

**City of Sonoma Disaster Council
REGULAR MEETING
Emergency Operations Center
175 First Street West**

May 14, 2009

Minutes

Present: Mayor Ken Brown, City of Sonoma
Linda Kelly, City Manager
Debra Rogers, City of Sonoma
Steve Dale, La Luz
Tim Hunt, Emergency Management, SV Hospital
Herb Golenpaul, Pueblo Serena
Darrel Jones, Skypark Airport - Sonoma
Barbara Johnsen, Pets Lifeline
Diana Lawrence, Sonoma Valley Unified School District
Nanci Mathison, Sonoma Valley United School District
Ken McTaggart, Auxiliary Communications Service, ACS Unit Leader
Bill Myatt, Program Director of Sonoma County 2-1-1
Mark Netherda, Deputy Health Officer, County of Sonoma
John Saguto, American Red Cross Volunteer
Bob Smylie, County Department of Emergency Services, OES
Rhonda Stallings, Arroyo Veterinary Hospital
Joan Tillman, SV Dog Owners and Guardians
Sarah Tracy, Sonoma Valley Visitors Bureau

1. Call to Order

The meeting was called to order. Introductions were held.

2. Comments from the Public

None

3. Minutes

The minutes of March 12, 2009, were approved as presented by consensus.

4. Sonoma County 2-1-1 Community Resource Directory as a Referral Service – Bill Myatt

2-1-1 Call Centers Activated: Bill Myatt, Program Director of Sonoma County, reported on the level of response being received at call centers now that 211 was activated three months ago. While 911 is for emergencies, 2-1-1 callers can access many community services such as support for families, seniors and persons with disabilities, physical and mental health resources, and food and clothing to name a few. Prior to the 211 call centers going “live”, of those calls made to 911, only 35,000 out of 200,000 calls were real emergencies. Currently 211 services cover 85% of California with rural areas not yet covered; the goal is to have total coverage by 2012. So far in 2009, 14 million calls have been received nationwide, including Canada.

With an excellent routing system, callers can be routed to different call centers (i.e. during the Louisiana hurricanes, calls were routed to Los Angeles and San Francisco. Call Centers operate 24-7, 365 days a week.) During challenging economic times, the volume of calls has far exceeded what was anticipated. More information is available at www.211wc.org

Herb Golenpaul asked Mr. Myatt whether or not the callers have actually been helped with the information provided by the call centers.

Mr. Myatt said that more follow-up was needed but one issue is callers are guaranteed anonymity. There have been some false expectations by people, who think by calling 211 that things they need such as food, will be brought to their house; in actuality callers are given the resources to help themselves.

John Saguto asked if 211 had problems with rolling over the calls to a different center that wasn't familiar with the locality. Mr. Myatt said they rely on the data base. John asked how they validate the information provided as being accurate and up-to-date. Mr. Myatt said that every twelve months (starting in July every six months) a feature on the data base allows an email (or mail addresses) to be sent to everyone asking them to update their data (i.e. addresses, phone numbers). However, after the request for the update is sent, staff spend months getting people to respond – the biggest challenge for a data base in keeping it current.

Linda Kelly asked if cities can look at the data base to check for accuracy. Mr. Myatt said they allow people access to the data base, but only certain agencies are allowed to change the data; he suggested we refer back to them any information that needs correcting.

John Saguto described how he validates shelters prior to them being posted on the National Shelter System data list (four agencies that have password access and only ones allowed to publish data). He said prior to 211, there were pockets of information which then needed to be directed to the 211 system. Mr. Myatt agreed and asked to continue dialogue on how to improve 211's methods of updating information.

Rhonda Stallings, Arroyo Veterinary Hospital, asked if there was information related to animal care listed on the database as resources. Mr. Myatt said there were over 2,400 services listed but was not sure of that category. The Animal Sheltering subcommittee group said they would look at the lists and provide him with updates on animal resources.

5. Update on H1N1 Swine Flu in Sonoma County – Dr. Mark Netherda

Disaster Council: Mark Netherda, Deputy Health Officer, Sonoma County, updated the council on the H1N1 Swine Flu. The detailed presentation included the method of transmission for this novel virus, history of pandemics world wide, and the five levels of criteria used to assess the severity of influenza to determine proper mobilization of resources to treat and control the disease. The good news for H1N1 is the rate of transmission is much lower than expected at this time. For more information, visit their website at <http://www.sonoma-county.org/health/ph/index.htm>

6. Emergency Operations Plan Adoption by City Council – City Manager

City Manager Kelly said that the Sonoma City Council unanimously approved the EOP, Emergency Operations Plan at their May 6th meeting. She said the document is on the City's website, Disaster Council page.

7. Report from Subcommittees

Citizen Preparedness – SCOPE: Debra Rogers reported that Joe Morrison had scheduled SCOPE trainings at the Chanterelle community on May 14th. He requested 100 SCOPE manuals for these trainings and other requests. Cynthia Scarorough, Executive Director, Vintage House Senior Center, emailed that she was anticipating scheduling a SCOPE training during the summer.

Public Information Outreach: Sarah Tracy, Sonoma Valley Visitors Bureau, reported for the group: 1) working with High School to have a senior project produce a PSA from their film department; 2) continue to look at handouts for the information booths at events; 3) the PSA's approved by the Disaster Council for radio outreach are being aired now; 4) introduced Steve Dale from the La Luz Center, who they have asked to join their group and to develop ways to reach out to the community served by La Luz; 5) working with local hardware stores to come up with some kind of promotion to get people to purchase items for their disaster kits; perhaps having a table at their stores to give out information.

Sheltering Services & Food Preparedness: Joan Tillman reported that the Animal Sheltering Subcommittee had decided at last month's meeting to prepare a proposal on sheltering animals immediately following an emergency. They successfully compiled a formidable document (a majority of the 33 page document are attachments to support the principle guidelines). There are nine recommendations they want to present to the Disaster Council for review when it can be placed on the agenda for discussion.

Barbara Johnson, Board Member for Pets Lifeline, said the manual is collaboration with other shelters and county wide organizations; she said they will be editing down the 33 pages, with the first 13 pages of the document a summary with nine recommendations.

Population Demographics: Herb Golenpaul, Pueblo Serena Community, Emergency Preparedness Committee, asked the council for direction of what information gathering would be beneficial. He has already contacted all the mobile home parks updating them on the SCOPE training availability, and asked if retirement homes should be contacted to inquire if they have disaster plans in place. City Manager Kelly said that it would be useful to have a contact list of names and phone numbers at each retirement home.

Darrel Jones, Sonoma Skypark Airport and Auxiliary Communications Service, invited council members and their families to the airport on May 30th from 11:00 am to 3:00 pm for a day of fun, food and to take a look at the facility which will include information tables with displays that relate to disaster preparedness.

Ken McTaggart, Auxiliary Communications Service Unit Leader, announced that the VOMARC is offering a two-day class to help prepare individuals to qualify for a Technician license and said anyone interested to please contact him for more information. Dates are Saturday and Sunday, June 20th and 21st.

9. Set Next Meeting Date

June 11, 2009 at 3:30 p.m. was set for the next Community Preparedness, Subcommittee meetings.

July 9, 2009 at 3:30 p.m. was set for the next regular Sonoma Disaster Council meeting. Both meetings will be held at the Emergency Operations Center.

Respectfully submitted,

Debra N. Rogers