Middle School TEP. No behavioral health needs identified.
1900	ARC reported non-congregate lodging numbers: 50 clients, 20 rooms, 3 hotels.
2203	The OA EOC increased activation level to a Level II (medium level).

MONDAY, SEPTEMBER 7, 2020

0558	CAL FIRE Incident Update: 10,258 acres burned, 1% containment, 11 single residences destroyed, and 25 other minor structures destroyed.
0658	ARC reported non-congregate lodging numbers: 127 clients, 44 rooms, 3 hotels.
1042	San Diego County Sheriff's Department AlertSanDiego Campaign #12: Issued an Evacuation Order in the area west and northwest of Lake Morena County Park.
1103	San Diego County Sheriff's Department WEA #6: Issued an Evacuation Order for the Corral Canyon/Bobcat Meadows area. This WEA was cancelled at 1119.
1238	CAL FIRE Incident Update: 10,258 acres burned, 1% contained, 0 structures damaged, 11 habitable structures destroyed, and 25 outbuildings destroyed.

1421	San Diego County Fire CERT, East County CERT, and City of San Diego CERT deployed to TEPs to assist the American Red Cross.
1431	San Diego County Sheriff's Department WEA #7 : Issued an Evacuation Order for the Madera Ranch area.
1442	San Diego County Sheriff's Department AlertSanDiego Campaign #13 : Issued an Evacuation Order for the Madera Ranch area.
1457	The San Diego Foundation activated the San Diego Regional Disaster Fund to directly assist the survivors of the Valley Fire with recovery and rebuilding efforts.
1644	County Animal Services Department reported the Bonita Animal Shelter at capacity for large animals. An additional shelter for large animals was opened at Iron Oak Canyon Ranch (Spring Valley).
1700	The USFS temporarily closed all Southern California National Forests, including the Cleveland National Forest.
1800	ARC reported non-congregate lodging numbers: 219 clients, 78 rooms, 5 hotels.
1828	CAL FIRE Incident Update : 17,345 acres burned, 3% contained, 0 structures damaged, 11 habitable structures destroyed, and 25 outbuildings destroyed.

TUESDAY, SEPTEMBER 8, 2020

0429	The Valley Fire Incident Command Post (ICP) moved from Sycuan Casino to Los Coches Creek Middle School (El Cajon).
0905	ARC reported non-congregate lodging numbers: 252 clients, 90 rooms, 5 hotels.
1200	The NWS issued a Red Flag Warning which went into effect 9/8 at 12:00 p.m. through 9/9 at 8:00 p.m.
1700	The ICP closed the TEP at Joan MacQueen Middle School and opened a TEP at El Capitan High School (Lakeside). The TEP at Steele Canyon High School remained open.
1741	County Animal Services Department opened a large animal shelter at the Lakeside Rodeo Grounds.
1806	County OES sends an Emergency Alert System (EAS) message to alert residents of the upcoming Red Flag Warning. The message was not aired by local television stations.
1836	County of San Diego Office of Emergency Services WEA #1 : A Red Flag Warning is in effect until 8 p.m. Wednesday 9-9-20 with anticipated winds reaching 45 MPH overnight in the mountains and valleys. Any fires that develop will spread rapidly with extreme fire behavior, threatening life and property. Be prepared to evacuate if needed.
2109	CAL FIRE Incident Update : 17,565 acres burned, 11% contained, 9 structures damaged, 20 habitable structures destroyed, and 25 outbuildings destroyed.

WEDNESDAY, SEPTEMBER 9, 2020

0530	ARC reported non-congregate lodging numbers: 332 clients, 116 rooms, and 8 hotels.
0700	CAL FIRE Incident Update : 17,565 acres burned, 11% containment, 20 single residences destroyed, 3 nonresidential commercial properties destroyed, and 17 other minor structures destroyed.
0800	Valley Fire Recovery Hotline and e-mail inbox went live to the public in English and Spanish. The hotline was staffed from 8:00 a.m. to 5:00 p.m. through September 13. The Recovery email inbox was staffed between 8:00 a.m. and 5:00 p.m. through September 13.
1200	ARC reported non-congregate lodging numbers: 362 clients, 129 rooms, 9 hotels.
1838	CAL FIRE announced reduction of Evacuation Orders to warnings for: Corte Madera Ranch, Barrett Dam, all areas accessible from Lawson Valley Road to the east with the exception of Forest Park Road,

	and the north side of Japatul Road between Sycuan Truck Trail and Hidden Glen Road. All other Evacuation Orders remained in effect.
1900	ARC reported non-congregate lodging numbers: 371 clients, 141 rooms, 8 hotels.
1923	CAL FIRE Incident Update: 17,665 acres burned, 27% containment, 20 habitable structures destroyed, 11 structures damaged, and 25 other minor structures destroyed.

THURSDAY, SEPTEMBER 10, 2020

0700	CAL FIRE Incident Update: 17,665 acres burned, 32% containment, 30 habitable structures destroyed, 11 structures damaged, and 29 other minor structures destroyed.
1324	The County announced that a Local Assistance Center (LAC) will be opened to help residents affected by the Valley Fire from September 12-14.
1403	County Animal Services announced the closure of the Lakeside Rodeo Grounds large animal shelter. The Bonita Shelter remained open for large and small animal evacuations.
1800	CAL FIRE Incident Update: 17,665 acres burned, 35% containment, 30 habitable structures destroyed, 11 structures damaged, 31 other minor structures destroyed.
1813	CAL FIRE announced the closure of El Capitan High School TEP. The Steele Canyon High School TEP remained open.
1800	CAL FIRE announced the reduction of Evacuation Orders to Evacuation Warnings for: Carveacre Road Area, Lyons Valley Road east to Barrett Lake Road, Japatul Valley, and Hidden Glen.

FRIDAY, SEPTEMBER 11, 2020

0800	CAL FIRE Incident Update: 17,665 acres burned, 39% containment, 30 habitable structures destroyed, 11 structures damaged, 31 other minor structures destroyed.
1200	CAL FIRE announced all Evacuation Orders, Evacuation Warnings, and road closures affected by the Valley Fire were lifted.
1200	The Steele Canyon High School TEP closed.
1300	The OA EOC deactivated and returned to Staff Duty Officer status.
1800	CAL FIRE Incident Update: 17,665 acres burned, 55% containment, 30 habitable structures destroyed, 11 structures damaged, and 31 other minor structures destroyed.

SATURDAY, SEPTEMBER 12, 2020

0700	CAL FIRE Incident Update: 17,665 acres burned, 69% containment, 30 habitable structures destroyed, 11 structures damaged, and 31 other minor structures destroyed.
1000	The County of San Diego opened a LAC at the Rancho San Diego Library for residents impacted by the Valley Fire. Hours of operation: 10:00 a.m. to 6:00 p.m. (93 visitors and 27 partner agencies).
1800	CAL FIRE Incident Update: 17,665 acres burned, 79% containment, 30 habitable structures destroyed, 11 structures damaged, and 31 other minor structures destroyed.

SUNDAY, SEPTEMBER 13, 2020

0700	CAL FIRE Incident Update: 17,665 acres burned, 79% containment, 30 habitable structures destroyed, 11 structures damaged, and 31 other minor structures destroyed.
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1000	LAC opened from 10:00 a.m. to 6:00 p.m. (37 visitors and 23 partner agencies).
1745	CAL FIRE Incident Update: 17,665 acres burned, 87% containment, 30 habitable structures destroyed, 11 structures damaged, and 31 other minor structures destroyed.

MONDAY, SEPTEMBER 14, 2020

0651	CAL FIRE Incident Update: 17,665 acres burned, 87% containment, 30 habitable structures destroyed, 11 structures damaged, and 31 other minor structures destroyed.
0700	CAL FIRE turned over Unified Command to the USFS.
1100	LAC opened from 11:00 a.m. to 7:00 p.m. 53 visitors and 24 partner agencies.

TUESDAY, SEPTEMBER 15, 2020

No new updates.

WEDNESDAY, SEPTEMBER 16, 2020

0851	Cleveland National Forest Incident Update: 17,665 acres burned, 90% containment.
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SEPTEMBER 17 - 23, 2020

No new updates.

THURSDAY, SEPTEMBER 24, 2020

1809	Cleveland National Forest Incident Update: 16,390 acres burned (acres burned was downgraded by 975 acres), 100% containment.
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COUNTY OFFICE OF EMERGENCY SERVICES (OES)

The Operational Area Emergency Operations Center (OA EOC) was activated at a Level III (lowest) on September 5, 2020 at 6:56 p.m. to centralize emergency response coordination. A Level III EOC activation is used for small to moderate events and includes minimal staffing of EOC positions. On September 6, 2020 at 10:03 p.m., the OA EOC activation level was increased to a Level II.

Upon activation, more than 70 people from internal departments and external partner agencies reported to the OA EOC, both physically and virtually, to support response operations. Staff from various County departments, including OES, Public Safety Group Executive Office, County Communications Office, Sheriff's Department Emergency Planning Detail (EPD), and Public Health Services quickly mobilized in the EOC. Liaisons from several partner organizations were also assigned to the EOC, including personnel from 2-1-1 San Diego, American Red Cross, California Governor's Office of Emergency Services, and San Diego Gas & Electric.

The OA EOC was deactivated on September 11, 2020 at 1:00 p.m. and returned to Staff Duty Officer status. Many County departments, including Planning & Development Services, Department of Public Works, Department of Environmental Health, and Agriculture Weights and Measures continued to coordinate disaster recovery efforts from off-site locations. Many of these departments participated in the planning for the execution of a Local Assistance Center.

SUMMARY OF STRENGTHS

Below is a summary of key response related strengths identified by the County Office of Emergency Services:

✓	Technology partners deployed resources quickly in support of the operation (Quartic, Perspecta)
✓	Timely transition to Recovery (Operational Period 3) enabled the planning team to quickly establish a recovery hotline and open a Local Assistance Center (LAC) within 24-hours of all Evacuation Orders and Warnings being lifted
✓	Proactive engagement with Public Health Services ahead of the Red Flag Warning resulted in 24/7 nurse staffing at all Temporary Evacuation Points (TEPs) to conduct health screenings
✓	Strong, proactive communication and coordination between internal departments and external agencies both ahead of and during the incident (including County Animal Services, American Red Cross, 2-1-1 San Diego, County Communications Office, Community Emergency Response Teams (CERT), SDG&E, etc.)
✓	Early deployment of Agency Representative to the Incident Command Post (ICP)
✓	Strong collaborative effort in the EOC to share responsibilities/tasks/activities
✓	Proactive deployment of Agency Representative to the Temporary Evacuation Points was beneficial and provided real time updates on TEP status
✓	Strong relationship with CAL FIRE resulted in OES quickly receiving Damage Inspection (DINS) data service reports
✓	New comprehensive Situation Status Report Template easy to read
✓	Seamlessly executed the new financial donations contract for the first time with The San Diego Foundation

RECOMMENDATIONS

Below is a summary of response-related areas for improvement identified by the County Office of Emergency Services. Each area of improvement contains recommended actions, a responsible party, and a target date for completion.

Area of Improvement		Recommendation	Responsible Party	Completion Date
1	Slow activation of some personnel, external liaisons, and agency representatives in the EOC resulted in communication challenges between agencies	Identify which EOC positions can be filled virtually versus in-person	Julie Jeakle	December 30, 2020
2	Challenges identifying qualified personnel to operate Recovery Hotline	Coordinate with HR to pre-identify appropriate qualifications and draft a general position description	Dustin Ivers	March 30, 2021
3	Recovery hotline scripts and email inbox responses were created just-in-time	Develop universal Recovery hotline scripts and recovery email response templates	Dustin Ivers	March 30, 2021
4	Improve Recovery website	Coordinate with CTO to develop a solution that OES can easily manage	Dustin Ivers	March 30, 2021
5	Limited staff identified to support recovery functions after the EOC deactivated	Create priority actions checklist for transition to recovery	Dustin Ivers	March 30, 2021
6	Limitations of alert and warning software can sometimes require initiating more than one alert and warning campaign to reach the intended audience	Research/compare alert and warning software programs to identify those that can maximize the number of residents reached in each call campaign	Dan Vasquez	March 30, 2021
7	OES staff pulled away from critical tasks to assist other EOC responders with duties	Update/develop EOC Section and Position specific trainings	Julie Jeakle	June 30, 2021
		Develop EOC responder training requirements	Julie Jeakle	June 30, 2021
		Update/develop EOC position specific tools, resources, and templates	Julie Jeakle	June 30, 2021
8	The geographic distance between staff in the EOC and staff in the GIS room presented a challenge during a fast-moving event	Re-evaluate EOC seating chart to identify opportunity for enhancements	Julie Jeakle	March 30, 2021
9	Lack of redundancy among certain subject matter experts in the EOC	Identify areas in need of staff redundancy and develop plan to cross train staff	Julie Jeakle	March 30, 2021
10	County OES and CAL FIRE both activated contracts with 2-1-1 San Diego for similar, redundant	Coordinate with CAL FIRE to discuss the contracts and create plan for	Julie Jeakle	March 30, 2021

	services which caused confusion amongst agencies	activating these contracts in the future		
11	GIS Team was inundated during initial response and a fire perimeter map was not expediently produced	Update GIS training to improve GIS and OES familiarity with the National Interagency Fire Center (NIFC) National Incident Feature Services	Michael Robles	June 30, 2021
12	EOC notification and activation lists were not used which caused some confusion among personnel who were not asked to respond	Update EOC responder notification and activation processes	Stephen Rea	March 30, 2021
		Update EOC notification and activation templates	Dan Vasquez	June 30, 2021
		Train EOC responders on new notification and activation process	Stephen Rea/ Dan Vasquez	June 30, 2021
13	Improve consistency of information posted to SDCountyEmergency.com and Twitter	Create guide to aid personnel responsible for posting public information during an activation	Candace Hadley	June 30, 2021
14	Sent “preparedness” Wireless Emergency Alert (WEA) without identified use case under emergency conditions	Develop SOP to determine use of WEA “preparedness” messaging under emergency conditions	Stephen Rea/ Dan Vasquez	June 30, 2021
15	Deployed Agency Representative to TEPs without a clearly defined role	Develop checklist for Agency Representative to use when deployed to a TEP	Nick Thomlison	March 30, 2021
16	Received conflicting information regarding supply needs at TEPs	Create TEP supplies list	Nick Thomlison	March 30, 2021

APPENDIX A: WEATHER CONDITIONS

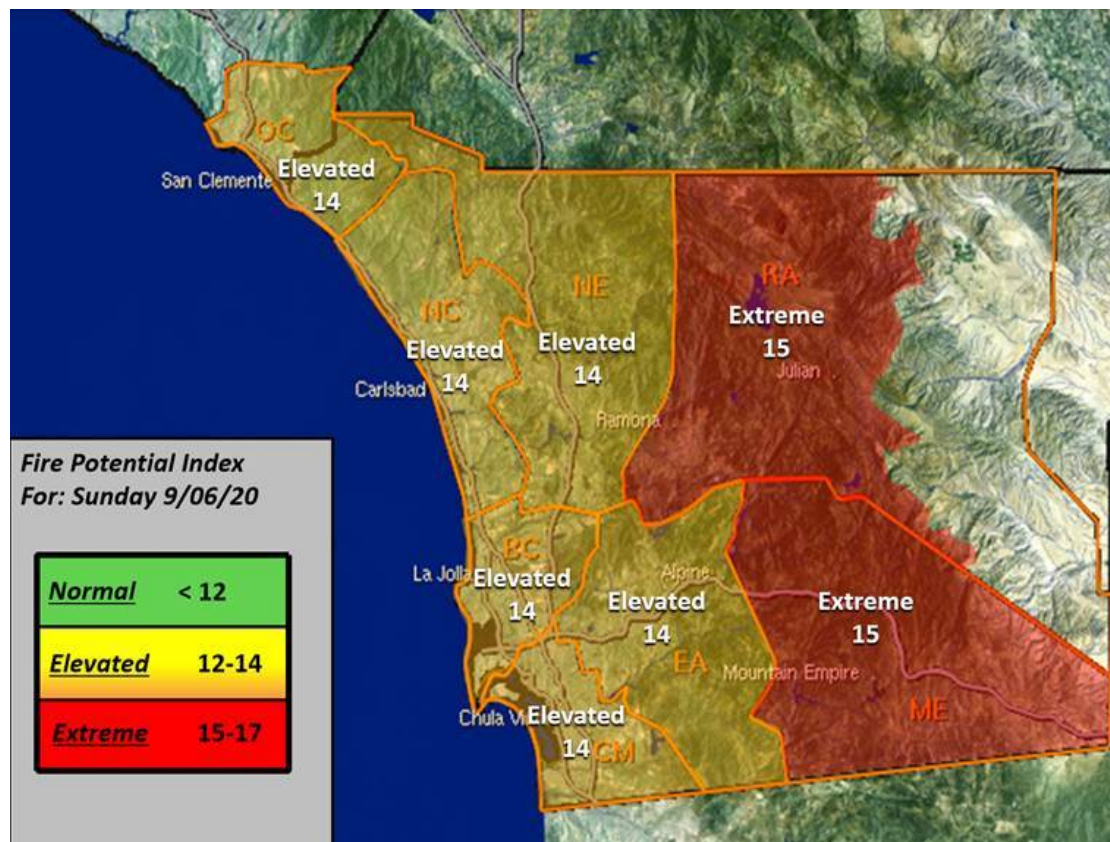
7-Day Fire Potential Index (FPI) Outlook Issued 9/5/20

RFW for SD Valleys & Mtns through Sun

Executive Summary:

- The FPI will be Extreme for mountain districts today and Sun and for all inland districts Wed/Thu
- Significant heat event for the entire western U.S. this weekend
 - An RFW will be in effect for the SD County Valleys & Mtns through 6 PM Sun
 - An Excessive Heat Warning will be in effect through Mon evening for all areas
 - Widespread 100+ degree temperatures, including for some coastal communities
 - Lows may not drop below 90 degrees for some foothill/valley communities tonight
 - Breezy east winds with widespread low humidity through Sun
 - The Santa Ana Wildfire Threat Index is rated Marginal today and Sun
- Moderate Santa Ana winds possible Tue night – Thu
 - Current indications show a peak in strength Wed with weak to moderate winds Thu
 - The SAWTI is currently rated Moderate for Wed and Marginal for Thu
- The FPI will be Elevated in all coastal districts for the next seven days

Fire Potential Index for Sunday 9/06/20:



Seven Day FPI Outlook:

	Sat 9/05	Sun 9/06	Mon 9/07	Tue 9/08	Wed 9/09	Thu 9/10	Fri 9/11	Sat 9/12
ME	Extreme 15 	Extreme 15 	Elevated 14	Elevated 14	Extreme 15	Extreme 15	Elevated 14	Elevated 14
RA	Extreme 15 	Extreme 15 	Elevated 14	Elevated 14	Extreme 15	Extreme 15	Elevated 14	Elevated 14
EA	Elevated 14 	Elevated 14 	Elevated 14	Elevated 14	Extreme 15	Extreme 15	Elevated 14	Elevated 14
NE	Elevated 14 	Elevated 14 	Elevated 14	Elevated 14	Extreme 15	Extreme 15	Elevated 14	Elevated 14
OC	Elevated 14	Elevated 14	Elevated 13	Elevated 13	Elevated 14	Elevated 14	Elevated 14	Elevated 13
NC	Elevated 13	Elevated 14	Elevated 12	Elevated 12	Elevated 13	Elevated 14	Elevated 14	Elevated 12
BC	Elevated 13	Elevated 14	Elevated 12	Elevated 12	Elevated 13	Elevated 14	Elevated 14	Elevated 12
CM	Elevated 13	Elevated 14	Elevated 12	Elevated 12	Elevated 13	Elevated 14	Elevated 14	Elevated 12

Normal	Elevated	Extreme	RFW
< 12	12-14	15-17	

FPI Discussion: Significant heat will continue region-wide this weekend. Weak offshore flow with gusts of 25-35 mph has brought humidities into the single digits/teens, while early afternoon temperatures are soaring into the 100+ degree range. Combined with fully cured grasses, near-critical live fuel moistures, and significant drying of the fine, dead fuels, any ignition that occurs this weekend can be expected to burn readily across the landscape. As a result, the FPI will remain in Extreme for the mountain districts through tomorrow Sunday, while the heat and low humidity, but lack of significant wind, will Elevate the FPI for all coastal areas.

Winds will turn back onshore Monday and become fairly gusty across the mountain ridges and desert slopes late Monday afternoon. Thereafter, Santa Ana winds are expected to develop late Tuesday night into Wednesday. This currently looks like a moderate strength event that peaks on Wednesday and continues Thursday. Without much recovery in moisture between this weekend and the setup of the Santa Ana event, fuels will remain critically dry, leaving the region susceptible to ignitions. As a result, the FPI will return to Extreme for all inland districts on Wednesday and Thursday. Though winds are forecast to subside Thursday evening, residual heat and low humidity will maintain an Elevated FPI rating for all areas into early next weekend.



Santa Ana Wildfire Threat Index for San Diego County:

Sat 9/05	Sun 9/06	Mon 9/07	Tue 9/08	Wed 9/09	Thu 9/10
Marginal	Marginal	No Rating	No Rating	Moderate	Marginal

No-Rating	Marginal	Moderate	High	Extreme
Santa Ana winds are not expected or will not contribute to significant fire activity.	Upon ignition, fires <i>may</i> grow rapidly.	Upon ignition, fires <i>will</i> grow rapidly and <i>will</i> be difficult to control.	Upon ignition, fires will grow <i>very</i> rapidly and will be <i>very</i> difficult to control.	Upon ignition, fires will have extreme growth and will be uncontrollable.

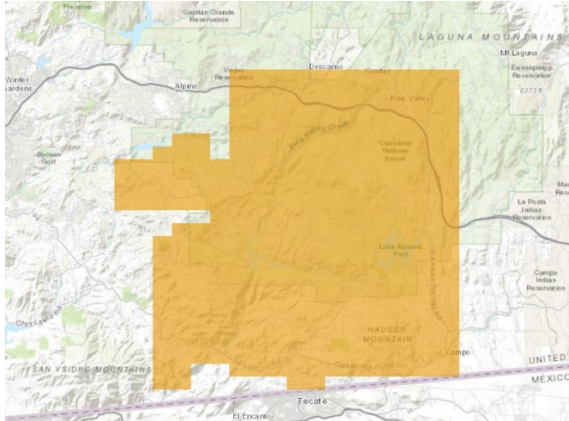
MATERIALS AND INFORMATION ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL SAN DIEGO GAS & ELECTRIC COMPANY BE LIABLE TO ANY PARTY FOR ANY DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES FOR ANY USE OF THE MATERIALS OR INFORMATION PROVIDED HEREIN, INCLUDING, WITHOUT LIMITATION, ANY CLAIMS OR DEMANDS FOR LOST PROFITS OR BUSINESS INTERRUPTION, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

APPENDIX B: ALERT & WARNING CAMPAIGNS

AlertSanDiego is the regional emergency mass notification system, which includes listed and unlisted landline telephones, registered cell phone, and registered email addresses. During the Valley Fire incident, an additional 37,075 residents registered their cell phones and email addresses to receive emergency notifications. Over 643,590 residents have registered since AlertSanDiego was launched in 2007.

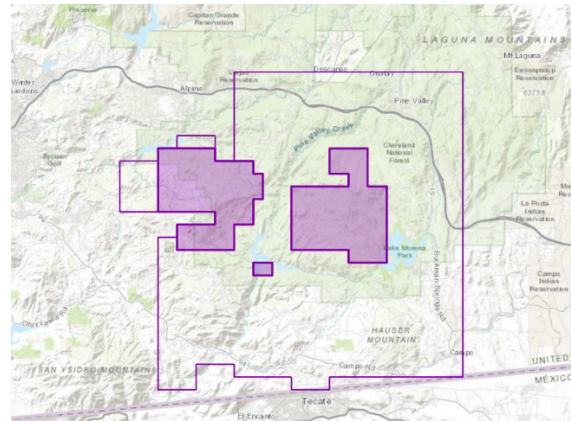
Valley Fire AlertSanDiego Notification Area – San Diego County Sheriff

Total Evacuation Warning & Orders



=Total Evacuation Warning & Order

Evacuation Warnings & Orders Distinguished



=Evacuation Warning

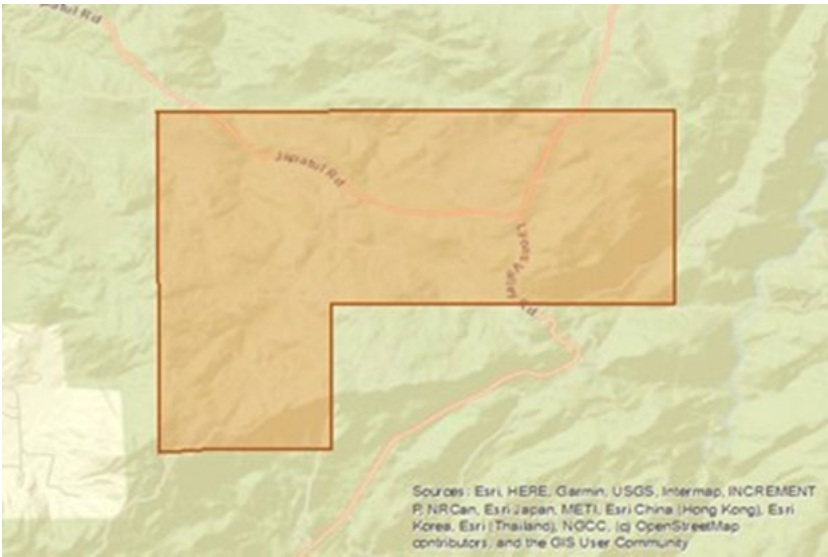
=Evacuation Order

Valley Fire AlertSanDiego Evacuation Campaign Totals – San Diego County Sheriff

	Nighttime Population*	Daytime Population*	Housing Units*	Businesses*
Total	11,508	10,206	4,570	262

**Data gathered using Esri Community Analyst (Community Profile and Business Summary Reports) reflecting values from the following variables: 2020 Total Population (Nighttime) (Esri), 2020 Daytime Population (Esri), 2020 Total Housing Units (Esri), and 2020 Total (SIC01-99) Businesses. Esri provides 2020 estimates where 2020 counts are not available by using data from a variety of sources including U.S. Census data, when applicable.*

Valley Fire AlertSanDiego Evacuation Campaigns – San Diego County Sheriff's Department

Campaign 1 Shelter-In-Place 5 September 2020 3:54 PM (PT)		
Selected Contacts	147	
Successfully Reached	120	
• Percentage	81%	
Accessible Contacts	8	
Successfully Reached	8	
• Percentage	100%	

Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 09/05/20 at 3:45 pm. There is a fire near Carveacre Rd/Japatul Rd in the Alpine area. Emergency responders are addressing the situation. A shelter in place order has been issued for your area. If you live in the area and you are unable to evacuate due to the fire blocking the road you should shelter in place. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

San Diego County Sheriff's Department with an emergency evacuation message on 09/05/20 at 3:45 pm. There is a fire near Carveacre Rd/Japatul Rd in Alpine area. If you are unable to evacuate due to the fire blocking the road you should shelter in place. If you are in immediate danger call 9-1-1.

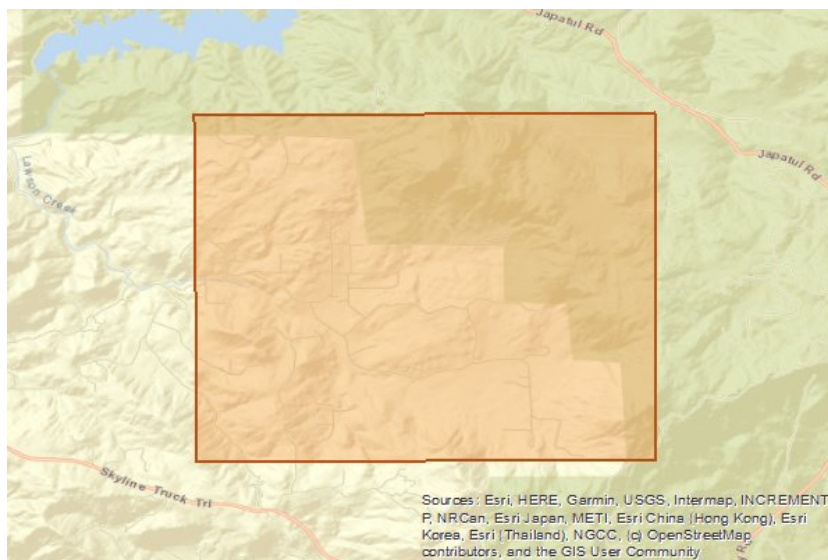
Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 09/05/20 at 3:45 pm. There is a fire near Carveacre Rd/Japatul Rd in the Alpine area. Emergency responders are addressing the situation.

A shelter in place order has been issued for your area. If you live in the area and you are unable to evacuate due to the fire blocking the road you should shelter in place. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Campaign 2
Evacuation Warning
5 September 2020 4:26 PM (PT)

Selected Contacts	292
Successfully Reached	259
• Percentage	88%
Accessible Contacts	2
Successfully Reached	2
• Percentage	100%



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/5/20 at 4:20pm. There is a wildland fire in the area of Carveacre Rd near Japatul Rd. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation warning in your area due to wildland fire approaching from the area of Carveacre Rd near Japatul Rd, be prepared to evacuate to the southwest toward Skyline Truck Trail

Email Text:

EVACUATION WARNING FROM THE SAN DIEGO SHERIFF'S DEPARTMENT:

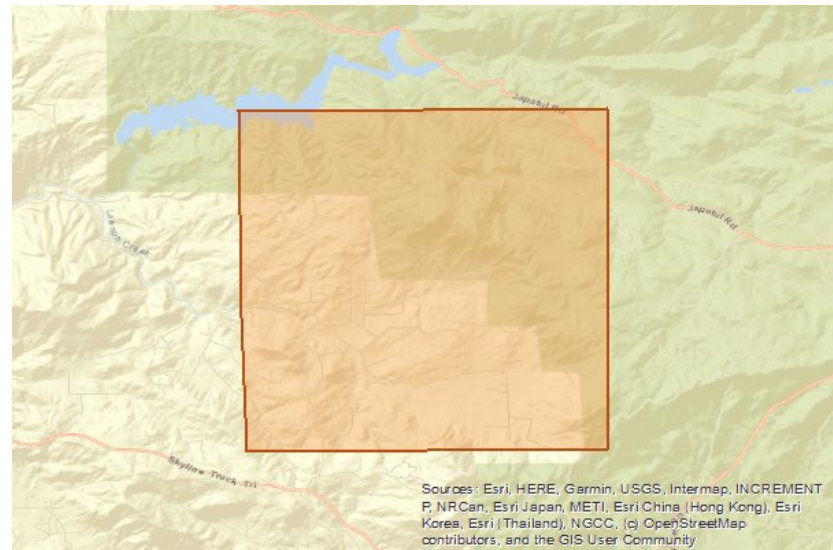
This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/5/20 at 4:20pm. There is a wildland fire in the area of Carveacre Rd near Japatul Rd. Emergency responders are currently addressing the situation.

An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued.

If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Campaign 3
Evacuation Order
5 September 2020 4:51 PM (PT)

Selected Contacts	304
Successfully Reached	267
• Percentage	87%
Accessible Contacts	2
Successfully Reached	2
• Percentage	100%



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/5/20 at 4:45pm. There is a wildland fire in the area of Carveacre Rd moving west toward Lawson Valley Rd. Emergency responders are addressing the situation. An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steel Canyon High School or Joan McQueen Middle School, whichever is more easily accessible. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation order in the Carveacre Rd area west to Lawson Valley Rd due to wildland fire, evacuate to Joan McQueen Mid School or Steele Canyon High School, more at alertsd.org

Email Text:

EVACUATION ORDER FROM THE SAN DIEGO SHERIFF'S DEPARTMENT:

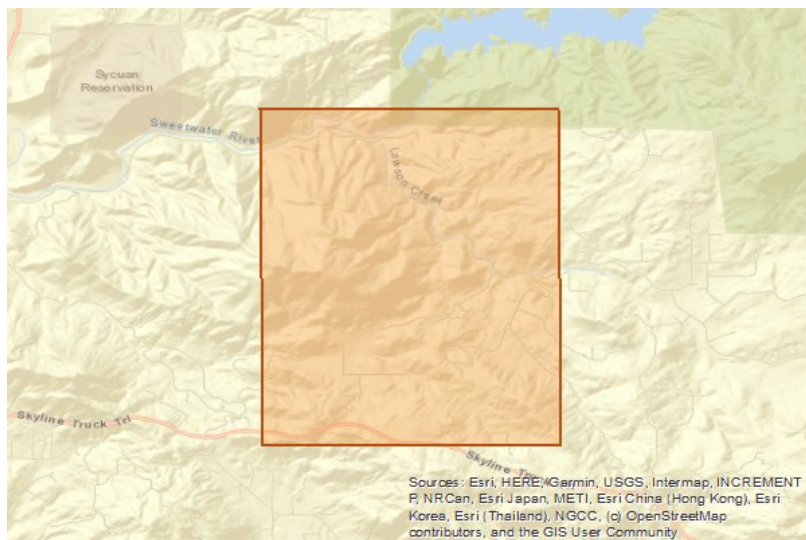
This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/5/20 at 4:45pm. There is a wildland fire in the area of Carveacre Rd moving west toward Lawson Valley Rd. Emergency responders are addressing the situation.

An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steel Canyon High School or Joan McQueen Middle School, whichever is more easily accessible. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Campaign 4
Evacuation Warning
5 September 2020 5:04 PM (PT)

Selected Contacts	194
Successfully Reached	181
• Percentage	93%
Accessible Contacts	3
Successfully Reached	3
• Percentage	100%



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/5/20 at 5:00pm. There is a wildland fire in the area of Carveacre Rd moving west toward Lawson Valley Rd. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. Residents who choose to evacuate can go to Steele Canyon High School. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation warning in the Lawson Valley area due to wildland fire, evacuation point is Steele Canyon High School, more at alertsds.org

Email Text:

EVACUATION WARNING FROM THE SAN DIEGO SHERIFF'S DEPARTMENT:

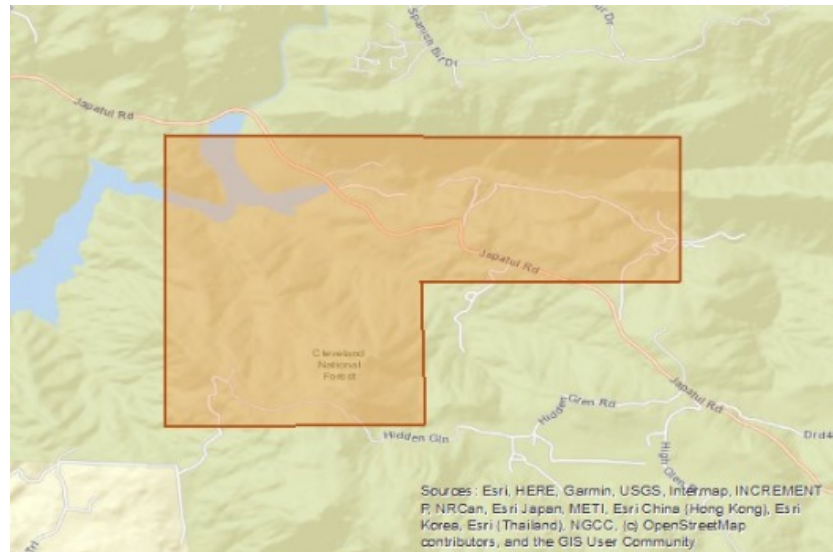
This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/5/20 at 5:00pm. There is a wildland fire in the area of Carveacre Rd moving west toward Lawson Valley Rd. Emergency responders are currently addressing the situation.

An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued.

Residents who choose to evacuate can go to Steele Canyon High School. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Campaign 5
Evacuation Warning
5 September 2020 11:09 PM (PT)

Selected Contacts	28
Successfully Reached	27
• Percentage	96%
Accessible Contacts	0
Successfully Reached	0
• Percentage	NA



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/5/20 at 11:00pm. There is a wildland fire in the area of Carveacre Rd moving west toward Lawson Valley Rd. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. Residents who choose to evacuate can go to Steele Canyon High School or Joan MacQueen Middle School. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

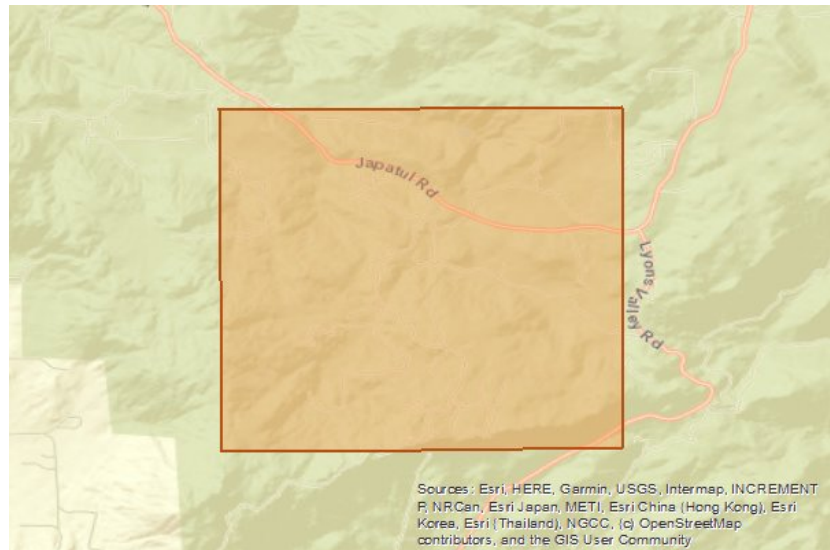
SD Sheriff's is issuing an evacuation warning in the Lawson Valley area due to wildland fire, evacuation point is Steele Canyon High School or Joan MacQueen Middle School, more at alerts.d.org

Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/5/20 at 11:00pm. There is a wildland fire in the area of Carveacre Rd moving west toward Lawson Valley Rd. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. Residents who choose to evacuate can go to Steele Canyon High School or Joan MacQueen Middle School. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

**Campaign 6
Evacuation Order
6 September 2020 3:51 AM (PT)**

Selected Contacts	174
Successfully Reached	140
• Percentage	80%
Accessible Contacts	7
Successfully Reached	7
• Percentage	100%



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on Sunday September 6, 2020 at 3:45 am. There is a fire that is spreading to your area. Emergency responders are addressing the situation. An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Joan McQueen Middle School at 2001 Tavern Road. or Steele Canyon High School at 2440 Campo Road. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

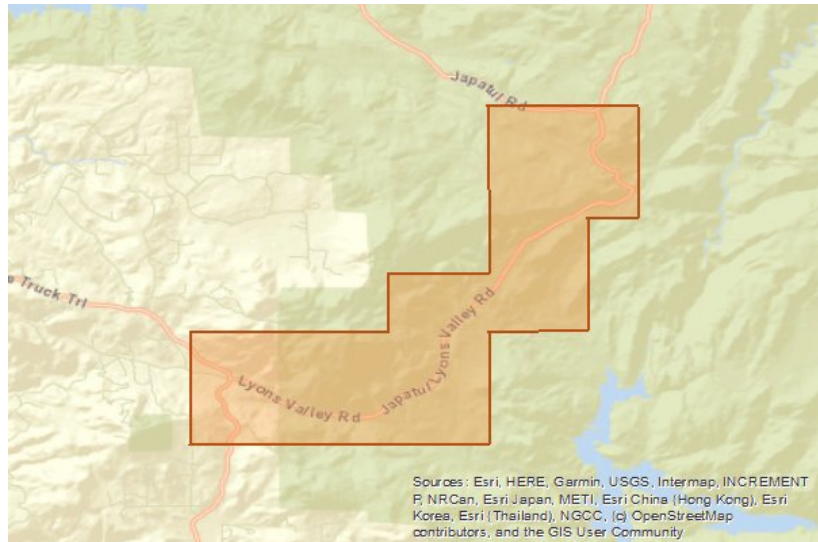
SD Sheriff's issuing an evacuation ORDER in your area due to a fire. Evac location is Joan McQueen Middle School or Steele Canyon High School. If you need assistance with evacs please call 911.

Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on Sunday September 6, 2020 at 3:45 am. There is a fire that is spreading to your area. Emergency responders are addressing the situation. An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Joan McQueen Middle School at 2001 Tavern Road. or Steele Canyon High School at 2440 Campo Road. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

**Campaign 7
Evacuation Order
6 September 2020 12:23 PM (PT)**

Selected Contacts	164
Successfully Reached	135
• Percentage	82%
Accessible Contacts	7
Successfully Reached	7
• Percentage	100%



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 09/06/20 at 12:15 pm. There is a fire in your area. Emergency responders are addressing the situation. An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steele Canyon High School. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation order in this area due to a fire, evacuation point is Steele Canyon High School, www.sdcountyemergency.com for more information.

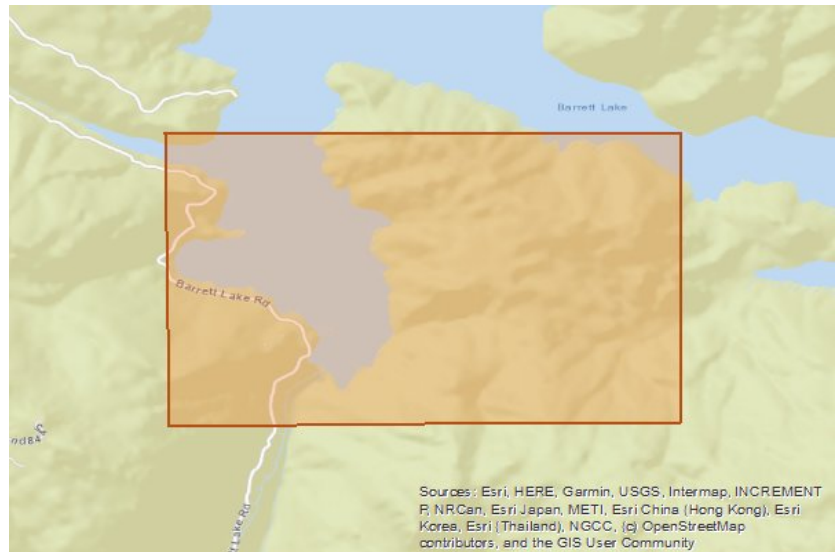
Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 09/06/20 at 12:15 pm. There is a fire in your area. Emergency responders are addressing the situation.

An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steele Canyon High School. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

**Campaign 8
Evacuation Order
6 September 2020 2:13 PM (PT)**

Selected Contacts	9
Successfully Reached	9
• Percentage	100%
Accessible Contacts	0
Successfully Reached	0
• Percentage	NA



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/6/2020 at 2:05pm. There is a wildfire in the area of Lyons Valley Rd between Japatul Rd and Honey Springs Rd. Emergency responders are addressing the situation. An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steele Canyon High School. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation order in Barrett Lake Area due to wildfire, evacuation shelter at Steel Canyon High School, safest route is south toward State Route 94

Email Text:

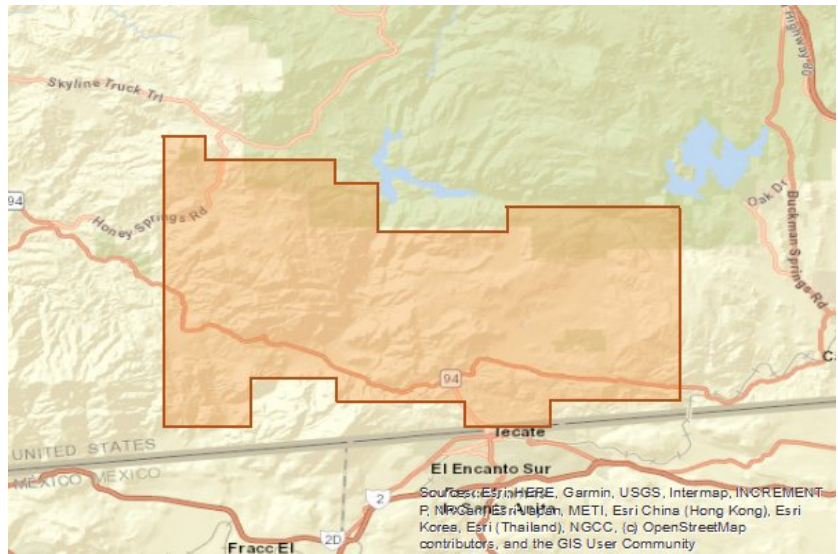
EVACUATION ORDER FROM THE SAN DIEGO SHERIFF'S DEPARTMENT:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/6/2020 at 2:05pm. There is a wildfire in the area of Lyons Valley Rd between Japatul Rd and Honey Springs Rd. Emergency responders are addressing the situation.

An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steele Canyon High School. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Campaign 9
Evacuation Warning
6 September 2020 3:06 PM (PT)

Selected Contacts	1,095
Successfully Reached	834
• Percentage	76%
Accessible Contacts	28
Successfully Reached	27
• Percentage	96%



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 09/06/2020 at 2:45 pm. There is a fire in the Lyons Valley area. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. Residents who choose to evacuate can go to Steele Canyon High School or Joann McQueen Middle School. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation warning in SR94/Marron Valley Rd and Lyons Valley Rd areas out to Morena Reservoir due to a fire, Evacuation centers are Steele Canyon HS or Joann McQueen Middle School. www.sdcountyemergency.com for more information.

Email Text:

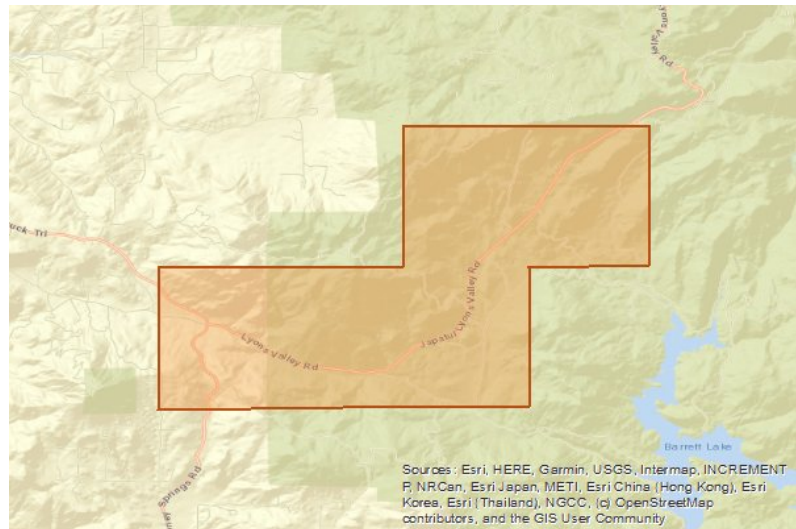
This is the San Diego County Sheriff's Department with an emergency evacuation message on 09/06/2020 at 2:45 pm. There is a fire in the Lyons Valley area. Emergency responders are currently addressing the situation.

An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued.

Residents who choose to evacuate can go to Steele Canyon High School or Joann McQueen Middle School. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Campaign 10
Evacuation Order
6 September 2020 3:33 PM (PT)

Selected Contacts	55
Successfully Reached	43
• Percentage	78%
Accessible Contacts	2
Successfully Reached	2
• Percentage	100%



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/6/2020 at 3:20pm. There is a wildfire in the area of Lyons Valley Rd east to Barrett Lake. Emergency responders are addressing the situation. An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steele Canyon High School or Joan MacQueen Middle School. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff is issuing an evacuation order in the area of Lyons Valley Rd east toward Barrett Lake due to wildfire, evacuate to Steele Canyon High School or Joan MacQueen Middle School, more info at alerts.d.org.

Email Text:

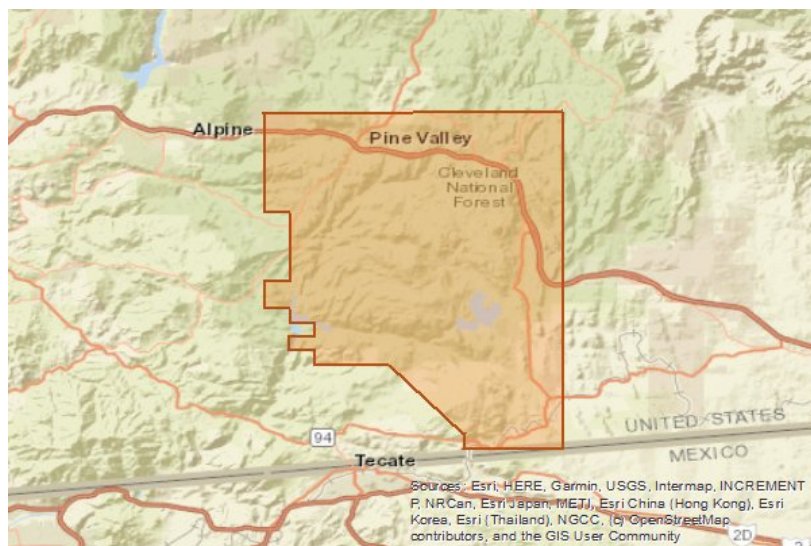
EVACUATION ORDER FROM THE SAN DIEGO SHERIFF'S DEPARTMENT:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 9/6/2020 at 3:20pm. There is a wildfire in the area of Lyons Valley Rd east to Barrett Lake. Emergency responders are addressing the situation.

An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steele Canyon High School or Joan MacQueen Middle School. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Campaign 11
Evacuation Warning
6 September 2020 4:26 PM (PT)

Selected Contacts	2,820
Successfully Reached	2,141
• Percentage	75%
Accessible Contacts	45
Successfully Reached	43
• Percentage	95%



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 09/06/20 at 4:20pm. There is a fire in the area of Lyons Valley Rd and Barrett Lake. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. Residents who choose to evacuate can go to Steele Canyon High School or Joann McQueen Middle School. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff is issuing an evacuation warning for your area due to a fast moving wildfire near Lyons Valley Rd east toward Barrett Lake, evacuation shelters are at Joan MacQueen Middle School and Steele Canyon High School, more info at alerts.d.org

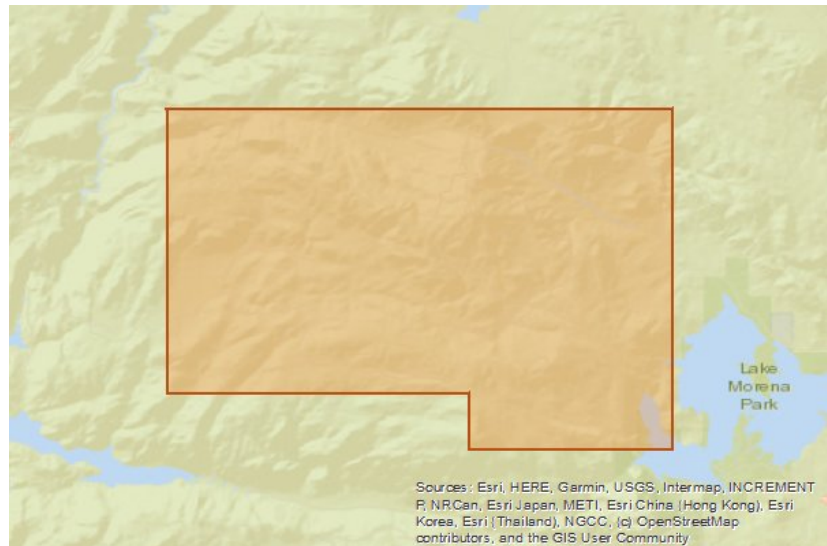
Email Text:

EVACUATION WARNING FROM THE SAN DIEGO SHERIFF'S DEPARTMENT:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 09/06/20 at 4:20pm. There is a fire in the area of Lyons Valley Rd and Barrett Lake. Emergency responders are currently addressing the situation. An evacuation warning has been issued for your area. An evacuation warning means that evacuations are currently voluntary, however everyone should be prepared to evacuate if an evacuation order is issued. Residents who choose to evacuate can go to Steele Canyon High School or Joann McQueen Middle School. If you need emergency assistance with evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Campaign 12
Evacuation Order
7 September 2020 10:42 AM (PT)

Selected Contacts	9
Successfully Reached	9
Percentage	100%
Accessible Contacts	0
Successfully Reached	0
Percentage	NA



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 09/07/20 at 10:30 am. There is a fire in your area. Emergency responders are addressing the situation. An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steele Canyon High School or Joann McQueen Middle School. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

SD Sheriff's is issuing an evacuation order in your area due to a fire, Evacuation centers are Steele Canyon High School and Joann McQueen Middle School, www.sdcountyemergency.com for more information

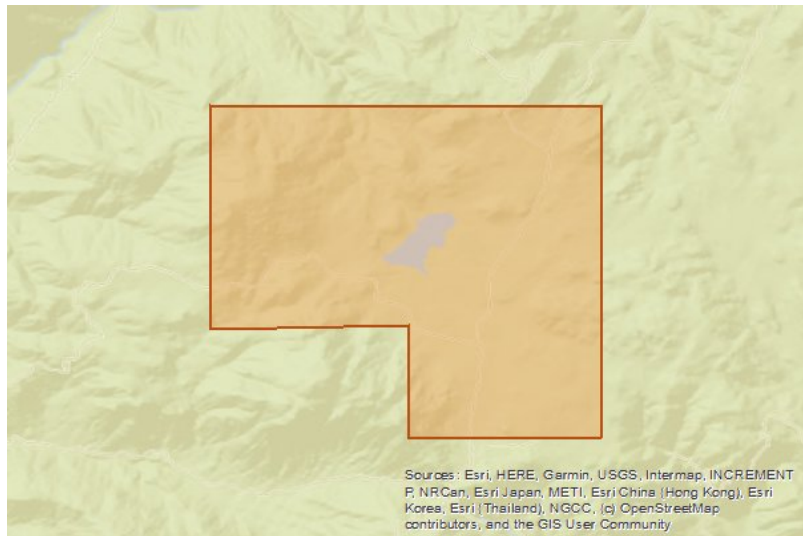
Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on 09/07/20 at 10:30 am. There is a fire in your area. Emergency responders are addressing the situation.

An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steele Canyon High School or Joann McQueen Middle School. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Campaign 13
Evacuation Order
7 September 2020 2:42 PM (PT)

Selected Contacts	17
Successfully Reached	13
• Percentage	76%
Accessible Contacts	0
Successfully Reached	0
• Percentage	NA



Audio Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on Sept 7th, 2020 at 2:40 pm. There is a wildland fire approaching the Madera Ranch area. Emergency responders are addressing the situation. An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steele Canyon HS or Joan MacQueen Middle School. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

SMS Text:

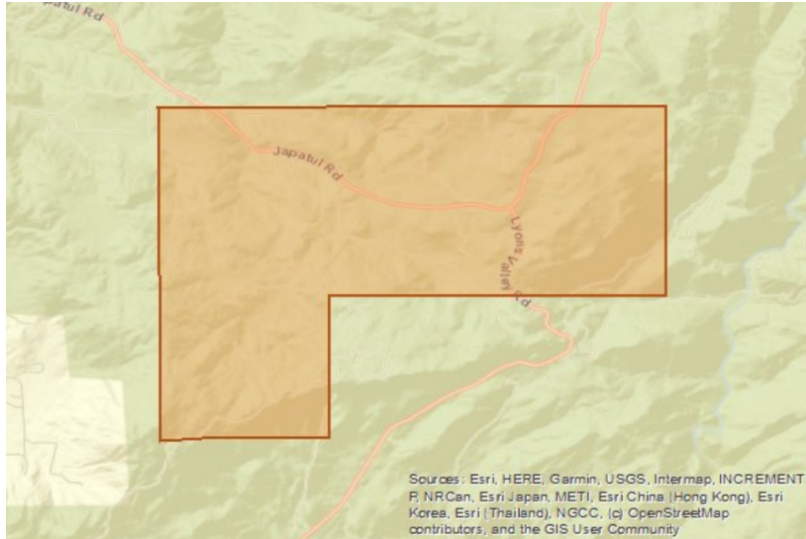
SD Sheriff's is issuing an evacuation order in the area of Madera Ranch due to a wildland fire., Evacuation locations are Steele Canyon High School and Joan MacQueen Middle School. For emergency assistance call 9-1-1.

Email Text:

This is the San Diego County Sheriff's Department with an emergency evacuation message on Sept 7th, 2020 at 2:40pm. There is a wildland fire approaching the Madera Ranch area. Emergency responders are addressing the situation. An evacuation order has been issued for your area. An evacuation order means that persons in the affected area need to evacuate to a safe location to ensure their safety. All residents can evacuate to Steele Canyon HS or Joan MacQueen Middle School. If you need emergency assistance in evacuation, call 9-1-1. If you need additional information, visit www.sdcountyemergency.com or call the San Diego Sheriff's Department non-emergency line at 858-565-5200.

Valley Fire Wireless Emergency Alerts - San Diego County Sheriff's Department

WEA 1
Shelter-In-Place
5 September 2020 3:42 PM (PT)



Message Sent:

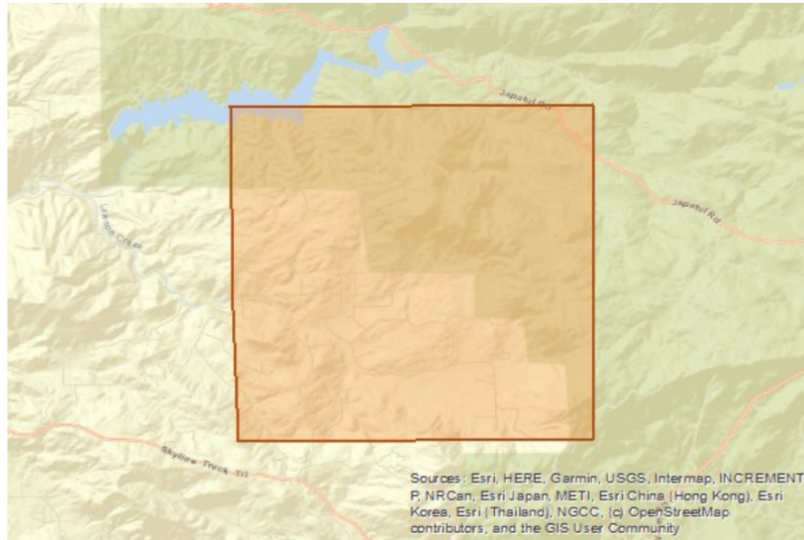
CMAM

SDSheriff: Fire near Carveacre Rd, shelter in place, call 9-1-1 if in immediate danger

CMAM Long Text

SDSheriff: There is a fire near Carevacre Rd/Japattul Rd in the Alpine area. If you live in the area and you are unable to evacuate due to the fire blocking the road you should shelter in place. If you are in immediate danger call 9-1-1. Evacuation points are Joan McQueen Middle School and Steele Canyon High School; more at alertsd.org

WEA 2
Shelter-In-Place
5 September 2020 4:36 PM (PT)



Message Sent:

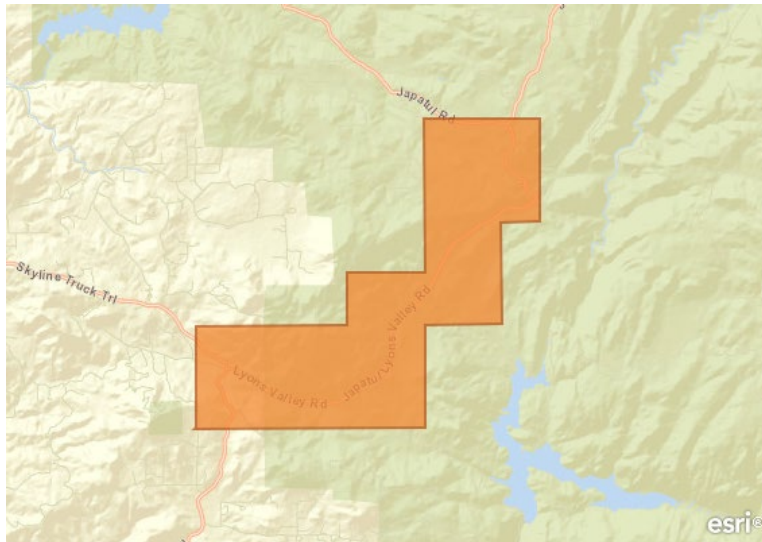
CMAM

SDSheriff: Fire near Carveacre Rd, shelter in place, call 9-1-1 if in immediate danger

CMAM Long Text

SDSheriff: There is a fire near Carevacre Rd/Japatul Rd in the Alpine area. If you live in the area and you are unable to evacuate due to the fire blocking the road you should shelter in place. If you are in immediate danger call 9-1-1. Evacuation points are Joan McQueen Middle School and Steele Canyon High School; more at alertsd.org

WEA 3
Evacuation Order
6 September 2020 12:37 PM (PT)



Message Sent:

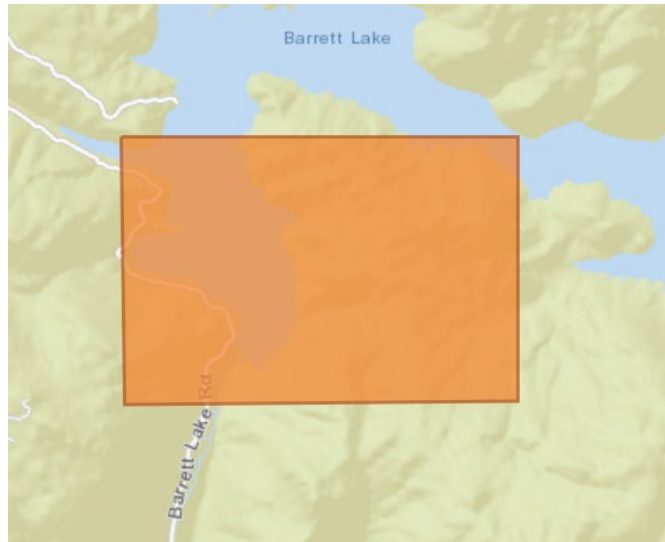
CMAM

SDSheriff: Evac order issued Lyons Valley Rd/Japatul Rd to Honey Springs Rd due to a fire

CMAM Long Text

SDSheriff: Evacuation order issued Lyons Valley Rd from Japatul Rd to Honey Springs Rd due to a fire. Evacuation shelter is Steele Canyon High School. Go to www.sdcountyemergency.com for more information.

WEA 4
Evacuation Order
6 September 2020 2:03 PM (PT)



Message Sent:

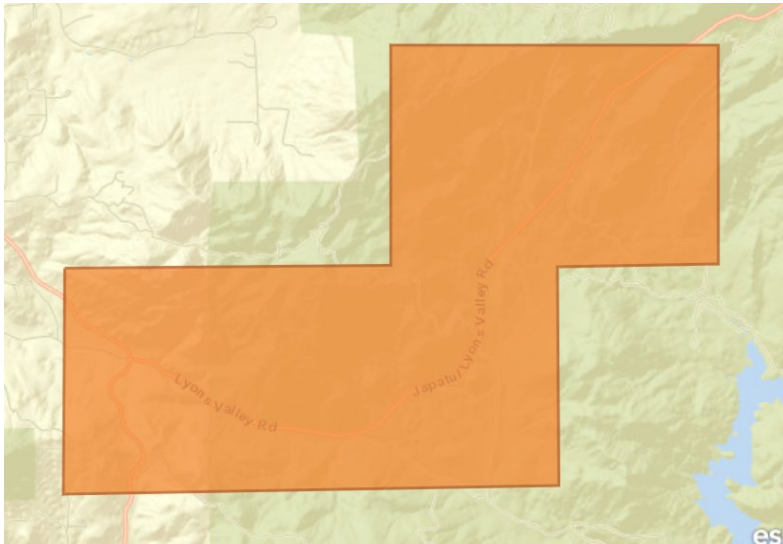
CMAM

SDSheriff: Evac order issued for Barrett Lake area, safest route south to 94, alerts.d.org

CMAM Long Text

SDSheriff: Evacuation order issued for Barrett Lake area, safest route is travel south toward 94, if you need emergency assistance with evacuating call 9-1-1, for more info visit alerts.d.org

WEA 5
Evacuation Order
6 September 2020 3:13 PM (PT)



Message Sent:

CMAM

SDSheriff: Evac order for Lyons Vly to Barrett Lake & Barber Mtn to Horsethief, alerts.dhs.gov

CMAM Long Text

SDSheriff: Evacuation order for Lyons Valley to Barrett Lake & Barber Mtn north to Horsethief, evacuation shelters at Steele Canyon High School and Joan MacQueen Middle School, call 9-1-1 if you need emergency assistance with evacuation, more at alerts.dhs.gov

**WEA 6
Evacuation Order
7 September 2020 11:03 AM (PT)**

No Map – WEA Cancelled

Message Sent:

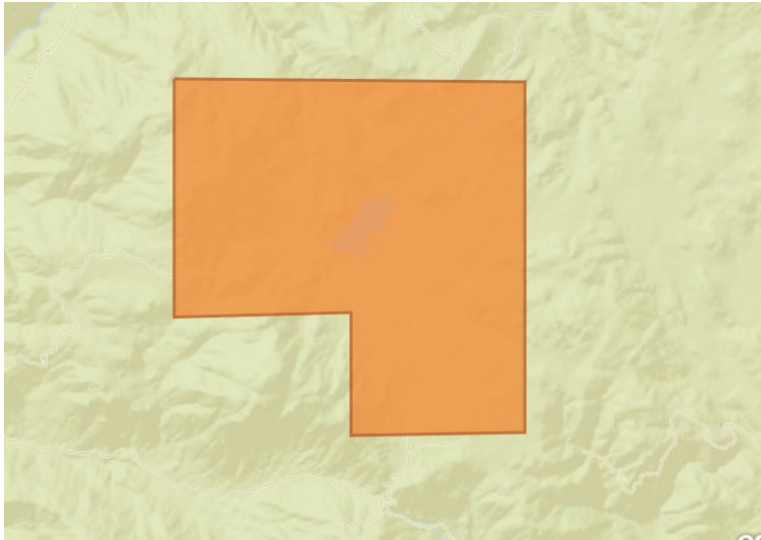
CMAM

SDSheriff: Evacuation order issued for the Corral Canyon/Bobcat Meadows area

CMAM Long Text

SDSheriff: Evacuation order for the Corral Canyon/Bobcat Meadows area. Evacuation centers are Steele Canyon High School and Joann McQueen Middle School. www.sdcountyemergency.com for more information.

WEA 7
Evacuation Order
7 September 2020 2:31 PM (PT)



Message Sent:

CMAM

SDSheriff: Evacuation order issued for the Madera Ranch Area. For more info alertsd.org

CMAM Long Text

SDSheriff: Evacuation order issued for the Madera Ranch area. Evacuation centers are Steele Canyon High School and Joann McQueen Middle School. For more information visit www.sdcountyemergency.com

Valley Fire Wireless Emergency Alerts – County OES

WEA 1 Update to Red Flag Warning 8 September 2020 6:36 PM (PT)
 A map of San Diego County with a large orange-shaded region covering most of the county, indicating the area under a Red Flag Warning. The map includes labels for Murrieta, Oceanside, Escondido, San Diego, and Tijuana. Major highways 5, 8, and 2 are marked. The Salton Sea is visible to the east.
Message Sent: CMAM OES-High Fire Risk 45MPH winds overnight-be prepared to evacuate if needed, alerts.d.org CMAM Long Text San Diego County Office of Emergency Services. A Red Flag Warning is in effect until 8pm Wednesday 9-9-20 with anticipated winds reaching 45 MPH overnight in the mountains and valleys. Any fires that develop will spread rapidly with extreme fire behavior, threatening life and property. Be prepared to evacuate if needed. More information at www.alerts.d.org

APPENDIX C: PROCLAMATION OF EXISTENCE OF A COUNTY-WIDE LOCAL EMERGENCY

PROCLAMATION OF EXISTENCE OF A LOCAL EMERGENCY (COUNTY OF SAN DIEGO) AND REQUEST TO THE GOVERNOR OF THE STATE OF CALIFORNIA TO PROCLAIM A STATE OF EMERGENCY AND TAKE OTHER SPECIFIED ACTIONS

RECITALS

R1. The California Emergency Services Act, including but not limited to Government Code section 8630 and the County of San Diego Emergency Services Organization Ordinance (Code of Regulatory Ordinances, sections 31.101 et seq.) empower the Director of the County Office of Emergency Services in the absence of the Chief Administrative Officer/Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when said County is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session; and

R2. The Director of the County Office of Emergency Services does hereby find that on September 6, 2020, conditions of extreme peril to the safety of persons and property have arisen within San Diego County, as a result of the Valley Fire that began South of Alpine at approximately 2:20 PM on September 5, 2020, causing widespread evacuations, threatening critical infrastructure, and destroying multiple structures and residences.

R3. The Board of Supervisors of the County of San Diego is not in session and cannot immediately be called into session; and

R4. The Director of the County Office of Emergency Services finds that these emergency conditions are beyond the control of local resources, services, personnel, equipment and facilities; and

R5. The Director of the County Office of Emergency Services finds that these emergency conditions will require additional resources, services, personnel, equipment, facilities and funding as follows (The following list does not necessarily reflect the total or final extent of the assistance that may be required. Additional assistance may be requested as the emergency evolves): logistical and personnel assistance with firefighting; aerial support; evacuation operations; shelters; Emergency Managers Mutual Aid; Local Assistance Centers; debris removal that poses immediate threat to public health and safety; and smoke damage.

R6. This Proclamation of Local Emergency will be ratified by the Board of Supervisors pursuant to law.

PROCLAMATIONS AND ORDERS

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED by the Director of the County Office of Emergency Services as follows:

1. That a local emergency exists throughout San Diego County pursuant to Government Code section 8630 and as defined by Government Code section 8558 and shall be deemed to continue to exist subject to ratification, review and termination by the Board of Supervisors pursuant to Government Code section 8630.

2. That during the existence of said local emergency the powers, functions, and duties of the emergency organization of this county shall be those prescribed by State law including but not limited to Government Code section 8634, County ordinances and resolutions, and the current Emergency Services Agreement and Operational Area Emergency Plan.

3. That a copy of this Proclamation be forwarded to the Director of the California Governor's Office of Emergency Services ("Director Cal OES") requesting that Director Cal OES find this Proclamation acceptable in accordance with State law and forward this Proclamation to the Governor of the State of California for consideration and action on San Diego County's requests that:

3.1 The Governor of California proclaim a State of Emergency in San Diego County.

3.2 The Governor suspend those statutes, regulations, rules and orders that may hinder response and recovery efforts.

3.3 The Governor order that recovery assistance be made available to San Diego County under the California Disaster Assistance Act.

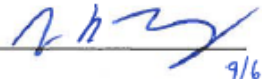
3.4 The Governor order that the State expedite access to Federal resources and any other appropriate federal disaster relief programs for San Diego County.

4. The Director of the County Office of Emergency Services shall continue to assess the local emergency and, as emergency response and recovery efforts warrant, send to Director Cal OES any additional requests that the Governor suspend further statutes, rules and regulations pursuant to Gov Code sec 8571, and that State and Federal assistance be provided to San Diego County.

5. Helen Robbins-Meyer, Chief Administrative Officer, or her representative is hereby designated as the authorized representative of the County of San Diego for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

COUNTY OF SAN DIEGO

Date/Time:
September 6, 2020 / 5:00 p.m.

By:  9/6/20
Jeff Toney,
Director of the County Office of
Emergency Services