



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Kimberly Shunk

SUBJECT: SAN JOSÉ PREPARED! UPDATE

DATE: October 11, 2006

Approved

Date

10/13/06

COUNCIL DISTRICT: Citywide
SNI AREA: All

RECOMMENDATION

Staff recommends that the City Council accept this report on the San José *Prepared!* program.

OUTCOME

This report updates the City Council on the activities of the San José *Prepared!* program since budget hearings for 2006-2007 were conducted in May 2006. At that time, the Mayor directed the Office of Emergency Services (OES) to return to Council with an update before the beginning of November.

BACKGROUND

San José *Prepared!* is the community emergency response team (CERT) program for San José. Started as a pilot program in 1995 and then expanded citywide in 1996, San José *Prepared!* has trained more than 3,100 residents in emergency preparedness using the federal model known as Community Emergency Response Teams or CERT. Today there are approximately 1,600 San José *Prepared!* graduates, residing throughout each of the 10 Council Districts, who are still active in the program.

ANALYSIS

Current training program

San José *Prepared!* consists of 20 hours of lecture, small group exercises, and hands-on training. Classes are offered in several formats: five four-hour sessions; a combination of four modules in

October 11, 2006

Subject: San José Prepared Update

Page 2

two day-long classes with a third class as the final session; and the capability introduced last year for residents to take the classroom work on the Federal Emergency Management Agency (FEMA) website (http://www.citizencorps.gov/cert/training_mat.shtm) and then complete their practical training through one San José *Prepared!* class.

Classes are offered on a citywide basis or as requested by any neighborhood or community group with 10 or more students at their location. Classes are scheduled to meet the group's preference for number of modules offered each day, day of the week and time of day, and language of instruction. A bi-lingual instructor is available for Spanish language classes. Other languages can be accommodated using simultaneous translation through earphones, a service coordinated with Parks, Recreation and Neighborhood Services (PRNS). Course materials are available in English in the San José *Prepared!* format and in Spanish in the FEMA format.

In May 2006, the San José *Prepared!* website (<http://www.sanjooseca.gov/emergencyServices/SanJosePrepared/>) was updated so that an automated response is now generated when someone registers for class online.

Community awareness

Community disaster preparedness training is also available in shorter classes and presentations. The Office of Emergency Services provides talks varying in length from 15 minutes to several hours for community groups. The book, *It's a Disaster*, is provided to community members for use as a reference outside of the traditional classroom setting. Since April 2005, this book has been distributed to San José *Prepared!* participants as well as to people who attend staff presentations. OES remains in conversation with the publisher of *It's a Disaster* in an effort to explore ways to translate this resource into Spanish and Vietnamese. The publisher is not able to relinquish his royalties, as would be required if an Urban Areas Security Initiative (UASI) grant was used to fund translation and reformatting costs. OES is actively exploring alternate funding sources.

In June 2006, the San José *Prepared!* brochure was updated through the generous support of a private grant from the Fireman's Fund Heritage Foundation. The brochure is a key element in community outreach since it is handed to residents at community events attended by Police, Fire, and OES staff. The brochure has also been provided to Parks, Recreation, and Neighborhood Services and the Library for public distribution.

Exercises

Each April, neighborhoods are encouraged to conduct disaster exercises to refresh skills and renew acquaintances. Communications support is provided by San José Radio Amateurs in Civil Emergency Service (RACES), the local amateur radio club. This year, three communities conducted exercises: Mill Pond mobile home park, Quail Hollow mobile home park, and Eden neighborhood.

Work plan

The work plan for Fiscal Year 2006-2007 includes the continuation of existing services and outreach along with six initiatives: a new short course; an expanded pool of instructors;

recruitment for a permanent Training Specialist as the program coordinator; the addition of an Administrative Manager to OES; designation of San José Prepared graduates as official Disaster Service Workers; and conversion of the program database from FileMaker Pro into Access.

- OES is developing a four-hour class on Personal and Home Preparedness. The goal is to launch the English-language version of this short course in late 2006, with Spanish and Vietnamese-language versions in 2007.
- OES plans to invite a select number of seasoned San José *Prepared!* graduates as well as students in the Fire Science program at a local community college to become San José *Prepared!* instructors.
- With the retirement of OES' Training Specialist in September 2006, San José *Prepared!* is taught by one person in the Office of Emergency Services, who happens to be a temporary employee who has several years of experience with the program. A recruitment is in progress to hire a full time, permanent Training Specialist.
- The adopted budget for 2006-2007 added a Senior Analyst to OES staff for the primary purpose of being a program manager for the San José *Prepared!* program. Recruitment for this position, upgraded to an Administrative Manager after a review of proposed job duties, is in progress.
- After consultation with the City Attorney's Office, OES has determined that graduates of the San José *Prepared!* program, like graduates of similar programs around the San Francisco Bay Area, may be designated as official Disaster Service Workers under California State law. This recognition will enable CERT volunteers to be eligible for Workers' Compensation benefits if they are injured in the course of assisting the City during a disaster. A system of records keeping is the only step still needed to effect this change in the program.
- The legacy database in FileMaker Pro was converted to Microsoft Access in September 2006 through the volunteer efforts of members of San José's Radio Amateurs in Civil Emergency Service (RACES). All 817 records in the FileMaker Pro database were successfully converted, leaving approximately 800 records or less to be manually entered into the new system from paper documents. The goal to complete data entry is December 2006. In the meantime, the existing data has been mapped, as requested, using a Geographic Information System (GIS).
 - Maps of all 10 Council districts are attached for reference, using the data described below. Tabular data, which matches the maps, is shown at the end of this section.

- The FileMaker Pro database reported a total of 817 San José residents who took part in the San Jose *Prepared!* program, graduating 387 citizens among all council districts between the years 1995 to 2000.
- “Participant” identifies those database entries that have a complete name, address, Council District number, and indicated that at least one of the five training modules had been completed. “Graduate” identifies those database entries that have a complete name, address, Council District number, and a graduation date.
- Each dot on a map represents one or more graduates. In many cases, two or more members of the same household graduated from the program.

District	Councilmember	Participants	Graduates	% of Graduates
1	Linda LeZotte	62	35	56
2	Forrest Williams	76	39	51
3	Cindy Chavez	40	18	45
4	Chuck Reed	94	50	53
5	Nora Campos	33	12	36
6	Ken Yeager	83	27	32
7	Madison Nguyen	28	14	50
8	David Cortese	257	121	47
9	Judy Chirco	54	20	37
10	Nancy Pyle	90	45	50
TOTALS		817	387	47%

PUBLIC OUTREACH/INTEREST

- Criteria 1:** Requires Council action on the use of public funds equal to \$1 million or greater.
- Criteria 2:** Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City.
- Criteria 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach.

None of the above criteria apply to this program update. However, over the past year, staff members have worked closely with a wide range of organizations to provide information and training to community members. These organizations include: Strong Neighborhoods Initiative

HONORABLE MAYOR AND CITY COUNCIL

October 11, 2006

Subject: San José Prepared Update

Page 5

(SNI) program, Neighborhood Housing Services, Neighborhood Development Center, Mobile Home Advisory Commission, Council on Aging, Metropolitan Education District, Vulnerable Populations Committee of the County's Emergency Managers' Association, San José/Evergreen Community College District, Volunteer Center of Silicon Valley, Deaf Advocacy and Referral Agency, and the Santa Clara Chapter of the American Red Cross.

Community outreach also takes place through presentations to homeowners associations, civic groups, schools, businesses, and faith-based organizations. During the past year, San José *Prepared!* staff made 78 presentations, reaching an estimated 3,900 residents. In addition, San José *Prepared!* staff supported 24 community/Council events that were open to the public at which approximately 5,000 people were in attendance.

COORDINATION

This memorandum was coordinated with the City Manager's Budget Office.

CEQA

CEQA: Exempt (not a project).



KIMBERLY SHUNK
Director, Office of Emergency Services

For questions, please contact Kimberly Shunk at (408) 277-4595.