



May 24, 2011

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Hon. Arthur A. Garcia
Assistant Presiding Judge
Santa Barbara Superior Court
312 East Cook Street
P.O. Box 5369
Santa Maria, CA 93456-5369

Kathryn D. McKee, Foreperson
Santa Barbara County Grand Jury
Grand Jury Room
Santa Barbara County Courthouse
Santa Barbara, CA 93101

SUBJECT: Responses to 2010-2011 Santa Barbara County Civil Grand Jury report "Improving Our Emergency Alert System in the 21st Century."

Dear Hon. Judge Garcia:

The City of Goleta is pleased to provide the following requested responses to the findings and recommendations in the above-referenced report:

Finding 2 – During past crises, emergency agencies have not always communicated with each other which may have slowed information being passed to affected residents.

Response to Finding 2: The City of Goleta agrees with this finding.

It should be noted that the City is increasing its emergency communications capabilities through the use of the Santa Barbara County OES "Web E.O.C." In addition, by having City staff imbedded in the Emergency Operations Center (EOC), the City can receive instant information and updates regarding evacuations, road closures and other emergency information which can be posted on the City's website, placed on the City's Cable Channel 19, or conveyed to subscribers through the City's telephone "City Alert" system. There are currently 9,468 residents who have registered their contact information through the City's City Alert

System. This system is operated by the City and can be utilized in conjunction with the Sheriff's Office Reverse 911 System or used separately for both emergency and non-emergency notifications. **Timeframe for Implementation: Current and on-going effort.**

Moreover, as part of the City's new solid waste services contract with Marborg Industries, Marborg shall procure, equip and maintain two (2) mobile disaster response/communications trailers for use during and/or after the major disaster for an amount of time determined to be needed by and located at sites designated by the City at the request of the commanding emergency operations coordinator. These trailers will provide video screens detailing the most up-to-date emergency information. It is worth noting that this new communication device will be the first of its kind in Santa Barbara County, further demonstrating Goleta's commitment to emergency communications and readiness. **Timeframe for Implementation: Effective date of the solid waste services contract with Marborg Industries is July 1, 2011.**

Finding 3 – No single public emergency services agency has accepted the responsibility for educating the public about the actions the public must take to access emergency service communications or what information the public can expect from various emergency alert/information systems.

Response to Finding 3: The City of Goleta partially disagrees with this finding.

Although no single agency has accepted this responsibility for the entire County, the City of Goleta has and continues to undertake efforts to help our residents become better prepared for emergency events. For example, the City's Community Emergency Response Training (CERT) Program not only trains residents in emergency response, but also on how residents can access and obtain information in an emergency. The City has provided CERT training to approximately 60 residents in the area of emergency preparedness along with an additional 25 currently in the program. Each participant is provided, as part of their emergency kit, a hand crank, solar powered am-fm radio. CERT training efforts are in addition to outreach conducted by the City throughout the year. The City will continue working with allied agencies and the County OES to enhance and improve the dissemination of emergency communications. **Timeframe for Implementation: Current and on-going effort.**

Recommendation 2: The Board of Supervisors and appropriate city jurisdictions require their respective emergency agencies to pass emergency information to adjacent jurisdictions and the Office of Emergency Services without delay.

Response to Recommendation 2: The City of Goleta agrees with this recommendation.

The City works closely with County OES and allied agencies throughout the year in the area of emergency preparedness. The City has recently acquired technology to allow the implementation of the County's "Web E.O.C." program that will permit real time video conferencing with County OES, but also the transmittal of important information to

all agencies within the County. This added capability is in addition to existing computer communication provided via email.

Moreover, the City has radio communications equipment to communicate directly with County OES, Sheriff and other agencies that include UHF and 800 MHz radios, traditional land line telephone, cell and satellite telephones. The City of Goleta operates under an adopted National Incident Management System (NIMS) which includes contact information for other jurisdictions. **Timeframe for Implementation: Web E.O.C.: Currently in process with County OES, estimated completion is September 2011. Radio Communications and NIMS: Current and on-going effort.**

This concludes our responses to the Grand Jury's Report. For any additional assistance we can provide on this, please feel free to contact Vyto Adomaitis, Director of Neighborhood Services and Public Safety at 805-961-7555.

Sincerely,



Daniel Singer
City Manager

cc: Tim W. Giles, City Attorney